Health New Zealand
Te Whatu Ora

interRAI™ New Zealand

What's New

interRAI ACC Contact Assessment Version 10 Upgrade

March 2025

Version 2

Contents

1 Introduction

This document outlines the new and updated features for the upgrade of the interRAI ACC Contact Assessment from version 9.3 to version 10. The upgrade will take effect from 24 March 2025.

Please note: This document is subject to change up to and immediately post the upgrade. If you have saved or printed a copy, please check that you are referring to the most recent version on our website.

Please contact interRAI@tas.health.nz if you require any further information.

New features for this upgrade

New version of the Contact assessment

The Contact assessment is now version 10. There are a number of changes to the assessment items, with some items removed and some new ones added. Please attend a Skills Booster session so that you can be updated on all of the changes.

New look for the ACC Contact assessment

The ACC Contact assessment has a new design. Please see Section 2 of this document for navigating this new format. When completing the first assessment after the upgrade, using the new design, there will be no data carried forward from previous assessments.

New mobile app is available for completing assessments offline.

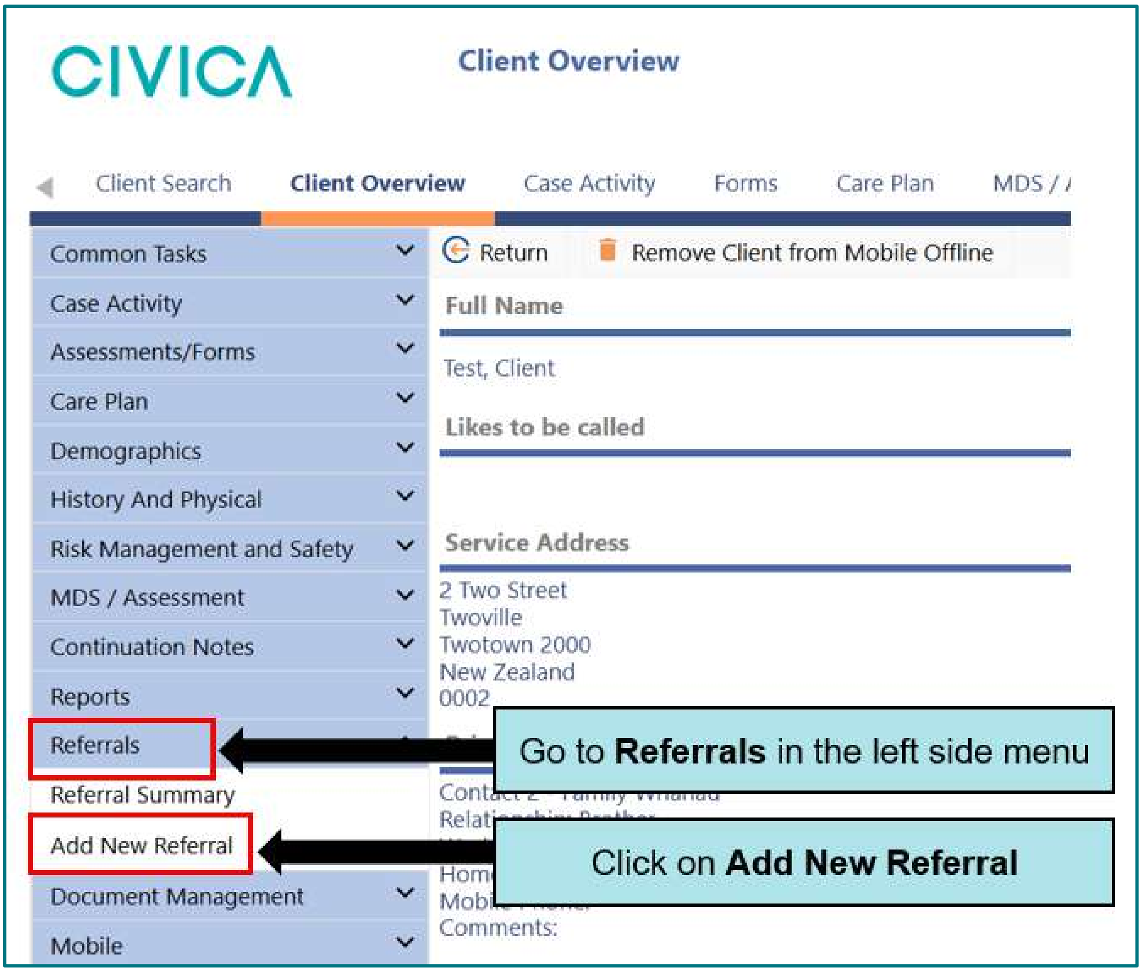
Details of the app and its use can be found in Section 3 of this document.

Referral Details must be entered

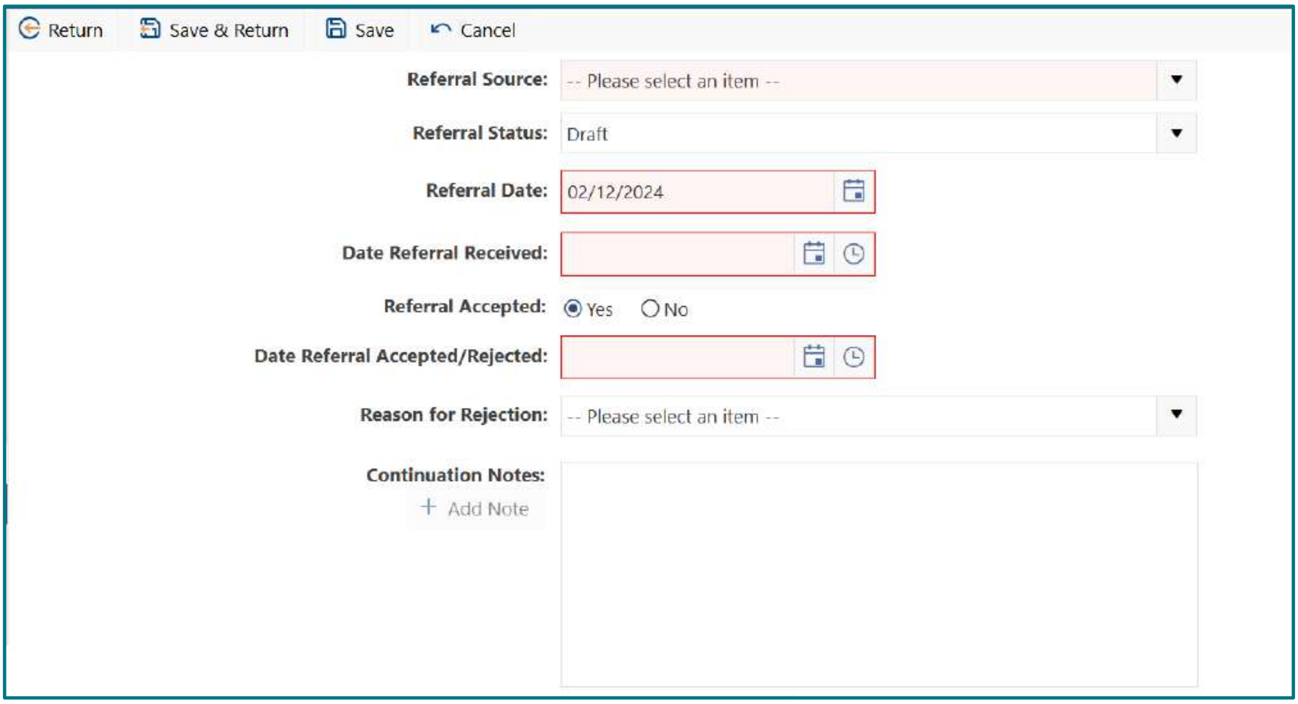
Details of the referral must be entered on the overview page. These are then pre-populated into items A15a and A15b in the assessment.

To add a referral:

1. Go to Referrals in the left side menu, and then click on Add New Referral



2. Complete the fields (the ones highlighted red are mandatory), making sure Referral Status is set to ‘Active’ and then click Save and Return



Updated in Version 2

ACC Claim Number

The ACC claim number is no longer a free text field. The software will now only accept valid ACC Claim Number formats with no spaces.

The number is populated into the assessment from the overview page. Any changes to the Claim Number must be made on the overview page.

ACC Client Number

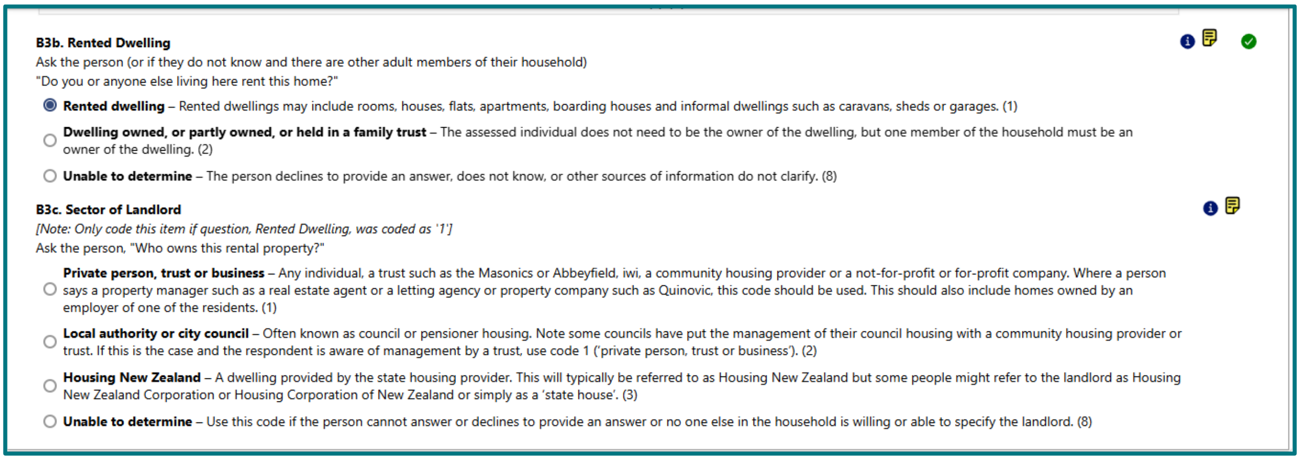
The ACC client number is no longer a free text field. The software will now only accept valid ACC Client Number formats with no spaces. If there is no ACC Client Number in the client information, this field can be left blank. Do not use the ACC Claim Number.

This is populated into the assessment from the overview page. Any changes to the Client Number must be made on the overview page.

Assessment Changes

New items B3b&c

The ACC Contact assessment has two new items around home rental/ownership.



B3b. Rented Dwelling

Ask the person (or if they do not know and there are other adult members of their household)

"Do you or anyone else living here rent this home?"

- **Rented dwelling** – Rented dwellings may include rooms, houses, flats, apartments, boarding houses and informal dwellings such as caravans, sheds or garages. (1)
- **Dwelling owned, or partly owned, or held in a family trust** – The assessed individual does not need to be the owner of the dwelling, but one member of the household must be an owner of the dwelling. (2)
- **Unable to determine** – The person declines to provide an answer, does not know, or other sources of information do not clarify. (8)

B3c. Sector of Landlord

[Note: Only code this item if question, Rented Dwelling, was coded as '1']

Ask the person, "Who owns this rental property?"

