Toronto Central **LHIN**

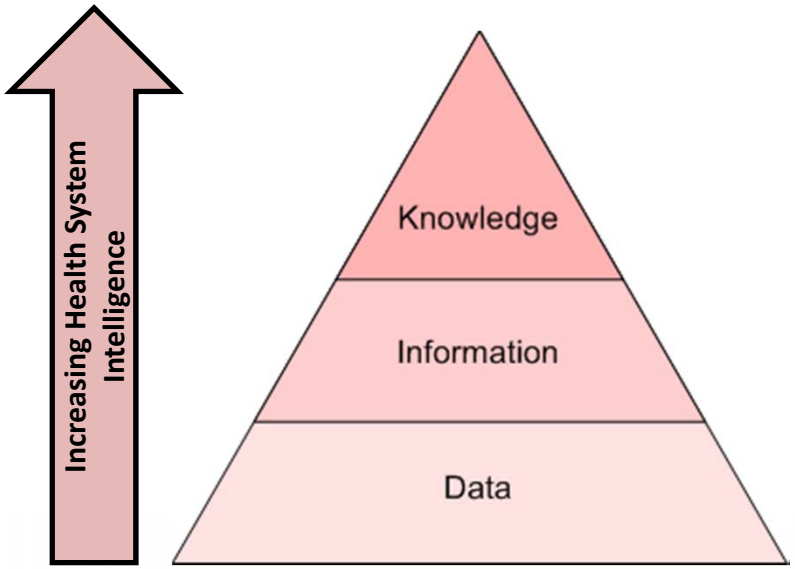
HSP360°

Launch Training

Spring 2015

Health System Intelligence

As the health system is increasingly caring for more complex patients, health service providers and system planners require more comprehensive data to answer key performance questions.



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FAQ: What is the difference between…?

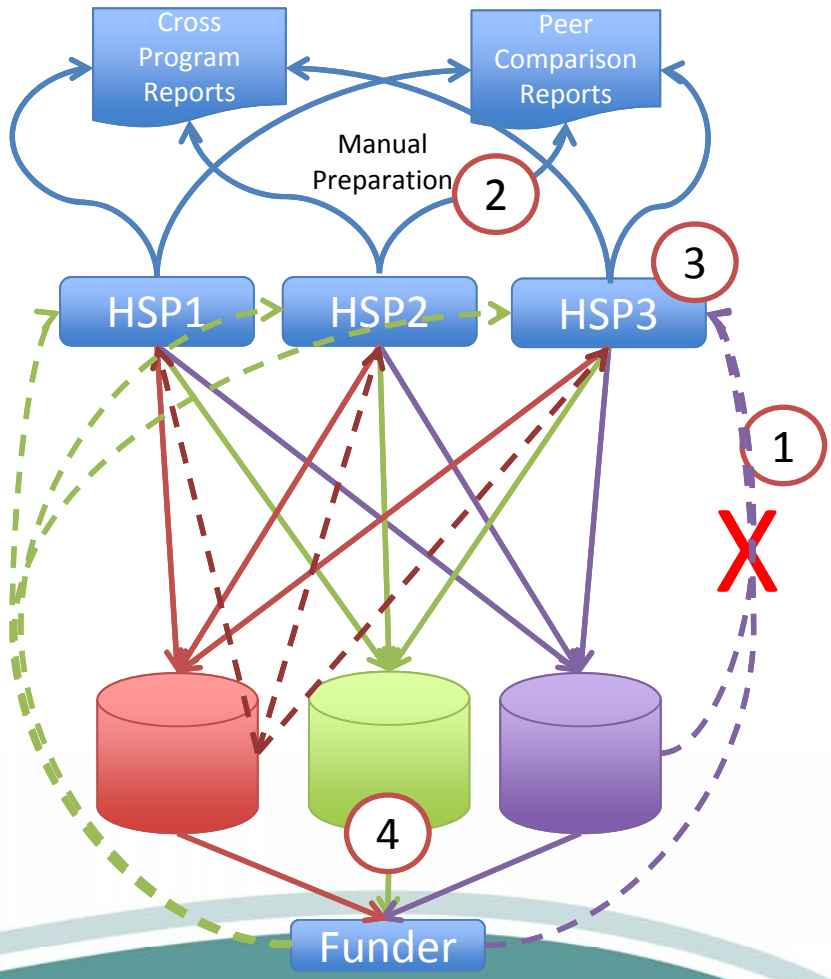
	HSP360°	Integrated Decision Support (IDS)	Community Business Intelligence (CBI)	Integrated Assessment Record (IAR)
Sectors	Hospital, CCAC, CHC, CMHA and CSS	Hospital and CCAC	CSS and CMH&A	Mental Health (Community and In-patient) , CCAC, CSS and LTC
LHINs	TC LHIN only	6 LHINs (TC, SW, MH, HNHB, WW, ESC)	TC LHIN only	Provincial
Data-level	Aggregate-level (e.g. Totals, Percentages, Calculated)	Client-level	Client-level	Client-level
Data Source(s)	3rd Party sources (e.g. Ministry, SRI, DATIS, Access1, RM&R) or from HSPs (e.g. Quality)	CIHI data sets (i.e. DAD, NACRS, NRS, CCRS, OHMRS) and CHRIS	Select data fields from HSP Client Information Management Systems	OCAN and RAI assessments from HSP Client Information Management Systems
Objectives	• Peer Comparison • Holistic HSP performance reporting across programs • Integration of disparate reports and indicators into one location into standard reports and dashboards	• System Planning and Quality Improvement • Understanding the client journey between hospital and CCAC encounters • Access to more timely information (data lag is not several quarters behind)	• System Planning and Quality Improvement • Understanding client journey in the community sector (CSS and CMH&A) using standard data set for system planning • Established community data repository with access to reporting and analytic tools including ad-hoc querying functionality	• Client-centric approach • Provide access to most recent assessment to enable faster care planning, easier collaboration (between clients and workers as well as between HSPs) and workload reduction for HSPs
Data Refresh	• 1-2 months after data provided to the LHIN or Ministry depending on the data source	• Quarterly or monthly depending on data source	• Nightly	• Nightly Refresh (Assessments often updated between 6-8 months)
Access	• HSPs and TC LHIN	• HSPs and TC LHIN	• HSPs and TC LHIN	• HSPs only
Lead (HSP)	Centre for Addiction and Mental Health	Hamilton Health Sciences	Reconnect Mental Health & DATIS (Electronic Service Provider)	Ministry of Health and Long Term Care

