

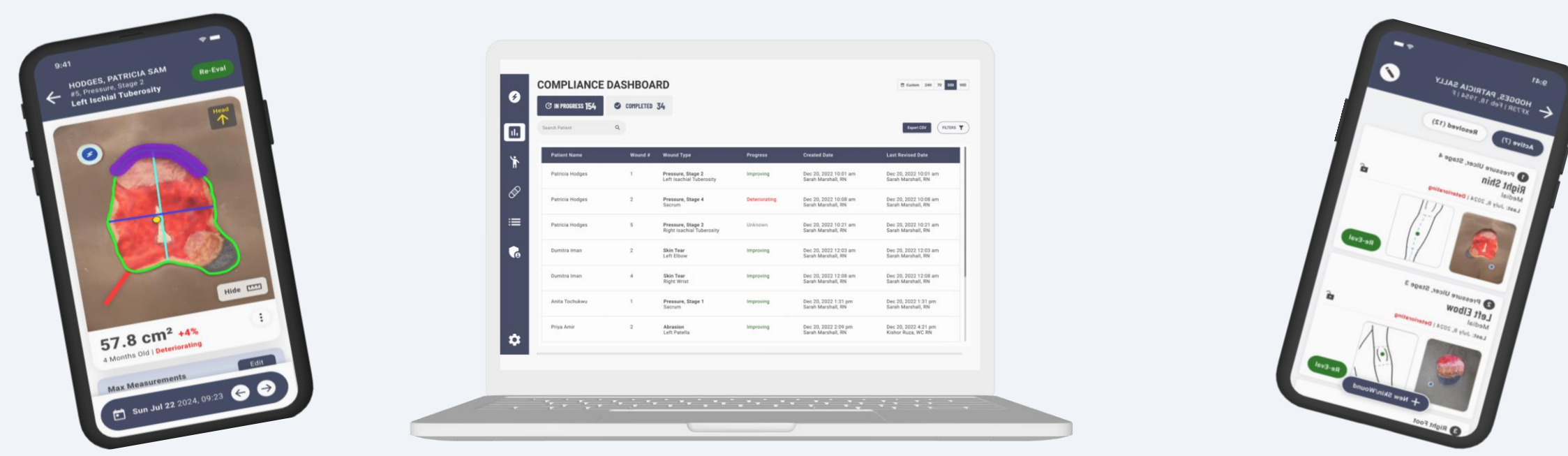
# Implementation of an AI-driven Digital Wound Care Solution in a Networked Indigenous Community Health Services: Experiences and Perspectives from Key Informants

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## Introduction

- Giishkaandago'lkwe Health Services provides home and community care for 10 Indigenous communities in Northwestern Ontario.<sup>1</sup>
- The NWO region has some of the highest rates of lower-limb amputations from diabetic foot ulcers (DFU) in Ontario, and these rates disproportionately affect Indigenous communities
- Giishkaandago'lkwe Health Services adopted the AI-driven digital wound care solution Swift Skin & Wound in 2022 and expanded its use in home health across 10 Anishinaabe communities in a large remote region.
- Swift automates wound edge detection, measures dimensions, and estimates depth in real time via mobile devices.



## Objective

- To describe key informants' experiences implementing Swift at Giishkaandago'lkwe Health Services, its contribution to the Quintuple Aim, and facilitators and barriers to adoption and sustainability.

## Methodology

### Study Design:

Qualitative exploratory implementation science study guided by the NASSS (Nonadoption, Abandonment, Scale-up, Spread, and Sustainability) framework..

### Date Collection:

Semi-structured, in-depth interviews with key informants (30–45 minutes) conducted under a University of Toronto, Indigenous research REB.

### Sample (N=17):

Clinicians (n=9); Leadership and Decision-makers (n=3) and Technology Support Partners (n=5)

### Data Analysis:

- The interviews were transcribed verbatim in Microsoft Word
- Thematic Analysis using NVivo 15, guided by the NASSS framework

## Clinicians' Experiences and Perspectives

- All clinicians fully adopted and used Swift. Swift improved clinician efficiency, care coordination, and client engagement, supporting perceived improvements in wound healing in rural Indigenous settings.
- Automated measurements improved wound assessment precision and interdisciplinary communication, though some clinicians noted depth inaccuracies.
- Swift supports equitable wound assessment across diverse skin tones through high-quality images that enhance visualization.

*"Swift is a kind of game-changer... because it measures wounds automatically... all the documentation is there... So, we're not double charting..."*  
CLNC-001

## Organizational and Leadership Experience and Perspectives

*"... we saw improved wound healing... Our products didn't change... Really, it was just Swift that changed, .. I think it is because of that improved communication..."*  
ADM-001

- Community leadership engagement, supportive institutional mechanisms, and Swift's offline capability in low-connectivity remote communities facilitated adoption and sustained use, improving documentation and team collaboration.
- Support from Swift transformed the implementation experience and contributed to successful adoption.
- Routinizing the Swift weekly meeting reinforced accountability and knowledge sharing, which enhanced uptake by all members.