- **Private person, trust or business** – Any individual, a trust such as the Masonics or Abbeyfield, iwi, a community housing provider or a not-for-profit or for-profit company. Where a person says a property manager such as a real estate agent or a letting agency or property company such as Quinovic, this code should be used. This should also include homes owned by an employer of one of the residents. (1)
- **Local authority or city council** – Often known as council or pensioner housing. Note some councils have put the management of their council housing with a community housing provider or trust. If this is the case and the respondent is aware of management by a trust, use code 1 ('private person, trust or business'). (2)
- **Housing New Zealand** – A dwelling provided by the state housing provider. This will typically be referred to as Housing New Zealand but some people might refer to the landlord as Housing New Zealand Corporation or Housing Corporation of New Zealand or simply as a 'state house'. (3)
- **Unable to determine** – Use this code if the person cannot answer or declines to provide an answer or no one else in the household is willing or able to specify the landlord. (8)

For information on these items and how to code them, please refer to your interRAI Workbook Units in interRAI Learning and Development (iL&D) found here.

Item C9 is now hidden as it is always coded as 'Yes' and cannot be changed

C9 Home Care or Community Support Services May Be Required for the Person is now hidden in the assessment as it must always be answered 'Yes'. Sections D and E of the assessment must be completed to ensure a case mix is calculated for every assessment.

New automatic coding rule for D18

When D18a1 is coded as 'No Informal Helper' all items in D18 will automatically be coded as 'No informal helper', and D19a&b will be coded as 'No'. This item is not able to be modified until D18a1 coding is changed.

When D18a2 is coded as 'No informal helper', D18b2 will automatically be coded as 'No informal helper' and is not able to be modified until D18a2 coding is changed.

Updated in Version 2

A5b ACC Claim Number is populated from the overview

The ACC claim number is no longer a free text field. This is now pre-populated into the assessment from the overview page. Any changes to the Claim Number must be made on the overview page.

The software will now only accept valid ACC Claim Number formats with no spaces.

A5c ACC Client Number is populated from the overview

The ACC client number is no longer a free text field. This is now pre-populated into the assessment from the overview page. Any changes to the Client Number must be made on the overview page.

The software will now only accept valid ACC Client Number formats with no spaces. If there is no ACC Client Number in the client information, this field can be left blank. Do not use the ACC Claim Number.

2 Single Page Application (SPA) assessments

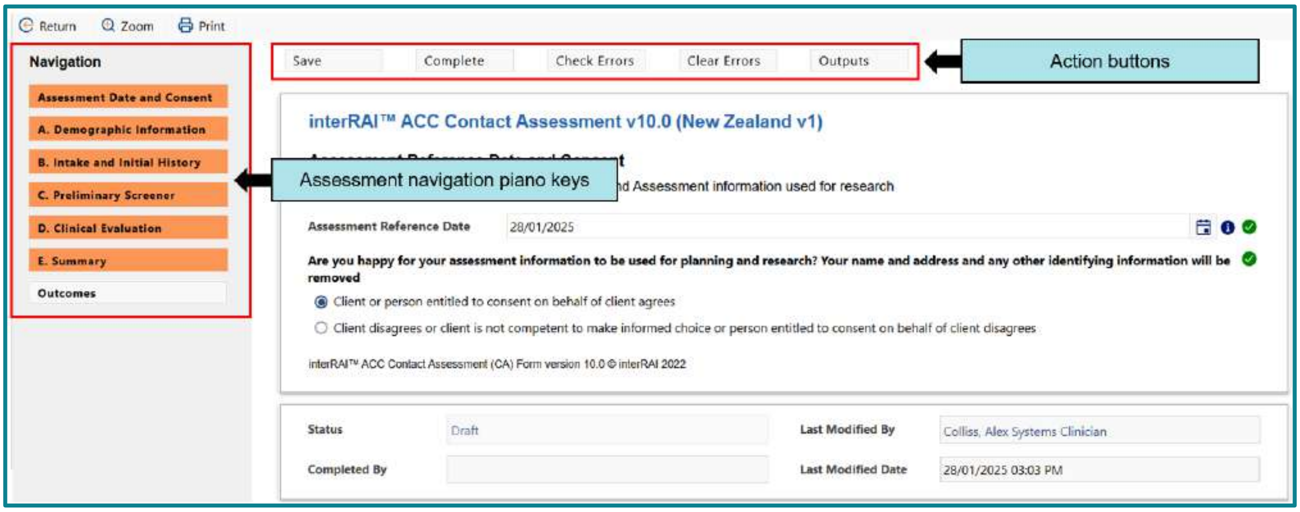
This section applies to the new design for the ACC Contact Assessment.

Assessment Controls

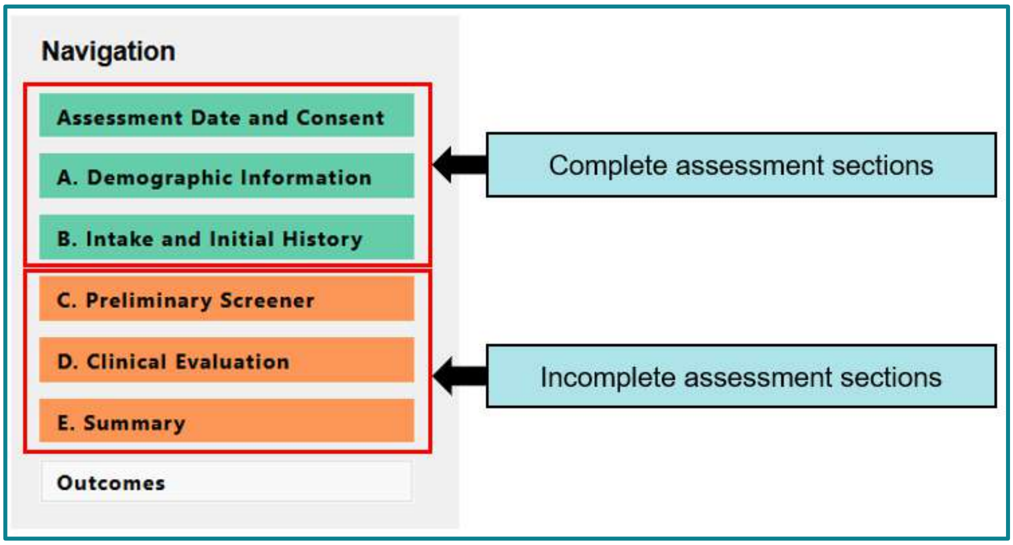
There are the 5 action buttons at the top of the assessment, and section navigation keys on the left-hand side to navigate through sections.

The action button functions are:

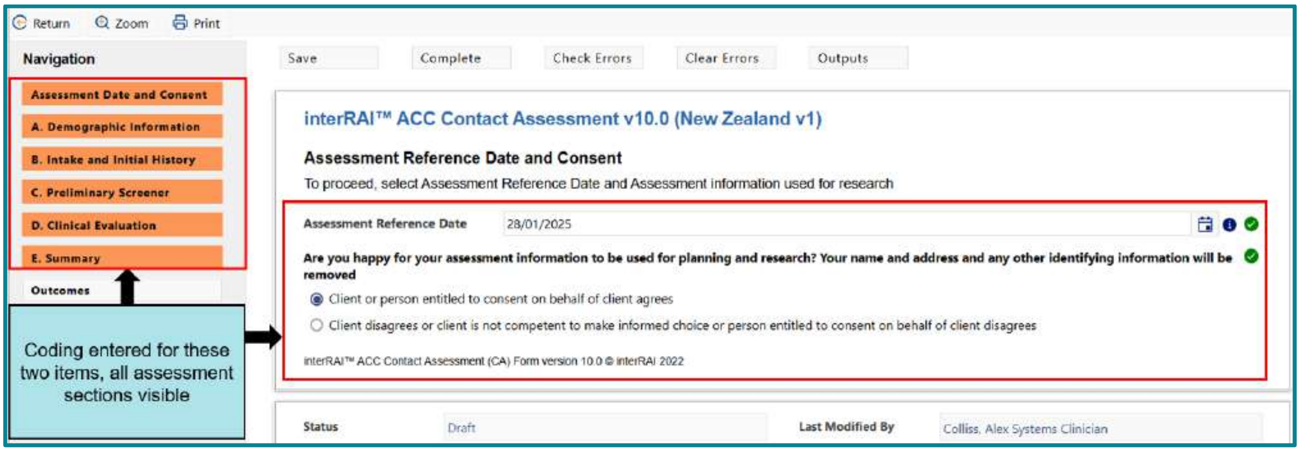
- Save – saves the assessment as draft.
- Complete – marks the assessment complete.
- Outputs – opens an Outcomes and CAPs window on the right-hand side of the assessment window. These outputs update in real time as the assessment is completed.
- Check Errors – checks the entire assessment for errors. The view of the assessment changes to show only those items that need correcting.
- Clear Errors – clears the red arrow cross from errors that have been corrected and returns the assessment to the standard view showing all assessment items.



The navigation key is orange when the section is in draft, and changes to green when the section is marked complete.

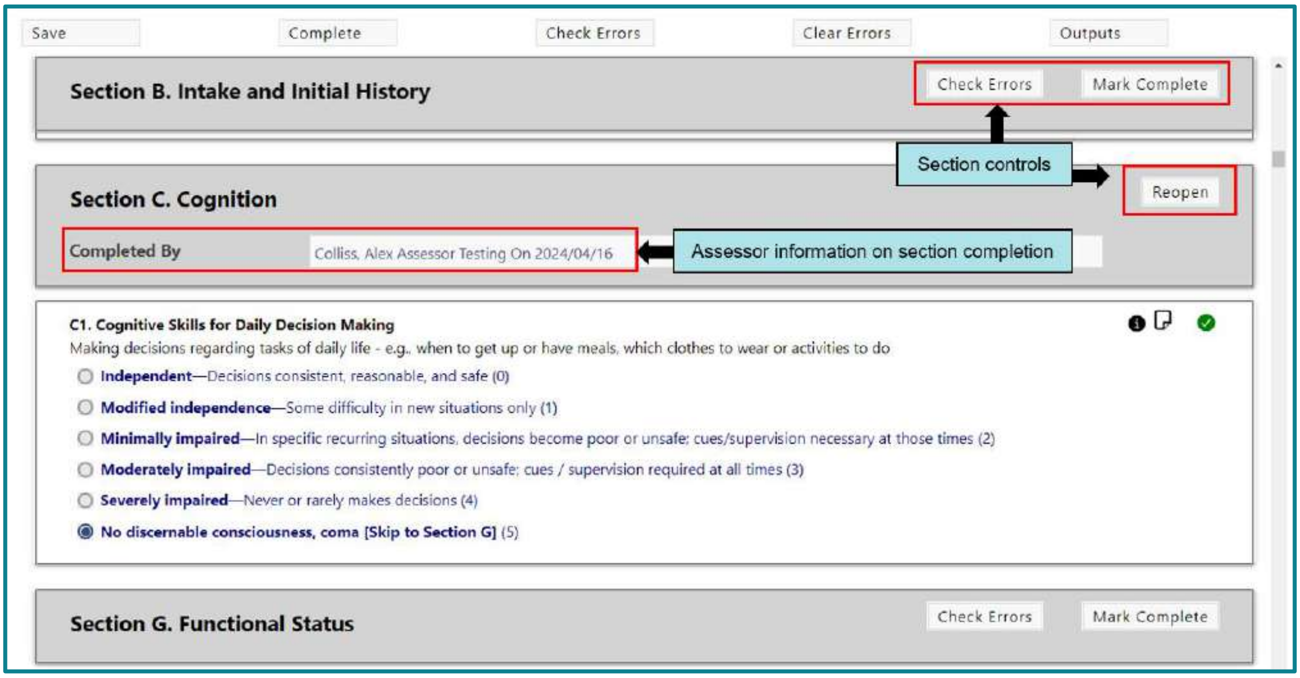


When a new assessment is opened, only the Assessment Date and Consent section of the assessment will be displayed in the assessment and navigation areas. Once the Assessment Reference Date and planning and research consent items have been coded, the rest of the sections will appear. It may take a moment to load the assessment, do not double click.

