



**Customer:** L'Agence de la santé et des services sociaux de Lanaudière

**Web Site:** <http://www.agencelanaudiere.qc.ca/>

**Country or Region:** Canada

**Industry:** Government

#### Profile

L'Agence de la santé et des services sociaux de Lanaudière is the agency that oversees public health services in the Lanaudière region of Quebec.

#### Software and Services

- SharePoint 2010

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## More time on patient care, less time on IT support with help from SharePoint 2010

"My office extends beyond my four walls. One day we hope the portal will help doctors share patient information as easily as they can call IT. This way, we will have a direct impact on patient care."

Nicolas Raymond, ASSS Lanaudière

L'Agence de la santé et des services sociaux de Lanaudière is the agency that oversees public health services in the Lanaudière region of Quebec, an area located just North-East of Montreal.

#### Situation

Among its roles is to fund family medicine groups - provincially-mandated entities that bring together doctors, nurses and clinics from across the region to help care for registered patients. These groups are able share files and resources so that someone is always available to help respond to requests for longer hours than a normal medical clinic, leading to greater health care efficiencies and stronger patient care.

Until recently, the groups relied on private contractors for IT support. Staff, however, became concerned about slow helpdesk response times. Many complained to the ASSL about having to take time out of their days to make follow-up calls and track down the status of their requests.

"The time they spent following up with the IT helpdesk translated into less time

focusing on patient care, and that was something we needed to fix," says Nicolas Raymond, Information Systems coordinator at Agence de la santé et des services sociaux de Lanaudière.

#### Solution

In response, Quebec's health and social services ministry decided to allow IT support in-house, and ASSS Lanaudière offered helpdesk responsibility to family medicine groups in its territory. To prepare, ASSS Lanaudière had to make some changes itself. Its helpdesk tracking system was not Web-enabled, so family medicine group doctors and other front-line workers distributed across the region would have no easy insight into the status of their requests.

Microsoft® Excellence Gold Partner, Techtra, was selected by ASSL for its Microsoft Partner Network competencies and its deep knowledge of SharePoint to become an early

adopter of Microsoft Office SharePoint® 2010.

As part of a pilot project, Techtra and ASSS Lanaudière have built a new online form that can be filled out from a browser-enabled PC or device. IT can then immediately retrieve this form and post information about the status of the request to a page hosted on SharePoint 2010."

### Number Crunching Made Easy

With the new portal in place the IT team can play a bigger role in helping improve health care delivery. SharePoint 2010 makes it easy for ASSS Lanaudière to package support data and statistics and provide it to senior Ministry officials, helping make the case for new technology or staff to meet the demand for IT services.

"There have been times when I knew we needed more IT staff, but I had no way of demonstrating this need to my Agency's heads. With SharePoint 2010, we will be able to quickly crunch that data and present it to decision-makers," says Raymond.

As well, using the business intelligence features in SharePoint 2010, ASSS Lanaudière can mine data in forms and look for trends that will help them be more proactive in addressing IT performance issues.

### More Time for What Matters

With the new portal in place, ASSL also expects that doctors and other frontline workers will spend less time on the phone with the helpdesk. This will let

them focus on the things that really matter: delivering quality patient care.

"In the past each family group had to make an average of 88 calls in a given year regarding helpdesk issues. With the SharePoint 2010 portal in place, we are confident we can reduce this number to zero," says Raymond.

### Maximum Return on Investment

The agency also foresees a strong return on investment. Because the portal can be easily linked up with existing public sector databases, the government can deploy it to other agencies without having to make additional technology investments.

"We are one of 16 agencies in the province, so the government can easily leverage the work we have done for this IT portal and bring it to other agencies. SharePoint 2010 is helping our office build a new future for ASSS Lanaudière and its partners in the region," adds Raymond.