HSP Reporting Challenges

Through various discussions with HSPs, the following challenges with respect to data have been highlighted:

1. **Limited Access to Disparate Information** – Reports, if provided, are often insufficient and separately by data source
2. **Disparate Data Sets & Reports** – Analysis of individual HSP performance (as well as comparison with peers) across programs is limited often requiring manual processes
3. **Limited Decision Support Capacity** – Infrastructure and reporting and analytical tools, in particular in the community, are needed to support data needs
4. **Administrative Burden** – HSP data is provided and reported separately to different third parties

Sample Reporting In and Out Flow (Current State)



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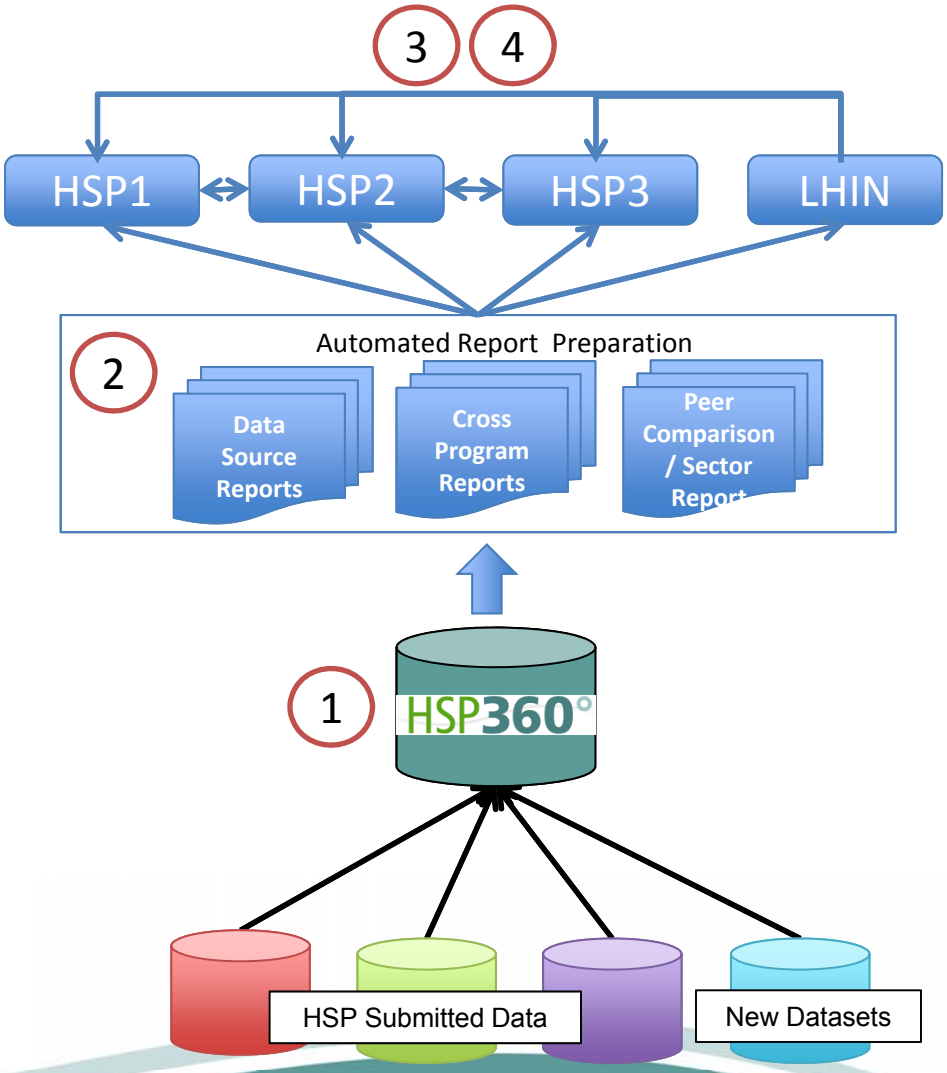
Future State: HSP360

The long term vision of HSP360 is to help streamline the compilation of various data submissions and provide HSPs with useful reports to improve collaboration and decision making by:

1. **Improving Access** – Select HSP information will be loaded into one location to be accessed by HSPs. New datasets will be made available over time.
2. **Increased Administrative Efficiency**– Common standard reports and dashboards will be automatically generated and available to HSPs
3. **Transparency (360 View)** – Analysis of individual HSP performance across programs and compared to peers will be facilitated pulling information across data sources
4. **Enhanced Decision Support Capacity** – HSPs can easily utilize data and derive reports to expand their own decision making capabilities

HSP360 is built to be scalable. There is an opportunity to include additional data sources depending on the needs of users.