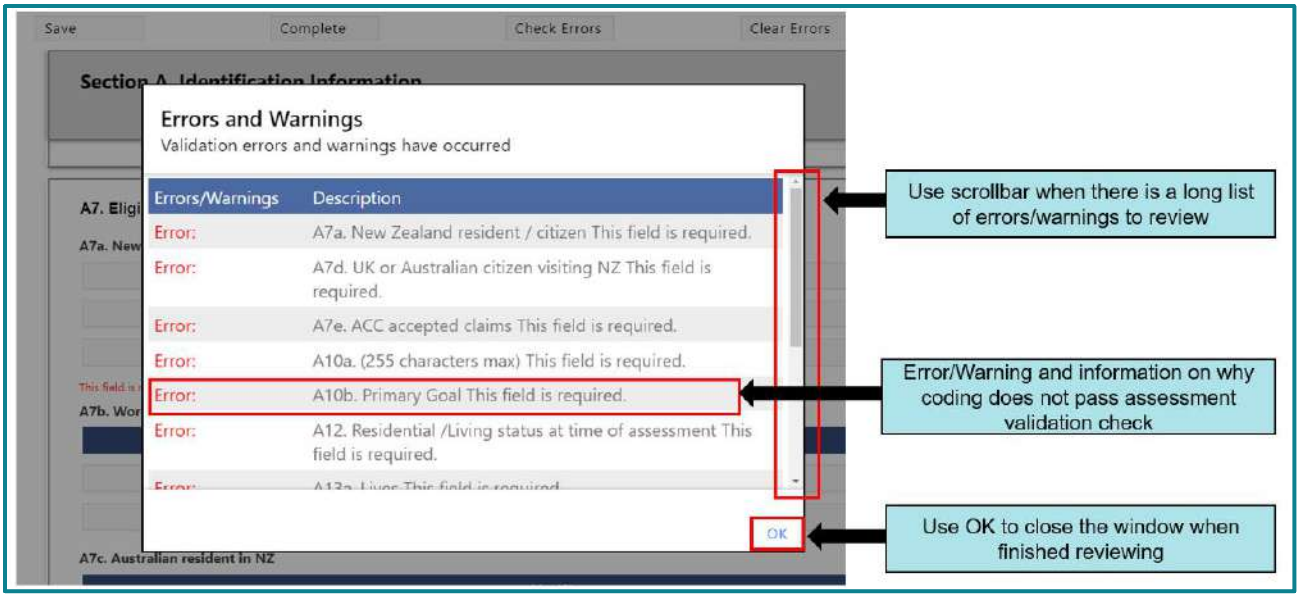


The assessment opens on one page that users can scroll through or use the navigation keys to move between sections.

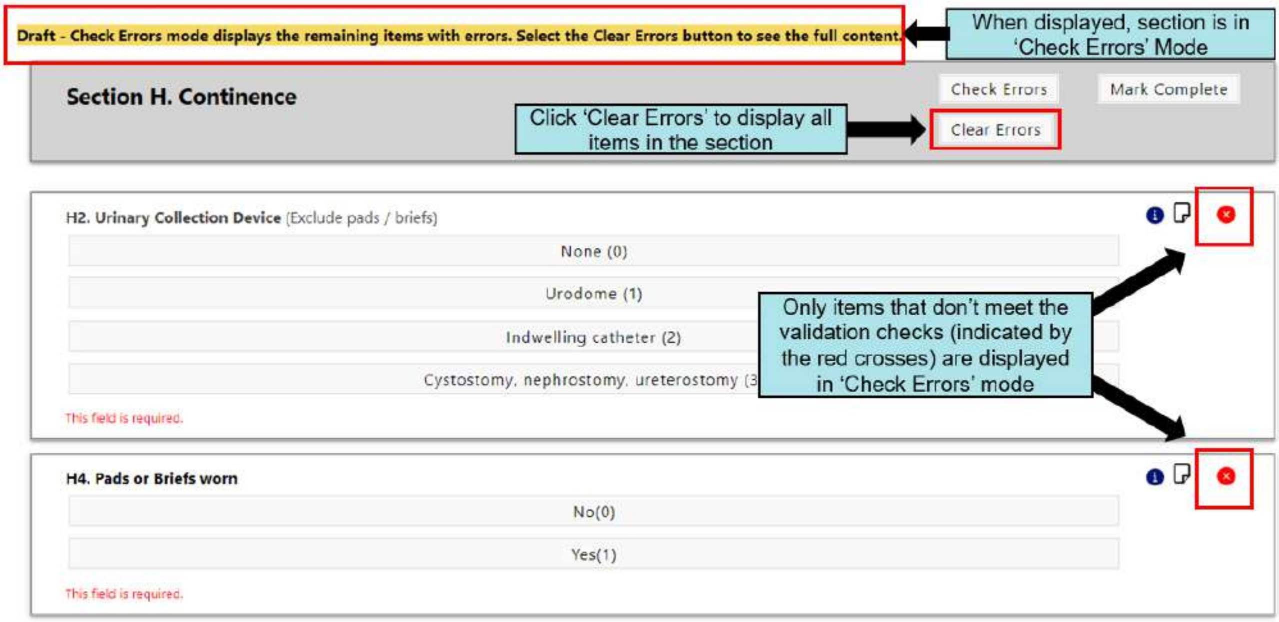
Section headers ‘stick’ at the top of the section being completed. On the right-hand side of the section header, for a section in draft, are the Mark Complete, Check Errors and Clear Errors action buttons for that section. When a section is complete, the section Reopen button appears here instead. The name of the person and the date the section was completed also appears.



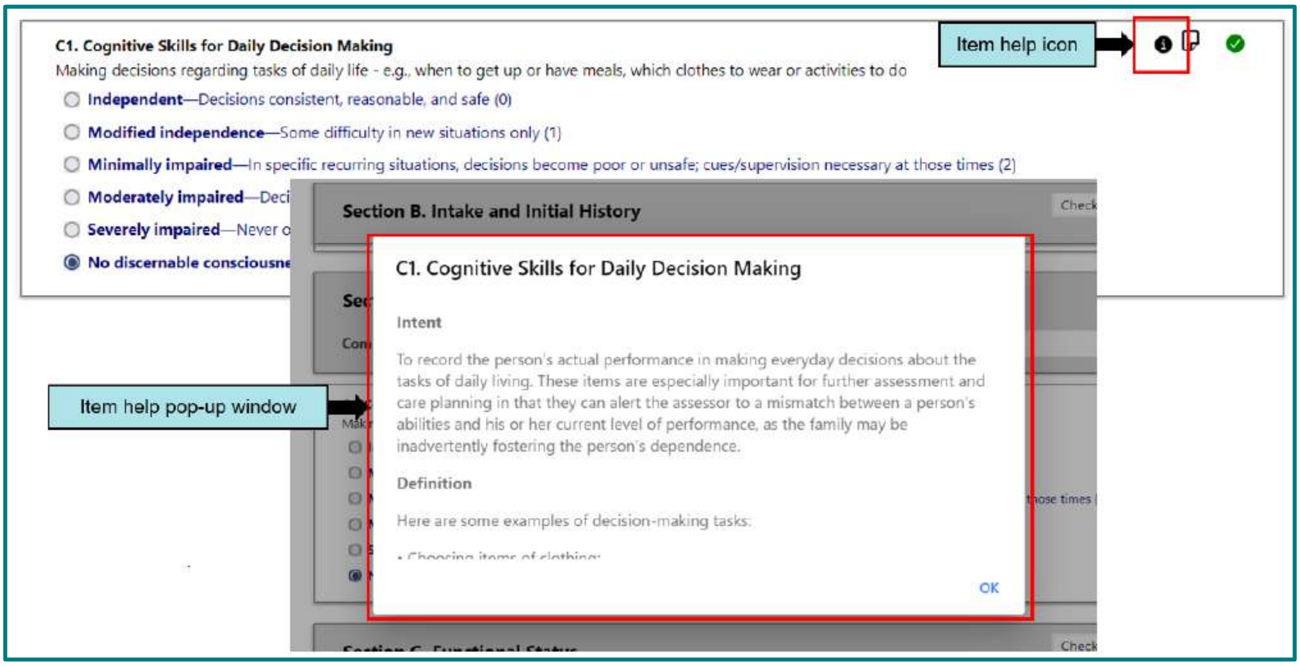
Check Errors opens a pop-up window with the section errors and warnings listed. There is a scrollbar if there is a number of errors/warnings to review. Clicking on OK closes the pop-up.



