



# interRAI Informer

Your update on interRAI in New Zealand

Issue 6: November 2016

Welcome to the regular news updates for the health care sector about interRAI in New Zealand. This newsletter aims to provide an opportunity to share information in a common language, across many platforms, for the development of services that lead to improved health outcomes.

If you have anything you would like to contribute to this newsletter or ideas for items we should cover, please let us know: [interRAI@dhbss.health.nz](mailto:interRAI@dhbss.health.nz)

## **New infographic highlights key issues for older people**

interRAI Services at TAS has created a new infographic (attached to this newsletter) that provides a snapshot national picture of some of the key issues facing older people who are supported by District Health Boards (DHBs) to live at home.

The idea to showcase interRAI Home Care Assessment data was developed by the Central Region DHBs who sought to highlight particular issues facing older people to health care providers, social sector agencies and community organisations. The information was sent widely across the region, with the key aim being to stimulating discussion about checking in on the needs of older people in our communities.

The National interRAI Data Analysis and Reporting Centre, which provided the figures for the Central Region, decided to create an additional infographic highlighting national figures, which could be used more widely.

The Centre used aggregated data from interRAI Home Care Assessments completed across the country during the first quarter of the 2016/17 financial year, looking specifically at loneliness, carer distress, pain, activities of daily living, cognition, Enduring Power of Attorney and Advanced Care Planning.

This first national infographic is a simple way of showcasing a subset of issues for older people, but interRAI Services is in the process of developing a special National interRAI Data Reporting (Visualisation) Tool, which would provide the ability for care providers themselves to focus in on a range of issues affecting their clients.

The Centre gathers data from all interRAI Long Term Care Facilities (Aged Residential Care) and Home Care (DHB) assessments, provides analysis and makes data available to a range of people across the sector. It also helps care providers understand and interpret the data to develop services.

The Centre is already producing a range of other reports and analysis for DHBs, which can be used for clinical decision making, case-mix classification systems, quality improvement and benchmarking, monitoring measures, and screening algorithms to target priority groups or identify groups that are at relative risk of adverse outcomes.

## 2016 Software Upgrade – an update

After significant planning, the annual software upgrade was successfully completed in two events on 28 October and 4 November.

### UNDERSTANDING THE CHANGES

**Please read all the information for full details of new features and changes to the software.**

For **Aged Residential Care facilities**, please read [the upgrade information carefully](#).

For **DHBs**, TAS Educators, DHB Lead Practitioners and NASCs without a Lead Practitioner have now all been taken through the planned software upgrade changes – particularly noting the new outcome measures for home and community care assessors. You can also find [a checklist to prepare for the upgrade here](#).

### WHERE CAN YOU GET HELP?

If you have any queries please contact your service desk.

For South Island, Auckland and Northland: phone **(03) 378 6555**

For the rest of New Zealand:  
Phone **(06) 753 7766**

All upgrade notices can be found on the website [here](#) and the 2016 software upgrade is also in the [News section](#)

## Suicide risk in older people

Sharon Adler and Philippa Greco from Southern DHB have successfully used interRAI data to highlight a key risk for older people.

The pair were chosen to present their poster, *“Using Data and Research to make a Difference for our Elderly who may be at Risk of Suicide”* at the Health Quality and Safety Commission’s Quality Improvement Scientific Symposium. Held on 18 October, the symposium focused specifically on the science of health and health care improvement, by highlighting research and methods.

Sharon and Philippa developed the poster after concerns were highlighted in a Coroner’s report regarding a rise in suicides among older people.

The pair looked their interRAI data to find an opportunity for quality improvement.

Three indicators were chosen initially, with further refinement added, based on emerging research on factors that are linked to suicide ideation, to identify a target group.

The target group was then reviewed to assure that actions were taken and care plans developed and implemented that provided protective factors and improved function, contribution within their local community and meaningful social activities. A copy of the poster is attached to this newsletter.

### Post Project Review of the Comprehensive Clinical Assessment (interRAI) in ARC (2011-2015) Project

The first draft evaluation report of project has now been completed by from Evaluation Consult, an independent and experienced Wellington-based firm. This has been presented to the interRAI NZ Governance Board and is being further considered before it is expected to be finalised.

The report will be published on the interRAI NZ website in December.

## Connecting to interRAI software

Your Digital Certificate provides a secure connection via the internet to the national interRAI system and for some users, these **will expire from the 2nd week of November**.

IT support teams in the interRAI **Central Host areas** will need to be informed about this.

The DHB areas affected are:

Waikato	Taranaki
Bay of Plenty	Whanganui
Lakes	MidCentral
Tairāwhiti	Capital & Coast
Hawkes Bay	Hutt Valley
Wairarapa	

### What you need to do

If you connect to interRAI via the internet, you will be required to install a new digital certificate across all your devices that you use to connect to interRAI on. If you do not have a valid Digital Certificate, you will not be able to connect to the interRAI application.

