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- Be sure your speaker icon at top of Adobe Connect screen is **green**
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- Due to number of people attending, taking written questions only
 - Use Q and A feature to write question
- Selected slides are posted on the Iowa MCO website

Implementing interRAI Assessment Systems: What Iowa MCOs Need to Know

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Webinar Goals

- Introduce features of interRAI assessment system “suite” that can inform, improve MCO operations
- Discuss practical considerations of licensing/using our intellectual property
- Consider implementation lessons learned from US and abroad

Agenda

- Overview of integrated “Suite”
- Practical Matters
- Implementation Lessons Learned
- Questions/Comments

FACTS and FAQs: Do's and Don'ts for interRAI Implementations

Two Types of interRAI Licenses

- “Users”—State of Iowa and MCOs
 - All Users must have license for interRAI Home Care
 - No royalty fees
 - “Payment in data”
 - Website repository “Help” document describes delivery options
 - Responsibility of state (though may choose to delegate)
 - Must purchase manuals if not delegated to another party
- “Vendors”
 - Must have license for interRAI Home Care
 - Pay small royalty fee annually
 - Based on total cost of contract with user, with sliding scale
 - Must purchase manuals if not done by User
- Contracts standard throughout world
 - Major contracting terms on interRAI website

Current Licensure Status: Users

- WellCare has iHC user license signed by national office—no further action needed
- Amerigroup has user license signed by NJ MCO affiliate; pursue license with national office?
- UnitedHealthcare has license with NJ affiliate; pursue license with national office?
- Amerihealth-Caritas has no license

Current Licensure Status: Vendors

- We do not know who MCO software vendors are—please confirm in writing
- Regardless, will be necessary to negotiate vendor royalty fees with each software firm for Iowa activities

About interRAI's "Repository"

- Referenced throughout these slides
- Houses algorithms, copies of instruments, technical assistance information
 - Useful for Users and Vendors alike
- Access via interRAI website
 - Access limited to approved users (need password)
 - Use "log in" button
- How to get access:
 - Users and Vendors should each request passwords
 - Limit number of persons to key personnel
 - Make request to Angela Schmorrow
(aschmo@med.umich.edu)



This List

Repository Home

Web Home

Site Actions

Repository > Instrument Codes > Current code > Suite

Instrument Codes

Contains basic scales, CAPs codes, and RUG-III codes.

New Upload Actions Settings View: All Documents

Type	Name	Modified	Modified By
Folder	CAP Triggers	5/24/2012 1:12 PM	Angela Schmorrow
Folder	Casemix Algorithms	5/24/2012 1:12 PM	Angela Schmorrow
Folder	Other	5/24/2012 1:12 PM	Angela Schmorrow
Folder	Quality Indicators	5/24/2012 1:12 PM	Angela Schmorrow
Folder	Scales and Algorithms	5/24/2012 1:12 PM	Angela Schmorrow
Folder	Supplement Triggers	5/24/2012 1:13 PM	Angela Schmorrow
Folder	Test Databases	9/12/2013 1:33 PM	interraispp

- View All Site Content
- Document Libraries**
- Instruments in English
 - Instruments Translated
 - Instrument Codes
 - Publications Help
 - Organization Related
 - Bibliography Text
 - Admin Assets
 - Admin Info
 - Contracts
 - Contracts OBS

Help

What does “5% Rule” Mean?

- Users allowed to alter licensed interRAI instrument
 - Vendors are not; they follow User’s approved instrument
- Cannot change more than 5% of items (see following slides)
 - Applies to all items, except “country specific” or part of demographics
- Users can add additional items, but:
 - IOWA has decided to adopt HC tool “as is”
 - Subject to approved Errata changes in Repository
 - Further changes will be made downstream if needed

Details of “5% Rule”

- Every part of every interRAI item subject to this rule
 - Definition, intent, wording of item and item responses
- Examples of changes subject to rule:
 - Change look-back period of item
 - Example: from 3 days to 7 days
 - Rewrite item descriptions in ANY WAY
 - Rewrite response choices in ANY WAY
 - Example: Add response choice of “Did not occur” or similar wording
 - Drop item entirely
- Exception: additions of state-specific examples that do not change item intent
 - Strong case needs to be made to interRAI
 - Can be identified by “e.g.,” in item text
 - Example: add “marijuana” as example after “Cannabis” on interRAI CMH
 - Approved on user-by-user basis

Rationale for “5%” Rule

- We spend much time working with experts to shape/hone our tools
 - That’s why Iowa wanted to adopt “standardized” assessment
- We test items to ensure reliability
- We use items to create decision support algorithms useful to end users
- If you change/drop item, you cannot:
 - Be assured of its reliability
 - Assume that scales, HCQIs, CAPs, or other decision support algorithms will run reliably
 - Benchmark your performance against others’

Exceptions to 5% Rule

- Items we identify, due to feedback from users or research findings

Vendor Issues 1

- Reproduce interRAI items/manual content
 - All item wording, all manual content, to be used in software exactly as written in manual
 - Do not edit items or content
 - State to provide vendor with list of item changes approved by interRAI
 - Exception: material listed in Errata file on website repository
 - Website repository has Word file of manual text for all instruments
 - Reminder: these files contain diacritical printing codes; vendor should remove before using files in software
 - Don't enable ability to print large parts of manual

Vendor Issues 2

- Become knowledgeable about iMATRIX and iCODES, especially if using more than one interRAI instrument
 - iMATRIX on website repository; provides data dictionary, with iCODES
 - iCODES provide standardized naming convention for all interRAI items
- Vendors must implement all required scales
 - Standard coding algorithms on website
 - InterRAI will provide list of required scales

Vendor Issues 3

- Vendors must implement export routine so that Users can export files, using iCODE variable labels, in acceptable format
 - Instructions on exporting found in “Submitting Data to InterRAI” on website repository in Help Library
 - Wise to test export routine early, submitting test data to interRAI before function is needed

Testing Vendor Software for Accuracy

- interRAI can't guarantee 100% code accuracy
 - We're careful, but everyone makes mistakes
 - Send feedback on possible coding errors to code@interRAI.org
- interRAI posts Errata about coding errors
 - Vendor responsible for checking website regularly
 - We do not send out error messages
- interRAI test database
 - Right now, only available for interRAI Home Care
 - Vendors must validate their code against “answers” in test database
 - User contracts with vendors should require certification that validation has been performed
 - Note: test data base assumes no User-specific changes to items

Training Resources

- interRAI doesn't have “required” coursework
- interRAI does have **limited access** to skilled, experienced trainers
 - Prefer to train across MCOs rather than each MCO separately
 - Iowa will likely need some sort of “interRAI HC” coordinator to address ongoing queries about items, interpretations
- AIS Systems, Inc. offers self-paced, online courseware for iHC: www.aissystems.com

Lessons Learned

- Create multi-year plan to turn data into information
 - Need business intelligence plan
- How many MCO forms/processes can be replaced by interRAI information?
 - Tendency: keep adding paperwork, never drop anything
 - Duplicative processes are (unfortunate) norm
- Training: not one-time event
 - Train everyone: leadership, analysts, administrators, clinicians
 - Expect and plan for staff turnover
 - Collaborate on training across MCO borders
 - Builds trust, promotes data quality

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