



Minister's Medal Honouring Excellence in Health Quality and Safety

Team-Based Initiative eShift

eShift is an innovative service delivery model that uses technology to leverage the knowledge and skills of a single clinician to remotely support as many as 6 end-of-life patients in their own homes, with a non-regulated provider at the patient's bedside. The eShift model: increases access to care by bringing clinical specialists to the patient regardless of where they live; enables improved medical coordination through the sharing of real-time bedside clinical information with the broader care team; and provides patients with the option to stay at home, with support for their caregivers.

The initial partnership consisted of South West CCAC, Victorian Order of Nurses (VON), and Sensory Technologies, who co-designed a service delivery model. Building upon that model, the partnership leveraged an early-stage platform to ensure the technology was intuitively user-friendly and allowed for the remote Registered Nurse (RN) to assess every part of the patient and the care environment.

The eShift model augments the care team by providing respite and care at end-of-life, while avoiding hospitalization. Through the eShift model, South West CCAC hospital readmissions within the last 30 days of life were reduced from ~50% to less than 2% and this performance was sustained over 3 fiscal years.

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*The information provided above is taken directly from 2015 Minister's Medal applications –
Facts and information herein have not been checked for accuracy.*