

Building Accountability in Home Care: Lessons from interRAI implementation – A CIHI Perspective

Angela Merrey, Program Lead, Home and Continuing Care

Canadian Institute for Health Information

Overview

- Who is CIHI?
- Standardized Home Care Assessment
- Key Considerations - Implementation
- How CIHI Can Help

Quick Poll

Raise your hand if you primarily

- Provide care to people in their homes
- Plan services for home care populations
- Work in data analytics / develop policy
- Work in education / knowledge translation
- Conduct research
- *Do something else....*



Who is CIHI



Who is CIHI?

Canadian Institute for Health Information

CIHI collects comparable pan-Canadian data on many aspects of the health system

- Data on hospital care, community care, specialized care, pharmaceuticals, patient experience and safety, health workforce, spending, access and wait times
- Creating opportunities for national benchmarking to improve local and system-wide patient outcomes
- Using online technology, tools and innovative dashboards for indicator reporting

CIHI's Strategic Plan 2016 to 2021

Vision

**Better data.
Better decisions.
Healthier Canadians.**

Mandate

Deliver comparable and actionable information to accelerate improvements in health care, health system performance and population health across the continuum of care

Strategic goals



Be a trusted source of standards and quality data



Expand analytical tools to support measurement of health systems



Produce actionable analysis and accelerate its adoption

Priority themes and populations

Themes

Patient experience
Quality and safety
Outcomes
Value for money



Populations

Seniors and aging
Mental health and addictions
First Nations, Inuit and Métis
Children and youth



Foundation



Our people



Stakeholder engagement and partnerships



Privacy and security



Information technology

Values

Respect • Integrity • Collaboration • Excellence • Innovation

CIHI and interRAI support many areas

| Sector |  Continuing Care (LTC, Residential Care, nursing homes) |  Home and Community Care |  Mental Health |
|-------------------------------------|--|--|---|
| Assessment System current new | RAI MDS 2.0 interRAI LTCF | RAI-HC & interRAI CA interRAI-HC | RAI-MH interRAI MH & ChYMh |

Benefits of using interRAI Assessments

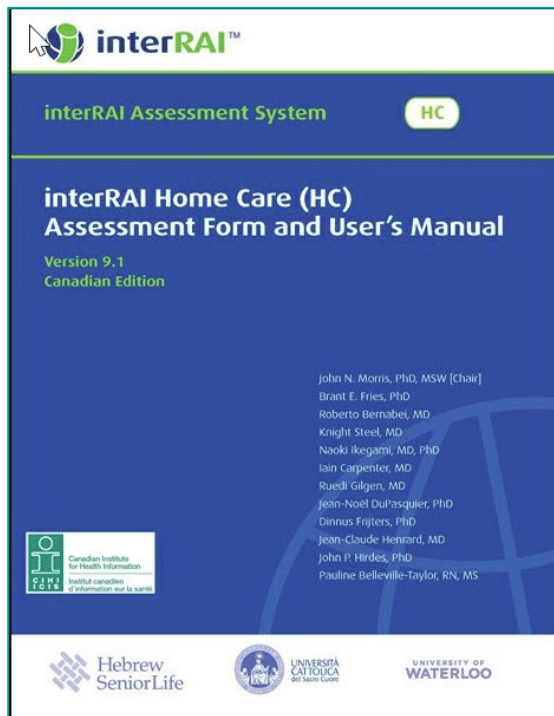


Assessment systems are designed to:

- assess care needs;
- support care planning;
- support decision making and planning;
- support quality improvement and research.