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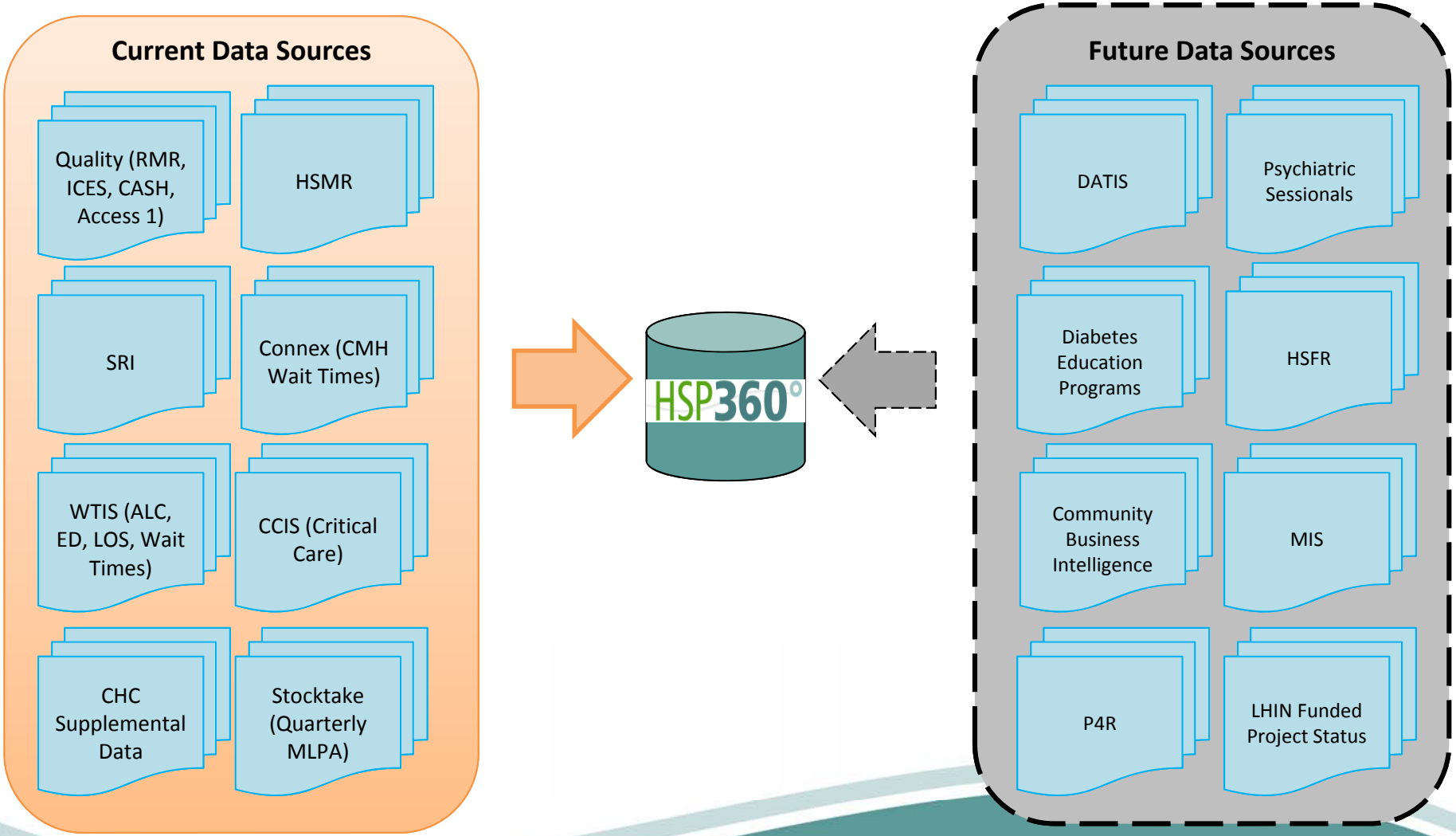
HSP360 Data Sources



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HSP360 Consolidated View

SRI

WTIS (ED LOS)

WTIS (ALC)

Stocktake (Quarterly MLPA)

Quality (RMR, ICES)

CCIS (Critical Care)

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HSP360 Maturity

Infancy:
Information Sharing

- Feedback information as provided
- Consolidated and user friendly format
- Ability to view peer account level data for some SAA indicators
- Basic calculations, such as 'cost per activity in functional centres'

Growth:
Increasing Information and Learning

- Stakeholders able to commence data quality improvement activities
- Development of benchmarks and standards
- Commencement of in-depth conversations about the contextual differences behind the data

Maturity:
Building Shared Accountability

- Business intelligence maturity
  - Funding reform and policy
  - Knowledge for planning

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HSP360 Current Use and Considerations

- HSP 360 shows information as provided → data quality will be an important consideration as the portal evolves

- There are sections in the reports that provide peer data → the intent is to enable dialogue about relative performance and it is acknowledged that it does not necessarily imply good or bad in the absence of additional context

- Ability for HSPs to provide context is coming → this will help add clarity to specific performance results, as well as us support activities to improve data quality, develop benchmarks and standards and further extend conversations about the contextual differences behind the data

- Some basic calculations are included in the dashboards (such as 'cost per activity in functional centres') → they are rudimentary approximations but are intended to provide a different perspective for HSPs to consider

- This is the initial launch, with feedback anticipated and further evolution expected to achieve a more sophisticated future state → providing data early will give organizations an opportunity to analyze the data and address gaps ahead of HSFR and other policy in the pipeline which is driven by this dataset

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HSP360 Current Use and Considerations

- Developed in partnership with camh Centre for Addiction and Mental Health
- Secure environment available to HSP and LHIN users
- Microsoft BI platform
- Solution is hosted by CAMH, but developed to be portable
- Architecture is expandable

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Coming Soon!

