

C0083



Data informed quality of care improvements in NB long term care homes

Last updated: September 2024

Summary

- Since 2017, New Brunswick nursing homes have completed standardized resident assessments, entering the information into interRAI systems. InterRAI provides an opportunity to improve decision-making, patient safety, and quality care in nursing homes.
- However, nursing homes lack dedicated resources and qualified staff who have the expertise in working with interRAI. Although a limited number of staff have been trained to collect and enter the data into the system, they do not have sufficient support to develop skills in working with large databases.
- The project aimed to educate and train nursing home staff on using interRAI systems to guide care decisions, identify safety concerns, and develop quality improvement initiatives.
- The training consisted of four virtual education sessions, delivered over 12 months by an academic leader from the national interRAI organization. Additionally, nine open call meetings were held between the quarterly sessions.
- 33 Social and Healthcare workers, including 29 women and 4 men participated in the project.

HSPF Focus Area	Using supportive technologies to foster healthy aging at home in our communities
Project Start & End Date	May 9,2022 -March 31,2024
Organization/Agency	University of New Brunswick
Location	Various locations around New Brunswick
Principal Investigator(s)	Rose McCloskey

Indicator	Impact / Outcome / Result	Quote
Improved understanding of the interRAI data	<p>Overall, participants felt that the education sessions were useful and improved their understanding of how the interRAI data could be used to support quality improvement in their nursing homes.</p> <ul style="list-style-type: none"> o Participants were able to watch for trends and changes in the interRAI data and use the data to inform a person-centered approach to care of residents. 	<i>“We watch our trends, we see if they're going up, we see if they're going down, and we try to investigate if there is a change and if there is something new”</i>
Increased skills for care quality improvement	<p>Participants reported changes in their use of interRAI data after attending education sessions.</p> <ul style="list-style-type: none"> o Participants described that the changes they made in coding indicators, resulted in reduction of restraint use and antipsychotic prescriptions. These changes indicated increased skills for care quality improvement. 	<i>“We've seen a big reduction in antipsychotics being prescribed to residents without the diagnosis of psychosis. And we saw a large reduction in restraints when we looked at how we were coding them.”</i>
Increased ability to identify their own quality improvement indicators	<ul style="list-style-type: none"> • Qualitative interviews and researchers' field notes highlighted quality improvements in physical restraint use, antipsychotic use, and pain management as key themes. • Participants found that their quality improvement projects improved resident care. For instance, one participant used data to measure the effectiveness of quality improvement projects. 	

Methods and Comparison

Initially, planned as a mixed methods project, data was collected through surveys, one-on-one interviews (n=9), and researcher field notes (n=6) from social and healthcare workers. However, due to low survey response rates, the survey data was not analyzed.

Conclusions and Lessons Learned

- Overall, the education sessions helped participants develop skills to effectively use interRAI data for quality improvements in their nursing homes.
- Findings indicated that improvements in physical restraint use, antipsychotic use, and pain management increased care quality skills and improved resident outcomes.
- Participants showed willingness to learn and use interRAI data to identify improvement areas once they recognized the need through the education sessions.
- Staffing shortages affected data collection and use.

Recommendations

- When implementing large industry-wide data initiatives like interRAI, consider how the data can be used at the local level to improve resident care.
- As a part of the training, include group data interpretation and analysis when significant technological changes occur.

Next Steps

The project has not secured scale-up funding. The New Brunswick Association of Nursing Homes (NBANH) will continue to sustain the project through its membership. Additionally, individual nursing homes and communities of practice plan to sustain the initiative as part of their quality improvement process.

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