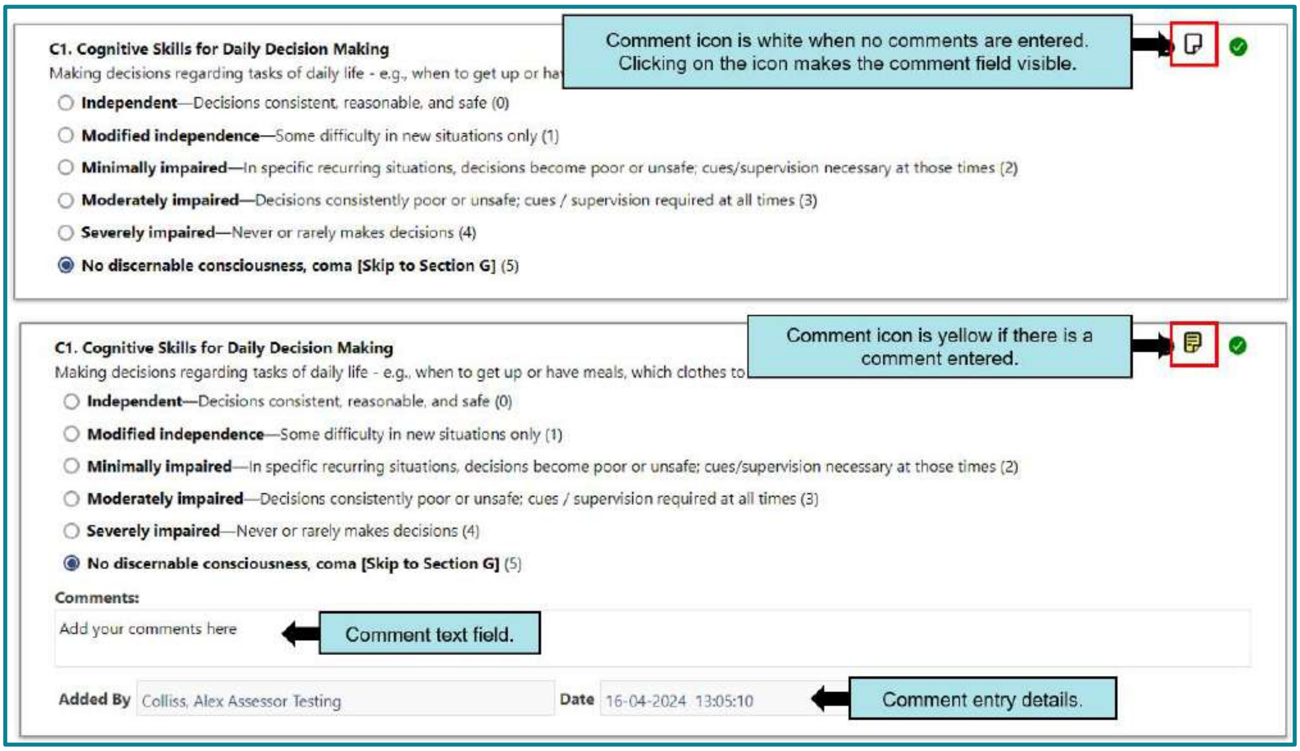
Items in the section that do not have any warnings or errors are hidden. Only items which still require coding, or don't meet validation are visible. There is a yellow message bar at the top of the assessment which displays when the section is in 'Check Errors' mode. Click on 'Clear Errors' to display all items in the section.



Section Help is now available at an item level. Each item has an information icon, which opens a pop-up window with the information needed.



Comments are added to items by clicking on the page icon. This brings up a text field below the item which the comment can be typed into. Comments are now visible alongside the coding they support.



Uncoded required items, or items that don't pass validation checks in the assessment are indicated by the red X icon on the right. Red text under the item gives the information about why the item doesn't pass validation. A coded, required item that passes validation is indicated by a green tick on the right.

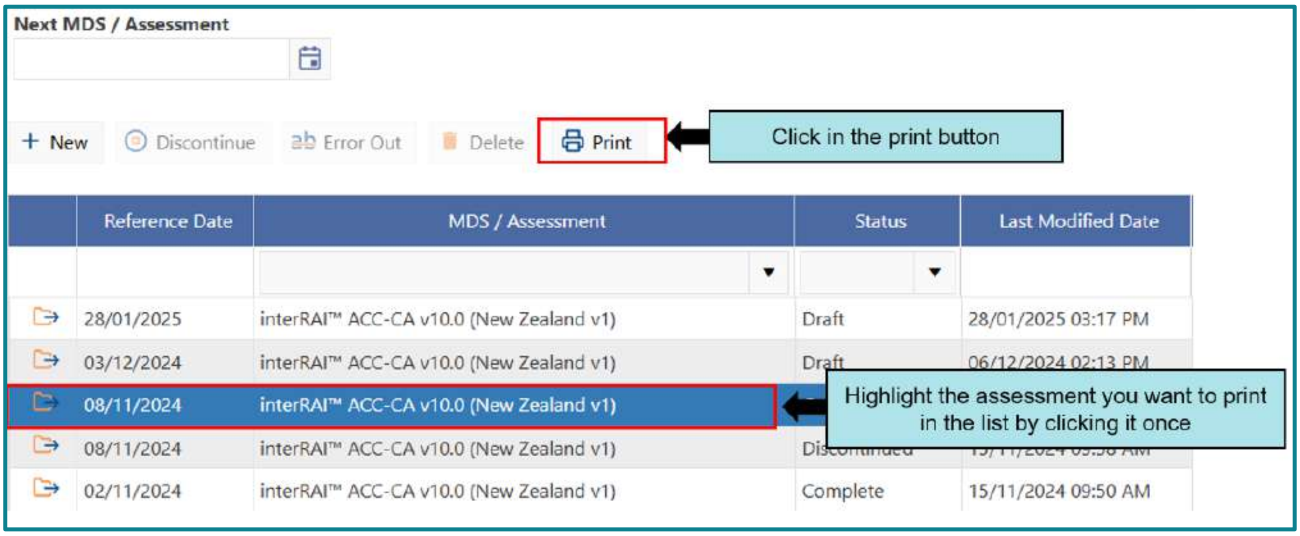
Printing an Assessment

The assessment is now printed from the MDS/Assessment list, or from within the assessment itself.

Note: Assessment comments are still printed from the left side menu by selecting 'Print MDS/Assessment Comments'

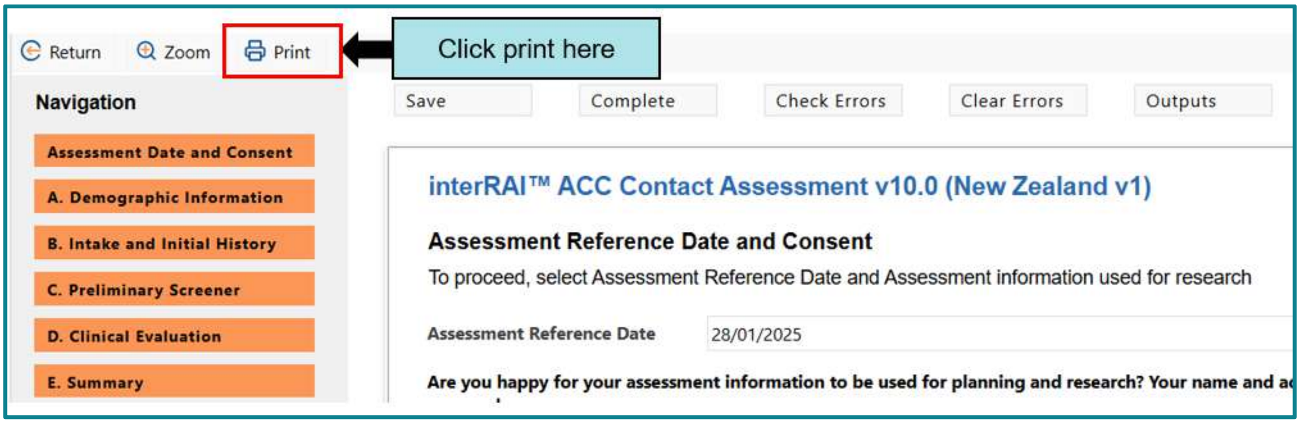
Printing from the MDS/Assessment List

1. Highlight the assessment in the list that you want to print
2. Click on the 'Print' button located in the command ribbon above



Printing in the assessment form

1. Open the assessment
2. Click on the 'Print' button at the top of the form



1. Mobile app (for offline use)

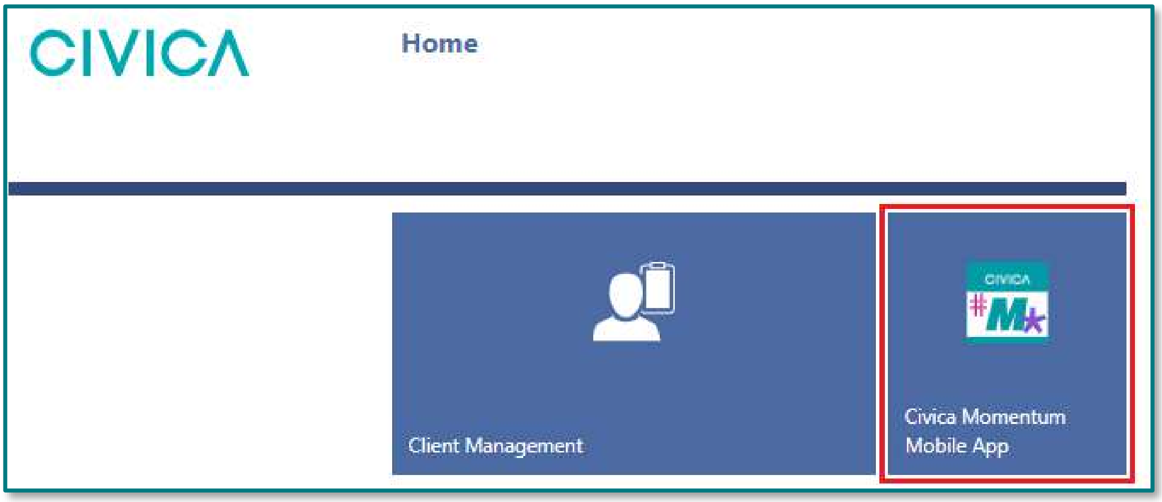
The mobile app is available to use with the new SPA assessments, including the ACC Contact Assessment.

1.1 Installing the Mobile app

1.1.1 Make sure your device is connected to the Internet.

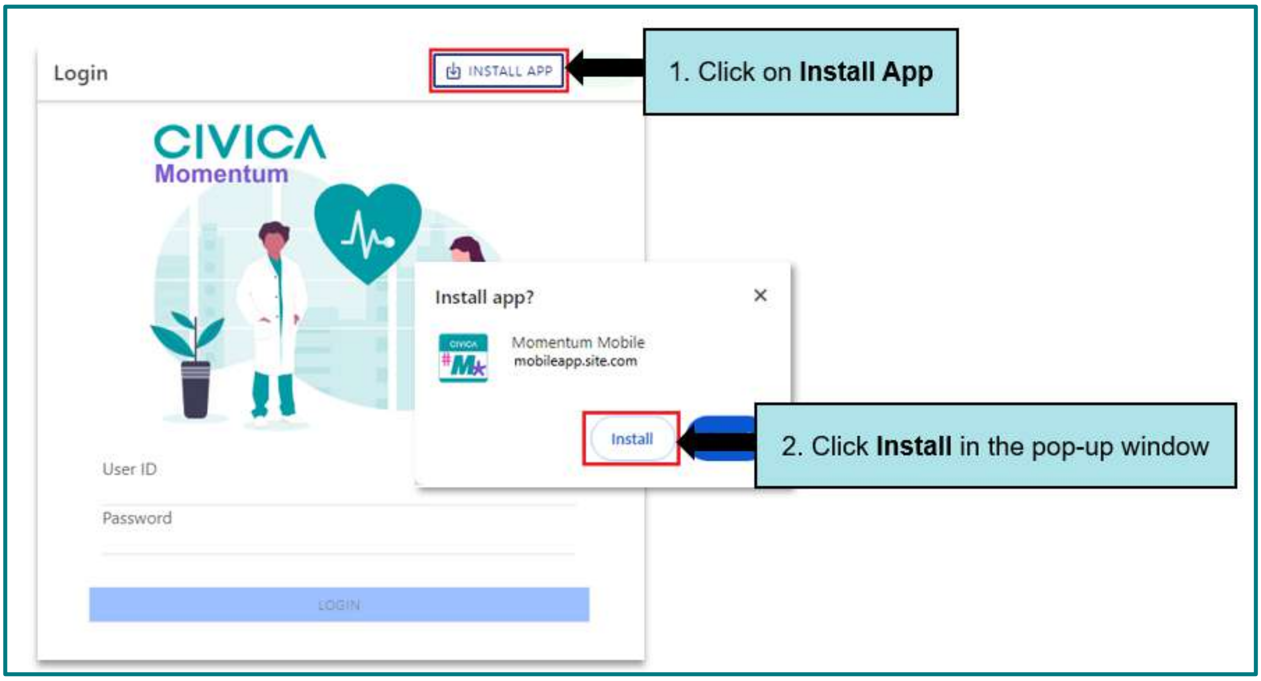
1.1.2 Open the interRAI Assessment Software and log in. If you have access to more than one organisation, choose a working organisation.