Your new Digital Certificate is available now to install and is to be obtained from the Taranaki DHB Service Desk.

Please **email the IT Service Desk** at [it.servicedesk@tdhb.org.nz](mailto:it.servicedesk@tdhb.org.nz), including **your name, location and organisation requiring the certificate**. You will then be contacted with a link to the certificate and installation instructions.

## Non attendance at booked Education sessions

There has been a noticeable increase in the number of booked people failing to attend Facility Manager and Skills Booster education sessions. This is despite receiving confirmation of their place on the session, with the date, time and location, and a follow-up reminder with the opportunity to indicate if they are no longer available.

Non-attendance creates a health and safety issue for the interRAI Education team, which has to check with the facility manager on the day to make sure the person is ok and why they have not turned up. It disadvantages others who are on the waiting list and wastes resources.

Non-attendees will not automatically be given a place on the waiting list and will have to apply again.

If you are booked for a session:

1. You will receive confirmation you are booked on the session.
2. You will receive a reminder a couple of days in advance to confirm the details and your place.
3. If you are no longer able to attend, you **MUST** inform interRAI Services in advance if possible. This is (a) for health & safety – we need to inform your manager to ensure you are safe; and (b) so we can offer your place to others on the waitlist.

## Discard Old User Access Forms

Managers are encouraged to delete any old User Access Forms and request a new one, as this has now been updated.

interRAI Services is still receiving a range of old forms when managers request interRAI access for a staff member.

Both the LTCF and Contact Assessment User Access Forms have been updated and can be requested by emailing:

[interRAI@dhbsharingservices.health.nz](mailto:interRAI@dhbsharingservices.health.nz)

The user access form, once activated, allows the assessor the ability to view all medical records in the nominated facilities / offices.

To ensure there is no breach in security the manager of the facility is required to counter sign the form to acknowledge that the access to clinical records is appropriate and meets the person's job description. The manager is responsible for ongoing safety of all clinical records held on Momentum as with all records held elsewhere in the facility.

If an old form is sent in, you will be asked to complete the new one.

## Report on Pressure Injury

The Health Safety and Quality Commission has published a new report on pressure injury measurement and prevention.

You can find the report on the Commission's website

It can be found via the [Commission's PI Measurement page](#).

Or you can go straight to the [report](#).

## Unable to mark an assessment complete due to missing facility number Information for Long Term Care Facilities

After the recent annual software upgrade, all assessments will now have the organisation/facility number automatically populated in the assessment. **Assessors will not need to type in the Facility Number.**

FACILITY/AGENCY IDENTIFIER	<p>a. Facility Name NZ HC Testing Facility</p> <p>b. Facility Number G00026-A</p>
ELIGIBILITY FOR PUBLICALLY FUNDED HEALTH SERVICES IN NEW ZEALAND	<p>a. New Zealand resident / citizen</p> <p><input type="radio"/> 0. No</p> <p><input checked="" type="radio"/> 1. Yes</p> <p><input type="radio"/> 11. Unknown (First Assessment only)</p>

**NB.** If an assessment is in a status of draft before the upgrade and section A is marked complete, **that section will need to be re-opened for the organisation/facility number to automatically populate the assessment**, if this isn't done then you will see an 'agency number' error message when you try to save the assessment as complete

To re-open the section remember to make sure you have reopened the **Assessment Summary** first

O. Treatments and procedures	✓
P. Responsibility and directives	✓
Q. Discharge potential	✓
R. Discharge - COMPLETE AT DISCHARGE ONLY	✓
<b>Assessment Summary</b>	✓
S. Assessment information	

Note that all residential care organisations have HPI numbers, however, newly built facilities may not get their HPI number in time prior to being set up on the system and having clients admitted. Facilities should request their HPI number using this email [HI\\_Provider@moh.govt.nz](mailto:HI_Provider@moh.govt.nz) and should contact the service desk with this information so that it can be added to the system.

(Central Host) Taranaki Service Desk 06 753 7766 [it.servicedesk@tdhb.org.nz](mailto:it.servicedesk@tdhb.org.nz)

(Southern/Northern Host) Canterbury Service Desk 03 378 6555 [interrai.servicedesk@cdhb.govt.nz](mailto:interrai.servicedesk@cdhb.govt.nz)

### Re-forming the Software User Group

Requests for nominations to re-establish the national Software User Group have now been sent out to a range of key stakeholders.

Representatives for the group were sought from TAS, DHBs, the NZ Aged Care Association, the Care Association of NZ, and the Home and Community Care Association.

Nominations are still coming in and it is hoped the group will be formed shortly and able to meet in February 2017.

