Implementing the Digital Dashboard: Carinity

- 🛏 **196 beds**
- 📍 **11 facilities across Queensland**
- ➕ **Residential aged care and Home care**
- 👥 **790 staff**

Carinity is a large, aged care organisation providing home care, residential aged care, chaplaincy service, and disability service, with just under 200 beds across 11 facilities in Queensland. The team embedded the ELDAC Digital Dashboard state-wide, in facilities as small as 20 beds and as large as 146.

The team embedded the ELDAC Digital Dashboard into the technology of their existing data management system, using a mid-layer program (Power BI) to shortcut the process. This meant they did not have to rely on their existing IT provider to embed the dashboard application for them, but rather used the existing in-house skills of their IT Business Analyst to build the dashboard.
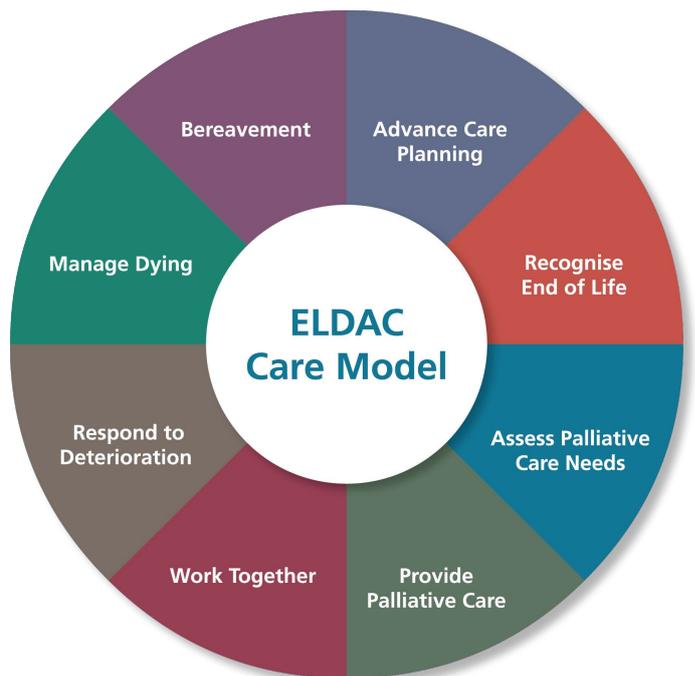
The team have been using Power BI for five years to build management reports and dashboards. They felt the ELDAC Digital Dashboard provided greater flexibility in the data used and how it was displayed. The team decided to add the Digital Dashboard to their existing Power BI applications and include the dashboard as part of the management reports already provided to their residential aged care teams. The result has been that staff are able to see which residents are at the end of life, what documentation was missing, and key data such as where residents have died.

While the Power BI databases are usually only available to managerial staff, to make the best use of the technology, it was important that the clinical nurse consultants and nursing staff were able to access the ELDAC Digital Dashboard while on the floor. Carinity's ICT team created a shortcut on all nursing station computers to the dashboard along with a generic login that could be accessed by nursing staff when and where they needed. The dashboard was held in a space that is already used within the organisation and in an application that is familiar.

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The flexibility of the dashboard's design made it possible to continue to add and refine clinical data to meet the ongoing needs of both managers and the care team, and to add triggers for staff that are personalised to Carinity's needs and goals. It also meant that different levels of information access could be granted to staff, so that the executive management could view an overview of facility data, trending and exception reporting, while the nurses and care staff could view the data and information on each resident.

While the dashboard displays key data across eight areas significant to care at the end of life using the ELDAC Care Model, additional trending and statistics information has been added, such as measuring trends in the time between admission and when end of life was recognised to when the resident passed away. The team have also built in exception reporting to quickly highlight to staff when documentation is missing, and expect to continue to refine the data over time as their data and reporting requirements change.

ELDAC Care Model

- Advance Care Planning
- Recognise End of Life
- Assess Palliative Care Needs
- Provide Palliative Care
- Work Together
- Respond to Deterioration
- Manage Dying
- Bereavement

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