1.1.3 Click on the Civica Momentum Mobile App tile.



1.1.4 Google Chrome

1.1.4.1 A new tab will open with the app. If this is the first time opening it, you will have the option to install the app in the top right corner of the screen. Click on Install App and then click Install in the pop-up window that appears.

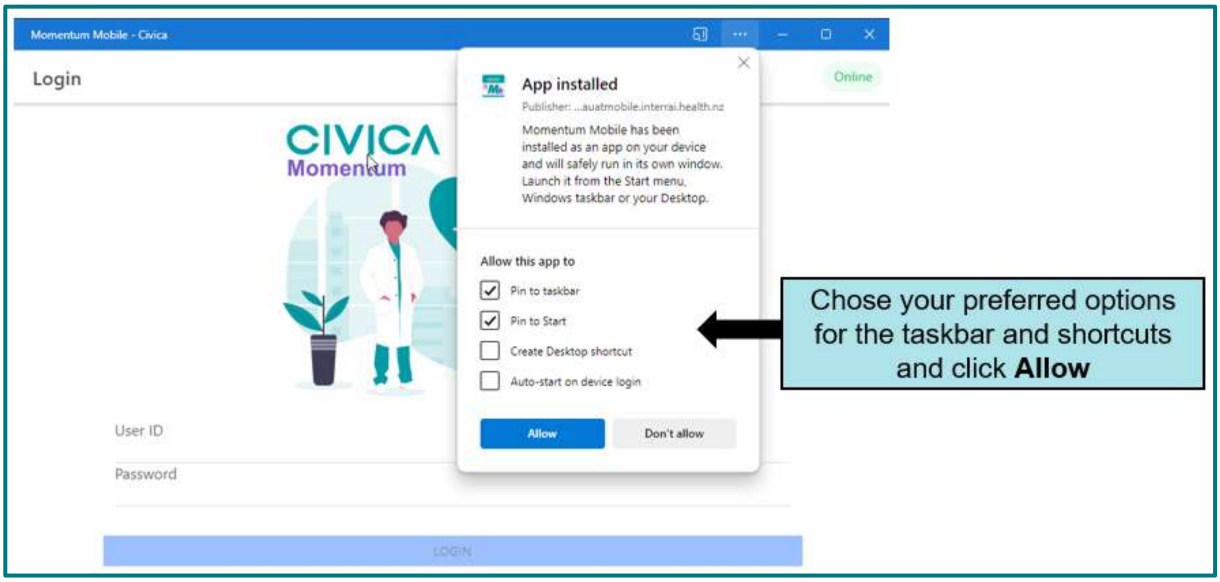


1.1.4.2 You can now close the browser window with the Mobile app log in page. The app should open separately from your browser. We recommend pinning the app to your task-bar so it is easy to locate.

1.1.5 Microsoft Edge

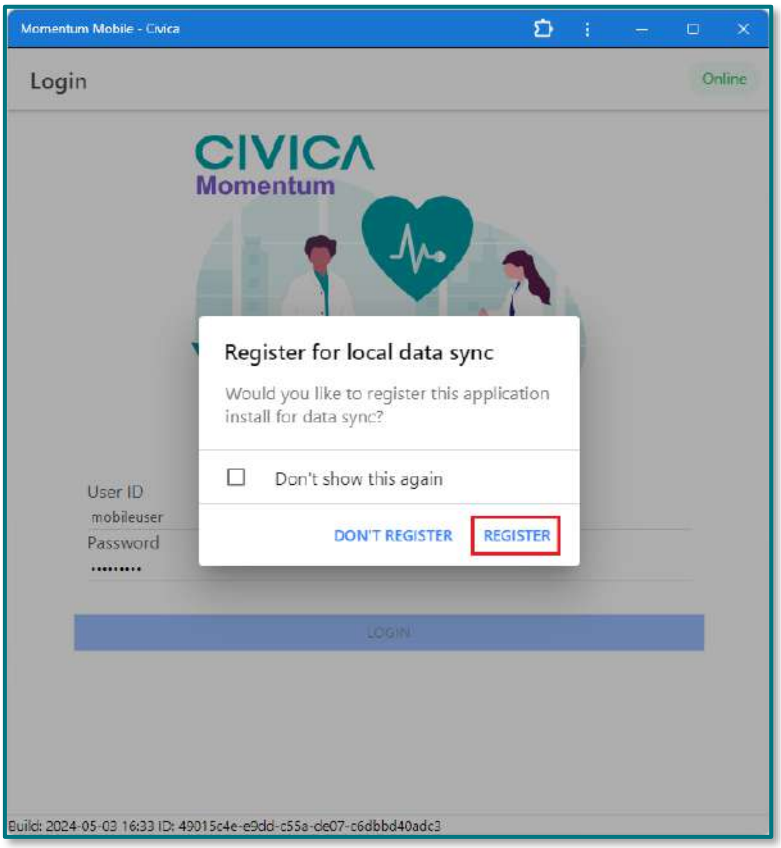
1.1.5.1 A new tab will open with the app. If this is the first time opening it, you will have the option to install the app in the top right corner of the screen. Click on Install App and then click Install in the pop-up window that appears.

1.1.5.2 Choose the preferred options for adding the app as shortcuts and to your task-bar and click Allow



1.1.6 Once the app has been installed, enter your UserID and password and click Login. The first time you open the app may take some time to synchronise.

1.1.7 The first time you log in to the app, you will be asked to register for local data synchronization. Click ‘Register’ in the pop-up window and check ‘Don’t show again’.



1.1.8 Once successfully logged in and synchronised, the app will open and the 'Select Organisation' page will be displayed if you have access to multiple organisations. If you only have access to a single organisation, then the 'Select Client' page will be displayed.

1.2 Adding and removing client files for offline use

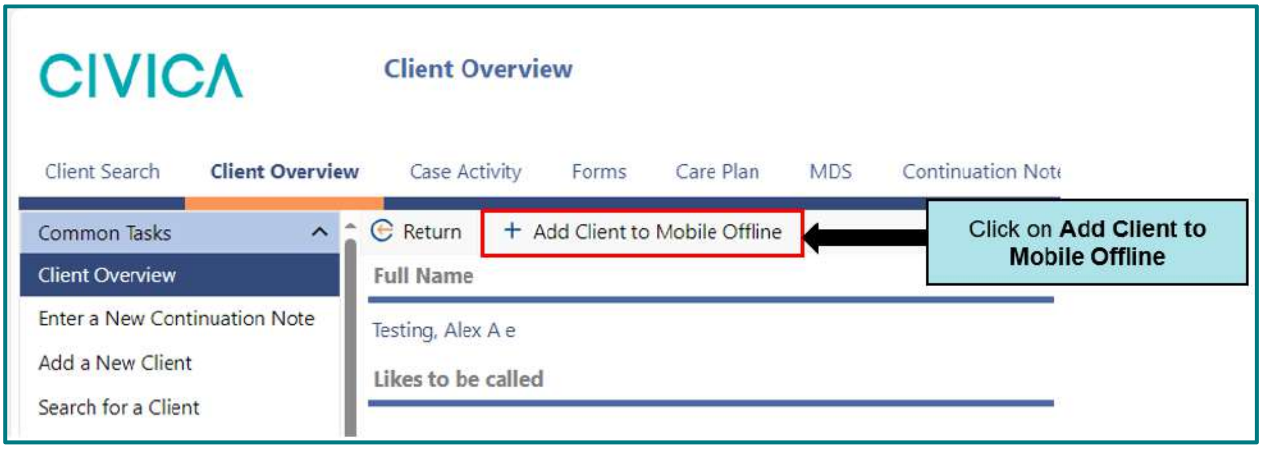
1.2.1 Make sure your device is connected to the internet.

1.2.2 Log in to the web-based version of the interRAI Assessment Software at [Production (interrai.health.nz)](https://interrai.health.nz).

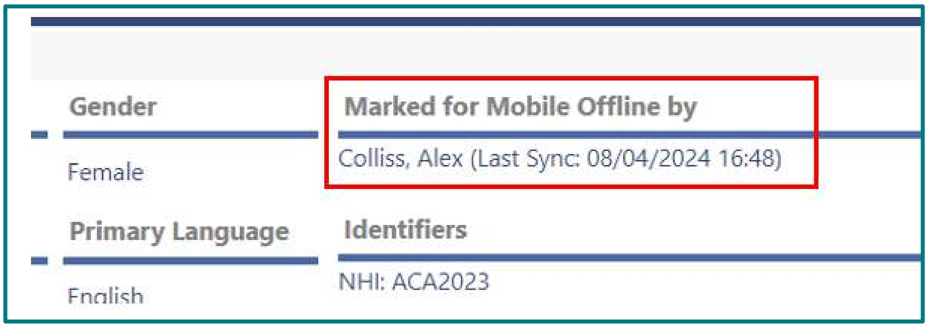
First Method

1.2.3 Search for the client and go to their overview page.

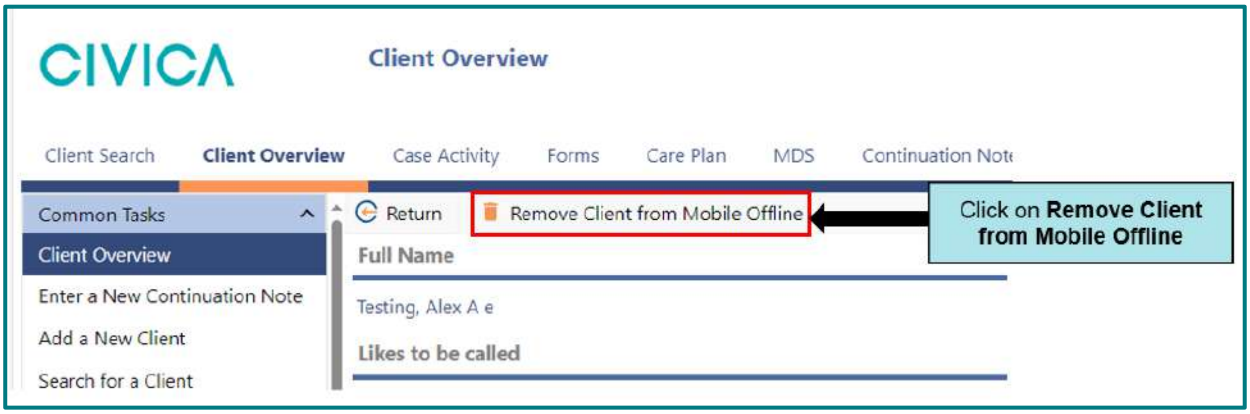
1.2.4 To add the person for use offline, click on Add Client to Mobile Offline.