A list of members will be circulated once confirmed.

## interRAI NZ Governance Board

The new Chair of the Governance Board, Cathy Cooney, had a full agenda for her first meeting in the role on 21 October.

Among items brought before the Board were the draft Governance Framework for the introduction of new interRAI assessment tools.

The Board also heard details about the potential trial of the new sub-acute and acute interRAI tool by ACC, Waikato and Canterbury DHBs.

Meanwhile, the Board was also presented with the draft evaluation report of the Post Project Review of the Comprehensive Clinical Assessment (interRAI) in ARC (2011-2015) Project.

The Board agreed its Position Statement on the presentation of interRAI information, which you can read on the [interRAI website](#).

The End of Pilot Report for the Palliative Care Pilot was presented to the Board for its consideration.

The Board agreed to advance to the next stage of this process, which was for interRAI Services to seek the views of DHBs via Health of Older People Portfolio Managers, to assess their interest in using the Palliative Care tool and advise the expected number of assessors that would need the small amount of additional training to use the tool.

The Board also discuss a paper around software enhancements, the draft and planned publication of the interRAI Governance Board Annual Report, moving the a model for the accreditation of external educators in Long Term Care Facilities Assessment, and received an update on the Health of Older People Strategy from the Ministry of Health.

You can read the minutes of all Board meetings on the [interRAI website](#).

## Showcasing interRAI data

interRAI Services has recently presented at a number of sector conference, drawing attention to the oppprtunities created by interRAI data.

### Home and Community Health Association conference

interRAI Services General Manager Michele McCreadie delivered the keynote speech at this year's conference.

The focus of the presentation was on our journey and the power of interRAI data. interRAI Services Competency Manager Lynda Wheeler also presented on maintaining competency with interRAI assessments. You can find all of the presentations at the HCHA conference, [here](#). Just click on the name of each presenter to view a PDF of their presentation.

### NZ Aged Care Association conference

Michele gave a presentation outlining the national picture of interRAI in 2015-16. Richard Allen, interRAI Services Manager Applications, also gave a joint presentation with General Manager of Kamo Home in Whangarei, Zoe Berry, showcasing interRAI data and using Kamo home as an example. Minister of Health, Hon Dr Jonathan Coleman, delivered a speech, which you can read here: <https://www.beehive.govt.nz/speech/new-zealand-aged-care-association-conference-auckland>

Amongst other messages, he encouraged the sector to consider ways they could meet the expected rise in demand for aged care services over time.

## Your feedback

If you have any comments or would like to contribute to this newsletter, or you would like to unsubscribe, please email: [interrai@dhbsharingservices.health.nz](mailto:interrai@dhbsharingservices.health.nz)

## Client side certificates (also known as digital certificates)

### Information for organisations hosted by Canterbury DHB Host site ie those in Auckland, Northland and the South Island

As part of ongoing security improvements for the interRAI system, the Canterbury arm of interRAI software service will be implementing an additional security mechanism for interRAI called 'client side certificates' in early 2017.

The IT support or Facility Manager in organisations that access the system via the internet will need to know the following information.

#### What is going to happen in early 2017?

Between now and February 2017 a 'client side certificate' will be sent to organisations that connects to interRAI via the internet. You will need to **install this on all devices that connect to the interRAI software** if your organisation uses the internet to connect to us.

#### How do I know if we use the internet to connect to interRAI?

- 1) If your organisation is a DHB then you will **not** use the internet
- 2) If your organisation is a large residential care chain, then you **might** use the internet – you will need to check with your IT support team.
- 3) If your organisation is a large community based provider, then you **might** use the internet – you will need to check with your IT support team.
- 4) If your organisation is a small community based provider, or a small residential care facility/chain, then it is **most likely** you use the internet to access interRAI and will need to install the certificate on all of your devices.

You can seek help from the Help Desk to test this, however, if in doubt, you can still install the certificate anyway.

#### What is a client side certificate and what does it do?

This is a small piece of software that will need to be installed on any device that is used to connect to the interRAI software.

It is installed into your web browser, eg Internet Explorer or Chrome and adds an additional security layer for the system. If you do not have a valid certificate installed, you will not be able to connect to interRAI. The certificate confirms the device is meant to access interRAI.

#### Will it cost me anything?

No.

#### How easy is it to install?

It is simple to install – just a few clicks on your web browser.

You will receive documentation, including a small link to a video to show you how to do this.

If you still need help you can ask your IT support for advice, or failing that, Help Desk can help.

#### Do other systems use these?

Yes, lots do. In fact the other arm of the interRAI software service which is provided by Taranaki DHB has used these with customers for some time now.

#### What do I need to do now?

Watch out for notices from the service desk in the coming weeks about this in the coming weeks and there will be a contact number to call if you need to ask any questions.