



interRAI Informer

Your update on interRAI in New Zealand

Issue 3: July 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 one language, across many platforms, for the development of services that lead to improved health outcomes for our older people.

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

Post Project Review

An external, independent organization, Evaluation Consult, has now begun work on the Post Project Review of the Comprehensive Clinical Assessment (interRAI) in Aged Residential Care (2011 – 2015) project.

The Wellington-based dynamic multidisciplinary team of experienced consultants has been considering all of the project documentation and is establishing a pre-project baseline to compare to what was achieved and what has changed as a result of the project.

Shortly, the team will be talking with key stakeholders, to inform the process of seeking feedback about the project.

Leading the Review is **Dr Dilhani Bandaranayake** who holds a public health-related PhD in epidemiology and health behaviour. Dr Bandaranayake has a wealth of experience in public health, behavioural change, programme/project management, coordination and evaluation. She has extensive experience in translating strategic plans into practical programmes of action.

Dr Bandaranayake will be supported by two other team members from Evaluation Consult.



Alison Holt specialises in providing strategic services in the governance, business and IT sectors and has designed, directed, managed and successfully implemented strategy, standards, policy, guidelines and associated IT architecture across a variety of organisations.

Michael Campin works across professional evaluative monitoring projects that incorporate mixed methodology data gathering and analysis. He has experience in data matching, assurance, and analysis.



Software news from Software Manager Andrew Downes

We are now entering our upgrade season. Upgrades to the national interRAI software occur annually during the September to November period, look out for communications coming out over the coming weeks for this years upgrade.

Developing the interRAI Services team

interRAI Education and Support Service

The Expressions of Interest process for DHB and other interRAI staff has now closed. We asked the staff to let us know if they were interested in transitioning across to the TAS Education and Support team and got a good response. We are now considering the submissions. Following this process, we will be in a position to see where we have outstanding vacancies and begin the recruitment process.

We've also had a good response to the recruitment for the Team Leader (North) position and will be shortlisting soon.

It's an exciting, but busy time, as we begin implementing our new structure and start working together to deliver an improved service for our customers.

Additional Educator resource

Recruitment for the additional fixed term Educator roles has closed and shortlisting is underway. These additional roles will be based in Auckland, Christchurch and Dunedin, on a one-year fixed term basis and will work specifically in LTCF training.

interRAI Governance Framework project to begin

Sally Heppenstall has been appointed to the role of Project Lead, interRAI Governance Framework.

Sally will commence her new role on Monday 4 July 2016 for a fixed term of 3 months.

Sally comes with a strong background in health services, considerable knowledge of interRAI, recent experience in aged residential care and a Masters in Health Sciences where she looked at the 'Applicability of the interRAI Case Mix in three DHBs'.

The interRAI Governance Framework is a project to be completed for the interRAI NZ Governance Board, to develop guidance, protocols, procedures and templates to assist people to:

Develop a proposal to introduce or pilot an interRAI assessment tool

Undertake a best practice evaluation of a pilot of an interRAI assessment tool

Develop a business case to introduce or roll out an interRAI assessment tool

We welcome Sally and look forward to her beginning work on this important project.

interRAI NZ Governance Board

Chair's resignation

The Chair of the Governance Board, Professor Paul McDonald, has resigned from the role to take up a position as Dean of the Faculty of Health at York University in Toronto and be closer to his family. Prof McDonald, who will also end his role as Massey University Pro Vice Chancellor of the College of Health, finished his role with the Governance Board after their meeting in early June.

In his letter of resignation, Prof McDonald said he was "proud to have had the opportunity to serve with other members of the Board and contribute to its continued development and impact."

He said it had been a "privilege...to be associated with interRAI New Zealand and will look forward to learning of its continued success and an exemplar for the Ministry of Health's new strategy."

A process, run by the Ministry of Health, is now

June Board meeting

The Governance Board met on 1 June and in a full agenda discussed a range of issues, including the strategic direction of interRAI for the next three years and case mix and interRAI data. They also heard presentations about our involvement and success at the World interRAI Conference (winning the Innovation Award!), and information about the Facility Managers' education programme.

