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interRAI Informer
Better Assessments, Better Care, Better Outcomes

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Welcome to the **interRAI Informer #13** -
regular news updates from **interRAI
New Zealand** for better health
outcomes.

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3%

Only 3% of assessed home care clients have an Advance Care Plan. An Advance Care Plan gives direction for healthcare professionals and family member about someone's wishes for their future health and end of life care, in case that person cannot articulate these wishes any longer.



Dana Ralph-Smith retiring from interRAI Board

Dana Ralph-Smith has stepped down from the interRAI NZ Governance Board after serving a two year term as the representative of Health of Older People Planning and Funding in District Health Boards.

Dana was particularly engaged in decisions around software enhancements. Thank you, Dana, for your contribution and commitment to interRAI.

Coming soon: Palliative Care Assessment training for Home Care assessors

We have finished the pilot and our preparation, and are getting ready to offer training in the Palliative Care assessment tool for competent Home Care assessors. The Palliative Care tool will be the fourth interRAI assessment available to Home Care assessors.

From August 2017, we will contact those DHBs who have previously expressed their interest, and organise training individually with them for their assessors.

From January 2018 we expect to offer Palliative Care assessment training on a regular basis as a standard service through our website.



Updated strategy

The rolling strategy for interRAI New Zealand has been revised and updated. interRAI NZ – Future Direction now covers 2017-2020 and you can [download it from the interRAI website](#).

Quality Indicators for aged residential care providers

The interRAI Governance Board have agreed that initially only Long Term Care Facilities (LTCF) assessment are included in our Quality Indicators project, and that Home Care providers may be added later.

The idea behind Quality Indicators is to use aggregated data from interRAI assessments to better understand service performance and to improve quality of care.

We have now established a reference group who will advise us about how the reports should look and how to best use the collected information.

At this stage the plan is to group facilities *within* each DHB according to the care type of the facility such as rest home, hospital level and so on to avoid comparison between facilities with different population needs.

The format of the reports has not been finalised yet but it is intended that ARC facilities results would be anonymous to everyone except the DHB/facility itself.

interRAI Services will educate DHBs and aged residential care facilities on how to understand and use the reports.

Framework for introducing new assessment tools

The interRAI Governance Board has agreed a revised Governance Framework for introducing new assessment tools. The new framework has been revised to reflect requirements around data management and interoperability.

- [Download the new framework from the interRAI NZ website](#)
- [Download the project review report from the interRAI NZ website](#)

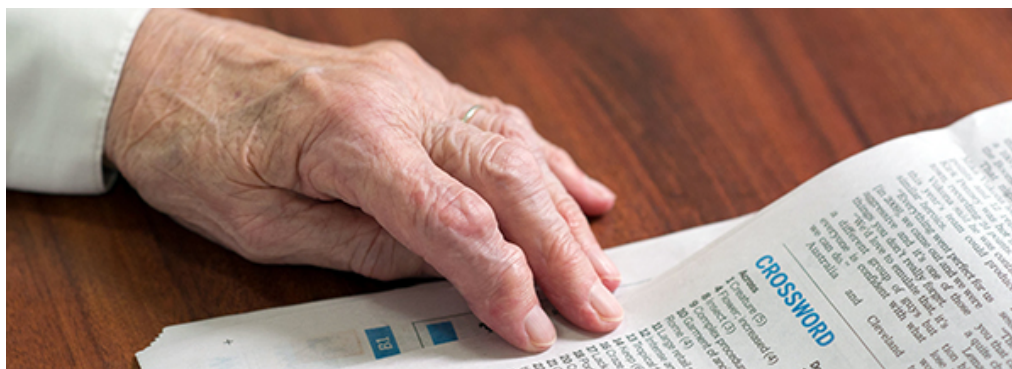


Pilot for interRAI training as part of Whitireia Competency Assessment Programme

(re-)gain New Zealand nursing registration.

Prior to gaining NZ registration many international registered nurses work as health care assistants (HCA's) in New Zealand aged residential care facilities. Once completing the Competency Assessment Programme and achieving New Zealand registration, they often return to the same facilities.

Several students meeting the criteria for the pilot have been identified and for these, Sally will be teaching the classroom component of interRAI training as an adjunct to the Whitireia CAP course and the students will then complete the interRAI assessments needed for interRAI competency with the continued support of Sally and of their facility.



Reports for home care providers

In collaboration with the Home and Community Health Association (HCHA), the National interRAI Data Analysis and Reporting team started a project in March 2017 to develop a standard suite of interRAI reports for home care providers.

The purpose of the interRAI reports is to support home care providers in quality improvement, planning and service delivery to help improve health outcomes for Home Care clients.

To capture the interRAI reporting requirements of home care providers, we have engaged with six home care providers with support from the HCHA. We have also now received approval from all DHBs to develop these reports, at a summarised level, for home care providers.

We are now consulting with the six home care providers on the reporting requirements we have collated from them, and expect to have a draft report in August 2017.

If you have any questions about this project or if you are interested to be involved, please email us on interRAI_data@centaltas.co.nz

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Andrew Downes (left) and members of the interRAI Services team after winning the Innovation Award at the 2015 World interRAI Conference in Toronto

An interview with Andrew Downes

After many years of shaping how interRAI is used in New Zealand, most recently as Software Services Manager for seven years, Andrew Downes has left to pursue other opportunities in the health informatics sector. We have taken the opportunity to look back at Andrew's achievements.

Andrew is credited with many innovations, and especially being the brain behind the unique setup of interRAI in New Zealand, coveted by many in the international interRAI community.

The first interRAI pilot

Early in his career, Andrew was a physiotherapist in the UK and then New Zealand, before working in Health IT. In 2003, working at Capital & Coast DHB he managed the first interRAI pilot in New Zealand.

