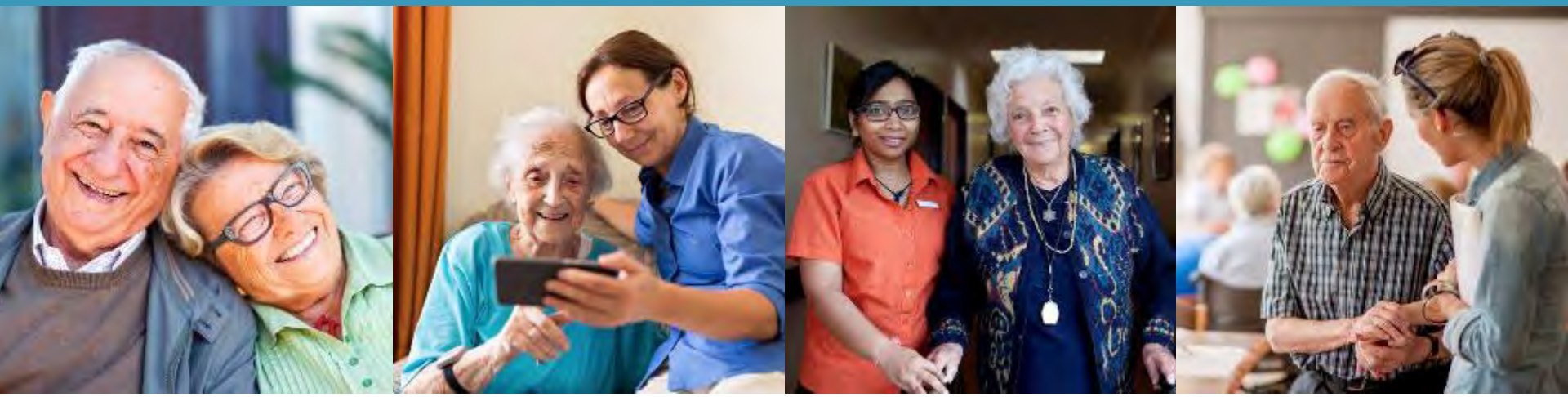

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Implementation evaluation of a novel palliative care dashboard in Australian Residential aged care setting.

Priyanka Vandersman

Research Fellow, ELDAC Project

Flinders University

Acknowledgment of the country

ELDAC acknowledges the Traditional Custodians of the many ancestral lands and waters throughout Australia. We recognise the knowledge, strength, and resilience of Aboriginal and Torres Strait Islander Peoples, and their continuing spiritual and cultural connections to land, water and community. ELDAC pays respect to Elders past, present and emerging.

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The ELDAC Project

End of life Directions for Aged Care (ELDAC) project is a government-funded national project that aims to improve the quality of palliative and end-of-life care provided to older Australians in the aged care sector.

The Technology and Innovations stream of ELDAC is carrying out range of projects to develop and test technology solutions that could help aged care providers to plan and deliver quality end of life care

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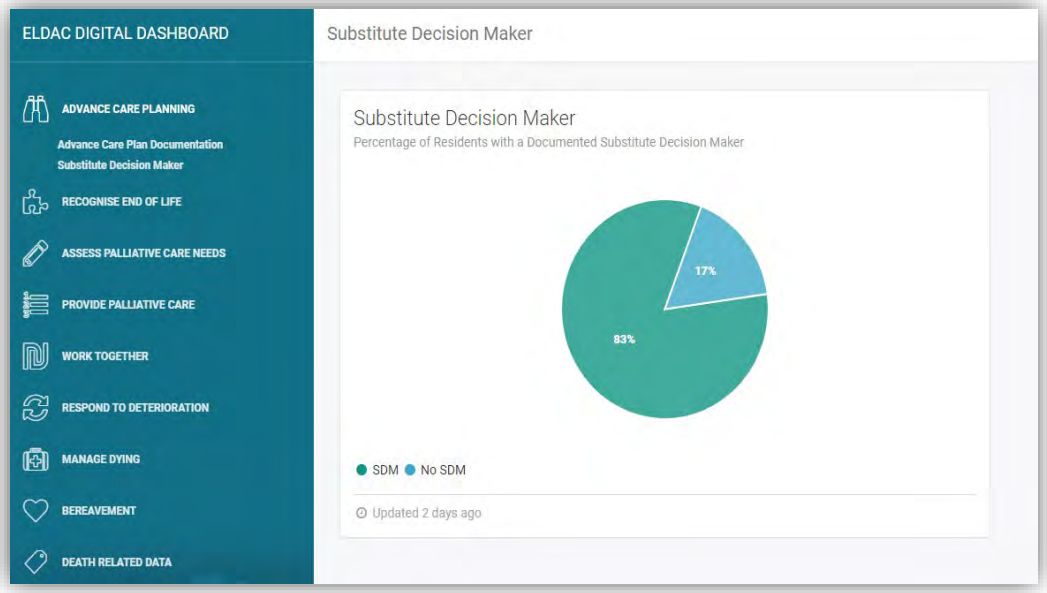
What is the ELDAC Digital Dashboard?