- Commenting and Collaboration
- HSP Scorecard
- Quality Reports
- Q3 SRI Submissions
- Additional Data Sets
- Documentation
  - Report Guide
  - User Guide

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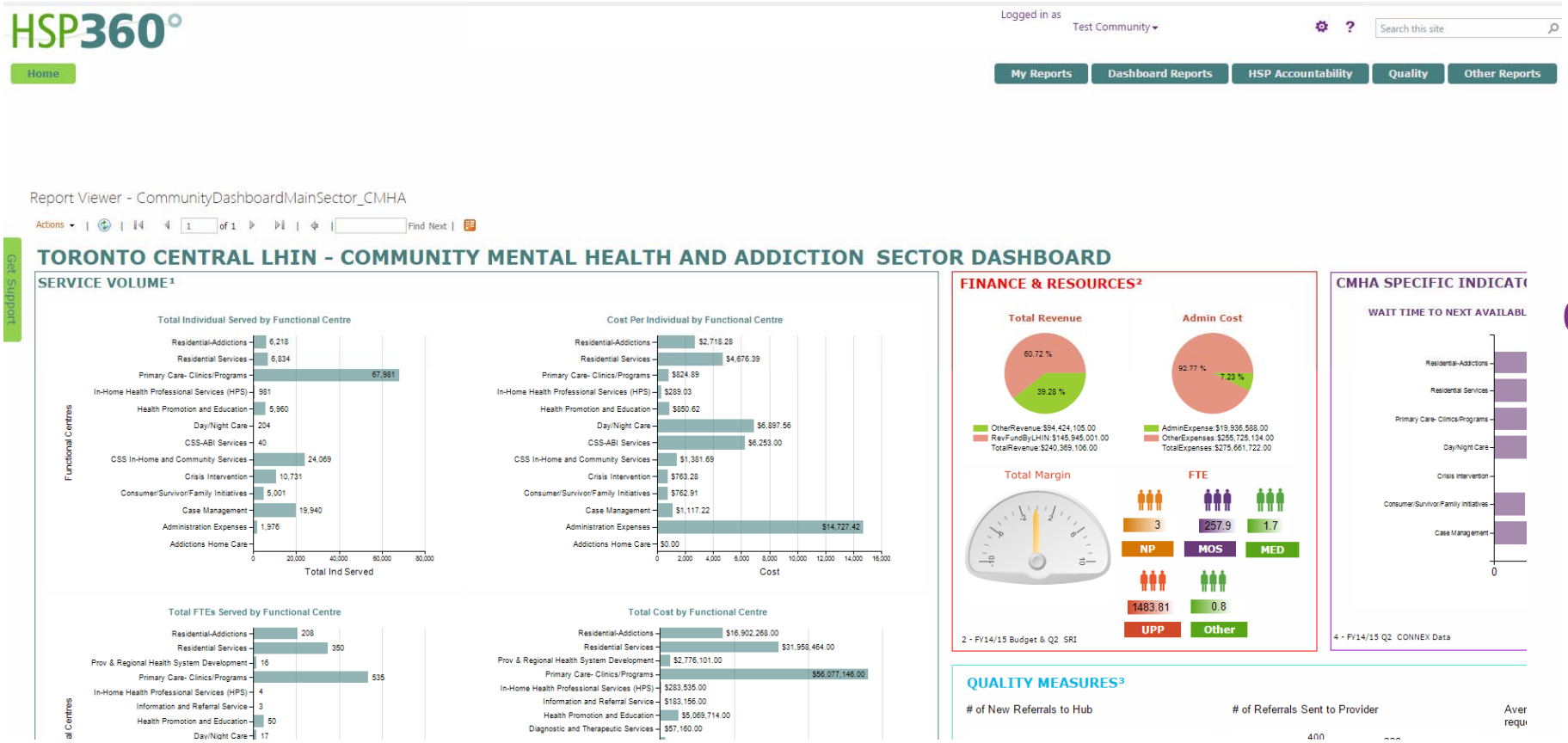
HSP 360 User Guide

