# SSHRC STORYTELLERS CHALLENGE 2024

## Top 20 Finalists

# CONCOURS J'AI UNE HISTOIRE À RACONTER 2024 DU CRSH

## 20 finalistes

Danielle Cruise - University of Ottawa / Université d'Ottawa

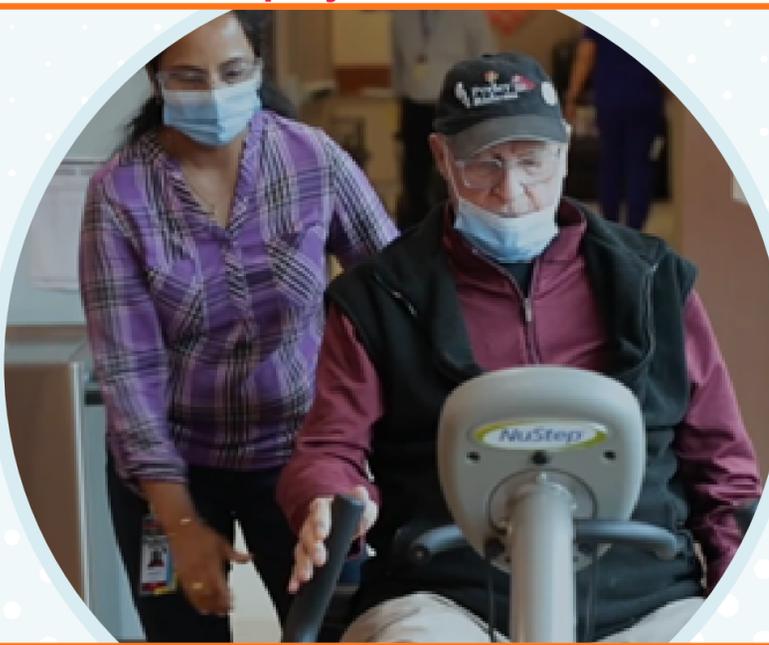# WHAT ARE THE KEY FACTORS SHAPING MANAGERS' INFORMATION TECHNOLOGY DECISION-MAKING IN LONG-TERM CARE?

Nearly **1 in 5** Canadians are 65 years and older[1]

Long-term care (LTC) homes provide 24/7 nursing care for 500,000 Canadians[1] costing **$27 billion dollars** annually[2]

Significant challenges emerged during the pandemic in LTC including staff burnout, quality of care concerns, and unmet needs of residents (e.g., social isolation)[2]

Health information technologies (IT) can help support the care provided to older adults in LTC homes; yet, **89.3% of healthcare IT projects fail**[3]



## CONTEXT OF IT ADOPTION DECISIONS IN LTC HOMES

- Abundance of IT solutions and vendors with limited ability to differentiate between their solutions
- Particularities of the LTC environment (frailty, complexity of chronic conditions, and physical and cognitive ability of residents)
- Limited resources (beds, human, financial, and support)

Decisions to adopt new IT are often based on what "seemed like a good idea at the time", which is a **costly version of trial and error**[3] leading to wasted resources, disruptions in resident care, and errors affecting residents' quality of life and health



## 97% OF MANAGERS REPORT NEEDING HELP IN MAKING BETTER IT DECISIONS[5]

A three-round iterative survey of a panel of 19 LTC managers identified and prioritized a list of key factors that they consider important in informing and influencing their decisions about new IT solutions

### The **TOP 5** factors are:

1. **AVAILABILITY OF FUNDING**
2. **IMPACT ON WORKLOAD AND EFFICIENCY**
3. **EASE OF USE**
4. **VALUE PROPOSITION**
5. **IMPACT ON RESIDENTS' OUTCOMES**

## IMPLICATIONS AND CONTRIBUTIONS

- Creating a tool that can be used by managers to prioritize IT decisions in LTC
- Introducing policy changes that can enhance IT use to support residents' care and the work of healthcare professionals
- Ensuring accountability towards the funds received by LTC homes for IT projects by the adoption of technologies that are better aligned to the LTC needs

### REFERENCES

1. Statistics Canada. The Daily — In the midst of high job vacancies and historically low unemployment, Canada faces record retirements from an aging labour force: number of seniors aged 65 and older grows six times faster than children 0-14 [Internet]. 2022 [cited 2023 Dec 5]. Available from: https://www150.statcan.gc.ca/n1/daily-quotidien/220427/dq220427a-eng.htm
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4. Powell BJ, Fernandez ME, Williams NJ, Aarons GA, Beidas RS, Lewis CC, McHugh SM, Weiner BJ. Enhancing the impact of implementation strategies in healthcare: a research agenda. Frontiers in public health. 2019 Jan 22;7:3.
5. Oracle. Global Study: 70% of Business Leaders Would Prefer a Robot to Make Their Decisions [Internet]. [cited 2024 Jan 15]. Available from: https://www.prnewswire.com/news-releases/global-study-70-of-business-leaders-would-prefer-a-robot-to-make-their-decisions-301799591.html

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