HomeCare Data Management

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Help4U Limited

First International Conference on Research Methods for Standardised Terminologies
Home-Based Care in New Zealand

HomeCare

- Domestic Assistance
- Personal Care

Community Nursing

- Wound Care
- Medication Management

Specialty Nursing

- Continence
- Stomal
- IV Therapy
- Palliative Care
- Complex Wounds
Standardised Terminologies

• Coding of Diagnoses and Inpatient Procedures (ICD10-AM)
• Little visibility of nursing and home-based care
• National EHR strategy focussed on IT architecture (repositories) and standardised messaging (HL7 et al)
In-Home Data Collection

- Paper-based
- Double-entry keying into computer systems
- Stream-of-consciousness note-taking
- Duplication (up to 60%)
- Uncoded / unstructured
Knowledge, Meaning & Understanding

- Community Activities Data Index (CADI)
- Omaha System architected
- Prototype in MS Dynamics CRM
- Fast charting – ‘start and chart’ mobility
- Plain language for patients and staff
- Outcomes in standardised measurable terms
Outcomes

- 18 month + in use
- Fully paper-less service
- Very limited training required
- Electronic charting on mobile devices
- Nurses manage appointments, consumables, referrals
- Admin user runs reports & manages L1 issues
- Comprehensive reporting: client profile, inputs, clinical outcomes and service quality indicators
### Service Summary

**Funder:** CDHB Total Care  
**Reason:** Previous service unable to meet increased needs  
**Admitted Date:** 19/09/2011  
**Expected End:** 21/09/2012  
**Discharged:**

<table>
<thead>
<tr>
<th>Area</th>
<th>Client Date</th>
<th>Knowledge</th>
<th>Behaviour</th>
<th>Signs/Symptoms</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal care</td>
<td>31/10/2011</td>
<td>3</td>
<td>4</td>
<td>3</td>
<td>Peter needs assistance to shave, shower and dress</td>
</tr>
<tr>
<td>Residence</td>
<td>31/10/2011</td>
<td>4</td>
<td>4</td>
<td>3</td>
<td>Major earthquake damage in this area, uneven walkways, paths</td>
</tr>
<tr>
<td>Oral health</td>
<td>31/10/2011</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>Encourage to chew food well before swallowing (Parkinsons) Partial lower plate</td>
</tr>
<tr>
<td>Urinary function</td>
<td>31/10/2011</td>
<td>4</td>
<td>4</td>
<td>4</td>
<td>Gets up frequently to pass urine in urinal. Some dribbling incontinence daytime.</td>
</tr>
</tbody>
</table>
Comparison of Baseline Knowledge, Behaviour, and Status Ratings

<table>
<thead>
<tr>
<th></th>
<th>NPS</th>
<th>TC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge</td>
<td>2.76</td>
<td>3.02</td>
</tr>
<tr>
<td>Behaviour</td>
<td>3.00</td>
<td>3.72</td>
</tr>
<tr>
<td>Status</td>
<td>3.05</td>
<td>3.32</td>
</tr>
</tbody>
</table>

- **Individual**: TC = 232, NPS = 34
- **Family**: TC = 70, NPS = 4
- **Community**: TC = 64, NPS = 5
- **Missing**: TC = 64, NPS = 29
Lessons Learned

• Live In Their World

• Follow The Flow

• Fit For purpose
Design & Development Checklist

- Build data from single components (structured)
- Use and maintain data dictionaries
- Glossaries for mappings
- Every entity and field has a description
- National or international standards for code tables
- Reference source on all code tables
- Common option sets across solution
- Related lookups – with default of related codes
- Data stored in one place / entity (normalised)
- Pre-population
- Duplication / edit / discard functionality
- Limited free text
- Embedded grids
- Flat forms that expand / collapse with limited screen / clicks
- Hide / unhide functionality on record types
- User defined views / home pages / dashboards
- Follow ‘real world’ / follow the paper / follow the business process
- Live in their world (users) – common / familiar interface / platform
- Lowest common denominator – as simple as possible
- Field security on
- Self-service reporting