1.2.5 On the right side of the overview page will now be displayed the name of the user with the record marked for Mobile Offline use.



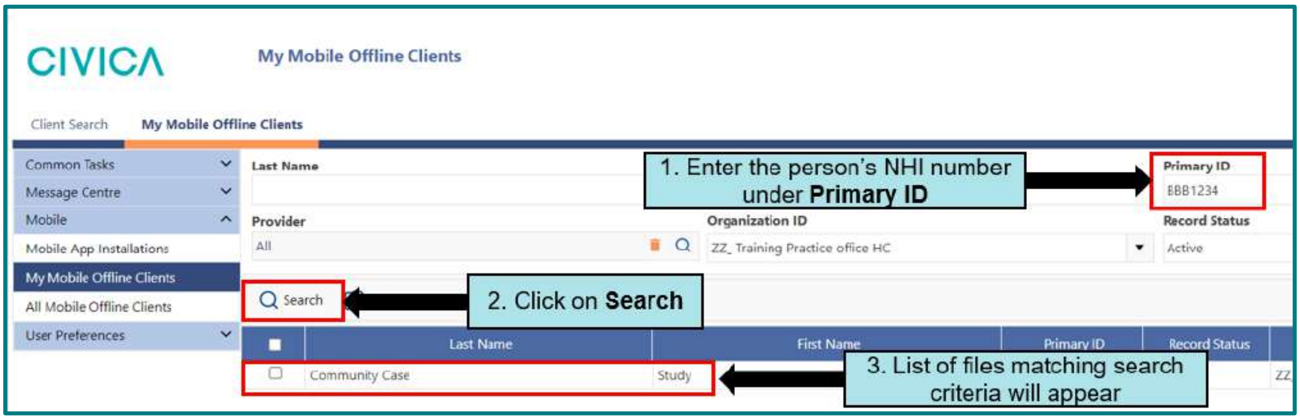
1.2.6 To remove the person for use offline, click on Remove Client from Mobile Offline.



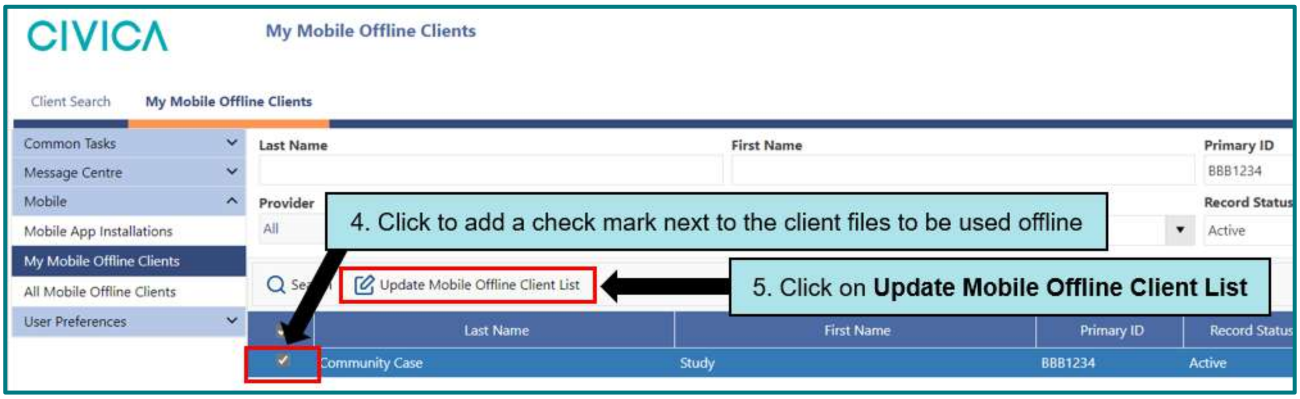
Second Method

1.2.7 On the left-side menu, click on Mobile and then My Mobile Offline Clients.

1.2.8 Enter the person's NHI (or other search criteria) into the appropriate fields and click Search. A list of clients matching the criteria will be displayed.



1.2.9 Add a check mark to the client/s for offline use and click on Update Mobile Offline Client List.

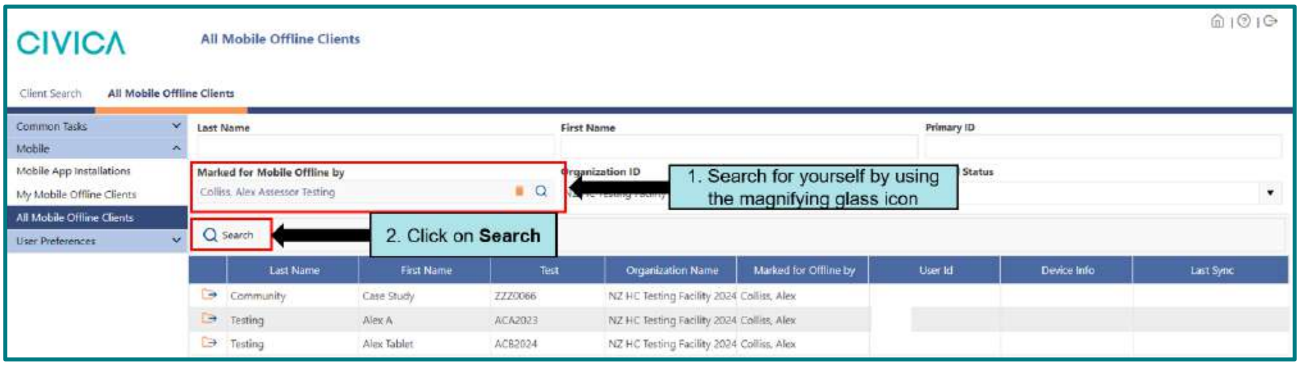


1.2.10 To remove the client from the list, search for them again under My Mobile Offline Clients, remove the check mark, and click on Update Mobile Offline Client List.

1.3 Checking clients marked for offline use

1.3.1 Go to All Mobile Offline Clients

1.3.2 Search for your name using the magnifying glass icon beside the Marked for Mobile Offline by field and click on search. A list of the clients/residents that you have marked will appear here.



1.3.3 You can use the file icon to the left of the person's name to go to their file and make changes.

1.4 Synchronisation between the Mobile app and web-based application

1.4.1 While using the Mobile app connected to the internet, the client record and assessments are continuously synchronised.

1.4.2 After adding clients to use offline, log into the app before disconnecting from the internet. This transfers your client/resident information into the app.

1.4.3 When you are not connected, you can continue to work or create client assessments. Your work will be automatically saved on your local device's storage.

1.4.4 Re-connecting to the internet and logging into the Mobile app automatically updates the client/resident records you marked for synchronisation in the web-based application.

1.4.4.1 After reconnecting to the internet, and before making any changes to your assessment in the web-based version, log in to the app again. This transfers the client/resident information entered offline back into the web-based version.

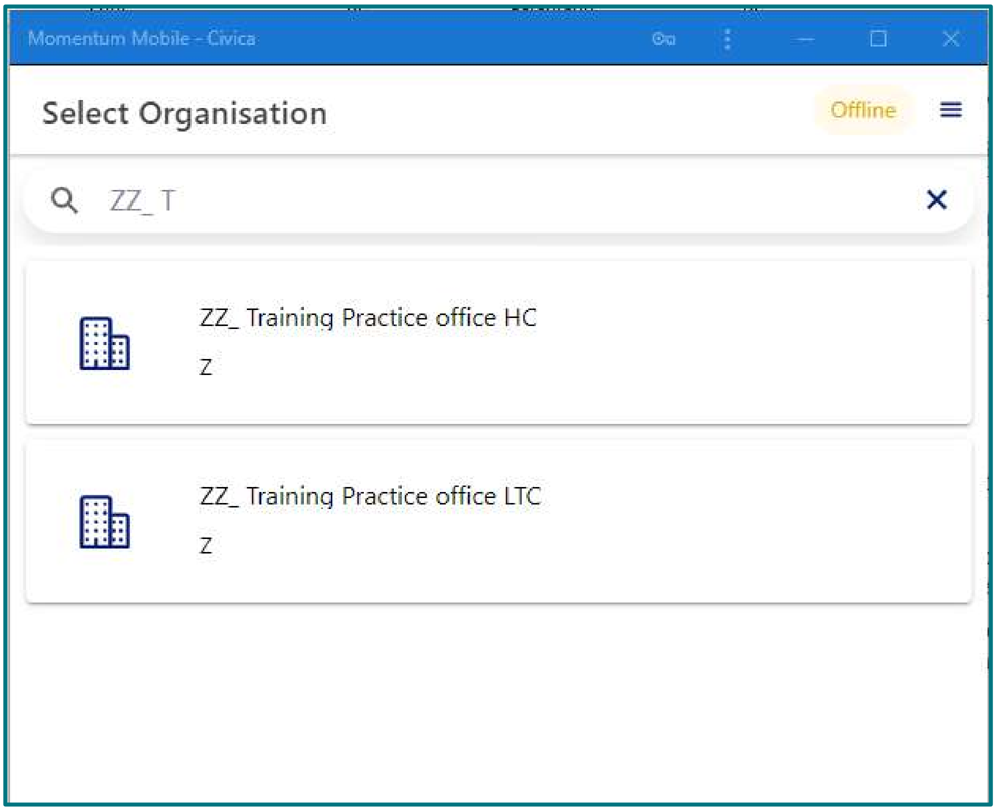
1.4.4.2 After this, we recommend removing all the clients from your list of clients/residents marked for offline use.

