



interRAI Informer

Your update on interRAI in New Zealand

Issue 2: May 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

interRAI New Zealand a world leader

The successful implementation of interRAI tools nationwide has now been recognised on the world stage. At the World interRAI Conference in Toronto, Canada last month, interRAI New Zealand was singled out as a leader and received the Collaborative Effort, Innovation Award in recognition of what we have achieved in New Zealand. National oversight and governance was seen to be fundamental to the success of implementation in New Zealand. An international panel of judges selected the winners of the Innovations Awards given for outstanding posters and podium presentations in several categories. Other winners were from Canada, Italy and South Africa. The conference attracted over 700 delegates from 30 countries and was opened by Ontario's Deputy Premier Deb Matthews. It featured over 170 podium presentations and almost 60 posters over a three-day period. Pre-conference tours and training sessions were jointly offered by interRAI and the Canadian Institute for Health Information (CIHI).

The conference also featured five plenary sessions that highlighted interRAI's work across the continuum of care to identify and respond to the needs of vulnerable persons ranging from newborns to centenarians.

interRAI New Zealand made a significant contribution to the conference, leading two pre-conference workshops and two 'Ask me anything' sessions, and giving seven podium and one poster presentations.

interRAI New Zealand's international contribution

- New Zealand's interRAI assessment data is actively contributing to the global collective of interRAI data
- A new interRAI Quality of Life assessment tool is now available after New Zealand contributed to its development through testing, data and feedback from a study of residents in Auckland.

Our successes

- New Zealand is doing extremely well on the international stage and is more advanced than many countries
- We have a significant benefit in having one shared interRAI IT platform rather than multiple platforms, which many countries are struggling with
- Use of the tools nationwide enables seamless transfer of good clinical information across care settings and enables the receiving care provider to understand a person's needs immediately.
- Introduction of reminder system ensuring annual E- test evaluation is completed on time and each annual test reduced to three sets of evaluations from seven.

Some of our challenges

- Building greater relationships with research organisations to foster research using interRAI data or tools
- Wider education of health professionals and care givers that makes interRAI the common language and aids understanding across healthcare settings.
- Enhanced materials to support learning and development
- Wider social sector application of interRAI assessment tools

interRAI Education and Support Services

An integrated interRAI Education and Support Service

After months of engagement, discussion and consultation with the health sector, we have now developed the final model for the integrated service and the Decision Document has been released for discussion by employers with affected staff. It has been a long but robust process, with a huge amount of input from a range of people, which is very much appreciated and has really helped inform our way forward.

We are confident the model will provide a flexible, sustainable approach to Education and Support Services with a great team of dedicated experts delivering quality services to both DHBs and ARCs. We're looking forward to getting underway with implementing the model and capitalising on the great progress made so far.

The next step will be inviting DHB staff who are eligible for the vacant roles in the new structure to submit their interest through an Expression of Interest process shortly.

TAS will assist successful candidates to transition to their new roles and any roles not filled following this process will be subject to an open recruitment process. We will keep the sector up to date with all developments.

interRAI NZ Governance Board update

The 11-member Board recently met with Director-General of Health, Chai Chuah, around development of the strategic direction of interRAI in New Zealand.

The Director-General talked about the need to align the Board's work with the five strategic themes in the New Zealand Health Strategy, which are People-powered, Closer to home, Value and high performance, One team and Smart Systems.

interRAI fits well within a number of these themes as it is a person-centred comprehensive clinical assessment tool that informed care planning across care settings. The Board has begun mapping out their direction and will continue this work over the coming months.



Results of ARC training needs survey

Demand for initial interRAI training for nurses in ARCs has been high and to manage this, TAS introduced a prioritisation process to ensure those facilities with an urgent need (e.g. no nurses trained) and those vulnerable through staff turnover would be given priority on training courses.

To plan for upcoming demand for training, we undertook survey of all 679 ARC facilities to understand their anticipated requirements for training between March and December 2016 and those wanting to have training places during 2017.

Just under 50 percent of all facilities responded to the survey, and while it roughly matched our understanding of demand in the sector, it did give us the opportunity to identify where there are vulnerable facilities and any which had an urgent need.

