

interRAI Education and Support Plan from 1 October 2016

Advice for DHB and Home and Community Support Provider Managers

1) Contact information for arranging interRAI education and support

- a. Website. Log on the website www.interrai.co.nz either book training that is advertised in the 'book training' button or go to the 'Help and Contact' button and request training in the 'Need more help' section.
- b. Email. Email your request to interrai@dhbsharedservices.health.nz
- c. 0800 line. Phone 0800 10 80 44.

When booking training please provide the following information, regardless of the (above) method of contact:

- a. Type of training:
 - assessor competency
 - read only
 - administrator
 - skills booster
 - managers
 - analytics
 - software upgrade
- b. How many trainees that you want trained
- c. The name of the DHB requesting training
- d. Whether a suitable training venue is available at your DHB
- e. Whether your staff member could travel to another location to train, if required
- f. Confirmation that trainees will attend training with a laptop that is set up for interRAI use e.g. client side certificate and check in /check out is already loaded onto their laptop, if required.

Provide the urgency for the training

Nominate the desired date of training.

For assessor competency training, if the requester gives at least one months notice that training will be required, the Education and Support Service will allocate an educator to provide training within 2 weeks (or longer if desired) of the individual start date. The start date is notified to TAS by email along with a completed Software User Access Form.

2) Support for already competent assessors

- a. **Urgent queries**, assessors can call 0800 10 80 44 – their query will be answered or passed onto the Educator on call
- b. **Non urgent queries**, log on the website www.interrai.co.nz and go to the 'help and contact' button and request training in the 'Need more help' section.
- c. **24 hour support**

Log on the website www.interrai.co.nz and go to the Education and Support Button scroll down to find FAQs in the information for assessors section.

Mastering the RAI has training information and videos that may be accessed through the assessors AIS account.

For all general support call 0800 10 80 44 or email www.interrai@dhbsharingservices.health.nz

Trouble shooting general problems/queries that would normally have been assisted with by your system clinician/lead practitioner call the 0800 number or email www.interrai@dhbsharingservices.health.nz

Password re-sets (do not email for password re-sets as security questions need to be checked). The choices for help may be either:

- your DHB has local administration staff who can check security questions and reset passwords. TAS will manage a registry of these individuals.
- your DHB local IT support has agreed to support password re-sets and can check security questions and reset passwords
- your DHB has a TAS educator assigned who can check security questions and reset passwords
- Your DHB has no support assigned so please contact TAS as above or your Host Service desk

Please use the choice above that reflects your DHB situation during this transition stage.

New user set up or changes to existing users

For all new users and changes to existing users email TAS as above.

Note, for residential care staff getting access to the DHB office, this is now business as usual for most DHB if not, nominated DHB managers would still need to give approval for this.

Record transfers It is anticipated that each DHB has a person with software administration processes in place to support transfers to your local ARC facilities, between facilities or interNASC transfers. If not, TAS will help you set this up as an interim measure if the following is provided: the change requested and the name and position of the person in the NASC who has the delegated authority to authorise the transfer or change in level of care, and the date of the authorisation.

Host to host transfers once the local administration processes have been completed (e.g.MDS marked complete).

In summary, as per usual any support call for the software host service desks that would have first been triaged/reviewed by a system clinician/lead practitioner will be triaged/reviewed by TAS and if need be will be forwarded to the service desks, or passed onto the local IT service to resolve.

3) Support for the October/November software upgrade

Existing Lead Practitioners have been trained already and can now complete the upgrade training for DHB assessors before the end of September. DHBs without a Lead Practitioner or a dedicated TAS interRAI Educator may request training as described on page 1.

Appendix 1 is a high level plan/check list for each organisation to review to ensure that they have considered the main actions leading up to the upgrade. Please review this and contact TAS for assistance if required, or to discuss any other upgrade arrangements.

4) Quality Reviews

Quality reviews will be undertaken by interRAI educators assigned to the DHB. DHBs without a dedicated interRAI Educator in place will have Quality Reviews completed by a covering TAS Educator. Service managers will be kept informed about the results of individual quality reviews. The individual assessor will be given direct feedback on the Quality Review and the document uploaded to their personal AIS account for their records.

5) Service continuity

Transferring or exiting Lead Practitioners and System Clinicians have been asked to provide to TAS the following information to support service continuity.

- The number of active assessors in the DHB and report if they are up to date with their AIS or not (so we can pick up from where they left off)
- A copy of their DHB CAPs guidelines (sometimes called care planning guidelines) and any other information about local service provision/resources (so TAS can be orientated to DHB practices when training)
- A copy of their Quality Review excel table (so we can pick up from where they left off)
- To let us know about any local training programmes that they have delivered (and would like continued)
- A list of read only users and their contact details (so we can keep them updated with new info as we move on)
- All user access forms that are currently held by the local Systems Clinician (so no task to do if there is no Systems Clinician). This will allow TAS to ensure ongoing system integrity for the DHBs in the region.
- Contact details for all DHB contracted services that access the system, e.g. community NGO providers, Primary Care providers, Pharmacies and other agencies that may have access to the system

This full list/template is provided below. Please support your staff to complete this information. TAS will post out a USB key if this is required.