C3-OPP1 – SMART_CARE: SERVICE DEVELOPMENT THROUGH AI-ENABLED TOOLS

THE OPPORTUNITY

There is a clear possibility of increasing caregiver incomes and improving care provider sustainability through better workforce planning and labour market participation.

Care providers face chronic staff shortages, high turnover, and rising recruitment costs, particularly for bilingual positions. AI-enabled scheduling, competency matching, and placement tools can improve workforce utilization, reduce overtime, and increase retention.

EXAMPLE OF PROVEN PRACTICE

Health Workforce Canada – AI for Workforce Planning

Collaborative AI tools have demonstrated improved staffing efficiency, reduced burnout, and better patient outcomes across care settings.

POTENTIAL COLLABORATIVE ECONOMIC DEVELOPMENT VENTURE SERVICES AND PROGRAMS

Smart_Care Workforce Platform

- AI-enabled scheduling and workforce planning tailored to bilingual care environments

Smart_Care Predictive Workforce Analytics

- Tools that anticipate shortages and optimize recruitment pipelines

Smart_Care AI Competency Consultancy

- Bilingual micro-credentials supporting workforce entry and advancement

KEY ENABLERS

- Public, private, and civil-society investment
- A lead host organization
- Bilingual digital service delivery
- Affordable training for care providers
- Engagement with professional associations and unions

KEY PERFORMANCE INDICATORS

- Recruitment and retention rates
- Caregiver income levels
- Overtime and vacancy rates
- Patient-to-caregiver satisfaction ratios

CATEGORIES OF KEY PPCS STAKEHOLDERS

- Care providers
- Health associations
- AI workforce firms
- Governments
- Educational institutions
- Funders
- Economic development organizations
- Regional health authorities

WHY INVEST MY TIME / WHY INVEST ORGANIZATIONAL RESOURCES / HOW TO ATTRACT INVESTORS

This opportunity stabilizes the care workforce, improves service quality, and reduces system costs. It aligns economic development with social outcomes and strengthens bilingual care capacity across Quebec.

C3-OPP2 – SMART_CARE: AI-ENABLED TELEHEALTH & MONITORING

THE OPPORTUNITY

There is a possibility of expanding access to care and generating new revenues through AI-enabled telehealth and remote monitoring.

Telehealth adoption accelerated during COVID-19 but left gaps, especially in rural and English-speaking communities. AI-powered platforms can improve diagnostics, triage, and monitoring, reduce avoidable ER visits, and enhance accessibility.

EXAMPLE OF PROVEN PRACTICE

Calabrio Canada – CareAI Project

AI-enabled telehealth solutions reduced operational costs and improved patient throughput by automating routine interactions and improving triage.

POTENTIAL COLLABORATIVE ECONOMIC DEVELOPMENT VENTURE SERVICES AND PROGRAMS

Smart_Care Telehealth Platform

- A bilingual platform integrating AI-enabled monitoring, diagnostics, and triage

Smart_Care Remote Monitoring Expansion Fund

- Targeted subsidies supporting deployment in minority-language regions

Smart_Care Telehealth Promotion Service

- Community-based bilingual outreach and training to support adoption

KEY ENABLERS

- Broadband and digital infrastructure expansion
- Province-wide care partnerships
- Public, private, and civil-society investment
- Policy incentives for bilingual telehealth
- Government co-investment for pilots

KEY PERFORMANCE INDICATORS

- Telehealth adoption rates
- Reduction in avoidable ER visits
- Telehealth service revenues
- Patient satisfaction and accessibility outcomes
- Care business revenues

CATEGORIES OF KEY PPCS STAKEHOLDERS

- Health providers
- Health associations
- AI health firms
- Governments
- Funders
- Educational institutions
- Economic development organizations
- Regional health authorities

WHY INVEST MY TIME / WHY INVEST ORGANIZATIONAL RESOURCES / HOW TO ATTRACT INVESTORS

This opportunity expands access to care, lowers system costs, and creates sustainable revenue streams for providers. It delivers measurable health, economic, and equity benefits through scalable collaboration.

C3-OPP3 – SMART_CARE: AI-ENABLED ACCREDITATION

THE OPPORTUNITY

There is a significant possibility of increasing care worker incomes and stabilize employer operations through faster, AI-enabled accreditation.