A technology that integrates within a service's clinical data management system & provides framework for quality EOL care planning and provisioning.



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Value add of the Dashboard

- Support a consistent and comprehensive approach to end of life
- Show what is happening (client level, manager level, organisation level)
- Provide triggers and flags for care prompts
- Assist in reporting and/or benchmarking

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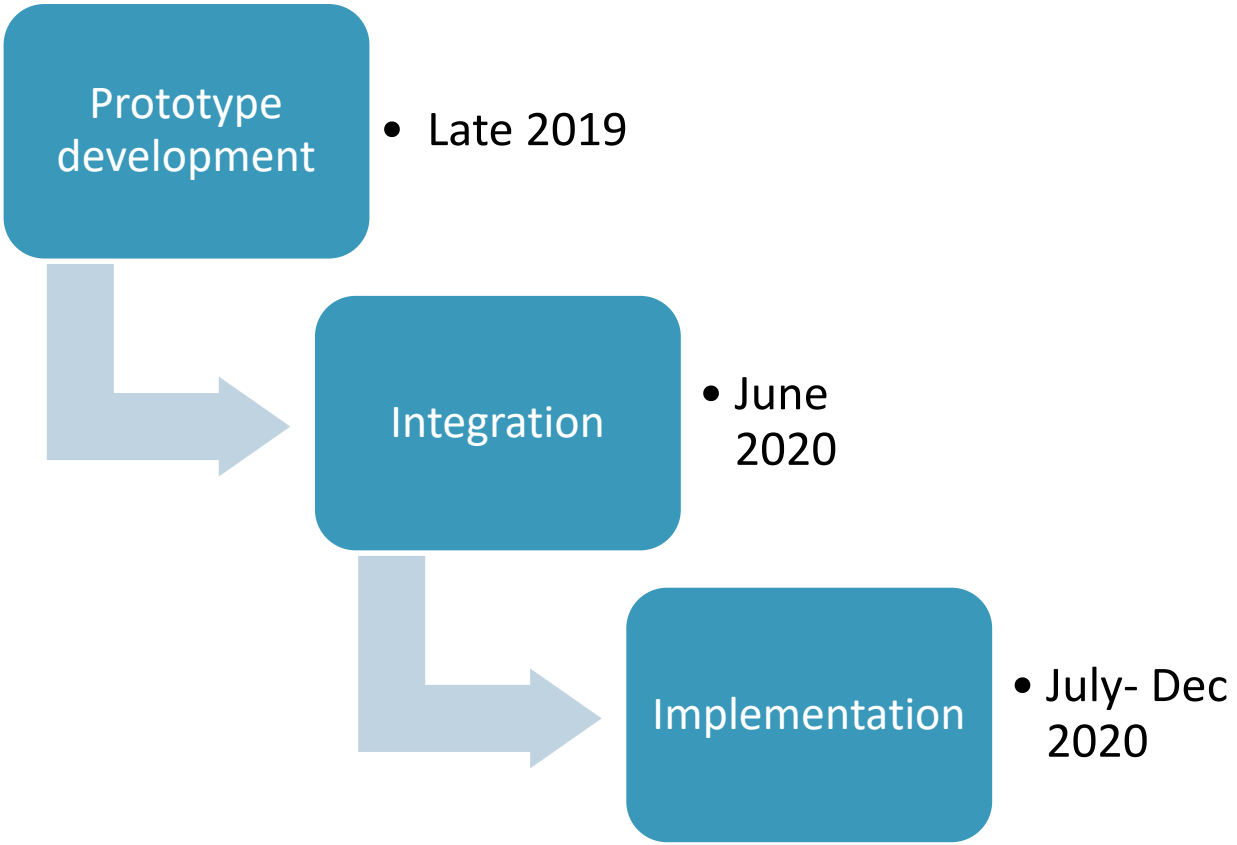
Activity timeline for the Dashboard



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The Dashboard Implementation Trial

- Dashboard available and being used across a number of aged care services.[Mid 2020]
- Need to evaluate how this dashboard would function in the real world setting.