Andrew remembers: "I put together a pilot with five district health boards: Capital & Coast, Hutt Valley, Bay of Plenty, Waikato and Canterbury DHBs. We had a hosted model, both for training and software, and one of the trainees was Brigitte Meehan (now National interRAI Services Manager). From that pilot, over the years, the current model we have now was developed."

"I remember the very first assessment being marked complete and who did it. This was in 2004. A high point during that first pilot was when we had two services using interRAI. They would normally refer clients to each other, and that process would include an assessor from one service assessing Mrs Jones, and then an assessor from the other service assessing Mrs Jones, both services using different assessments. With interRAI all they needed was one assessor doing the assessment, and then providing the assessment to the other service. That improved the clinical efficiency between those two services for that process by about 20%. This means that valuable assessor time was freed up to be able to provide more assessment services."

Changing how services talk to each other

Andrew is especially delighted with how interRAI has changed clinical process and conversations: "When a client is transferred from one part of the country to the other, there is a conversation between two assessors, the one who has been involved with the client and the one who is going to be. The first assessor will say: 'I've seen Mrs Jones, her CPS is 2, her MAPLe is 3^[1], and she hasn't triggered the Institutional risk or Medications CAPs and the other assessor has a very good idea of what that person looks like and what their priority and needs are."

"The other sorts of conversations can be 'Mrs Jones' MAPLe is 4, she has triggered the institutional risk

CAP (clinical assessment protocol), she's alone for long periods of the day.' The assessor in the receiving service will again understand the potential risk around this client and make decisions

accordingly."

About interoperability

"Another highlight is the interoperability. Interoperability is the ability to access data between different systems. This means a clinician who doesn't use or access the national software system, can still access interRAI assessments from their own clinical system by their clinical system making a 'call' to the national system to download reports. My original driver was to have this available for GPs so they can see interRAI information when 'Mrs Jones' went to the GP Practice for appointments. I haven't quite got a GP system to implement this in a 'live' setting, (one had in a 'test' setting), however there are many organisations that have implemented this and their clinical teams can look up interRAI data from their own systems, which is great. It works and is reliable."

Using interRAI data

Thanks to Andrew's forward thinking, New Zealand is in the unique situation where all the data is delivered to a single data warehouse, which opens up many possibilities. Andrew says, "Most recently, I have appreciated hearing from residential care facility managers who regularly use the interRAI analytics module to analyse their own data, to better run their businesses."

Being the Software Services Manager

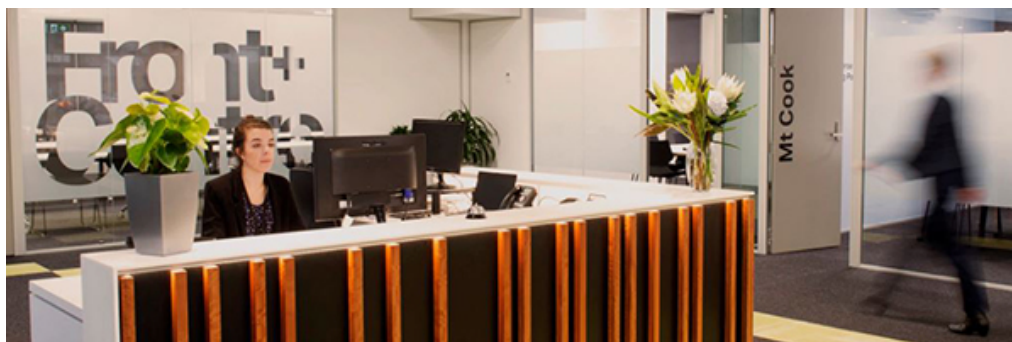
About his job, Andrew says: "It is about establishing and maintaining trusting relationships because I interact with lots of people in organisations at different levels."

Andrew finished working with interRAI last month. Asked about what he's going to do in July, he replied "I have no plans".

Thank you, Andrew, for your thoughtful leadership, huge brain and dedicated commitment, and for generally being a nice guy. You will be sorely missed by the interRAI community.

[1] CPS and MAPLe are outcome scales, a way to summarise an assessment

[2] CAP = Clinical Assessment Protocol, a way to describe risk



Front+Centre

If you are in Wellington and want to book a room, consider our very own facilities at Front+Centre for meetings, presentations or as an office away from home. See the Front+Centre website at frontandcentre.co.nz for details.

Front+Centre is hosting an Open Day on Friday, 18 August 2017 between 9am and 3pm. Drop in, grab a coffee and a cupcake, and check out this fantastic new venue. Our address is 69 Tory Street, Wellington CBD.

New on interRAI.co.nz

- [Manage your interRAI newsletter subscriptions](#)
- [Read, and subscribe to Inside interRAI, our newsletter for assessors, full of tips and advice for interRAI users](#)
- [Updated governance framework and Board strategy](#)
- [A refreshed Education and Support section](#)

interRAI out and about

Dr Hamish Jamieson presented the first results from his interRAI study about the impact of loneliness and social isolation on outcomes in older people, in Wellington. The audience of about 60 interested people enjoyed a lively discussion and a taster of Dr Jamieson's research, which is not yet published.



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Upcoming dates

- Vij Kooyela and Michelle Liu will be speaking on Improving health care through interRAI data at **Changing societies: Measuring people and places in transition, New Zealand's Population Conference**, 24/25 July 2017, Christchurch
- **Drop in interRAI clinic and exhibition stand** at the Selwyn Foundation's 2017 Gerontology Nurses' Conference, 24 August 2017, Auckland
- **Stand and presentation** at NZACA Conference, 7/8 September 2017, Rotorua

To see upcoming training dates and to request interRAI training, visit our website at www.interrai.co.nz/register-for-training



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