

Minutes

Software User Group (SUG)

Date:	Thursday 18 October 2018		
Start Time:	11.06 am	Finish Time:	11.38 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), **Terry Huntley** (interRAI Software Services Manager – interRAI Software Services), **Adam Prybyl** (Vice President, Client Solutions – Momentum Healthcare Inc), **Ester Bushell** (Clinical Team Leader, Waitemata District Health Board Needs Assessment Service Centre), **Michelle McDonald** (Lead Service Coordinator, Enliven Presbyterian Support Northern), **Andrea Davidson** (Older Persons Health Portfolio Manager, Canterbury District Health Board), **Vanessa Pullen** (Programme Manager – Health of Older People, Healthcare NZ Community Health), **Vickey Johnston** (Clinical Lead interRAI – Bupa New Zealand).

Apologies: **Esther Bushell** (Clinical Team Leader, Waitemata District Health Board Needs Assessment Service Centre), **Shelley Mawhinney** (interRAI Southern Systems Clinician – interRAI Software Services), **Michelle McDonald** (Lead Service Coordinator, Enliven Presbyterian Support Northern), **Andrea Davidson** (Older Persons Health Portfolio Manager, Canterbury District Health Board), **Vanessa Pullen** (Programme Manager – Health of Older People, Healthcare NZ Community Health), **Vickey Johnston** (Clinical Lead interRAI – Bupa New Zealand), **Jean D’Ath** (Clinical Manager – Gracelands Rest home and Village, Oceania), **Janice Reuyan** (Information and Communication Technology Trainer – CHT Healthcare Trust), **Deborah Sullivan** (Care Manager - Hawke’s Bay District Health Board Needs Assessment Service Centre).

01	Welcome
At 11.06 am the Chair opened the teleconference and welcomed everyone to the meeting and apologies were noted.	
02	Confirmation of Minutes and Action Register
2.1	Confirmation of Minutes
The minutes of the meeting held on 20 September 2018 were confirmed as a true and accurate record. A copy of the minutes will be forwarded to Uli Trute, the interRAI Senior Communications and Engagement Advisor, to upload to the interRAI website.	
<i>Moved:</i>	<i>Adam Prybyl</i>
<i>Seconded:</i>	<i>Jason Theobald</i>

2.2 Matters arising

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

Action Items	Person Responsible	Deadlines
Copy of September 2018 Software User Group Meeting Minutes to be sent to Uli Trute to upload to the interRAI website and forwarded to Peter Fraser.	Lyn-Elizabeth Schofield	15 Nov 2018

03 Enhancements

As Terry Huntley wasn't present at the start of the meeting, it was decided to begin with item 3 – Enhancements.

3.1 Enhancement for change in wording – Section G, Question 3

Lyn reported that due to personal leave and managing issues related to the software, she hasn't had time to complete the specifications for this enhancement. Lyn said that this would be ready for the November meeting.

3.2 Enhancements for presenting to the interRAI Governance Board

The aim is to have the next enhancements ready for presenting to the Board in February next year. If approved, these will hopefully be included in the 2019 software upgrade.

Action Items	Person Responsible	Deadlines
Lyn to write specifications for enhancement for change in wording – Section G, Question 3.	Lyn-Elizabeth Schofield	15 Nov 2018
Adam to follow-up with Terry regarding four items that have already been costed.	Adam Prybyl	15 Nov 2018

04 'Items to Consider'**4.1 Item 4 – Worker Safety Concerns to highlight only when text added**

Item status will be changed to 'Closed'. The interRAI Quality Leadership Committee (QLC) decided to keep the current process of adding 'Nil Known' as it proves that a risk assessment was done.

4.2 Item 9 – Ability to add all LTCF facilities for each DHB

Carlo Damiani, From Canterbury Service Desk, suggested an enhancement to add all LTCF facilities for each DHB with All (DHB) Organisations function button similar to the 'All Organisations' function currently available in personnel set-up.

No issues were raised by members of the SUG regarding the suggestion. Adam confirmed that it would be possible to do and offered to help with the writing the specifications.

Action Items	Person Responsible	Deadlines
Adam to send Lyn bullet points to assist in the writing of the specifications for the enhancement - Ability to add all LTCF facilities for each DHB.	Adam Prybyl	15 Nov 2018

05 Other Business

5.1 Change to Zoom meetings?

Lyn asked the group if anyone had used Zoom to hold or attend meetings. Margaret Thomason said that Lakes DHB have trialled it without success.

Lyn explained that a stable network connection was required for it to work. Lyn also said that some of the benefits of using Zoom are the ability to share and view documents on the screen and for participants to be seen.

Jason stated that participants can still join a Zoom meeting via teleconference.

It was agreed to trial, using a combination of Video and audio conference, through the Zoom platform hosting the next SUG meeting.

Action Items	Person Responsible	Deadlines
Lyn to set-up a Zoom invite and send login details to all SUG members before next meeting in November.	Lyn-Elizabeth Schofield	15 Nov 2018

06 Projects/Events

6.1 Kotahi update

Current hosts, CDHB and TDHB, were both asked if they would like to submit a Request For Proposal (RFP) to provide a single service desk to support the Momentum software. Both parties responded and an independent assessment panel are currently scoring each RFP. If there is a clear choice following the review, a recommendation will be made to Michele McCreadie, General Manager, interRAI Services. She will then share this with the interRAI Governance Board for approval. If there is no clear choice, each party may have to give a presentation. The process is currently on schedule and is due to be presented at the interRAI Governance Board meeting on the 28th of November.

6.2 Momentum upgrade

Terry Huntley acknowledged the issues that many users of Momentum were experiencing, particularly the slowness of the software, and assured the group that there is a team fully committed to resolving the outstanding problems. He said that the host sites have optimized the system and that they're currently working with individual DHBs and facilities on specific issues.

Terry said the main DHBs affected are Waikato, Lakes and Southland as they have had problems with assessors being logged out of the software during completion of assessments. He met with Chris Dixon and Alex Weeks on Tuesday and they have begun user testing in Internet Explorer V11.

The interRAI Governance Board were also briefed yesterday and are well aware of what has been happening through feedback from stakeholders in the areas they represent. Terry asked that users of the software continue to report any new issues.

Margaret Thomason raised a concern about failing audits due to assessments not being completed in time, or at all, as a result of the issues since the upgrade to the Momentum software.

It was agreed that DHBs, providers and facilities should not be unfairly penalised because of the software issues and that this will be communicated to the sector as well as the organisations responsible for conducting audits, including the interRAI educators.

Action Items	Person Responsible	Deadlines
Terry Huntley to prepare a set of communications for sharing with the sector and audit agencies that explains the reason for incomplete assessments during the time period after the September upgrades and recommendations to exclude any assessments from this time period.	Terry Huntley	15 Nov 2018

Meeting Closed: 11.38 am

Next meeting: Teleconference on Thursday 15 November 2018.