ELDAC Digital Dashboard Implementation[EDDI] study

Primary objective:

To explore the merit of a palliative care dashboard, and the factors and agents that influences its implementation in the Australian aged care setting.

Key elements of exploration/evaluation

- Merit
- Acceptability
- Implementation

Study duration

Total of 3 months with an 8 week Dashboard use trial period at each site.

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Participants of the EDDI study

Service level: Aged care services with access to the Dashboard

Individual level: Clinicians using the Dashboard

Individual level: dashboard champion of each site

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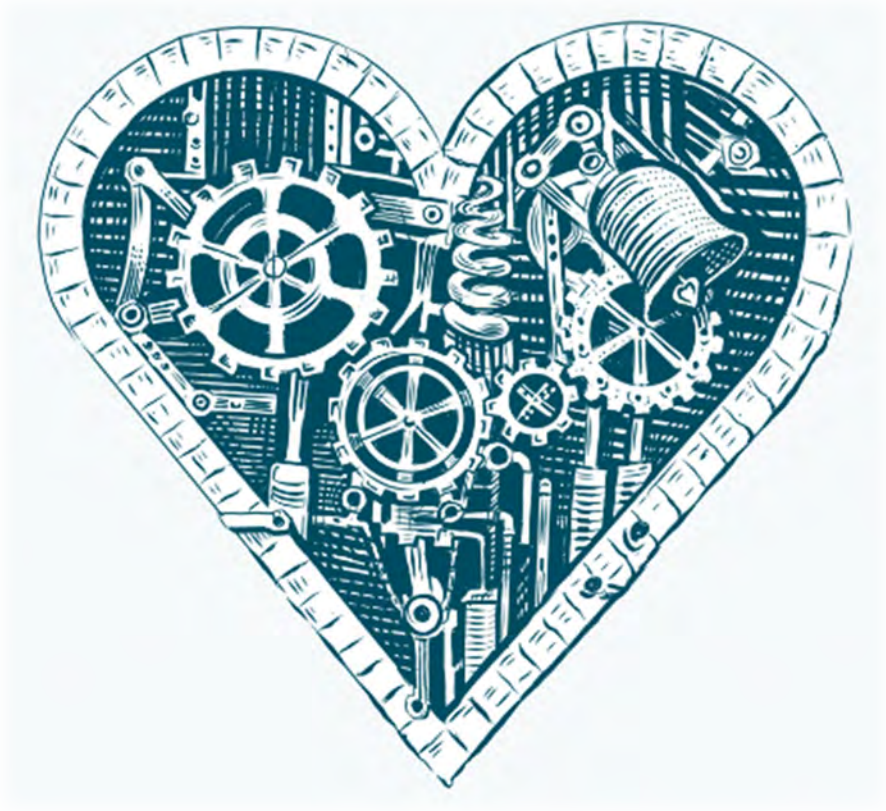
The heart of the matter: Dashboard champions



Implementation agents

Dashboard champions at each site

- 0.2 FTE per week
- Works with study coordinator to train site staff on dashboard use.
- Supports dashboard use at their site during the 8 week dashboard trial period.

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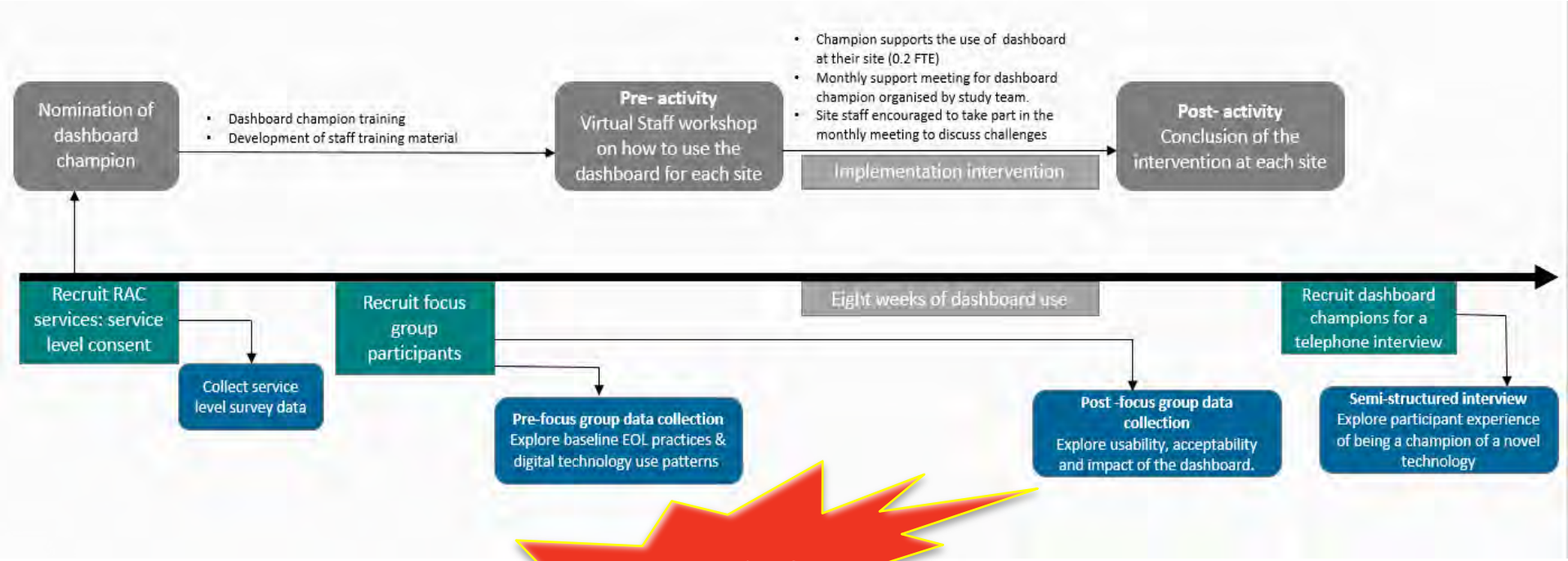
EDDI Study flowchart