Quebec faces shortages of bilingual care professionals, while internationally trained workers remain underemployed due to lengthy credential recognition processes. AI-enabled platforms can accelerate readiness, enable interim employment, and reduce vacancy costs.

EXAMPLE OF PROVEN PRACTICE

HEQCO – Bridging Programs for Internationally Educated Health Professionals

Bridging programs show that targeted, occupation-specific support improves employment outcomes and alignment with professional standards, highlighting the value of structured credential pathways.

POTENTIAL COLLABORATIVE ECONOMIC DEVELOPMENT VENTURE SERVICES AND PROGRAMS

Smart_Care AI Credential Navigator

- A platform streamlining credential recognition with online consultancy support

Smart_Care Bridge-to-Practice Accelerator

- AI-enabled matching into interim paid care roles during accreditation

Smart_Care Talent Pool Forecasting

- Predictive models for bilingual staffing pipelines

KEY ENABLERS

- Province-wide care partnerships
- Public, private, and civil-society investment
- A lead host organization
- Bilingual digital services
- Policy reform supporting AI-assisted credential evaluation
- Employer partnerships for interim roles

KEY PERFORMANCE INDICATORS

- Time-to-accreditation
- Labour income of internationally trained professionals
- Vacancy rates in bilingual care roles
- Employer recruitment cost reductions

CATEGORIES OF KEY PPCS STAKEHOLDERS

- Care providers
- Hospitals
- Health associations
- AI firms
- Governments
- Educational institutions
- Funders
- Economic development organizations
- English-speaking community organizations

WHY INVEST MY TIME / WHY INVEST ORGANIZATIONAL RESOURCES / HOW TO ATTRACT INVESTORS

This opportunity unlocks underutilized talent, reduces system costs, and expands bilingual care capacity. It converts delays and shortages into productivity, income, and access to services.

C3-OPP4 – SMART_CARE: NEW CARE ENTERPRISE DEVELOPMENT THROUGH AI INNOVATION

THE OPPORTUNITY

There is a significant possibility of creating new care businesses and social enterprises that expand access to essential services, attract investment, and generate stable employment.

Quebec's aging population and widening service gaps are creating unmet demand for care. Where traditional delivery models struggle to scale, AI-enabled businesses and social enterprises can emerge, including virtual companionship services, predictive micro-clinics, and remote care coordination. For English-speaking communities, this presents an opportunity to build bilingual, locally responsive care enterprises that meet regional needs while generating sustainable revenues.

EXAMPLE OF PROVEN PRACTICE

Esplanade Québec – Health and Wellness Cohort

Esplanade Québec has supported over 200 impact-focused entrepreneurs, including care innovators using AI and social enterprise models. Its cohort-based acceleration demonstrates how structured incubation, mentorship, and investment readiness support can help care enterprises validate business models and scale impact.

POTENTIAL COLLABORATIVE ECONOMIC DEVELOPMENT VENTURE SERVICES AND PROGRAMS

Smart_Care Enterprise Incubator

- A bilingual accelerator supporting entrepreneurs and social innovators to develop AI-enabled care models

Smart_Care Investment Navigator

- Advisory services connecting startups and social enterprises to government programs, impact investors, and sustainable revenue models

Smart_Care Service Incentive Fund

- A pooled public, private, and civil-society fund to finance pilot projects that demonstrate revenue potential and close care gaps

KEY ENABLERS

- Province-wide care service partnerships
- Public, private, and civil-society investment
- Dedicated seed and impact funding
- Bilingual programming and services
- Regulatory sandboxes for care innovation
- Policy incentives for bilingual social enterprises
- Mentorship networks linking care professionals and AI experts

KEY PERFORMANCE INDICATORS

- Number of new AI-enabled care enterprises launched
- Investment attracted
- Revenues generated
- Jobs created

CATEGORIES OF KEY PPCS STAKEHOLDERS

- Care providers + health associations
- AI firms
- Government Funders
- Educational institutions
- Economic development organizations
- English-speaking community organizations
- Regional health authorities

WHY INVEST MY TIME / WHY INVEST ORGANIZATIONAL RESOURCES / HOW TO ATTRACT INVESTORS

This opportunity converts demographic pressure into economic innovation. It creates investable care enterprises, strengthens bilingual service access, and delivers measurable social and economic returns through collaboration rather than system strain.