

# Community Needs Driven Research Network

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## Technology for adult learning and point of care

Participants said that research into technology use could support the implementation of technology into the continuing care (CC) sector. Technology could address issues in:

1. Training;
2. Point-of-care learning;
3. Communication between disciplines and team members (team development);
4. Communication between staff and families, and education about the client's current state and needs;
5. Better use of human resources (i.e. rehabilitation staff or physicians who are not available daily, could have access to daily updated information on client progress); and
6. Literacy of staff (using picture-based or user-friendly types of technology that could improve performance).



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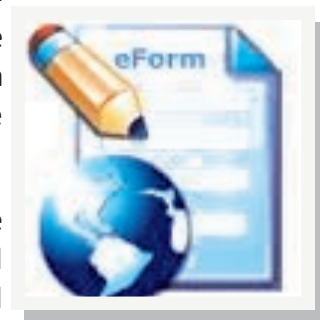
### Staff had this to say:

· “It would also be interesting to see if there’s a difference between organizations that are more paper-based flow vs. you know, Point Click Care actually has pictures and things like that that the individuals—so is there a better understanding by the HCAs staff or the, being able to use a picture vs. having to put in words and trying to interpret.”

· “Technology can also help us communicate to the family because we have a case care conference and we project all our data and the trend and it helps the family understand that so and so has not been eating and that’s why she has weight loss and that’s why all this is happening.”

· “I think we need research on technology and the impact on care because we do everything so manually, we could use ways to do it electronically and this could impact our data that we collect to inform decision making.”

· “And there’s also some old-school thoughts on—by some of the administrators in the care centers that they don’t want their staff to be searching the web, they don’t want—we have sites that there’s no Google, there’s no access to the internet outside of what’s posted on ... So that’s frowned upon, that’s ... you don’t sit, you don’t do the—that investigation, then, isn’t being reinforced, it’s being (chuckles) suspended, basically, from the top down; you don’t spend work time doing that kind of stuff. So how do you get research information out to that front line user, then, is the question.”



### What’s being done to address this issue?

A team of researchers from Wing-Kei Care Centre, Bethany Care Society, University of Calgary, and University of Alberta, has been funded to look further into how technology affects documentation practices of Health Care Aides (HCA) and communication within an interdisciplinary team. The project, ‘A Comparison of the Effectiveness of Electronic vs. Paper-based Documentation’, will explore how technology impacts the quality of data documented and how this may effect care. As documentation forms a critical component of decision-making for staff, it has the potential to impact the quality of care to residents. The use of technology can be used to educate and empower staff and contribute to informed decision-making in the continuing care (CC) sector.