

Minutes

Software User Group (SUG)

Date:	Thursday 16 August 2018		
Start Time:	11.07 am	Finish Time:	11.37 am
Method:	Teleconference		

Members: Lyn-Elizabeth Schofield **Chair** (interRAI Northern Systems Clinician – interRAI Software Services), Margaret Thomason (Need Assessment Service Centre Assessor – Lakes District Health Board), Shelley Mawhinney (interRAI Southern Systems Clinician – interRAI Software Services), Deborah Sullivan (Care Manager - Hawke’s Bay District Health Board Needs Assessment Service Centre), Janice Reuyan (Information and Communication Technology Trainer – CHT Healthcare Trust), Jason Theobald (interRAI Senior Analyst – interRAI Data & Analysis Team), Jean D'Ath (Clinical Manager – Gracelands Rest home and Village, Oceania), John MacDougall (Data Analyst, New Zealand Aged Care Association), Michelle McDonald (Lead Service Coordinator, Enliven Presbyterian Support Northern), Terry Huntley (interRAI Software Services Manager – interRAI Software Services)

Guest: Peter Fraser (Kotahi Project Manager – Central TAS)

Apologies: Adam Prybyl (Vice President, Client Solutions – Momentum Healthware Inc), Andrea Davidson (Older Persons Health Portfolio Manager, Canterbury District Health Board), Theresa Araullo (Clinical Team Leader - Waitemata District Health Board Needs Assessment Service Centre), Vanessa Pullen (Programme Manager – Health of Older People, Healthcare NZ Community Health), Vickey Johnston (Clinical Lead interRAI – Bupa New Zealand)

01	Welcome
<p>At 11.07 am the Chair opened the teleconference and welcomed everyone to the meeting and apologies were noted. The order of the agenda was changed to accommodate Peter Fraser, a guest speaker who would be providing a briefing on the Kotahi Project.</p>	
02	Project Kotahi
2.1	<p>Project Kotahi Peter Fraser, the Kotahi Project Manager, attended the meeting to share how the project is progressing and to request feedback from the sector.</p> <p>Mr Fraser reported that the Request For Proposal (RFP) has been accepted by both current hosts. Each host has been asked to provide a proposal on how they would approach and manage the process of combining the two hosts to one and the ongoing contract.</p> <p>Mr Fraser asked for feedback from the sector regarding:</p>

- What is important to the user experience?
- What would users want to retain in terms of the helpdesk and the services provided?
- What would they want to change?

Mr Fraser asked the SUG members to talk to their teams and users in the sector to think about these questions and to report back at the next SUG meeting.

2.2 A question was asked about whether jobs would continue to be logged with the service desk and how these would be managed. Mr Fraser reported that this is part of the RFP and each submission will include an explanation about how jobs would be managed and reported.

2.3 A further question was asked about whether there would be a requirement for the new host service desk to liaise with the interRAI education team in terms of trends for what users are having trouble with. This would help the interRAI education team to address issues in training or skills boosters. Mr Fraser thought that this should be part of the 'Service Level Agreement' however he would need to check with Terry Huntley.

At 11:17 am Mr Peter Fraser left the meeting.

Action Items	Person Responsible	Deadlines
01-08/18 A report on the 'Service Level Agreement' and how the Service Desks triage queries; what the current process is and whether responses are timely and trended is to be provided to the SUG.	Terry Huntley	20 Sept 2018
02-08/18 Teams and users to be asked what they would want from the new host Service Desk.	All	20 Sept 2018

03 Confirmation of Minutes and Action Register

3.1 Confirmation of Minutes

The minutes of the meeting held on 19 July 2018 were confirmed as a true and accurate record with a small correction to the date under item 2.1. A corrected copy of the minutes will be forwarded to Uli Trute, the interRAI Senior Communications and Engagement Advisor to upload to the interRAI website.

Moved: Deborah Sullivan

Seconded: Jean D'Ath

3.2 Matters arising

Actions will be reviewed as part of 'Items to Consider'.