Casemix

At their recent meeting, the interRAI NZ Governance Board had a discussion about interRAI and its relationship to casemix systems in New Zealand. The outcome of the discussion was to develop a Position Statement outlining the Board's view on this topic. The final version of the Position Statement will be published on the interRAI website.

New process for competent assessors to receive interRAI certificates

There will shortly be a new process for providing certificates to Registered Nurses who achieve interRAI competency. From the 1 July, certificates and the nurse's competency record will be permanently available on-line for the nurse to download when they need the information.

All accreditation documentation, including a certificate and signed final competency, will now be saved to an assessor's AIS account under My Evaluations – Competencies achieved as a PDF where they can be printed off. The only person who can download the information is the Nurse.

The advantages of having this information saved as a permanent record are that it is easy for the Nurse to locate for audit purposes, it can be accessed if an assessor misplaces their certificate and it provides a verification record to give to prospective employers about when a Nurse was interRAI trained and that they have maintained their competency.

Home Based Support Services: Auditor-General follow-up audit

In July 2011, the Office of the Auditor-General (OAG) published a performance audit report, *Home-based support services for older people*. The report looked at how effectively the Ministry of Health (the Ministry) and district health boards (DHBs) ensured that older people get the care and support they need to remain living independently at home.

The initial report found that home-based support services were, in general, delivered adequately. However, this was a qualified view because the Ministry and DHBs did not have reliable information to confirm this assessment. The report found that the Ministry and DHBs needed to address deficiencies in performance information about home-based support. As a result, five recommendations were made to the Ministry and DHBs.

In June 2014, a further report was published – *Home-based support services for older people: Progress* which responded to the Auditor-General's recommendations. It found that, among other things, the Ministry and DHBs had had mixed progress in improving how they collect and use interRAI data.

In the 2014 report, the OAG said that progress would be monitored for how the Ministry and DHBs were making further improvements.

Now, the OAG has published a further report, to follow up on one of the recommendations, which was "that the Ministry collect and use meaningful and reliable information to ensure ongoing service quality."

This involved the Ministry achieving national consistency in interRAI data and implementing national indicators of the quality of home-based support services.

The latest report outlines that "Progress implementing national home-care quality indicators has been slow. However, the Ministry now feels that, with interRAI well established in all the DHBs, data to inform quality improvement is now available."

A range of other improvements had been made since the 2014 report, including strengthened infrastructure that should help the Ministry to better collect and use performance information to monitor the quality of homecare. The latest report also noted that:

"Important steps the Ministry has taken include:

- creating a performance monitoring framework through the DHB annual planning process;
- updating and strengthening interRAI New Zealand's governance arrangements; and
- entering into a Memorandum of Understanding with Central Region's Technical Advisory Services Limited (TAS) to run a national data and analysis reporting service, to run an integrated national training service, and to provide administrative support for the Board."

The OAG will continue to monitor progress towards more effective monitoring of homecare quality.

This full report is attached to the newsletter, for your interest.

Keeping you informed

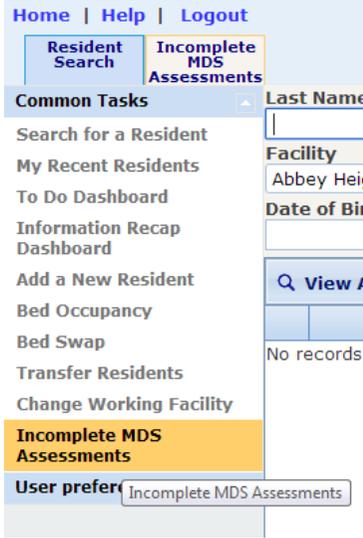
If have comments or ideas for items in this newsletter, or you wish to unsubscribe please email

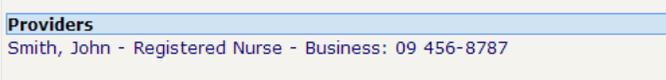
interrai@dhbss.health.nz

Tips and Tricks

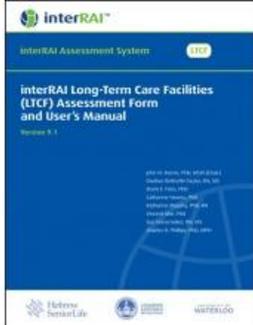
This new section of the newsletter provides answers to frequently asked questions and some handy hints for interRAI users. If you have a suggestion for information you would like, or would like some tips for working in interRAI, let us know.

