eHealth Saskatchewan

DECEMBER 2025

INTERSECTIONS

Coloured pencil artwork by Senior Data Engineer Laura Klassen, featured as part of eHealth's recognition of World Mental Health Day 2025.

In this issue

Digital scanning transforms prosthetic care 2

Learning fast, leading with AI 3

Service Desk delivers without pause 4

Powering care through technology 4

Roadmap progress: mid-year check in 5

Teams in action: on-site help 6

A word from our CEO Davin Church

At eHealth, our purpose is clear: to ensure that technology is always there for the people who care for patients. As we close out the calendar year with this third edition of eHealth *Intersections,* I'm proud to highlight how, together with our partners, we're stepping up in extraordinary ways to support accessible health care through innovation.

Across every story, one theme stands out – commitment in action. Whether it's rolling up sleeves to deliver hands-on support in hospitals, keeping services running smoothly, or embracing a "start small, learn fast" approach to artificial intelligence, our collective efforts are united by a passion to put patients first.

We may not stand in the ER, the doctor's office, or the lab, but our technology, backed by strong partnerships, is there helping frontline employees provide care when and where it's needed most. From implementing cutting-edge scanning systems for braces, artificial limbs, and customized wheelchair seats, to ensuring seamless transitions to new tools and tech, every effort reflects our shared dedication to those who save lives every day.

This newsletter is more than a collection of updates – it's a celebration of the commitment, innovation and collaboration that makes health care more accessible, more responsive, and more human.

On behalf of eHealth, I wish you and yours a joyful holiday season and a happy, healthy New Year. To my health system colleagues, thank you for being an essential part of our journey – I look forward to all that we will accomplish together in the year ahead.

Advancing prosthetic care with digital scanning technology

DIGITAL SCANNING TRANSFORMS PROSTHETICS

eHealth has partnered with the Saskatchewan Health Authority (SHA) to implement a cutting-edge scanning system for making braces, artificial limbs and customized wheelchair seats at Wascana Rehabilitation Centre in Regina.

"Faced with a two-year waiting list for these life-changing devices, the need for this technology was urgent. Our team stepped up immediately, co-ordinating the set up of robotic equipment, preparing workstations and ensuring a secure network," says Myrna Hovind, eHealth's Manager of Surgery and Tertiary Care Services. "For many team members, this was their first experience working with robotic systems."

IMPROVED PATIENT EXPERIENCE

Replacing traditional plaster moulds with a faster, more precise and patient-friendly solution, this innovation has significantly improved the patient experience while streamlining the process for health care providers. Patients report the prosthetics are more comfortable. One long-time prosthetic user shared, "In the 20 years I've been wearing a prosthetic, this is the most comfortable one I've ever had."

The digital process reduces the time required for initial assessments and fabrication, and the improved fit means fewer adjustments are needed. In fact, the number of bulky trial sockets, known as check sockets, has dropped from three to just one or two, allowing patients to transition more quickly to their final, lightweight prosthetic.

IMPROVING ACCESS

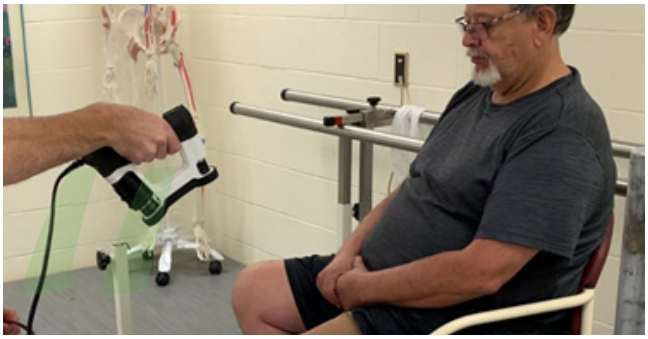
The benefits extend beyond individual care. For every three patients scanned using the new system, one additional appointment has opened up, improving access to services. Digital files can now be sent directly to specialized manufacturers, eliminating the need to ship heavy cast moulds out of province or country – saving both time and money.

ATTRACTING NEW TALENT

Clinicians have embraced the change after an initial learning curve. Transitioning from manual plaster casting to digital modeling required time and training, but the results have been worth it. The technology has also helped attract new talent, with two residents and one technician joining the team, drawn by the opportunity to work with state-of-the-art equipment.

"Implementing this digital scanning system has transformed how we deliver orthotic and prosthetic care," says Laveena Tratch, Director of Rehabilitation Services and Transitional Care Unit at Wascana Rehabilitation Centre. "It's not just about better patient outcomes – it's about utilizing new technology to improve access and position our clinic as a leader in innovation. The ability to open more appointments and attract talent speaks volumes about the value this technology brings."

