

P005



# Collaborative Use of Data to Enhance Aging-in-Place (CDEAP)

## Summary

- Over 5000 seniors and over 4000 adults in New Brunswick live with a disability. Most of them are receiving in-home support by social workers, home care service providers, and caregivers.
- Proactive communication and a collaborative approach to information sharing between the care team members is an important aspect to ensure better quality of life. Inconsistent information and a lack of communication causes delayed interventions. This can lead to health decline among seniors.
- The Collaborative Use of Data to Enhance Aging-in-Place project (CDEAP) is a research project in which the home support agencies will report on incidents associated to client care and observable changes in client status.
- The project goal was to improve communication using technology and provide efficient services to the clients so they can age at home safely as long as possible.
- Social Development (SD) along with its partner agencies developed a digital tool to share client information securely and efficiently to allow for more proactive care plan adjustments.
- The project solutions created will be duplicated by other service providers in Social Development and configured to be utilised by other government of New Brunswick partners.
- 24 agencies and 8 Social Development staff contributed to the design.
- 5 home support agencies and 3 Social Workers participated in the pilot of the incident submission tool.

**HSPP Focus Area**  
**Project Start & End Date**  
**Organization/Agency**  
**Location**  
**Principal Investigator(s)**

Developing innovative care pathways  
 March 16, 2022- March 31, 2024  
 Kindred Home Care and Government of New Brunswick, Department of Social Development  
 SD SW (Saint John and area), Central (Fredericton and area), SE Zones (Moncton and area)  
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Indicator	Impact / Outcome / Result
<b>Improved Communication</b>	33% of pilot participants (N=32) said that the new tool provided better information. It gave clearer intention/required action and helped prioritize their time. The remaining 67% participants expressed that the new tool provided about the same information as current tools.
<b>Increased satisfaction</b>	All pilot participants (N=32) reported at least some increased satisfaction with the new tool.  All home care agency participants indicated that communicating changes to SD through this tool would be quicker/easier once the tool is fully implemented.

## Methods and Comparison

Qualitative methods (survey and group calls) were used for data collection. Additional feedback and anecdotal data were gathered through online meetings with home care agencies. The team used participatory approach by actively involving people and incorporating their feedback in designing the tool.

## Conclusions and Lessons Learned

- The new tool has improved communication between the SD social workers and home care agencies. It also helped in saving time by reducing unnecessary contact and additional follow-up. However, due to lack of data, total time saved by using the new tool could not be determined.
- The old tool used for communication was inefficient. After the pilot, the developers have gathered adequate information to configure the tool to allow timely/accurate client data to be shared between SD and partners.
- A vital component in the development of the tool has been involving stakeholders. Incorporating user feedback into the tool design has increased the utility of the tool. Out of 22 design ideas, 13 were originally accepted for inclusion in the final version of the design. Other suggestions are most likely to be added later.

## Recommendations

- Expand the project with other service partners in different areas of the province.
- Implementation of Application Programming Interface (API) into Agencies Operational systems will decrease administrative burden thus saving more time.
- In-depth training and ongoing technical support are required to onboard and support agencies with the new tool.
- Projects affecting multiple agencies or groups of people should adopt a human-centered, co-design methodology.

## Next Steps

- The current operating funding for SD will be used to maintain the digital communications tools. These digital solutions will repurpose and reprofile current human resources to improve outcomes.
- The project is already sustained. The financial saving through decommissioning of current systems is put toward continued sustainability.
- In the spring of 2024, the tool will be updated and expanded to accommodate more communication requirements in the SD Central Zone (Fredericton and area).
- Over the next 18 months, new services will be included, and other regions of the province will be covered. Some service providers may adjust processes or develop APIs to minimize duplication of effort with their robust systems.

## Disclaimer

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