Up to 15 sites

Who participated?

- Aged care services

14 residential aged care services recruited via 2 successful IT integrators > one IT team within a Residential aged care service, and one IT company providing clinical data management platform.

Aged care services description

- 8 metro sites, 6 remote/regional
- 13 in QLD, 1 in WA
- 20-146 bed services
- 2 services specialising in Aboriginal and Torres Strait Islander communities

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Who participated?

- Dashboard champions
  - All 14 sites had dashboard champions
  - Dashboard champions of all 14 sites took part in the dashboard champion interview at the end of the study.
- Focus group participants
  - Total of 72 staff from across 14 RACFs consented, 57 took part in the focus group or one-on-one interview.
  - Majority were RN/ENs, some CNCs, and few site managers.
  - Focus group sessions were between 27-53 minutes long

All sessions virtual due to COVID restrictions

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Findings

The dashboard has the potential to enhance workflow

- The dashboard bridges the disconnection between ‘existence of’ data relevant to identifying early decline and ‘meaningful and easy access to’ these data.
- Useful for range of users : Managers, clinical leads, RNs, careworkers and even admin staff!!

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Findings

Dashboard improves resident level outcomes

- Prompt care activity
    - EOL care needs discussion with the resident and/or family, initiation of public guardianship application early etc.
- Pick up missed care activity and/or documentation
    - Substitute decision maker review, ACD, assessment of health deterioration etc.
- Ensure data is electronically recorded > making it easily accessible for all.

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Findings

- Some technical challenges were encountered in integrating the dashboard into the IT systems.
    - Access via nursing station computers- generic login vs individual login
- IT support may be necessary post integration of the prototype.

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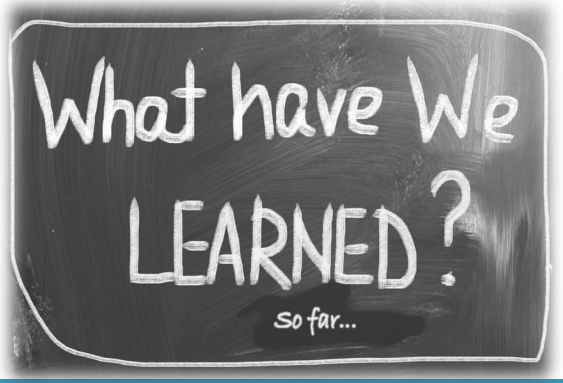
Learning and the next step

- Nurses can actively participate in the implementation and use novel digital technology to facilitate quality palliative care provision in the aged care sector.

- Feasible to work collaboratively with the residential aged care sector to implement a novel palliative care dashboard.

- Need for careful planning and codesign with the sector.



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Where to from here for the Dashboard

- Raising awareness about the dashboard – Case stories [videos and text] of services that participated in the Implementation trial
- Activities to promote wider integration of dashboard across the aged care sector such as conferences, sector presentations
- Negotiating with IT companies and aged care services about processes to embed the dashboard
- Possible trial of the dashboard in the home care sector.

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What does this mean for palliative care and for nursing?

