

FOR IMMEDIATE RELEASE

CIUSSS West-Central Montreal launches innovative new tool to enhance bedside monitoring and support nursing workflows

Montreal, March 17, 2026 — CIUSSS West-Central Montreal is introducing a new tool developed as part of the Connected Health Record (CHR)—its health care innovation demonstration project—made possible thanks to the philanthropic support of the Jewish General Hospital Foundation.

The latest addition, named **Observa**, automatically transfers vital sign data from bedside monitors into a patient's digital chart, helping improve documentation efficiency, reduce manual entry, and support safer care.

Currently being implemented and evaluated at the Jewish General Hospital, Observa is one of several advancements in development through the CHR, a multi-year innovation project born in 2019 to modernize how clinical information is captured, shared, and used across the continuum of care.

“From its inception, the CHR has sought to replace fragmented systems with a unified, patient-centred digital record accessible across all care settings,” said Dr. Justin Cross, Director of Digital Health at CIUSSS West-Central Montreal. “Our focus has always been on software usability. We want clinicians to feel supported by their software systems, not challenged by them. Introducing Observa represents another step forward. Clinicians have helped shape the module's design, leading to a more streamlined documentation experience and, ultimately, more time for patient care.”

“Our focus is always on the people we care for, and this technology empowers our clinicians to act more quickly, more confidently, and more collaboratively,” added Dr. Lawrence Rosenberg, President and CEO of CIUSSS West-Central Montreal. “We are grateful for the interest and support we have received from our provincial partners. This advancement brings us closer to our vision of a fully integrated and intelligent health record ecosystem.”

Developed in partnership with Harris Healthcare, this project has enabled clinical teams to design, develop, and test new tools that enhance care and strengthen clinical workflows across the CIUSSS.

Demonstrations and On-site Activation

During the launch, Observa was showcased through a multimedia demonstration, illustrating how vital signs flow seamlessly from bedside monitors into the Connected Health Record.

[\[WATCH HERE\]](#)

Media Relations – available for interviews

- **Dr. Lawrence Rosenberg**, President and CEO
- **Erin Cook**, Associate CEO
- **Dr. Justin Cross**, Director of Digital Health
- **Marc-André Reid**, Chief Nursing Information Officer

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