With the success of this initiative, the team is now exploring ways to expand the technology to other types of devices, continuing to push the boundaries of what's possible in personalized orthotic and prosthetic care.



Using the Spectra Scanner to digitially capture the limb structure.

Technician laminating an orthotic.

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>
> - Myrna Hovind, Manager of Surgery and Tertiary Care Services

Learning by doing: enabling AI on the go

AI FOR HEALTH CARE

Artificial intelligence (AI) is no longer the future – it's here and transforming health care today. By integrating AI into our work, eHealth is establishing smarter policies and sharper tools, and expanding successful pilots to redefine patient care. These efforts will pave the way for AI to become a seamless part of everyday workflows. By reducing repetitive administrative tasks, surfacing critical information faster and supporting care delivery, AI is helping give providers time back to focus on what matters most.

We're embracing a "start small, learn fast" phased approach and focusing on areas that can provide immediate value. This allows us to move quickly, learn from real experience and continuously improve – just like AI.

"By starting with manageable use cases – like automating routine tasks or summarizing information – health care teams, supported by eHealth, can adapt and lead the way," says Darren Myles, eHealth's Executive Director of Enterprise Business Solutions.

PROMISING PILOTS

One example is the AI Scribe Pilot, launched in partnership with Canada Health Infoway. This initiative aims to reduce the administrative burden for primary care providers with an AI-powered scribe, which listens during patient encounters and generates structured, real-time clinical notes. The system can be integrated with electronic medical records (EMRs), making documentation faster and more efficient – allowing clinicians to focus more on their interaction with patients and less on taking notes.

"The AI Scribe Pilot is an important first step in adopting AI," says Saskatchewan family physician Dr. Christo Lotz. "It doesn't just reduce administrative work for physicians and create a more sustainable practice environment – it also helps free up time for deeper patient interactions.

"By simplifying documentation, we're moving toward a more collaborative and efficient model of care."

Preliminary feedback from the national pilot shows:

- 93% feel more present with patients during visits
- 89% report reduced administrative workload
- 85% report lower cognitive burden
- 94% say AI Scribe saves them time, with 62% reporting saving 30 minutes or more a day

> The future of AI in health care is both exciting – and evolving rapidly. By starting now, we position ourselves to learn early, adapt quickly and lead confidently.
>
> - Darren Myles, Executive Director of Enterprise Business Solutions

AI SMART SEARCH FOR MYSASKHEALTHRECORD

eHealth is exploring how AI can help MySaskHealthRecord users better understand their information by developing a smart search function within the app. AI smart search could potentially:

- summarize clinical notes and chart information
- explain medical terms in plain language the client can understand
- create visuals for patients to view their metrics, like weight or glucose levels, making them easier to read

AROUND THE OFFICE

eHealth is leveraging Microsoft Copilot tools to bring AI into everyday work, making tasks easier, helping us save time, improve collaboration and enhance informed decision-making. For example, Copilot can help draft follow-up emails after a meeting. It can also summarize meeting notes, polish writing and build presentations – turning raw information into clear insights, professional documents and engaging slides to save time.

eHealth Service Desk ready and responsive

eHealth's Operational Support Services (OSS) teams kicked it into high gear this summer and fall to ensure a spike in emails and calls to our Service Desk didn't get in the way of health care delivery.

eHealth supports **75,000+ users** of administrative and clinical applications across the health system. Whether email is acting up or the Lab Information System is temporarily unavailable, our Service Desk is the place they turn to for help. In this case, technology upgrades and onboarding of more than 600 students were major contributors to the increase in requests.

Every call answered, customer helped and ticket resolved keeps health care teams connected and patients cared for – ensuring technology is a help and not a hindrance to those who help patients every day.

SERVICE WITHOUT PAUSE

Between July 1 and Oct. 31, 2025:

Answered nearly twice the normal volume of support emails and calls

Logged close to 160,000 support tickets

Kept response times to a minimum

SELF-SERVE PASSWORD RESET FOR THE WIN

eHealth's Service Desk receives more than 60,000 requests for a password reset every year. A self-serve option sets callers up to reset their own passwords. This gets people back to their work more quickly and keeps call volumes down, freeing Service Desk agents up to help others – a win for everyone!

Saskatchewan's largest IT services provider by the numbers

You might be surprised to know that eHealth is the largest IT services provider in Saskatchewan, supporting more than 75,000 users across the health sector.