1.5 Navigating the app

1.5.1 Selecting an organisation

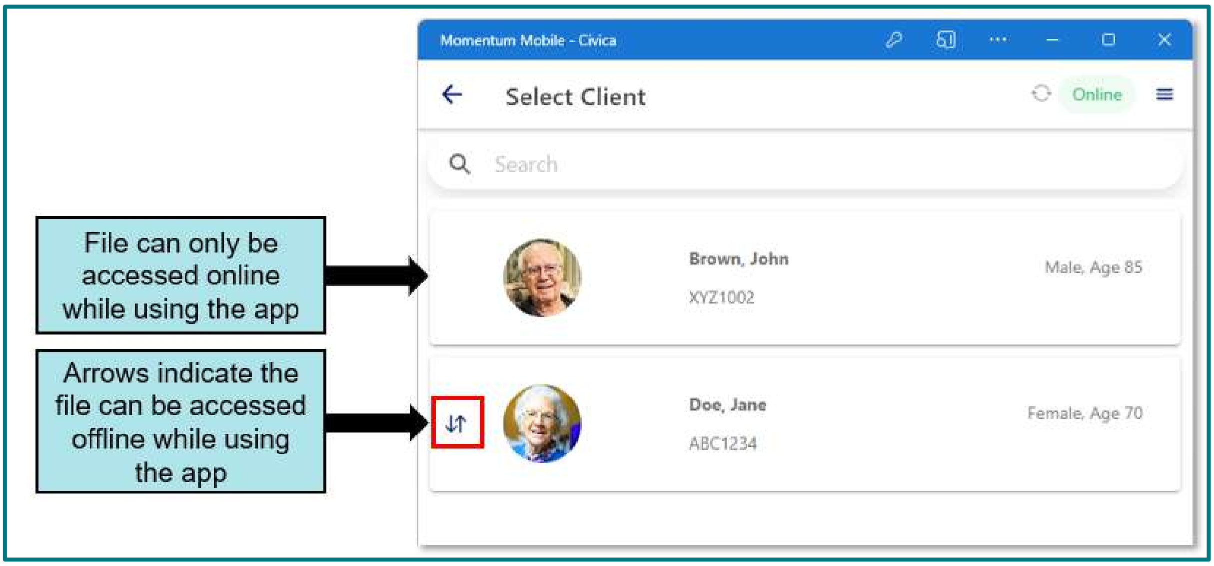
1.5.1.1 Only those organisations that you have permission to access are displayed

1.5.1.2 Select the organisation you want to work with.



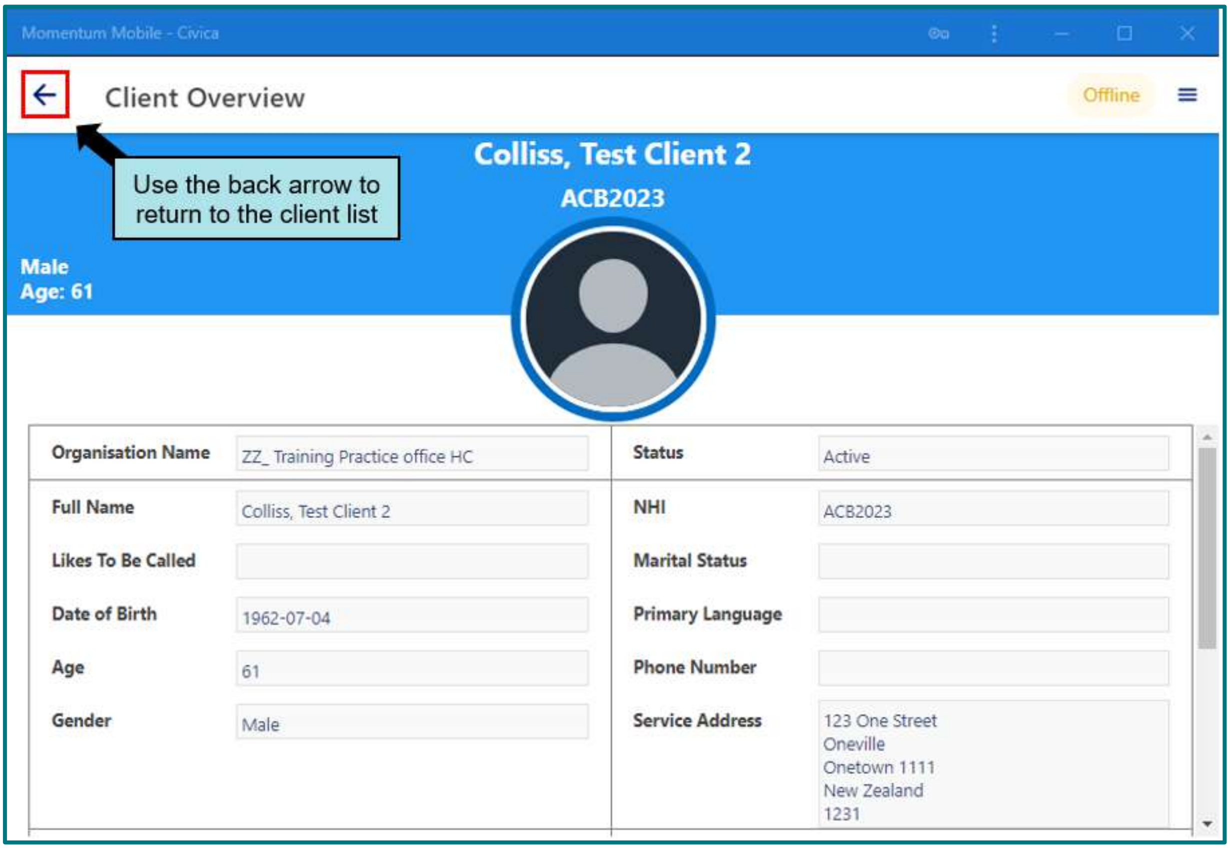
1.5.2 Selecting a client record

1.5.2.1 All client records in an organisation are visible when the Mobile app is online. You can search for the person by name. Those clients/residents who have been synchronised for offline use with have an arrow icon next to their name.



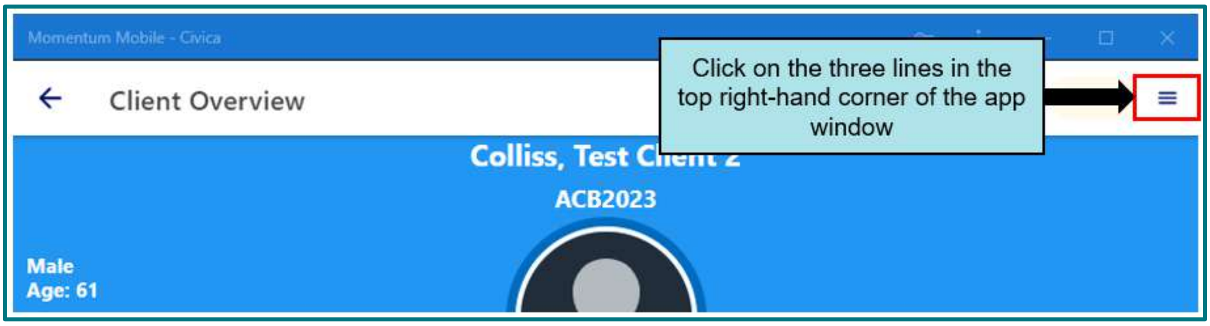
1.5.2.2 When you access the *Select Clients* page in mobile offline, only those client records you have marked for synchronisation are displayed. See section 4.2 for instructions on marking clients for synchronisation.

1.5.2.3 Click once to open the client record you want to work with. The record will open to an overview page. The information in the overview page is display only, and is not able to be edited in the app. All changes to this information need to be made in the web-based application.

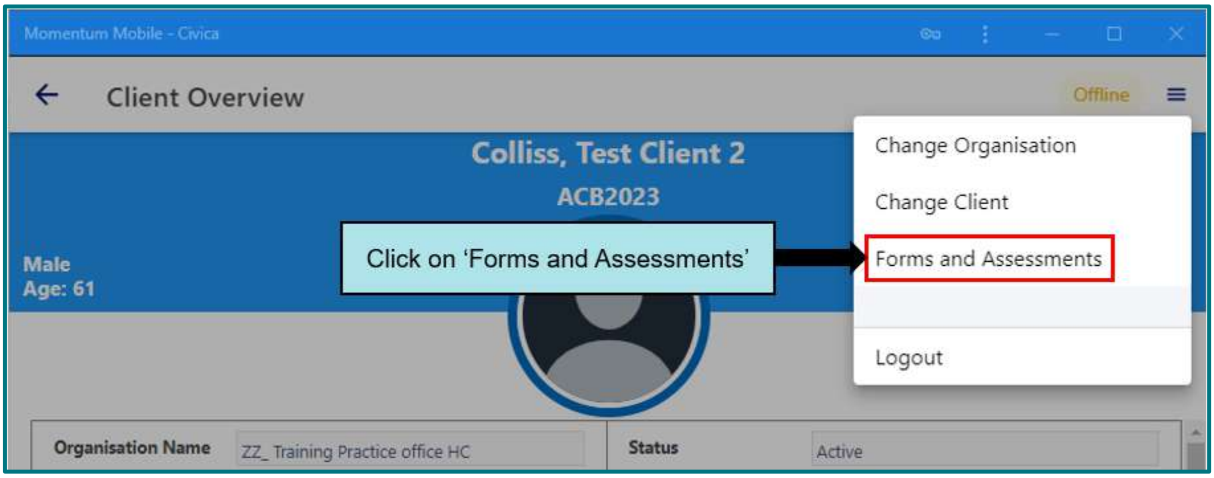


1.5.3 Finding an existing assessment

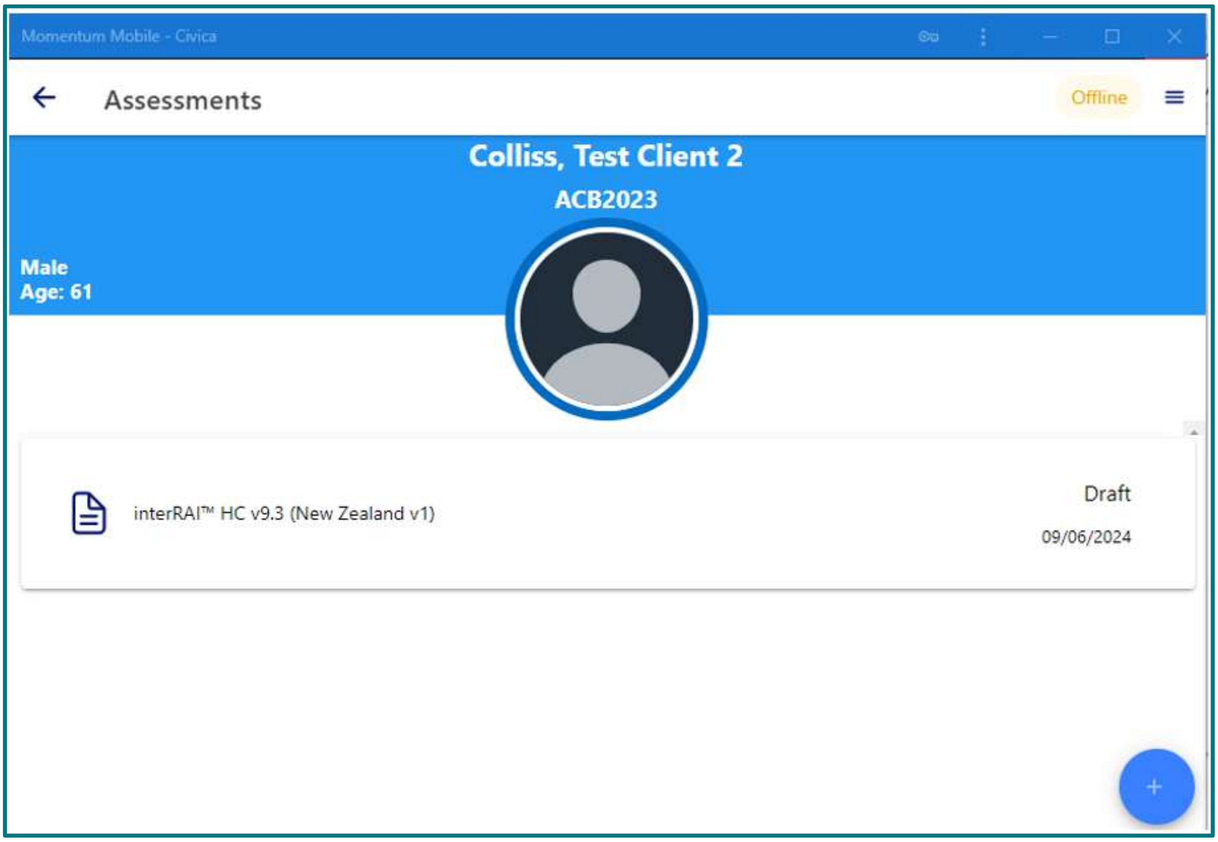
1.5.3.1 On the client overview page, click on the three lines in the top.



