

National Centre for Healthy Ageing

Optimising health information exchange during aged care transfers

Project Progress Summary

A partnership between



MONASH University



Peninsula Health

Background

When people living in residential aged care are transferred to and from hospital, important information about them is not always well communicated between healthcare providers. Currently there is no mechanism that allows critical information about a patient to be easily shared. This can mean that the information needed by paramedic, hospital, primary care or residential aged care staff, during or after a medical transfer, may be missing or inaccurate and the best possible care may not be provided.

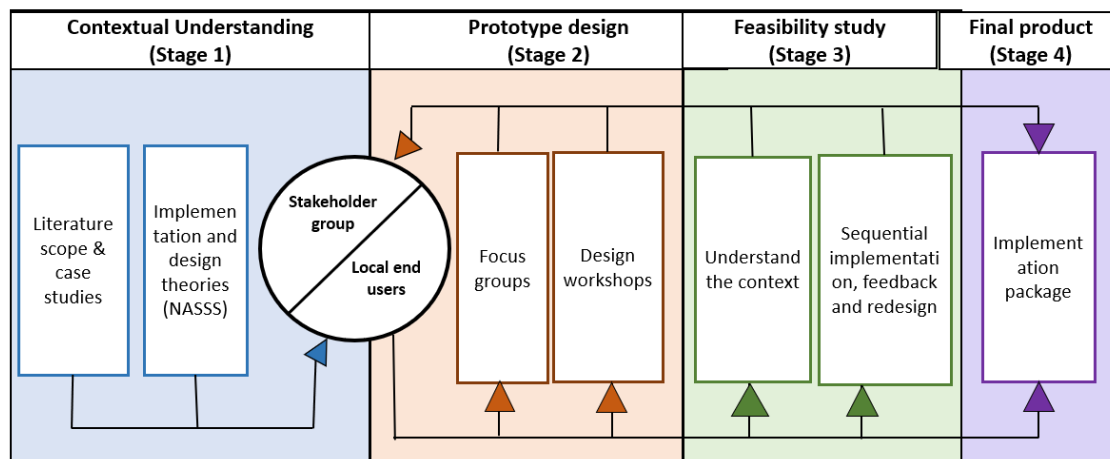
To overcome this issue, the National Centre for Healthy Ageing is conducting a research project to develop and test a **digital health summary** to enable the efficient and accurate sharing of critical health information in a way that all users (healthcare providers, aged care staff, residents and their families) can easily understand.

Anticipated Outcomes

- Reduced avoidable hospitalisation
- Improved resident healthcare experience
- Improved primary healthcare data linkages

Design Framework

Our study takes a design approach using repeated testing, learning and improvement, guided by the principles of implementation science and co-design. There are **four stages** as shown in the Figure below. **Study A** (Stages 1 and 2) started in July 2021 and is now complete. **Study B** (Stages 3 and 4) is currently underway with testing starting in January 2024.



Progress To Date

- We meet regularly with **17 aged care, healthcare and consumer peak bodies and providers** and **21 end users** who guide the development of our digital health summary, making sure the project outcomes meet the needs of everyone involved in the system.
- We conducted **31 interviews** with residents and their families, and paramedic, hospital, primary care and residential aged care staff to understand the transfer process. We also undertook an **audit of 110 transfer documents** from aged care, ambulance and hospital settings to gain an understanding of the environment within which our digital solution will operate.
- Our interviews, audits and a literature review identified 71 critical pieces of health information which were then presented in a survey to **323 healthcare clinicians, aged care workers, residents and their families**. The survey identified 33 pieces of health information that all stakeholders agreed were critical to share during the transfer of residents to and from hospital.
- We conducted 16 interviews with residents and family members and two co-design workshops with healthcare and aged care staff to design a digital health summary to easily and accurately display these 33 pieces of health information.

What's next

- Over the next 12 months we plan to commence a feasibility trial with four residential aged care homes, Peninsula Health and Ambulance Victoria.