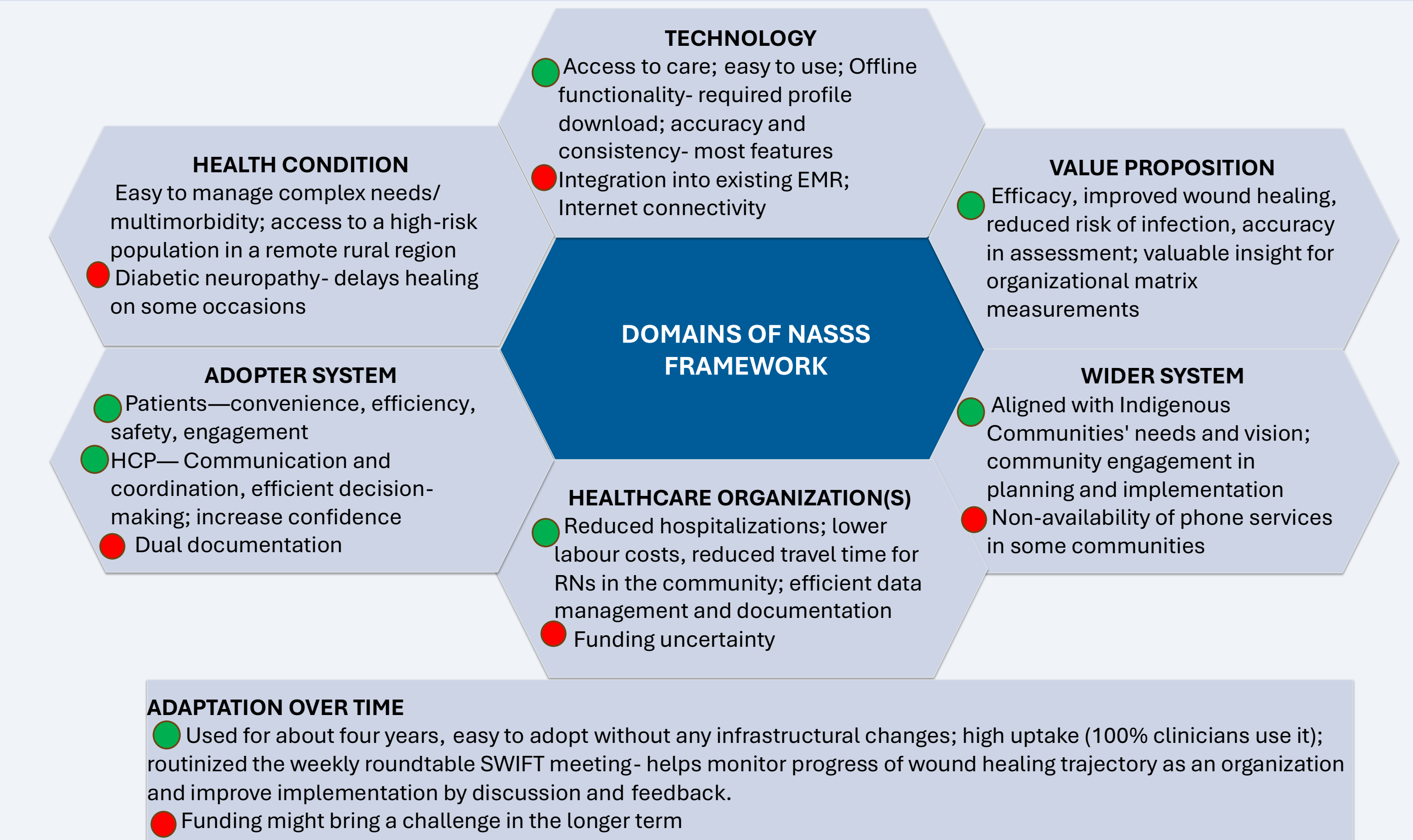
## Technology Partners' Experience and Perspective

- Consistency in support across all implementation phases, including structured planning, issue resolution, and ticket prioritization, was critical to maintaining client care and user satisfaction.
- Swift Academy provided a learning environment that supports clinicians' confidence and adoption.
- At early stages, users are unable to log in, enter an incorrect password, or experience account lockout.
- At later stages, users unable to search clients when offline and duplication of wound images.

*"... We have invested in Swift Academy for a long time.... Education is something that we've made modular, scalable, and easy to adopt."*  
Sc-TND 001.

## Results

### Factors Affecting the Adoption and Implementation of Swift



## Discussion

- Implementation of Swift in remote and Indigenous home and community healthcare was perceived as successful by key informants, supporting the Quintuple Aim.
- Key informants described Swift as user-friendly, delivering accurate and consistent outcomes, including perceived improvements in wound healing (Population Health), potential cost savings (Cost), and improved documentation and decision-making efficiency (Clinician Experience).
- Swift also enhanced communication, teamwork, client engagement (Patient and Clinician Experience), and more consistent assessment across diverse skin tones (Health Equity). Some clinicians noted AutoDepth™ occasionally requires confirmation.
- Limited internet connectivity and reliance on personal phones in remote communities occasionally restricted Swift access; organizational phones with stronger network providers and EMR integration could improve sustained use and system efficiency.

## References

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