

# Final report for interRAI NZ Governance Board – October 2018

Final report on the implementation of the recommendations from ‘Lessons learned from the introduction of Comprehensive Clinical Assessment (interRAI) in Aged Residential Care (2011-2015) – a post project review’

	Lessons Learned recommendation Dec 2016	Status as at publication March 2017	Status as at October 2018	Additional comments
	Implementation and communication			
1	A communication strategy is put in place that includes collaborative consultation process with all stakeholders for new projects piloting other interRAI assessment tools. <i>(Strategic)</i>	A stakeholder engagement and communications strategy has been developed for interRAI to be implemented in the coming year. This includes work to improve ARC sector knowledge and understanding of the benefits of interRAI assessment: what is collected; how to use it; the added value of interRAI data to improve service delivery; and enhanced engagement with key stakeholders to build and maintain support for interRAI.  Any further interRAI projects will include a dedicated engagement and communications strategy and a focus on clinical change management.	Communications channels and regular newsfeeds are established. Website analytics are reviewed regularly and show steadily increasing use of the website as the primary source of interRAI information. A programme of work to develop a deeper understanding of the overall stakeholder picture has been completed and is updated regularly.	Closed

	Lessons Learned recommendation Dec 2016	Status as at publication March 2017	Status as at October 2018	Additional comments
2	Evaluation and adaptive management incorporated from the planning phase for new projects/pilots and not just at the end of the pilot or project. <i>(Strategic)</i>	Future interRAI projects will follow project methodology, which includes evaluation throughout the project not just at the end, to ensure the project is progressing towards its objectives and enable stakeholder's feedback to inform outcomes as the project progresses.	Governance frameworks for the introduction of new interRAI assessment tools and the inclusion of additional questions into interRAI assessments have been published on the website.	Closed
3	A simple ongoing evaluative ('track as you go') process is established for the LTCF clinical assessment tool so that progress and issues can be tracked and resolved as required. This process also enables the people using the tool to give feedback and have a voice. <i>(Operational)</i>	A number of changes have been made to the assessment as part of the annual upgrades. An interRAI methodology group is established and the interRAI Software User Group has recently been reformed and now includes ARC sector representatives. The sector is kept informed of changes via the interRAI Informer e newsletter.	The interRAI Software User Group, has been reviewed to enable users to 'have a voice'.  Feedback mechanisms are established on the interRAI website. A communication specifically for assessors 'Inside interRAI' is established and published regularly.  A customer survey took place in Q4, 2017-18 and will be repeated annually.	Closed

	Lessons Learned recommendation Dec 2016	Status as at publication March 2017	Status as at October 2018	Additional comments
4	interRAI Services communicate how the data collected now from the LTCF clinical assessment tool can benefit the sector. <i>(Operational)</i>	<p>Development of an ARC suite of interRAI reports is underway and the first set of reports are due to be published in February 2017. The reports have been developed in partnership with a group of ARC representatives. The reports aim to be simple and easy to understand and provide comparative information for an individual or group of facilities across the DHB, regional or national picture.</p> <p>These reports can be utilised by both DHBs and ARC facilities to inform service development.</p> <p>ARC Facility Managers are also encouraged to attend Facility Manager training, delivered by interRAI Services, which helps develop their understanding of the data and how to use it.</p>	<p>Standardised reports are published for ARC quarterly and Home Care six monthly with ongoing education available.</p> <p>interRAI NZ Annual Report published annually.</p> <p>Data visualisation 'live' Dec 2017.</p> <p>Phase 2 interRAI Data Visualisation underway.</p> <p>The development of interRAI case studies and conference presentations ongoing.</p> <p>interRAI Quality Indicators for ARC published May 2018 accompanied by education package.</p>	Closed

	Lessons Learned recommendation Dec 2016	Status as at publication March 2017	Status as at October 2018	Additional comments
	Training			
5	Investigate a more sustainable interRAI LTCF clinical assessment tool training model in New Zealand. <i>(Strategic)</i>	As part of business as usual quality improvement, interRAI Services will review education and support and consider where processes and delivery could be enhanced. interRAI Services may, as part of this review, compare the education and support programme for interRAI with other similar programmes to ensure we are using the model that follows best practice and provides the best learning and development experience for interRAI users.	A review of the training model has been completed and changes are ongoing as part of a continuous improvement process.  interRAI accreditation and Competency Assessment Programme (CAPs) models established and available.  Revised national standards for all NZ assessment tools published.	Closed
6	Review training feedback mechanisms to collect and utilise both information about the LTCF clinical assessment tool and the training process itself <i>(Operational)</i>	A feedback tool to evaluate interRAI education and support programmes from a user's perspective is in place. Trainee feedback is incorporated into future education and support programme to ensure we meet best practice and provide the best learning and development experience for interRAI users.	Trainee feedback mechanisms have been reviewed and revised. Feedback is incorporated as part of continuous review and improvement processes.	Closed

	Lessons Learned recommendation Dec 2016	Status as at publication March 2017	Status as at October 2018	Additional comments
	Efficiency			
7	Decide upon a preferred process model for the interRAI LTCF clinical assessment tool ( <i>Strategic</i> )	interRAI Services are working with ARC representative groups to design a series of workshops to help ARC facilities embed interRAI into their individual systems and processes and realise the full benefits.  A 'road map' providing an example of best practice will be developed to guide ARC facilities.	'Integrating interRAI into your facility' workshops ongoing. Positive feedback received.  'Road map' of preferred process designed and published on the website.	Closed
8	Work with DHBs to improve consistency with NASC processes. ( <i>Strategic</i> )	Ministry of Health are leading a programme of work to develop new models for Home & Community Care. interRAI Services have increase their focus on quality reviews of interRAI assessments. to help improve the quality of reassessments provided as part of a request for change in level of care.	Working with NASC guidance is provided as part of 'Integrating interRAI into your facility' workshops and is included in the Road Map.  How interRAI instruments are used and guidelines for which assessment when published on the website	Closed
9	Demonstrate efficient application of the LTCF clinical assessment tool ( <i>Operational</i> )	See response to recommendation 7	See response to recommendation 7	Closed

	Lessons Learned recommendation Dec 2016	Status as at publication March 2017	Status as at October 2018	Additional comments
10	Investigating the feasibility of allowing bidirectional information flows between the LTCF clinical assessment tool and the number of resident management and care plan options available. <i>(Operational)</i>	interRAI interoperability with other systems in ARC has been increasing steadily since initial implementation and processes are now well established. Decisions about further investment in the flow of interRAI information sit with the interRAI NZ Governance Board.	Investigation into feasibility of bi-directional flow completed. Report provided for Board, August 2017. Interim Board response published September 2017.  interRAI Informatics Strategy published April 2018.  Bi-directional interoperability reviewed as part of Informatics Strategy. Final Board position statement published April 2018.	Closed