

- Optimization, with GrayOS, of the planning of systemic treatments at the CIUSSS Centre-Ouest de l'Île de Montréal oncology outpatient clinic.
- Like many cancer centers in Quebec, the systemic treatment department at the Segal Cancer Centre at the JGH is facing major challenges: a continuous increase in the number of patients to treat, the growing complexity of treatments, and staff shortages. Appointment scheduling, a key process for access to care as it links resources to demand, has seen little evolution over the years. Often done manually, in a static tool, the analysis of information and the specific needs of each patient is carried out by an administrative agent and a nurse. Inefficient, this process exacerbates the impact of the aforementioned challenges and prevents outpatient cancer centers from making the best use of their valuable resources, both human and material, and from ensuring effective access to care.

<https://jghnews.ciuSSWestcentral.ca/new-software-overcomes-complexities-to-transform-scheduling-in-oncology-clinic>

- That's why the oncology clinic at the JGH Segal Cancer Centre, in an innovative approach, has decided to deploy and evaluate the impact of a new technology (GrayOS) aimed at optimizing appointment scheduling
 - <https://www.gray-os.com/>
- Key results:
 - **Efficiency gains of 13%.**
The deployment of GrayOS has led to better utilization of available resources. More specifically, GrayOS has enabled the generation of optimized schedules where nurses are able to administer 13% more treatment time per hour of work. Additionally, the chair utilization rate increased by 9.9%.
 - **Up to 80% time savings.**
Managers and certain staff members (such as pharmacists, pivot nurses) have reported significant time savings, with the assistant head nurse and the pivot nurse achieving up to 80% time savings on tasks related to schedule planning.
 - **Improved visibility and communication.**
With GrayOS being used by a wide range of profiles involved in the care pathways (administrative agents, nurses, managers, pharmacy, doctors), the tool has greatly improved communication and coordination, thus facilitating the delivery of integrated care.
 - **Cost savings / financial impact.**
In a context of staff shortages and increasing demand, the department reinvested the efficiency gains to treat more patients

and improve the quality of care, rather than reducing overall expenses.