



**NL Health
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March 26, 2024

As a healthcare professional, I've seen firsthand the challenges posed by complicated hospital discharge processes, particularly in managing Alternative Level of Care (ALC) situations. DischargeHUB, a collaborative effort between Seafair Capital, Mobia Health, and Newfoundland and Labrador Health Services (NLHS), is a game-changer in addressing these challenges.

During the prototype and pilot phases, DischargeHUB showcased its ability to streamline discharge workflows, particularly through its Planning Hub. By expediting home care referrals, coordinating with vendors, and engaging families, DischargeHUB significantly reduces delays and ensures smoother transitions for patients.

What's remarkable about DischargeHUB is its potential to not only optimize ALC discharges but also transform hospital discharge management on a larger scale. The future-focused vision of DischargeHUB promises real-time insights and performance metrics, empowering healthcare providers with tools to streamline discharge processes and optimize home first pathways. Beyond operational efficiency, DischargeHUB fosters improved communication, coordination, and processes, benefiting patients, families, care teams, and the healthcare system at large. From enabling quicker returns home to providing centralized information for healthcare professionals, DischargeHUB is poised to make a meaningful impact.

Looking ahead, I'm confident that the full development and integration of DischargeHUB into healthcare practices will continue to drive positive outcomes and enhance the delivery of high-quality, patient-centered care. I have sincere appreciation for the dedicated teams behind DischargeHUB for their commitment to innovation and excellence in healthcare delivery.

Sincerely,

Stephanie Linehan, BNRN, CMSN®

Interim Director, Provincial Clinical Efficiency Program



DischargeHUB

A Managed Service solution, inclusive of Software-as-a-Service, that optimizes patient transitions from hospital to home.

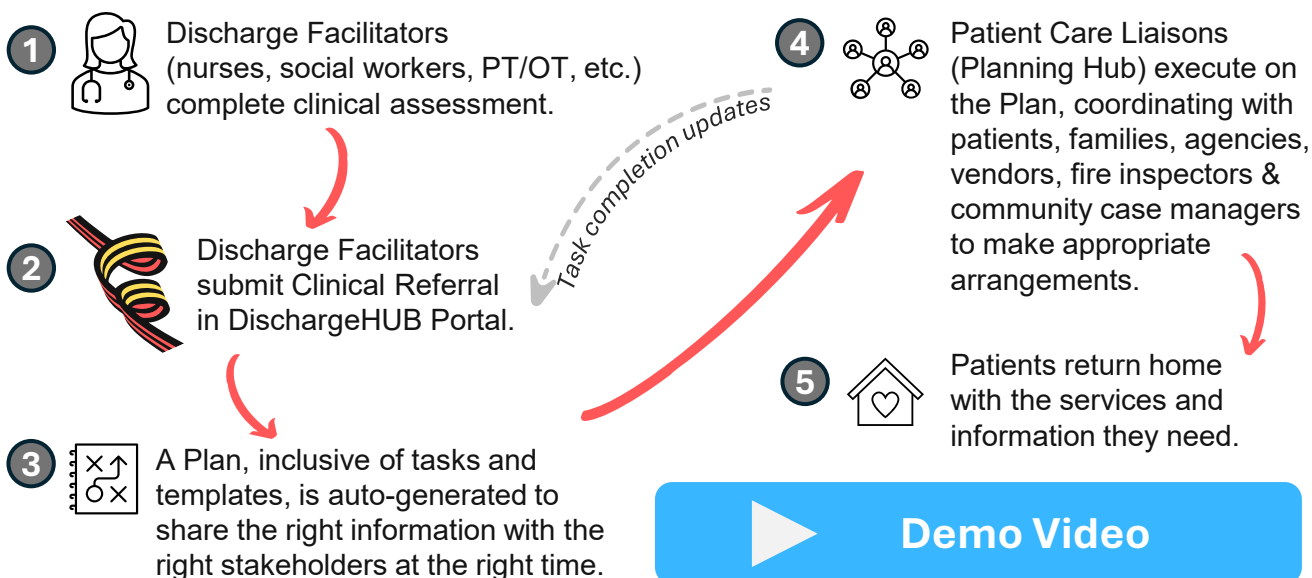
Seafair Capital, together with Mobia Health Innovations, is excited to explore a partnership with Norfolk General Hospital to enable better patient transitions to home with **DischargeHUB**. Several months into launching in Newfoundland & Labrador, we are well-positioned to build on the strong foundation we have established. By working in collaboration with Norfolk General Hospital, CAN Health, and local care provider(s) through this Open Call for Innovation, we are excited to evolve and configure the solution, building in additional use cases and features, to address your unique needs.