1.5.3.2 Click on ‘Forms and Assessments’



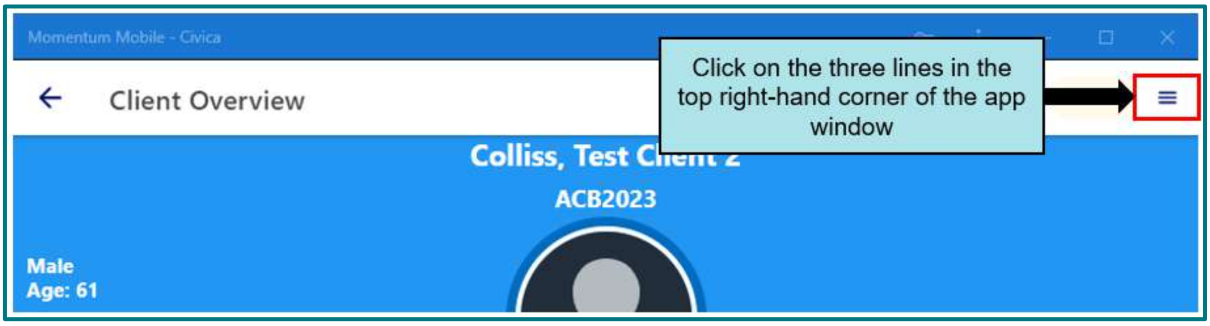
1.5.3.3 Any completed or draft assessments or forms will be displayed in a list



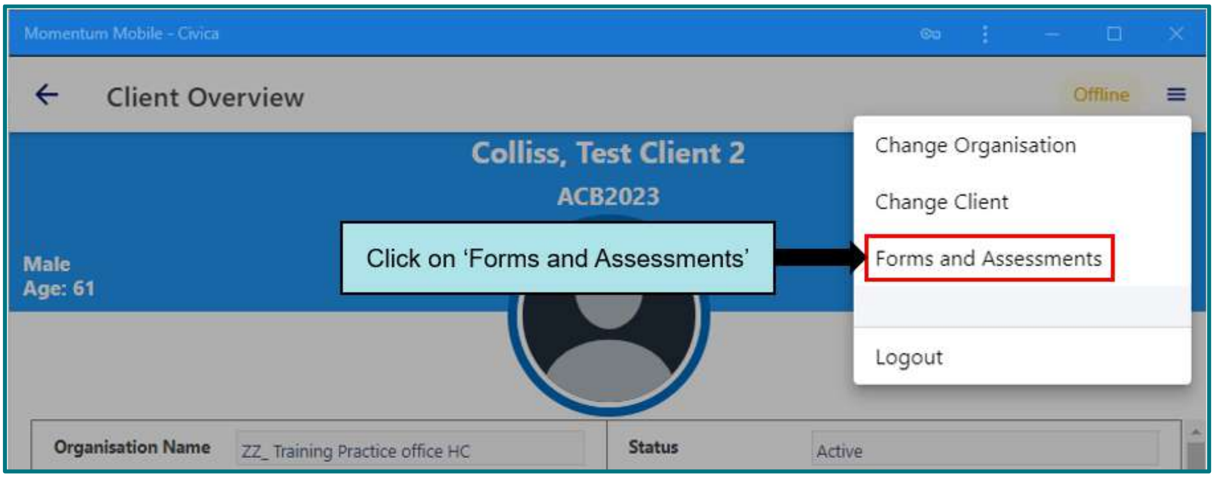
1.5.3.4 Click once on the required assessment to open it. The assessment is displayed in the same format as the web-based assessments and can be navigated in the same way. See Section 3 of this document.

1.5.4 Add a new assessment or form.

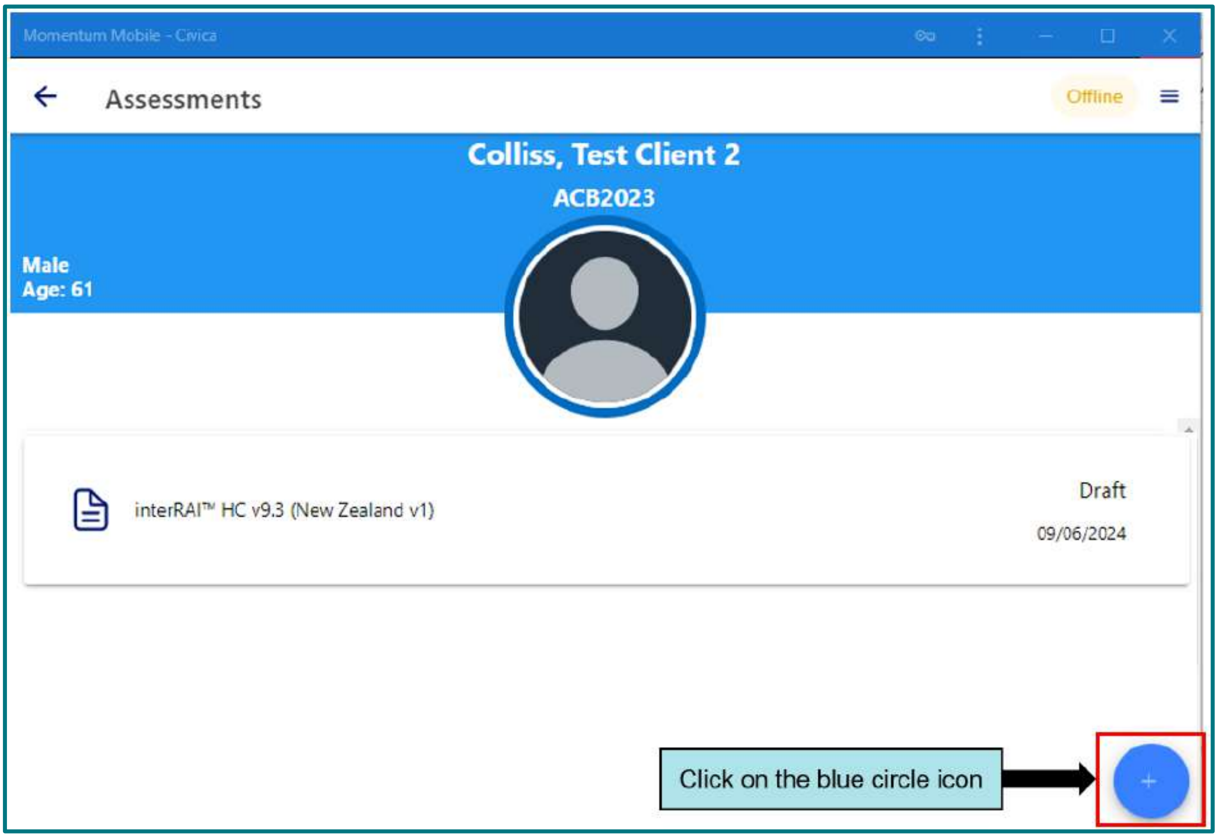
1.5.4.1 One the client overview page, click on the three lines in the top right-hand corner of the app window.



1.5.4.2 Click on 'Forms and Assessments'.



1.5.4.3 Click on the blue circle with the plus sign.

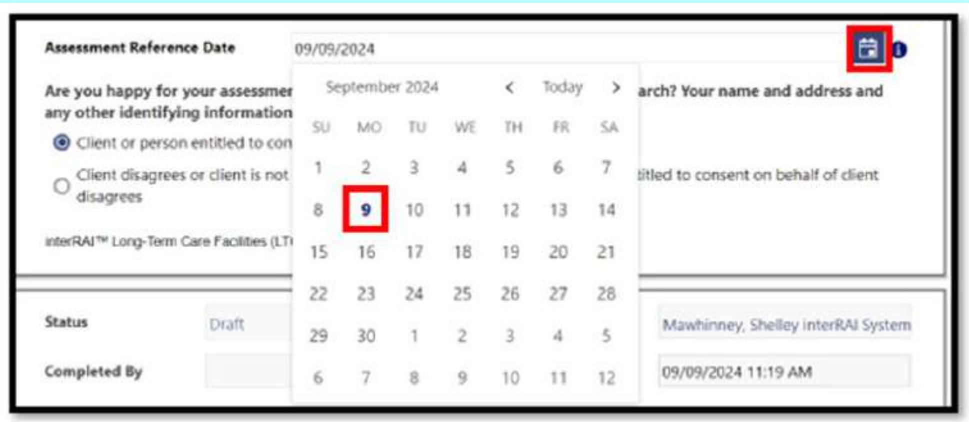


1.5.4.4 Select the required assessment or form from the list

1.5.4.5 The assessment is displayed in the same format as the web-based assessments and can be navigated in the same way. See Section 3 of this document.

2. Known Issues

The list below are issues that are present at the time of the upgrade. We are continuing to work with our software vendor to have these corrected as soon as possible. Where needed, we will have a documented workaround for you.

Issue	Status
There are some minor cosmetic issues (for example spelling and grammar in item help sections) that we are aware of and will be resolved in coming updates.	Fixes in progress
The community care plan presenting situation is not displaying with line breaks in the current care plan screen. The line breaks entered are present when viewed in the presenting situation, and in the care plan report.	Fix in progress
Domicile code, language, or facility code are not populating from the overview into the assessment. This error is happening on occasion for a few users. Please email interRAI@tas.health.nz for help resolving this issue.	Fix in progress
Return button in Diseases and Diagnoses and Continuation notes creates a new draft assessment when these screens are accessed from within a SPA assessment. When in Diseases and Diagnoses or the Continuation notes, go back to the assessment by clicking on MDS/Assessment in the banner menu, and then choose the draft assessment from the list.	Fix in progress
Some users are not able to properly complete their assessments when manually entering the Assessment Reference Date (ARD). This is because if a user types ‘24’ as the year, the software registers this as 0024, not 2024. The user can still mark the assessment complete but the software leaves it in draft. We recommend users avoid manually entering the ARD and instead use the date picker, remembering to click only once and to give the software a few seconds for the date to populate. 	Fix in progress