Action Items	Person Responsible	Deadlines
02-08/18 Copy of July 2018 Software User Group Meeting Minutes to be sent to Uli Trute to upload to the interRAI website.	Lyn-Elizabeth Schofield	20 Sept 2018

04 Upgrade

4.1 interRAI Upgrade

Terry Huntley was unavailable to provide an update on the interRAI software upgrade. The Chair advised that a communications email has been sent on Wednesday 15 August 2018 with a link to the interRAI website outlining '*What you need to know and what is changing*'.

There will be a full step by step guide on how to use the new features uploaded to the interRAI website on 17 September 2018. Skills boosters have been scheduled around the country for users to learn about the new and updated features, places can be booked online also on the website. If there is not a skills booster scheduled, providers can advise the interRAI Helpdesk so that something can be arranged for them.

Dates for the upgrade are 21 September 2018 for Taranaki and 28 September 2018 for Canterbury. There will be reminders to all users to check-in all clients and to complete all assessments prior to the upgrade. Draft assessments will not be able to be completed with the new ethnicity feature following the upgraded assessments so this is very important for assessors to know.

05 Enhancements

No enhancement specifications to be reviewed at this meeting.

06 'Items to Consider'

All items will now be logged into an Action List for tracking as follows;

6.1 Item 1 – Changing the auto-population function for Forms

Item status is currently 'on hold'. The function for switching auto-population on and off can only be altered for the whole system which will impact assessments as well as forms.

6.2 Item 2 - Respite Form for Aged Residential Care (ARC) Facilities

Item is 'Closed'.

6.3 Item 3 – Integrated Report for Weight Change Indicators

Item status is 'in progress' as awaiting the Software Services team to complete report writing training in August 2018 which may cover this item.

6.4 Item 4 – Worker Safety Concerns to highlight only when text added

Item status is currently 'on hold' while the interRAI Quality Leadership Committee (QLC) review leaving the 'worker safety concerns' field blank on the Overview screen of all clients/residents.

At 11:21 am Terry Huntley arrived.

6.5 Item 5 – Reformat the printing of MDS/Assessment Comments

Adam Prybyl provided the Chair with an email response for this item. He advised that he has looked into giving this reformatting task to a junior team member at Momentum Healthware. Upon further investigation the form is going to need to be completely redesigned and is bigger

than originally thought. Adam suggested that redesigning this form may not be cost-effective in the long run. Item status remains 'on hold' for now.

6.6 Item 6 – Restrict Diagnosis error out option to the user who entered the Diagnosis

Item status is currently 'on hold'. A previous enhancement has been submitted to alter the Diagnoses which may impact on this request.

6.7 Item 7 – Reword Question G3 in the LTCF and G4 in the CHA/HC Assessments

Item status is currently 'on hold' while the interRAI QLC reviews the question rewording suggestion.

6.8 Item 8 – Assessment not able to be created for clients not 'admitted'

Specifications to be developed by Lyn-Elizabeth Schofield. Item remains 'in progress'.

6.9 Item 9 - See Outcome Scores (as well as CAPs) from the Care Plan

Specifications to be developed by Shelley Mawhinney. Item remains 'in progress'.

6.10 Item 10 – Reformat Care Plan to print evaluations underneath the interventions

Specifications to be developed by Shelley Mawhinney. Item remains 'in progress'.

Action Items	Person Responsible	Deadlines
03-08/18 Report back from the QLC regarding using the Worker Safety Concerns just for actual concerns to avoid highlighting the field with irrelevant information.	Lyn-Elizabeth Schofield	20 Sept 2018
04-08/18 Report back from the QLC regarding rewording question G3 in the LTCF and G4 in the HC Assessments.	Lyn-Elizabeth Schofield	20 Sept 2018
05-08/18 Specifications to be developed for assessments not being able to be created if a client/resident has not been admitted.	Lyn-Elizabeth Schofield	20 Sept 2018
06-08/18 Specifications to be developed for being able to see Outcomes Scores (as well as CAPs) from the Care Plan.	Shelley Mawhinney	20 Sept 2018
07-08/18 Specifications to be developed to reformat LTCF Care Plan to print evaluations underneath the interventions.	Shelley Mawhinney	20 Sept 2018

07 Other Business

There was no other business.

Meeting Closed: 11.37 am

Next meeting: Teleconference on Thursday 20 September 2018.