

Minutes

Software User Group (SUG)

Date:	Thursday 20 September 2018		
Start Time:	11.06 am	Finish Time:	11.54 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), Theresa Araullo (Manager - Waitemata District Health Board Needs Assessment Service Centre), Ester Bushel (Clinical Team Leader, Waitemata District Health Board Needs Assessment Service Centre).

Guest: Caroline Jones (Senior Portfolio Manager Healthy Aging Strategy, New Zealand Ministry of Health)

Apologies: John MacDougall (Data Analyst, New Zealand Aged Care Association), 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)

01	Welcome
<p>At 11.06 am the Chair opened the teleconference and welcomed everyone to the meeting and apologies were noted. The Chair advised that Theresa Araullo had recently been appointed as the Manager of the Waitemata District Health Board Needs Assessment Service Centre and would be handing over to Ester Bushel, the new Clinical Team Leader. Ester will take Theresa’s place on the interRAI Software User Group.</p>	
02	Confirmation of Minutes and Action Register
2.1	Confirmation of Minutes
<p>The minutes of the meeting held on 16 August 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.</p>	
<i>Moved:</i>	<i>Jean D’Ath</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
01-09/18 Copy of August 2018 Software User Group Meeting Minutes to be sent to Uli Trute to upload to the interRAI website.	Lyn-Elizabeth Schofield	18 Oct 2018

03 Upgrade

At 11.14 am Terry Huntley joined the teleconference

3.1 interRAI Upgrade

Terry Huntley reported that the Taranaki DHB Host site would be upgrading the Momentum Software on their servers from 5.00 pm Friday 21 September 2018. interRAI Central would subsequently be offline until 10.00pm Sunday 23 September 2018. Work would be carried out over the weekend to ensure the servers were working well. The Canterbury DHB Host site would follow the next weekend starting Friday 28 September 2018. Members were asked to ensure their users were aware of the upgrade and forward any queries to the Service Desk. Information was also available on the interRAI website.

Action Items	Person Responsible	Deadlines
02-09/18 All members to ensure their users were aware of the upgrade and where to go for information.	All	28 Sept 2018

04 Project Kotahi

4.1 Project Kotahi

Peter Fraser (Kotahi Project Manager – TAS) was not available to attend the Software User Group meeting. The Request For Proposal (RFP) for combining the two hosts into one service are due from both hosts by 1 October 2018.

4.2 Requested Feedback from the Sector on the User Experience

What is important to the user experience?

The service is seamless and efficient. That problems are solved quickly.

What would users want to retain in terms of the helpdesk and the services provided?

That they can contact the helpdesk by various means e.g. phone or email. Good customer service – customers treated with respect.

What would they want to change?

Maybe have a self-service portal or a customer portal that is linked to the interRAI Service Desk? Assistance across multiple channels. To speak with someone local with the skills needed. Biggest challenge may not be incoming ticket volume but ticket variety, need to have people to help whom know the software well. Personalised experience – greet callers by name and have a complete history of their interactions.

A question about the Frequently Asked Questions (FAQ) section on the website needed clarification that these were more for coding issues not software issues and perhaps we need both.

Action Items	Person Responsible	Deadlines
03-09/18 Minutes of the Software User Group to be forwarded to Peter Fraser.	Lyn-Elizabeth Schofield	20 Oct 2018

05 Enhancements

5.1 Error and warning if client/resident not admitted when opening new draft MDS Form

The draft specifications were reviewed for adding an 'Error and Warning Message' if a client does not have an active case or a resident is not admitted to a bed within the facility when opening a new draft MDS/Assessment form. No further revisions to the specifications were suggested.

All agreed that this enhancement would be a great addition to the software.

It was unanimously agreed that this enhancement would be suitable for submission to the interRAI Governance Group for consideration. The interRAI Software Services Manager will submit a 'Request for Quotation' to Momentum Healthcare for costing to accompany the submission to the interRAI Governance Group.

Action Items	Person Responsible	Deadlines
04-09/18 Request for Quotation to be sent to Momentum Healthware for the 'Error and warning if client/resident not admitted when opening new draft MDS form' enhancement. This will accompany a submission on this enhancement to the interRAI Governance Group for consideration.	Terry Huntley/ Adam Prybyl	18 Oct 2018

06 'Items to Consider'

6.1 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' and highlighting the field even though there were no concerns.

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

Item status will be changed to 'In Progress'. The interRAI Quality Leadership Committee (QLC) decided that it would be good to change the example, not the question. The example would then read 'for example: exercise group or walking group'. Request for a Quotation to be sent to Momentum Healthware.

6.3 All other Items

Item status for all other items remain unchanged.

Action Items	Person Responsible	Deadlines
<p>05-09/18 Request for Quotation to be sent to Momentum Healthware for the 'Reword Question example for G3 in the LTCF and G4 in the CHA/HC Assessments' enhancement. This will accompany a submission on this change to the interRAI Governance Group for consideration.</p>	<p>Terry Huntley/ Adam Prybyl</p>	<p>28 Nov 2018</p>
<p>07 Other Business</p>		
<p>There was no other business.</p>		
<p>Meeting Closed: 11.54 am Next meeting: Teleconference on Thursday 18 October 2018.</p>		