Exit checks for Managers when your interRAI LTCF trained Registered Nurses leave the facility

What needs to be done?	Who can do it?	How do they do it?	Why do does it have to be done?
<p>Check that the RN has signed off all draft assessments on the system</p>	<ul style="list-style-type: none"> The RN with LTC assessor login The Manager with Long Term Care (LTC) Managers login 	<p>Run the <i>“Incomplete MDS Assessment”</i> report available from the Common Tasks menu in interRAI.</p> <p>Note – remember to only search for <i>“Active”</i> residents so you don’t see draft assessments for residents who passed away.</p>  <p>The screenshot shows the interRAI user interface. At the top, there are links for 'Home', 'Help', and 'Logout'. Below these are two buttons: 'Resident Search' and 'Incomplete MDS Assessments'. A 'Common Tasks' dropdown menu is open, listing various options: 'Search for a Resident', 'My Recent Residents', 'To Do Dashboard', 'Information Recap Dashboard', 'Add a New Resident', 'Bed Occupancy', 'Bed Swap', 'Transfer Residents', 'Change Working Facility', 'Incomplete MDS Assessments' (which is highlighted in yellow), and 'User preferences'. To the right of the menu, there are input fields for 'Last Name', 'Facility' (with 'Abbey Heig' visible), and 'Date of Bir'. Below these fields is a search button with a magnifying glass icon and the text 'View A'. At the bottom of the search area, it says 'No records'.</p>	<p>Residents’ summary reports and interRAI assessment trending reports do not contain Outcome scores, triggered CAPs and other assessment information from assessments left in draft. This can mean the residents assessment history will be missing a record of their clinical and functional status at the time of assessment</p>

What needs to be done?	Who can do it?	How do they do it?	Why do does it have to be done?
<p>The RN has removed themselves as the “provider” from the resident overview screen</p>	<ul style="list-style-type: none"> • The RN with Long Term Care (LTC) assessor login • The Manager with Long Term Care (LTC) Managers login • Administration staff with Long Term Care (LTC) Clerical login 	<p>From the resident overview screen select “Providers”</p>  <p>Select the RN and ‘delete’</p>	<p>A new RN will need to be assigned as the provider for the resident for future interRAI LTC assessments</p> <p>Various reports can be generated by a residents provider so it is important all residents have the correct and current provider assigned</p>
<p>InterRAI has been notified the RN is leaving</p>	<ul style="list-style-type: none"> • The facility manager (no login necessary) 	<p>Complete the interRAI user access form ticking the “Deactivate” option and send to interRAI@dhbss.health.nz</p> <p>Copies of the form are in the appendices of the Assessor and Managers Workbooks provided at training or can be requested from interRAI@dhbss.health.nz</p>	<p>To ensure access to resident information is withdrawn from staff no longer employed at the facility</p>
<p>The RN has left the interRAI manuals with the facility</p> <p>interRAI Clinical Assessment Protocols</p> 	<ul style="list-style-type: none"> • The facility manager (no login necessary) 	<p>Ensure the manuals are in the staff library or are accessible and that the RN’s know the manuals are the property of the facility</p>	<p>Facilities receive manuals for the first 4 nurses that attend training and again after every fifth attendee from that facility.</p> <p>Every facility should have at least one set of manuals. If this is not the case, then they can purchase additional workbooks via the interRAI international website.</p> <p>The interRAI Clinical Assessment Protocols Manual costs \$55 USD to replace</p>

**interRAI Long Term Care
Facilities Assessment Form
and User's Manual**



The **interRAI Long Term Care Facilities Assessment Form and User's Manual** costs \$75 USD to replace