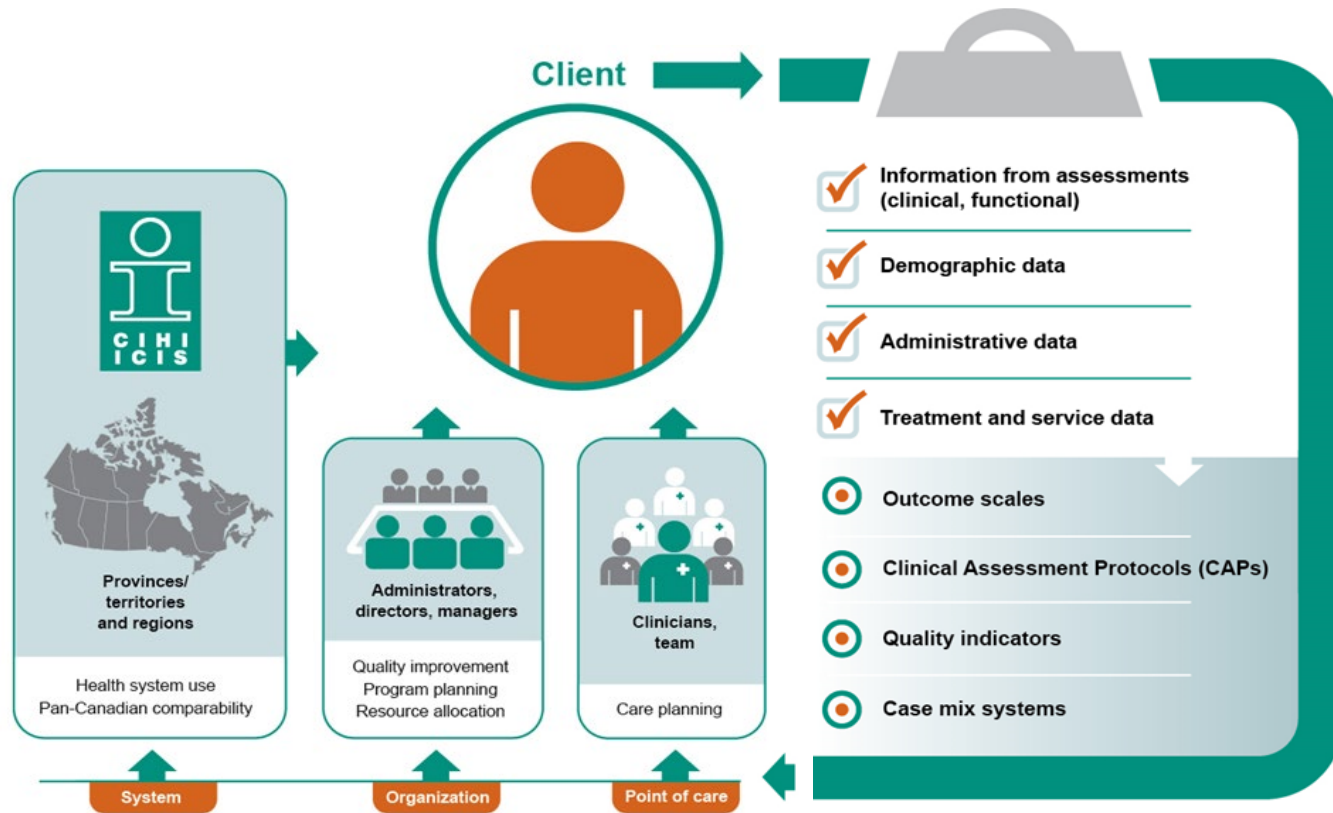
CIHI Collect once, use many

Home Care Assessment



- Consistent, simplified terms, definitions and coding options
- New, more clinically relevant items have been added
- interRAI CAPs have greater specificity