1. Technology + Aged care + Pall care
2. Projects support for aged care growth
3. Capacity building

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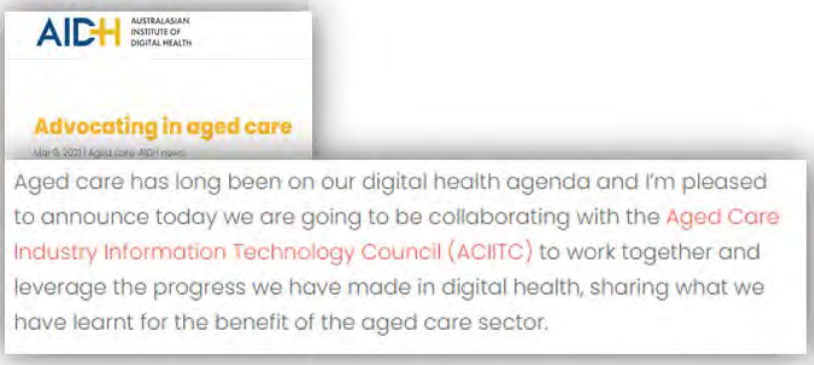
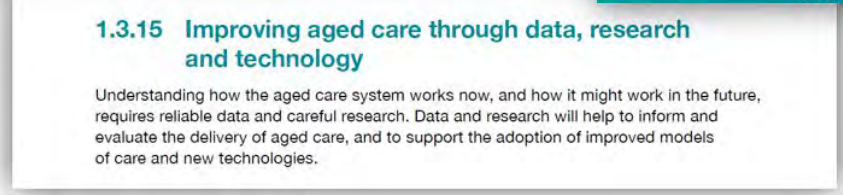
Technological innovations in aged care





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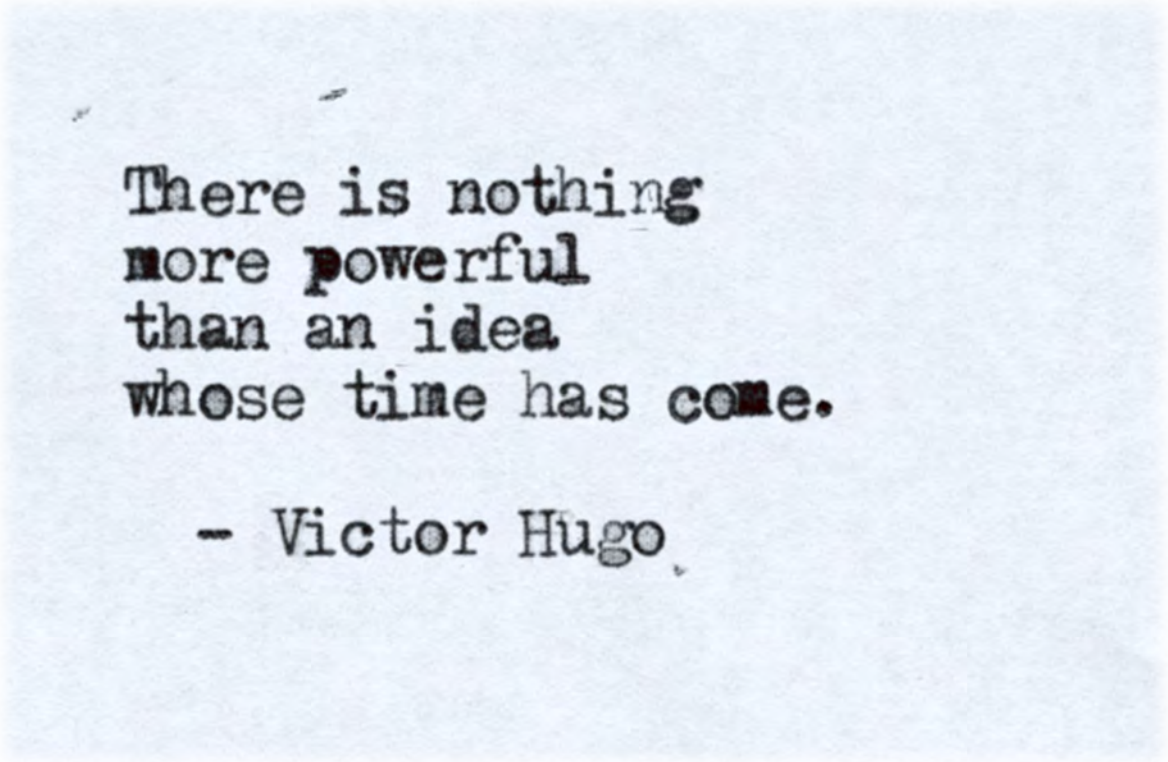
Conclusion



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Thank you and questions