

Implementing the interRAI

- a DHB experience

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Presentation Outline

- Background and international context
- Demonstration
- Lessons from CDHB implementation
- Future of the interRAI locally and nationally
- Implications for workforce development

Background – New Zealand

A number of reports:

- National Health Committee (2000),
- NZ Disability Strategy (2001)
- Health of Older People Strategy (2002)
- Assessment Processes for Older People (2003)
- Specialist Health Services for Older People (2004)

Agreed there are issues around the assessment of older people.

Background - issues around the assessment of older people

Many issues including:

- Inter-relationship between health and disability
- Duplication and omission in assessment
- Lack of consistency across settings, disciplines, regions etc.

Background - interRAI Pilot 2004-06

MoH commissioned NZGG to review assessment tools

NZGG recommended interRAI Home Care version

CDHB one of five pilot DHBs

Background – international context

What is the interRAI ???

International – 24 + countries

Resident Assessment Instrument – nursing home origins - 'brand'

Versions

- | | |
|---------------------------------|-----------------------------|
| • Contact Assessment (Screener) | Community Health Assessment |
| • Home Care | Palliative Care |
| • Assisted Living | Long Term Care Facility |
| • Acute Care | Post Acute Care |
| • Mental Health Care | Community Mental Health |

Demonstration of interRAI assessment



The interRAI in CDHB

- April 2006 DHB committed to invest in interRAI
- September 2006 software expected
- January 2007 software installed
- Feb/Mar/Apr 2007 First 10 NASC trained in use of MDS-HC
- April 2007 Started providers education
- Ongoing Assessor training
- April 2008 \$\$\$ for national interRAI development
- Currently Majority of Clinical Assessors, plus some community gerontology nurses and social workers now trained

Lessons from CDHB :

1. TIMING

Issue:

- Service and roles were restructured early in interRAI implementation

Result:

- Change fatigue
- Change distraction
- Assessors not fully engaged

Mitigation:

- Incremental change
- Evolution not revolution

Lessons from CDHB :

2. TIME TO COMPLETE

Issue:

- Full Home Care assessment takes longer to complete than SNL

Result:

- Assessor frustration
- Impact on workload

Mitigation:

- Ensure assessors appreciate the benefits
- Adequate resourcing
- Use shorter Contact Assessment where possible

Lessons from CDHB :

3. TRAINING

Issue:

- Support needed post training underestimated

Result:

- Time to train all staff was longer than expected
- Less time for ongoing quality monitoring

Mitigation:

- Build in time for skill consolidation and support
 - release new assessors from usual duties
 - 2-3 weeks between programmes
- Use peer support

Lessons from CDHB :

4. ICT/SOFTWARE



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Lessons from CDHB :
4. ICT/SOFTWARE

Issue:

- Took longer and was more problematic than expected

Result:

- **FRUSTRATION** for the whole team
- Implementation delays

Mitigation:

- Early clarity about system utilisation to determine software choice

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Lessons from CDHB :
5. WIDER EDUCATION

Issue:

- Some community providers dissatisfied with referral reports

Result:

- Frustration for providers

Mitigation:

- Early engagement with providers
- Consult on type of report preferred

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Lessons from CDHB:
SO WHY BOTHER?

- Overseas research indicates better outcomes
- Standardised, consistent approach
- Enhanced communication with e-health record
- Reduces duplication
- Minimises omissions

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Future of interRAI - locally and nationally

Local:

- Increase use of Contact Assessment
- Improve quality monitoring programme
- Broaden scope beyond OPHSS
- Residential care pilot
- Continue to work on technical issues
- Hosting software for SCDHB
- Possible CMH

National:

- Rolled out to all DHBs over the next four years

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Workforce development

- Investment in interRAI is an investment in workforce
- Training provides opportunity for professional growth
- Empowers assessors with robust decision support
- Potential for research activity
- CDHB requires assessors to be health professionals

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Thank you

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