Collecting and applying interRAI data





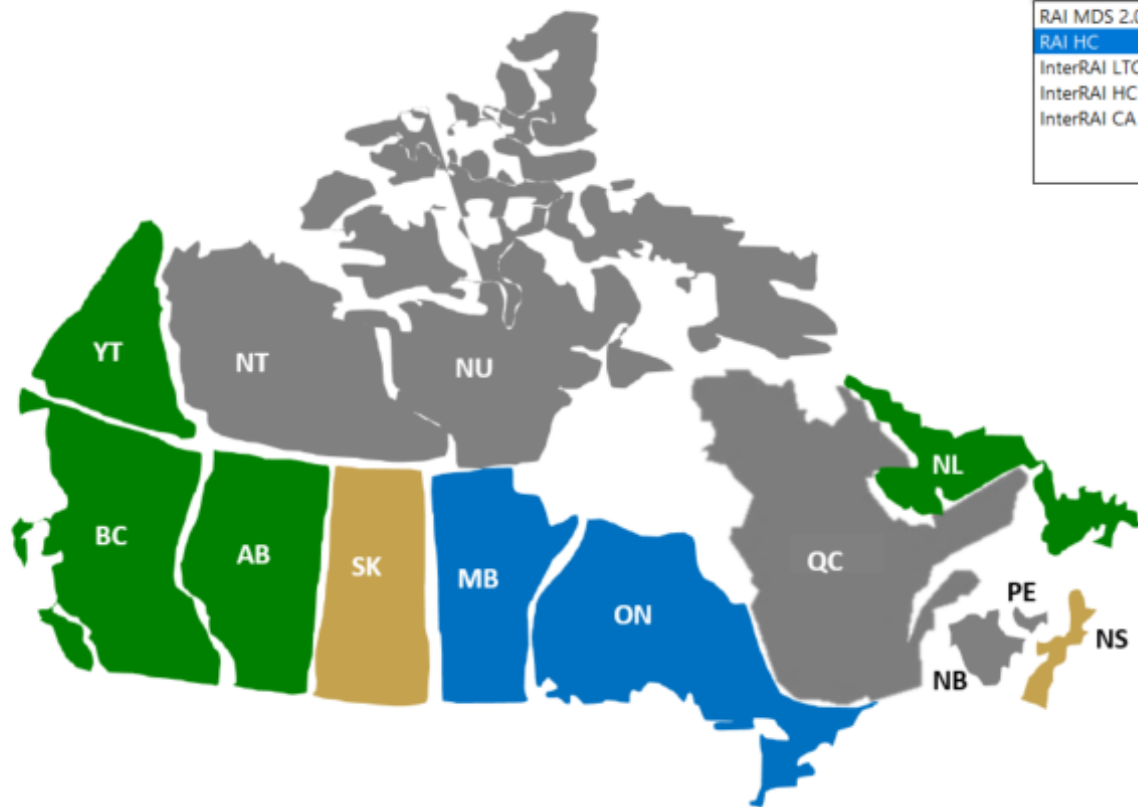
Key Considerations - Implementation

Quick Poll

Raise your hand if you have been involved in implementing

- a standardized assessment
- an interRAI assessment system
- RAI-HC / interRAI HC