Login

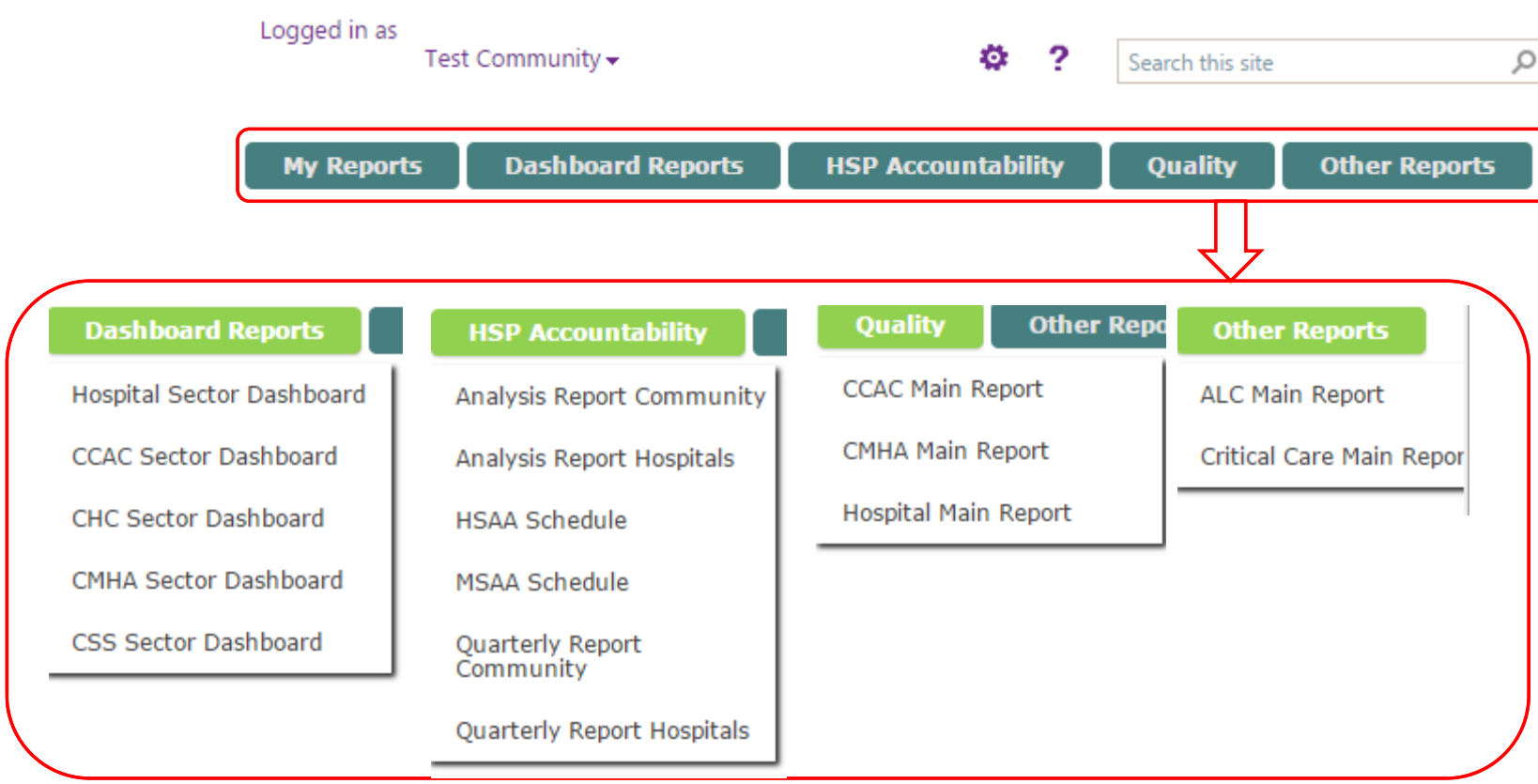
- Enter: https://hsp360.camh.ca/ in your browser window
- On the webpage click on Login
- Enter your username and password
- The username and password will be sent out after launch of HSP360 to all sectors

Main Page



- The main page will contain the sector level dashboard, depending on which sector an HSP belongs to
- HSPs belonging to multiple sectors will view multiple sector dashboards on the main page
- On the top right hand corner, there is a menu from which the user can select the reports or dashboards that they wish to access
- On the left side there is a menu button for support requests

Main Page



- The main page will contain the sector level dashboard, depending on which sector an HSP belongs to
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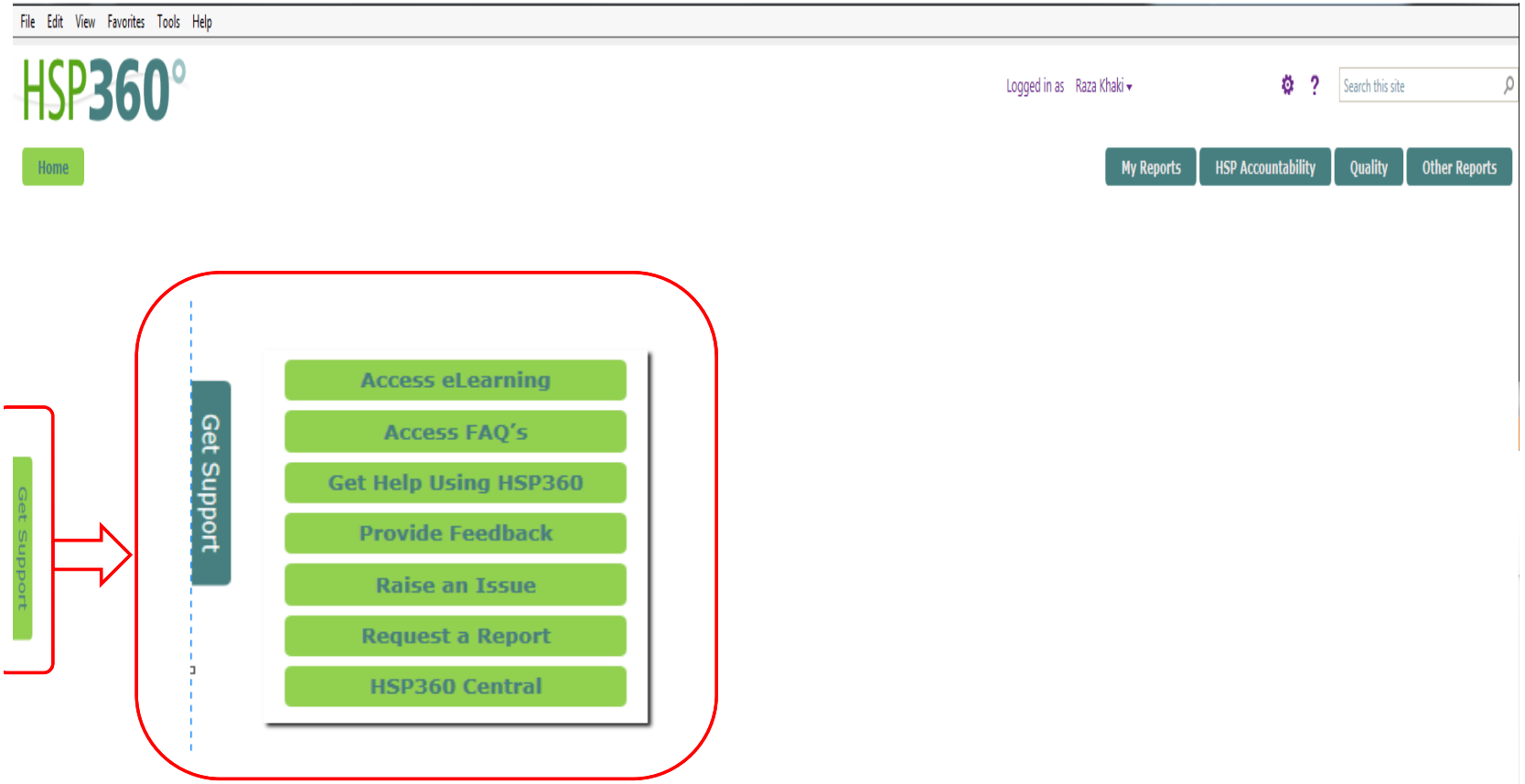
Main Page