It also showed us that demand from large facilities to have multiple nurses trained continued to be high.

The bulk of the demand is primarily from either groups of facilities who have delayed their adoption of interRAI and need nurses trained to meet their contractual requirements, or enthusiastic interRAI adopters who have changed their model of assessment and now want all their nurses trained.

While we estimate that future demand will decrease over time as the capacity to educate and support increases through integration of the service, and the number of trained nurses in the sector increases, we acknowledge there continues to be high demand for initial training in the short term and we are working to address this while also being mindful of the need to provide ongoing support for assessors.

TAS is committed to providing quality interRAI Education and Support Services and will look to improve its processes over time to fully realise the benefits of interRAI's introduction and ongoing development in New Zealand.

Useful factsheets

We have put together some fact sheets to help answer some of the commonly asked questions we receive and to clarify some processes for people.

You can find these on [our website under interRAI Information for Facility Managers](#).

We will be adding to these over time.

Sector feedback

An unofficial survey of a small selection (about 10%) of ARC providers about their experience with using interRAI has provided some useful information for interRAI Services.

Generally those who were experienced with using interRAI were supportive, while some indicated they found extra training and updates, along with more experience over time, were helpful in addressing some of their concerns about using interRAI.

Many respondents indicated that interRAI provided a robust, clinically-based assessment and outcomes score that enabled them to know their residents well – this supports international evidence that introducing standardised comprehensive assessment (compared to brief or battery type assessments) improves outcomes for older people. Some said the tool was “excellent” and “brilliant” and that it provided an opportunity for more face to face time with residents and their families. It was a comprehensive way to manage a resident’s health needs as they changed over time and provided thorough assessment of each resident, which was “invaluable” and users “love(d) the concept”. Alongside the number of positive comments, there were of course some interRAI users who were experiencing difficulties.

While a number of frustrations related to users’ local operating environment, which is outside of our control, it was good to see that many people supported interRAI as an effective clinical assessment tool.

We are reviewing the concerns raised and will consider how we can better deliver services to address some of the problems users are having. One of the key issues appears to be around duplication of processes continuing in a number of facilities, creating more work for nurses. We would like to work more closely with these facilities to understand how we can help to show the efficacy of interRAI as a robust and complete assessment process.

We will also look to provide more information and answers to common questions through our regular communications with you, but if you have any particular urgent issues or concerns, please get in touch with us directly.

Over time, we intend to also develop additional learning materials for users who require more assistance.

TAS will shortly be commissioning an independent review of the implementation of interRAI in aged care from 2011-2015. This is intended to investigate a range of aspects of the implementation and seek objective feedback from the sector. We’ll let you know more soon.

Data Analysis Annual Report 2014/15

The Annual Data Report has been very well received in the sector and we are receiving requests to present the information to groups.

If your organisation is interested and could benefit from learning more about how aggregated interRAI data can inform the development of services for older people in our community, please email: interrai@dhbss.health.nz
You can find the report on the [interRAI website](#).

interRAI NZ online

TAS will shortly launch its redeveloped interRAI website, which will be more user-friendly, have greater functionality and more information for the whole sector. It will have the same web address. Watch this space!

International interRAI news

International discussion around care of older people

While New Zealand is a world leader in the nationwide use of interRAI, other countries are now considering the benefits of this approach. The Irish health sector is currently reviewing its approach to a common assessment platform and has hosted two conferences which touch on this subject.

Experts in Ireland are agreed that there was a need for “a unified system for assessing disability and vulnerability among older people accessing services, whether in the community, hospital or nursing home”, as discussed in an article about the conferences in The Irish Times recently. The article said a working group considered a range of options, but was looking for one which could “benchmark quality of care, service developments, the degree to which services are “older-friendly”, and generate high-quality, comparable data for research.”

On choosing interRAI, the group said it had “the longest pedigree and its assessment instruments comprise an integrated health information system with a consistent terminology, common core items, and a common conceptual basis in a clinical approach that emphasises the identification of functional problems such as mobility, continence and memory.”

You can read the [whole article here](#).

Keeping you informed

If have comments or ideas for items in this newsletter, or you wish to unsubscribe please email interrai@dhbss.health.nz