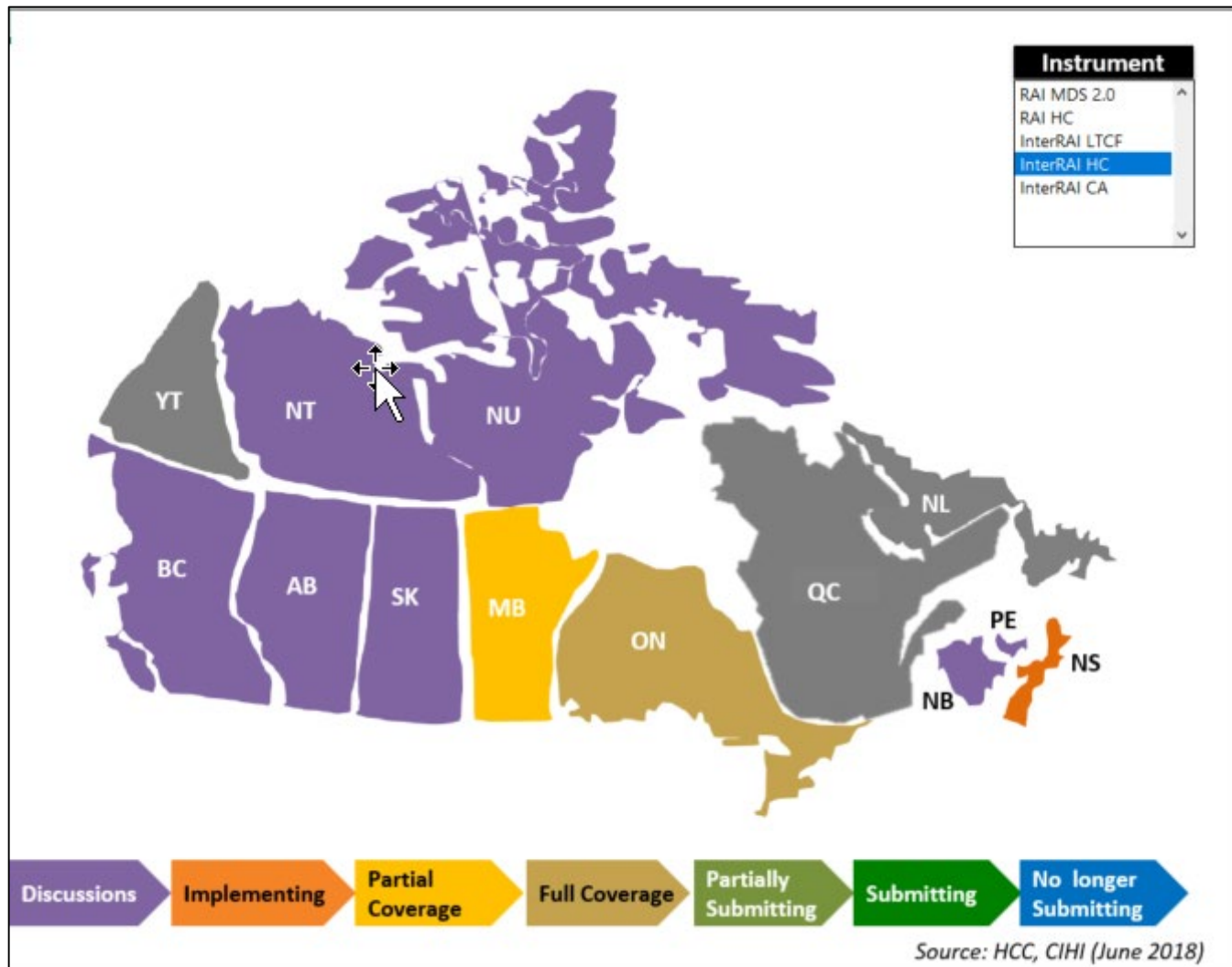




| Instrument | |
|---------------|---|
| RAI MDS 2.0 | ^ |
| RAI HC | |
| InterRAI LTCF | |
| InterRAI HC | |
| InterRAI CA | v |



Source: HCC, CIHI (June 2018)



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Things to consider for implementation

- Where is your organization when it comes to using the interRAI HC?
- Is your IT infrastructure capable of taking on the requirements?
- Do you have an EHR already in place?
- Do you have the resources in place to manage this project?
- Are there business process that could be affected?

What promotes a successful implementation?



Clear Objective

- Project Plan with timelines/deliverables
- Promote value and benefits to stakeholders
- Understand your business needs and requirements
- An established process to monitor progress

Resources

- Dedicated project team to support implementation
- Network of educators to support your provincial model for education/training
- Clinicians to complete assessments
- Positive Change Agents

Communication

- Provide clarity for the “implementation team”
- Keep front line staff in the loop
- Engage senior leadership
- Build relationship with your software vendor

Ask your vendor

- ✓ Are they using the most recent version of interRAI HC and IRRS specifications available through CIHI?
- ✓ Will there be local validations in the vendor solution?
- ✓ Does the vendor solution include outputs (CAPs, Outcome Scales, QIs)?
- ✓ Will the vendor solution provide reporting?
- ✓ Will the user interface be user friendly?



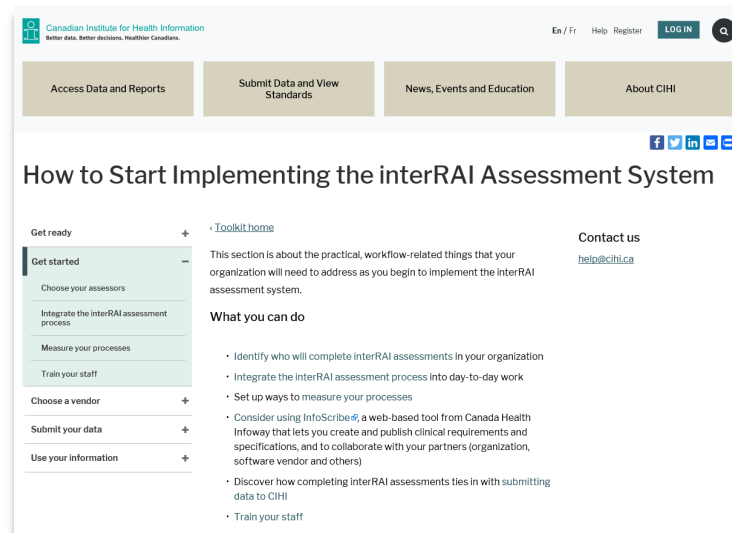
How CIHI Can Help

What CIHI can do...

- Connect you with organizations similar to yours that have already implemented the interRAI assessment system
- Help you to assesses your education needs
- Connect you to helpful resources — job aids, manuals, toolkits and more
- Schedule regular meetings/working group
- Ongoing client support

interRAI Implementation Toolkit

- Using the interRAI Assessment System
- Readiness Assessment
- Develop a Project Plan
- Change Management Strategy
- Choose a Vendor
- Evaluate Processes
- Train your Staff
- Ensure Data Quality
- Flow Data to CIHI



Next Steps

- Planning on implementing or transitioning to the interRAI HC contact help@cihi.ca







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