

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, which commenced September 2019, is 2 years. We will ensure you are involved and kept updated as we proceed with the planning and eventually implementation.

What has been the work to date? Next steps?

Mary Jane Callaghan and Patricia Prosper are leading the project from a Home Care and ITSS perspective. Davis Pier, consultants, have joined as implementation partner, providing day-to-day leadership and support in project delivery, change management and project management. A number of key project activities over the past months, including:

1. A Request For Information (RFI) was issued - A lot was learned 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 were able to participate.
2. Request for Proposal (RFP) – The RFP, which is the document that describes our needs, was written and following Treasury Board approval posted to the marketplace, closing mid October. Requirements gathering workshops to assist in writing the RFP were held in from June to August with a significant amount of participation from Home Care, Privacy and ITSS staff. Vendors will develop a formal response to the RFP, identifying how their solution (software and support system) addresses our needs. Once received all proposal are vigorously reviewed and weighted to determine the best vendor for us to purchase.
3. Smartphone rollout - Almost half way through the rollout of the new smartphone to all Home Care staff, the new phone is the Google Pixel. Initial training via webex, additional training and acceptable use guidelines to come this Fall.
4. Government WIFI – WIFI has been installed in a number of the offices that did not have WIFI previously, still to be finished at day program sites.
5. Webex - All our conference/boardrooms with webex camera and large screens. A limited number of licenses have been issued to staff for purpose of setting up provincial meetings.
6. Mobilizing Change Management – It is recognized that this is a significant change. The interRAI and Management Team are actively preparing ways to ensure that support is relevant and timely throughout the 18-month project period.
7. Engagement with Staff - Engagement activities will continue to be held throughout project planning and implementation to seek staff input.