- On the left hand side, there is a support menu
- Users may utilize the following sections of the support menu, depending on the type of support required:
  - Provide Feedback – to help the development team improve the functionality of the portal
  - Raise an Issue – to communicate issues with the portal to the development team
  - Request a report – to request a custom report for the user

Reports

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MSAA Schedule

MSAA Schedule -

Fiscal Year: 2015/2016

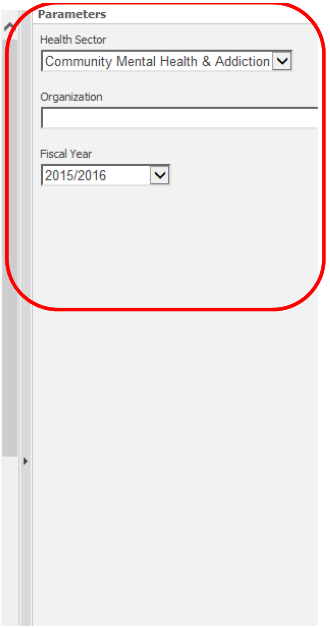
Total LHIN Funding | Clinical Activity Summary | Clinical Activity Details | Performance Indicators | Sector Specific

Schedule B1: Total LHIN Funding

2014-2017

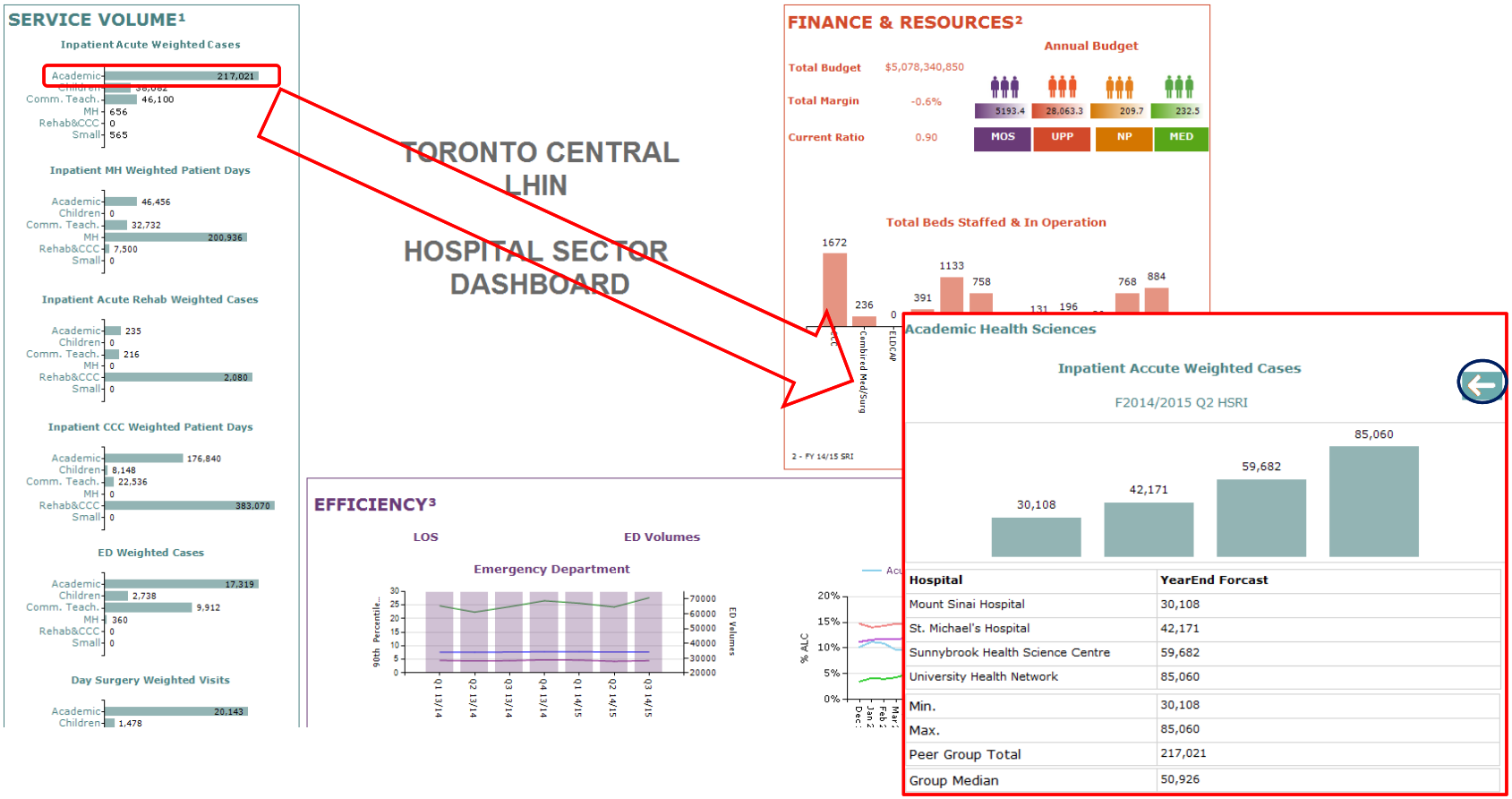
Health Service Provider:

LHIN Program Revenue & Expenses	Row #	Account: Financial (F) Reference OHRS Version 9.0	2014/2015 Plan Target	2015/2016 Plan Target	2016/2017 Plan Target
REVENUE					
LHIN Global Base Allocation	1	F 11006	$5,558,694	$5,132,847	
HBAM Funding (CCAC only)	2	F 11005	$0	$0	
Quality-Based Procedures (CCAC only)	3	F 11004	$0	$0	
MOHLTC Base Allocation	4	F 11010	$0	$0	
MOHLTC Other funding envelopes	5	F 11014	$0	$0	
LHIN One Time	6	F 11008	$0	$0	
MOHLTC One Time	7	F 11012	$0	$0	
Paymaster Flow Through	8	F 11019	$506,291	$506,291	
Service Recipient Revenue	9	F 11050 to 11090	$0	$0	
Subtotal Revenue LHIN/MOHLTC	**10**	**Sum of Rows 1 to 9**	**$6,064,985**	**$5,639,138**	



- On most reports, there is a parameters pane on the left hand side for users to select the sector, HSP, time period
- HSP Accountability Reports include: M-SAA Schedules, H-SAA schedules, CAPS analysis report, HAPS analysis report, Community and Hospital sector quarterly performance reports
- Quality reports: currently available for the CCAC, CMH&A and CCAC sectors. Future scope for other sectors' quality reports to be made available
- Other reports include ALC and Critical Care
- Wherever mouse-over icon changes there are interactability options. We will go through this during the training session

Dashboards



- Sector dashboards available for each sector
- Wherever mouse-over icon changes there are drill-through options. We will go through this during the training session. A sample drill through shown above
- To return to the main page, click on the back arrow (circled in blue)

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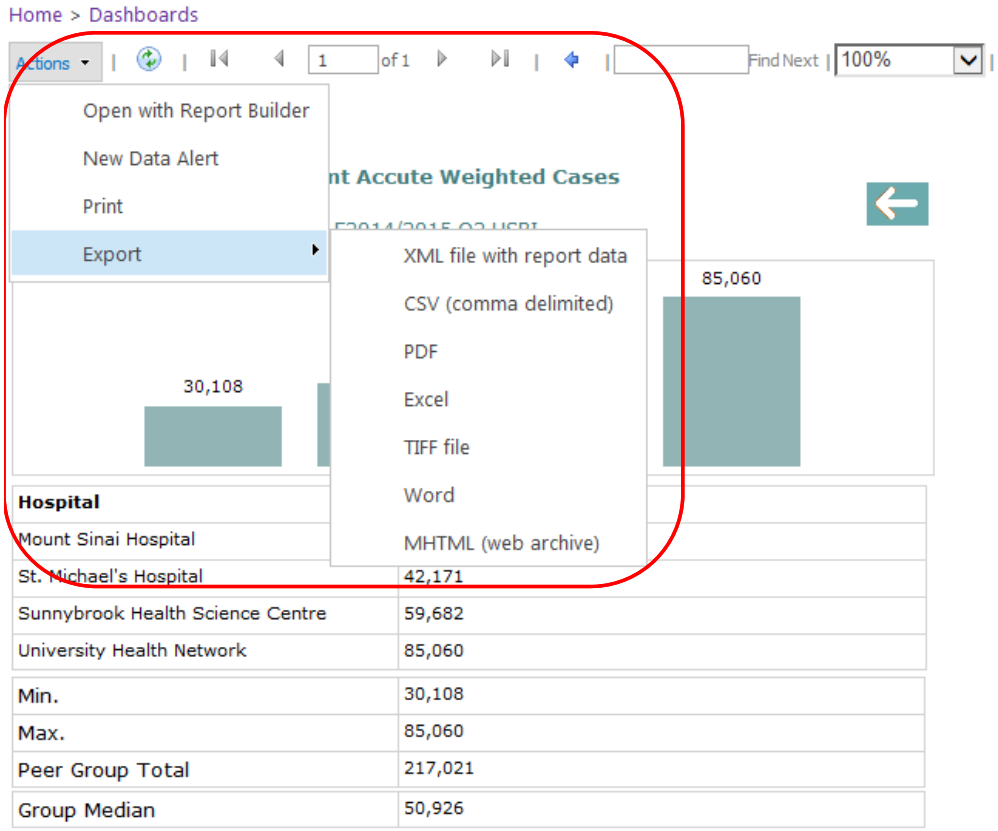
Export Capabilities