Solution Overview

As described in our Application Form, the DischargeHUB solution combines two closely integrated components:

1. The **DischargeHUB Portal** that centralizes referral information, generates tasks based on inputs, and automates the distribution of relevant PI and PHI to appropriate stakeholders. As services are finalized and tasks are completed, updates are written back to the portal to ensure clear and comprehensive documentation.
2. The **Planning Hub Managed Service**, which consists of Patient Care Liaisons who take an active role in discharge support to establish appropriate linkages between the patient and family, care providers, vendors, referral partners, and allied health professionals. They ensure patients and families are engaged in decision-making and leave the hospital with clear information about next steps. The Patient Care Liaisons also follow up with the patients 1-3 days post-discharge to ensure nothing has slipped through the cracks in transition.

To further illustrate how the solution works, we've provided a high-level overview below. We'd also welcome you to [view the Demo Video that is linked below](#).



Solution Preview



DischargeHUB brochures provided to patients.

Patient Interactions

Patients and their families are central to the discharge planning process. Our solution ensures:

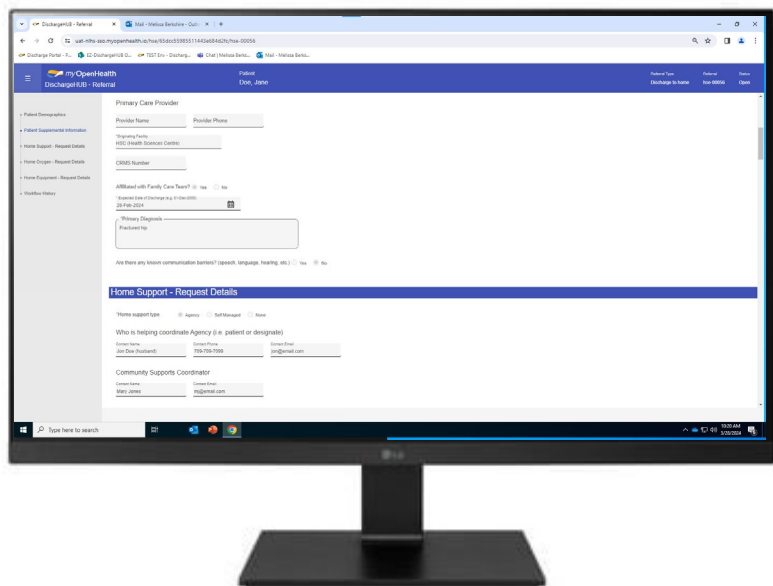
1. Patients and families are onboarded at the start of discharge planning process, establishing a trusted and centralized point of contact.
2. Touchpoints are made as arrangements are confirmed.
3. Clear next steps & care information is provided upon discharge.
4. Families receive a post-discharge follow-up phone call.

As we expand deployment, our team looks forward to interfacing with patient portals and care providers based on the needs of specific customers and healthcare institutions

Software Interface

The portal and planning interface are secure, web-based systems designed to be easy to use, with clear and intuitive workflows.

They are designed to capture designated patient/family contact(s), clinical referral details, and discharge process updates to facilitate clear, timely communication & smooth transitions.

