

Memorandum / Note de service

To / Destinataire : Provincial Home Care Program Staff
From / Expéditeur : Mary Sullivan, Director, Home Care, Palliative and Geriatric Programs
Date : September 29, 2020
Subject / Sujet : Update on implementation plan for interRAI assessment tool and the supporting technology

The Government of PEI identified the implementation of the interRAI assessment tool as a priority to enhance access to services in Home and Community Care. The RAI-HC methodology is a reliable, person-centered assessment that informs and guides comprehensive care and service planning in the Home Care sector, and is widely used around the world and in every Canadian province, with the exception of PEI and the territories.

In the early stages, the program identified that in order to adopt the interRAI assessment the current case management system, ISM, would not support the new assessment, therefore it would need to be replaced for Home Care's use. The program also identified the priority of adding an electronic scheduling package to improve the efficiency of client scheduling and to allow for improved client data. The final request is that the new system be mobile so that staff and clients have access to the full chart when they are providing or receiving care in the client's home. Our focus as a project team is to design a solution and supporting processes in a way that streamlines how we work and optimizes your time – leading to increased system planning and policy analysis capabilities for Health PEI and ultimately improved quality of care and a consistent client experience. This is a significant change for Home Care, to that end we have moved to calling the project *Home Care Service Delivery Transformation*.

Home Care is in the beginning stages of the project. Our core project team was mobilized with Mary Jane Callaghan and Patricia Prosper leading the project from a Home Care and ITSS perspective. Davis Pier, consultants, have joined us as our implementation partner, providing day-to-day leadership and support in project delivery, change management and project management. As a team, we have initiated a number of key project activities over the past months, including:

1. Issuing a Request For Information (RFI) - We received a great response, we asked each vendor to do a demonstration of their product, and we learned a lot about what is available in the market and what we would like to see, or not see, in our new system. A number of staff across the Island joined in; thanks so much for your participation.
2. Request for Proposal (RFP) - To develop the RFP, which is the document that describes our needs, we have held requirements gathering workshops with a significant amount of participation from Home Care, Privacy and ITSS staff. The RFP document is now complete and following Treasury Board approval, was posted to the market place on September 3rd, with a closing date of October 16th. Vendors will develop a formal response to the RFP, identifying how their solution (software and support system) addresses our needs. Once received, all proposals are vigorously reviewed and weighted to determine the best vendor for us to purchase (timeline is October-November). Following awarding and contract signing (timeline is late December), we will be working closely with the successful vendor and the home care team to finalize implementation plans.
3. Smartphone rollout - We are almost half way through the rollout of the new smartphone to all Home Care staff, the new phone is the Google Pixel. We have offered initial training via webex, to get staff started using the phone. We plan for more training in the fall as well as sharing of acceptable use guidelines around the use of the smart phones. We will be using Signal, a secure texting platform, to allow easier, more secure communication for staff.
4. Government WIFI - We have installed WIFI in a number of the offices that did not have WIFI previously. We have also scoped out the work to have WIFI available in the Day Program spaces, this is on hold due to COVID 19 precautions.
5. Webex - We have connected all our conference/boardrooms with webex camera and large screens. We have a limited number of licenses which we will issue to staff if they are setting up provincial meetings.

6. Mobilizing Change Management - We recognize this is a significant change and want to be here to support all of you throughout this change process. We are actively preparing ways to ensure that our support is relevant and timely throughout the 18-month project period.
7. Some funding has been received to support positions for interRAI implementation and Frail Elderly. Scheduler positions have been assigned as follows: 1.5 FTE in Queens, 1.5 FTE in Prince (O'Leary .5 FTE, Summerside 1.0 FTE), and 1.0 FTE in Kings (Souris .4 FTE and Montague .6FTE).

We have made the decision that the first positions to support the interRAI assessment will be RN positions. There will be 3.6 FTE RN positions soon to be posted; 2.0 FTE in Queens, 1.0 FTE in Prince and .6 FTE in Kings. A further 3.0 FTE will be posted in early 2021 although allocation per site has not yet been determined. We expect these positions to concentrate on assessment and medication reconciliation, as we are significantly behind on both. Additional FTE's will be required and we are actively working with Davis Pier, inclusive of information from other jurisdictions to determine designation of future positions to implement this significant change.

We will continue to provide periodic updates as we continue our planning, with more robust communication and engagement activities taking place once the software has been selected.

In closing, we are really looking forward to working with all of you on the new solution! We know this is a busy and unprecedented time, and are grateful for your support and interest in this work. If you have any questions, please don't hesitate to reach out directly to myself or Mary Jane.

Please find attached a Question and Answer Document that provides additional information to this change.

Sincerely,

Mary Sullivan, Director,
Home Care, Palliative and
Geriatric Programs