

Implementation Plan for interRAI Assessment Tool

What is interRAI?

InterRAI is the “gold standard” for health care assessment internationally. Within Home Care, the interRAI-HC tool will be used. The interRAI-HC is a reliable, person-centered assessment that informs and guides comprehensive care and service planning in the Home Care sector. It is widely used around the world and in every Canadian province, with the exception of PEI and the territories.

Why replace the current SAST?

- SAST is a “home grown” assessment which has the potential to be subjective
- SAST does not provide a scientific and evidence-based assessment to develop a care plan
- Not able to extract/collect data about Home Care clients

Can inter-RAI be used with current ISM system?

ISM, our current case management system, cannot be used with the interRAI tool, as it is not interRAI compliant. The interRAI assessment needs to be part of the ongoing client chart and care plan, otherwise, valuable hours of clinical time will be used to duplicate the findings of the assessment into the case management system.

A new case management solution to replace ISM will be procured within this project. Assessments and care plans will be completed and entered through the new case management system to ensure clinical time is used efficiently and staff have access to and can timely share client information.

Along with the interRAI-HC assessment and new case management system, what else is involved in this project?

- Explore options for integration with other provincial health systems (e.g. Cerner, Client Registry);
- Implement a scheduling application to improve and automate the scheduling of home visits;
- Explore options for integration;
- Implement a mobile solution which will require laptops/tablets and mobile devices for home care staff to enable a “live” chart in the home and improve efficiency of travel to clients; and,
- Ensure reporting and analytics capabilities using the Home Care data

What training will staff receive?

Training is an essential component of the implementation plan and training time was accounted for within the business case. The project team, in consultation with Home Care and the successful vendor(s), will develop a training plan for all staff.

What will this mean to our clients?

Your clients will continue to receive high quality, personal and compassionate in-home care from you and the rest of the Provincial Home Care Team. The new assessment will potentially improve care as clients will benefit from an interRAI assessment at the beginning of services, and it will be repeated on an annual basis. The client will also benefit from having their information in a live chart in the home, ensuring the most up to date information to inform their care plan.

What difference will you as a Home Care staff person see?

The interRAI assessment tool, when used over time, will provide the basis for an outcome-based assessment of the person's response to care or services. These new supports will also enhance system planning, so you will see more regular reporting that is comparable to data collected across Canada.

The current scheduling is paper-based, inefficient and administratively burdensome. With a new electronic scheduling system, it will improve efficiency, and allow staff to access schedules on a mobile platform. This will also allow us to gather information on the volume and type of services we are providing to our clients.

The new case management system will result in efficient use of clinical hours, and ability to access and share client information in a timely manner, for all clinicians, wherever they are providing care.

Will more home care staff be hired?

Yes, additional staff was requested to implement this project. A request has been made for a temporary 2-year project team and then for scheduling clerks and assessors as we fully implement the new system.

What is the timeline for this project – when will interRAI and supports be put in place?

The timeline for this project is 2 years; commencing this September 2019. We will ensure you are involved and kept updated as we proceed with the planning and eventually implementation.

What are the next steps?

The first few steps are as follows:

- An interRAI project team will be hired. A small Home Care team is working with Finance, ITSS and Procurement to prepare an RFP (request for proposals) to hire a project team to work with Home Care for the duration of the project
- A Treasury Board Memo is being prepared to confirm the operational funding required for the project
- A steering committee and working group(s) will be formed to guide and support the work
- Davis Pier, a consulting firm has been hired to get us started on how changing our mobility will affect our services. There will be focus groups in the sites very near future, seeking your input.