

CENTRE FOR QUALITY AND PATIENT SAFETY RESEARCH

Monash Health Partnership



Monash**Health**



Management of acute episodic illness in intellectual disability group homes: a case study exploration of professionals' experiences

Ms Sarah Sami RN, MNP

Team

Supervisors

- **Assoc. Professor Bernice Redley**, Centre for Quality and Patient Safety Research- Monash Health Partnership, School of Nursing and Midwifery, Deakin University
- **Assoc. Professor Ana Hutchinson**, Centre for Quality and Patient Safety Research- Epworth healthcare Partnership, School of Nursing and Midwifery, Deakin University
- **Dr Goetz Ottman**, Australian College of Applied Psychology

Learning Objectives

- Role of residential in reach services in Australia
- Challenges of acute illness for people with intellectual disability (ID) living in Specialist Disability Group Homes (GH)
- Experiences of service provision from perspectives of:
 - In-reach nurses
 - Disability care workers

Key terms

- Intellectual disability
- Group Homes
- Disability Care Workers
- In-reach services
- In-reach nurses

Background

- People with intellectual disability are ageing
 - Early onset problems of ageing
 - High incidence of chronic and complex disease
 - Supported living arrangements
 - Increase demand on health services as health needs change
- Hospital care not suited to needs
- High risk for poor quality care, poor outcomes

Research Purpose and aim

- Purpose is to inform strategies to support in-reach services to meet healthcare needs for people with ID living in GH
- Aim
 - Explore and describe the perspectives, experiences and practices when providing healthcare during inter-current illness for people with ID living in GH, from the perspectives of:
 - Disability Care Workers
 - In-reach service Registered Nurses

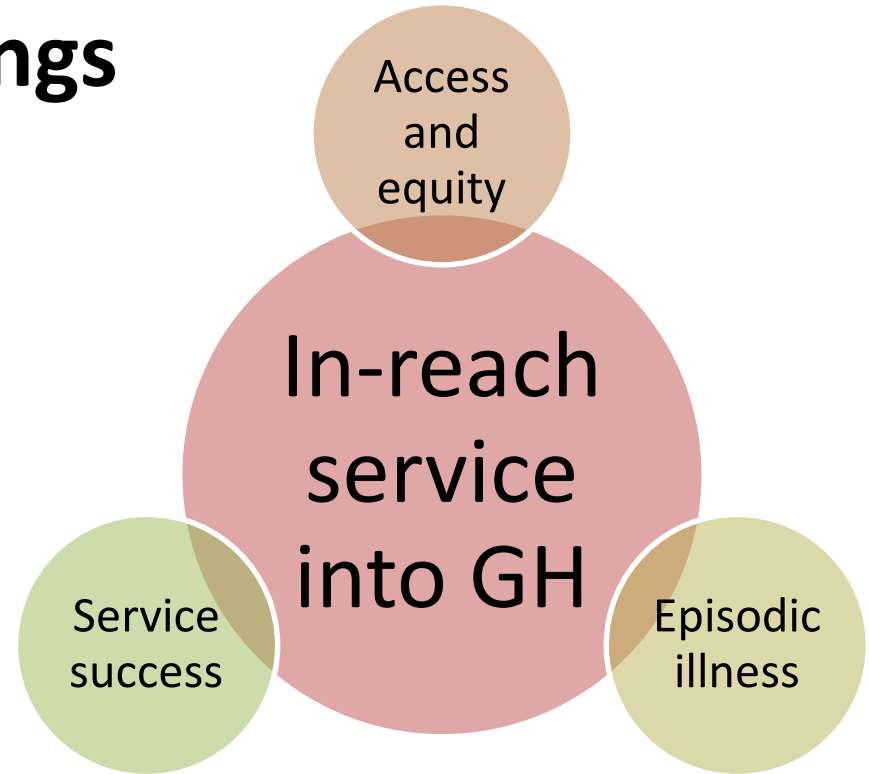
Research design

- Qualitative exploratory study
- Setting was catchment of a single large health service in Melbourne, Australia
- Convenience sample of 7 participants:
 - 4 RNs with experience of providing healthcare in GH
 - 3 Disability Care workers
- In-depth interviews using case study vignettes
- Audio-recorded and transcribed for analysis
- Content and thematic analysis

Findings

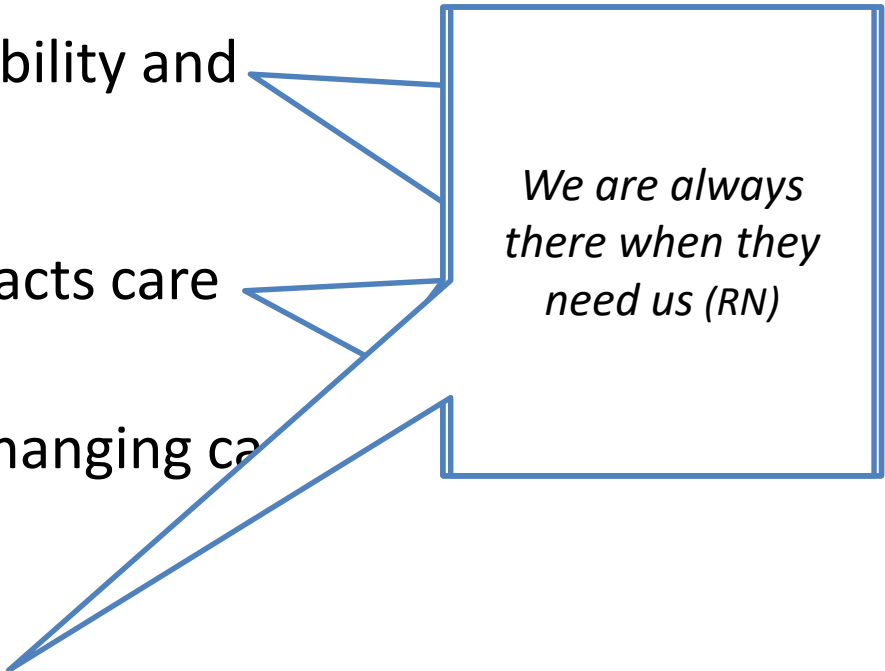
Three themes:

- 1) problems in access and equity to healthcare services for people with ID;
- 2) difficulties associated with providing healthcare for clients living in GHs when they experience an acute illness; and
- 3) factors contributing to the success of in-reach services to provide acute care for people with ID living in GHs



Access and equity to healthcare for people with ID

- Gaps in care for intellectual disability and ageing
- High administrative burden impacts care
- Responding to transitions and changing care needs
- Timely support in acute illness



*We are always
there when they
need us (RN)*

Difficulties providing acute healthcare in GHs

- Limitations of DCW practice and skill
- DCW as client advocate
- Ripple effects in GH

Another impact is on the other clients in the group home. ...their [social] outings become limited...Then we get the [challenging] behaviours in the house (DCW)

Factors for successful in-reach services

- Collaboration
- Long term strategies and care alternatives

we...save the patient from being transported to the outpatient appointment at hospital. We can [send] the referral...directly to the patient [home] (RN)

Conclusions

- Highlights ongoing problems in equity and access to healthcare for people with ID
- Uncovered difficulties associated with providing acute episodic care in a GH
- Inform ongoing development of service models

Contribution to practice and scholarship

- Findings inform policy development and service improvement
- Addresses a gap in current literature
- Highlights need to capture the voice of people with disability
- Novel approach for a complex problem and vulnerable group



Acknowledgements

We acknowledge the contribution and support of the study participants and managers at the participating sites

2016 Australian College of Nursing Postgraduate Research Scholarship