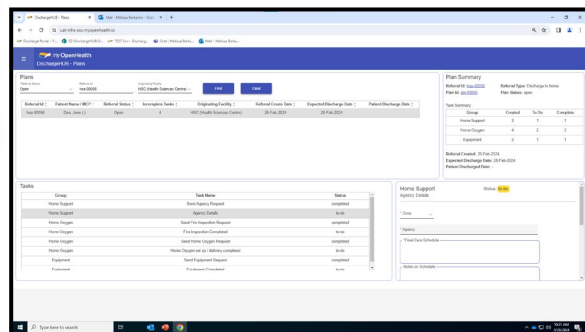


"It was great to be involved in the design and implementation of DischargeHUB."

The portal is so easy to use and saves me and my peers a lot of time that used to be spent sending emails and making phone calls to arrange support for patients at home. The DischargeHUB team is responsive and friendly, and I know that my patients are well looked after with their support and guidance."

- Troy Hollett

Social Worker and Discharge Facilitator with NL Health Services



Early Impact

As of January 2024, DischargeHUB is operational in two of Newfoundland & Labrador's largest hospitals, the Health Sciences Centre (Tertiary Centre) and St. Clare's Mercy Hospital. The solution's success at these sites led to expansion to two additional sites in November 2024, Sir Thomas Roddick Hospital and Western Memorial Regional Hospital, with province-wide implementation planned for 2025.

Across the board we've had strong adoption and positive feedback. Our teams are consistently available to troubleshoot any issues and to ensure we keep a constant ear on how to best serve clinicians and patients.

To date, DischargeHUB has facilitated the discharge of over 300 patients - a number that continues to grow.

We've already seen deeper and new forms of collaboration across allied health, nursing, social work and community teams; greater alignment and unification of procedures across sites, as well as enhanced transparency in discharge planning and updates.



Clinical Efficiency Manager & Discharge Facilitators celebrating DischargeHUB launch at the Health Sciences Centre Hospital.

Looking Ahead

As we proceed with commercialization in various regions and broader utilization of the solution across different care settings and patient pathways, it is thrilling to envision how we can bring even greater value and impact to healthcare working alongside our partners. This encompasses areas such as preventing ALC, facilitating early discharge, employing predictive analytics, and improving patient flow through meaningful integration of practice and technology.



Group photo from one of the earlier stakeholder co-design sessions.

Our teams are genuinely excited to collaborate with Norfolk General Hospital, local care provider(s) and CAN Health to strengthen the offering of DischargeHUB. Through these partnerships, we aim to enhance care coordination and drive meaningful improvements in patient outcomes.

We look forward to the opportunity to innovate together and bring DischargeHUB to your team and to your patients.



Innovation Testimonials



Ron Johnson

VP Innovation &
COO Eastern
Urban Zone,
NL Health Services

Seafair and Mobia are long standing Innovation Partners for NL Health Services. Their deep understanding of care, technology and processes has led to truly transformative innovations. Their DischargeHUB solution, in particular, is celebrated by clinical, executive and administrative teams alike and one that we are proud to have helped design.

I have full confidence in DischargeHUB and its ability to facilitate better flow, address ALC challenges and improve patient and family experience, and strongly recommended its adoption. As a CAN Health Edge we're excited to support solutions from Atlantic Canada to impact healthcare centres across the country.

DischargeHUB represents a deep collaboration between industry and healthcare providers. Through months of extensive engagement and co-design, the teams at Seafair and Mobia have created a solution rooted in the needs of clinicians and the experience of patients. We're excited to build upon its deployment at two of the province's largest hospitals through further enhancements and activation in a broader set of healthcare facilities.

Our team is committed to helping solve healthcare challenges shared by providers across the country. We enthusiastically support Seafair and Mobia's submission to this CAN Health Open Call for Innovations and would welcome opportunities to collaborate on shared learnings in the evolution and implementation of DischargeHUB.



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