Reliable IT empowers health care providers and connects patients to the care they need – and eHealth is behind the scenes, working to make that happen.

Making sure health system IT is accessible and reliable for health care providers and patients requires significant planning and action, including:

- Performing monthly patching and maintenance for more than 21,000 computers and 4,500 servers
- Supporting 445 applications relied on for critical clinical workflows, administration and essential IT infrastructure across the province
- Keeping more than 6,000 SharePoint sites running for public and internal information sharing and collaboration
- Enabling access to systems from anywhere with nearly 6,000 mobile devices like smartphones and tablets
- Upgrading 20% of physical devices every year
- Maintaining more than 90,000 email addresses

Mid-year progress on eHealth's strategic roadmap

In the last issue of *Intersections,* we laid out eHealth's plans for the next five years. This roadmap was designed in collaboration with health system partners to outline the goals, initiatives and milestones we plan to achieve.

As you'll see by the mid-year highlights below, we're making great progress in a number of areas.

PATIENT ACCESS AND OUTCOMES

1 Year
Expand access to care and improve efficiency for patients and providers. Introduce a Patient Literacy Program.

- Working to launch a home care information system to standardize processes for consistent, high-qualiy care; enable real-time access to information; help co-ordinate care; and improve efficiency for staff and clients.
- Working with the Saskatchewan Health Authority (SHA) to expand use of the surgical scheduling system to all surgical centres in the province.
- Working with the SHA to implement anesthesia management solution in all surgical centres in the province, improving information flow within pre- and post-operative care.

PARTNERSHIP AND INNOVATION

1 Year
Work with partners to set priorities, identify innovations, and launch pilots that prepare the health system for the future.

- Launched a quarterly report called *Intersections* aimed at keeping health system and government leaders informed about the work eHealth does to support Saskatchewan's health system.
- Launched artificial intelligence (AI) pilots, including one to reduce the administrative burden on primary care providers by using AI to generate real-time clinical notes.

SERVICE AVAILABILITY

1 Year
Reduce downtime for critical services with a funded critical infrastructure plan and mature cybersecurity and disaster recovery plans.

- Matured critical security and IT disaster recovery programs with key wins, including:
    - Continuing to advance security policies, build awareness and train users
    - Refining plans and tools to help the health system respond to and quickly recover from threats

SERVICE EXCELLENCE AND CAPACITY MANAGEMENT

1 Year
Reduce the impact of technical issues on service delivery. Create visibility into health system capacity for more informed decisions.

- Working to implement a new provincial Central Intake and Referral solution in 2026 designed to streamline referral intake processes, enhance patient care and reduce wait times. This will improve communication across health care networks and significantly decrease the reliance on the current decentralized model.

Saskatoon City Hospital's M365 Intune team (left to right): Abid Khan, Justine Hunchak, Danica Navarro, Maru Sapitanan, Priyanka Rathore and Satinder Singh

eHealth teams on-site for hands-on provider support

eHealth's Field Operations and Collaboration and Client Services (CCS) teams have been rolling up their sleeves and heading directly into hospitals across the province, delivering hands-on support to frontline staff as part of upgrading old tech, embracing the cloud and empowering people.

Moving email to the cloud makes mobile use safer and more secure, protecting sensitive health information on any device, anywhere. To make the switch easy for providers, so they can focus on patients, the team chose a boots-on-the-ground approach. Whether it was setting up mobile devices, troubleshooting email migrations or helping providers get comfortable with new tools, the team was there – in person – making the transition as smooth as possible.

"By strengthening our mobile management approach, we're not just improving security – we're making it easier and more consistent for people across the health system to use mobile devices in their work and standardizing our support model to serve them better," says Curtis Becker, Director, CCS.

This was no small task for eHealth. More than 5,100 people across the health system and in a range of roles (including physicians, nurses and administrators) migrated to the new system.

"Being on site meant we could answer questions in real time, ease concerns, and build trust," said Becker. "It's one thing to send instructions – it's another to walk someone through it, face to face.

"SHA executives and team leaders repeatedly expressed appreciation for the approach, acknowledging the teams' professionalism and responsiveness. This recognition is a testament to the power of collaboration and the impact of delivering great service."

The CCS team also launched Microsoft Teams across the SHA in November. Teams is a secure, province-wide hub for meetings, file sharing, messaging and workflows. It reduces the need for emails, speeds decisions and improves co-ordination, with documents accessible anywhere – hospital, clinic, or remote. Since other health organizations already use Teams, this move helps improve communication across the entire health system, break down silos and enhance patient care through streamlined collaboration.

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