



MEDAVIE
HEALTH SERVICES

- » 5000 EMPLOYEES
- » 12 OPERATING DIVISIONS
- » 24/7 SERVICE DELIVERY

Medavie Health Services leads enterprise-wide digitization for + 5,000 paramedics across Canada.

Medavie's employees are primarily deskless, front line workers operating 24/7 across 12 operating companies in emergency and paramedical markets. They require real time communications and training on the go, to react to COVID-19 and meet jurisdictional compliance needs.

CHALLENGE

Medavie's Advanced Care Paramedics (ACP) and Rapid Response Unit (RRU) complete daily checklists and fill out paperwork. For the first-responder, this involves filling out a paper form, then scanning and submitting it via email.

In addition to the loss of crucial time, the process creates a traceability issue for business managers responsible for follow up conducted over email and scanned PDFs.

SOLUTION

With the My iTacit mobile app installed on company-issued phones, paramedics are directed towards assigned training and communication tools. iTacit's Forms and Checklists module replaced paper-based daily checklists. Submissions that do not meet specifications, for example a piece of equipment requiring attention, are automatically flagged for follow-up and escalated to the appropriate person responsible.

Digitizing these document processes reduces labour costs, speeding up completion and submission of daily checklists. Analytics tools allow for root cause analysis with the operational BI tools.



RESULTS

+ Efficiency and speeding up checklist completion

Digitizing daily checklists has eliminated the need for paramedics to fill out, scan and email forms, allowing them to complete all of this within the My iTacit app where they can access other resources such as training and critical communication.

+ Improved user experience

This partnership has provided insight into functionality enhancements to provide an even better user experience. Medavie's training and communication platform, has been made 'stickier' and more engaging thanks to the app driving traffic towards it.

+ Consistent compliance and best practices for traceability

With the My iTacit app allowing for automatically-assigned forms and checklists, processes are completed and collected more consistently. All submissions are stored securely in iTacit, making them easily-retrievable for users and accessible within the organizational BI tools.

“Over 90% of our staff reported they were satisfied or very satisfied with the digital migration process.

The user interface is extremely intuitive; leaders within the organization are able to track and manage their team training requirements in realtime. The built-in reports are easy to use and reporting data is easy to extract into external dashboards.



Benjamin Hunter
Manager, Education Programs
Medavie

After a successful pilot, Medavie migrated to an enterprise-wide adoption of iTacit for their front-line. Medavie use SAP, Workday, and Office 365 for its white-collar staff.