- All reports and dashboards have exporting capabilities
- Simply click on Actions, select export and then select the format type
- Other options available including printing capabilities

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Getting Access

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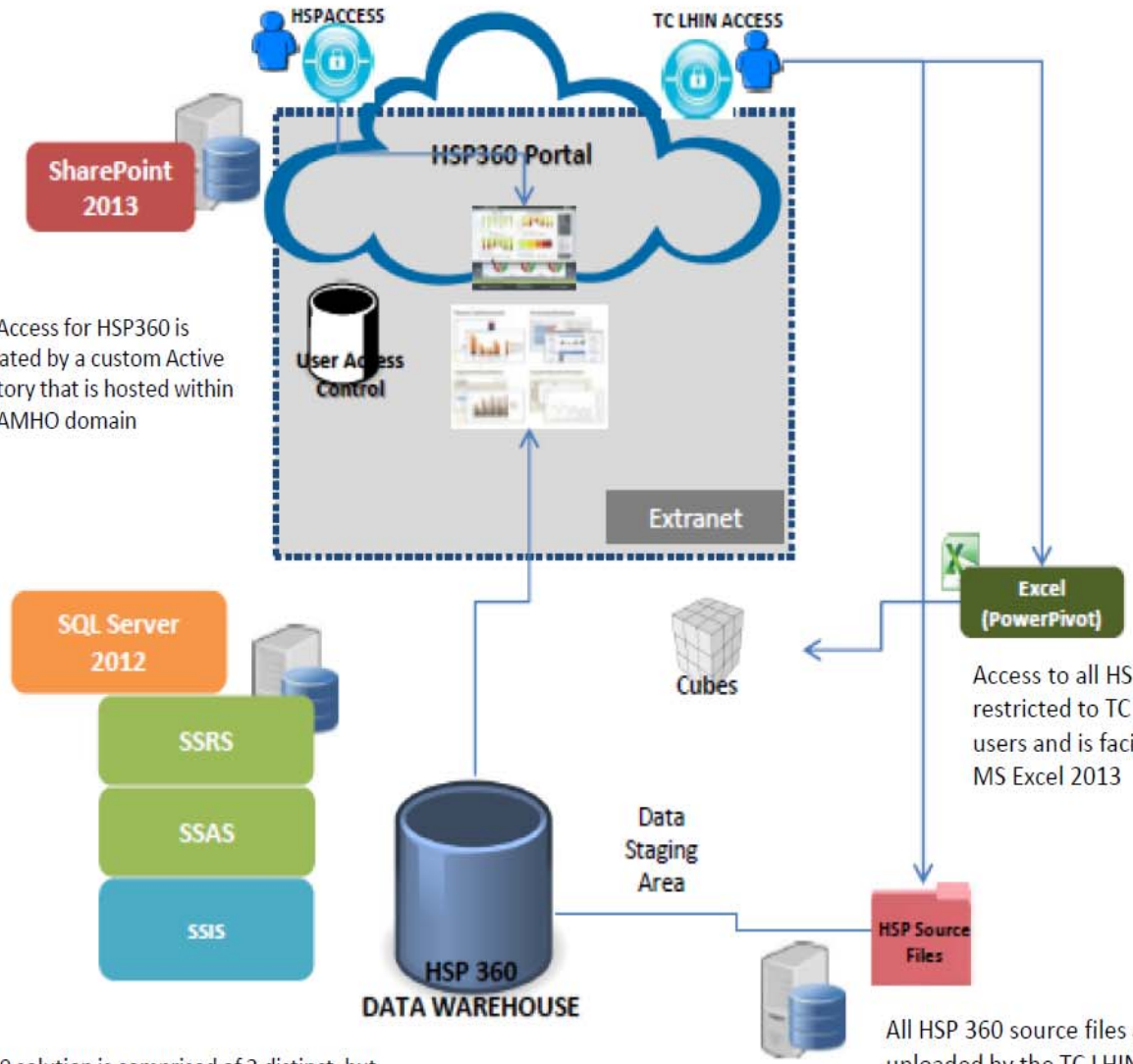
Home

- Each HSP will be provided with one log-in for the ED contact along with one additional log-in for staff
- A temporary registration link has been setup for HSPs' to request an additional log-in: https://www.surveymonkey.com/s/6N38G3R
- During registration, the name, title, organization and contact details of the individual requesting access will be required

For further inquiries, you can contact: Nathan Frias (nathan.frias@lhins.on.ca) or Raza Khaki (Mohamedraza.Khaki@lhins.on.ca)

APPENDIX

Appendix: HSP360 Technical Architecture



The HSP360 Portal is built on a SharePoint 2013 Enterprise Server, which is comprised of a 3-server architecture (web, app and database), and hosted within a secure extranet (segregated CAMHO Domain)

User Access for HSP360 is facilitated by a custom Active Directory that is hosted within the CAMHO domain

All HSP 360 Reports and Dashboards have been developed with SQL Server 2012 Reporting Services (SSRS) and are deployed and hosted directly on the SharePoint 2013 Portal

All HSP 360 Cubes have been developed with SQL Server 2012 Analysis Services (SSAS) and are deployed and hosted on a SQL Server database instance within the TC LHIN Data Warehouse

All HSP 360 automated data transformations (ETL) have been developed with SQL Server 2012 Integration Services (SSIS)

Access to all HSP 360 Cubes is restricted to TC LHIN PMIM users and is facilitated through MS Excel 2013

All HSP 360 source files are uploaded by the TC LHIN to a secure FTP Site

The TC LHIN HSP360 solution is comprised of 3 distinct, but identical environments; DEV, UAT/TEST and PROD