CBI PORTAL

Version 1.1

Created: August 2015

Table of Contents

1 1. Introduction

Welcome to the CBI Reporting DataMart or the CBI Portal. In this document, HSP users will first learn how to access and use the portal. Users will be given a quick start tutorial on BusinessObjects Web Intelligence (or BO WebI), the software platform used to give access to the CBI portal. We will provide the basics so users can get started right away. Once equipped with these tools, users will then learn about the individual reports and dashboards available through the portal.

BusinessObjects Web Intelligence

Requirements to Gaining Access

To access the portal, there are some basic requirements.

Your Internet Browser

The first thing a user will require is their Internet Browser on a laptop or desktop PC.   There are so many browsers in use today.   The portal has been optimized for use with Microsoft Internet Explorer. It will work with most browsers, but if users find their browser is giving them trouble, we suggest you use Internet Explorer or perhaps Google Chrome or Mozilla Firefox, as these are other standard browsers utilized today.

Logging In Process

The initial process to getting access is as follows:

- CAMH will send the user two emails – one with a link to an encrypted site, and the second with the username.

- The user logs into the secure site with the username to retrieve a temporary password.

- The user is provided the link to the CBI Portal BI Launchpad website in the initial email as follows:

  https://bireport.client-data-system.ca:8443/BOE/BI/logon/start.do

- The user can now log into the website with their given username and temporary password.   The user should bookmark this website for easy future access.

- After logging in the first time, the user will be prompted to change their temporary password to something new.

- Along with the login and password, the website will have an entry space for "System". That entry will be filled in by default (to DATISREPORT3:6400) and should be left unaltered.
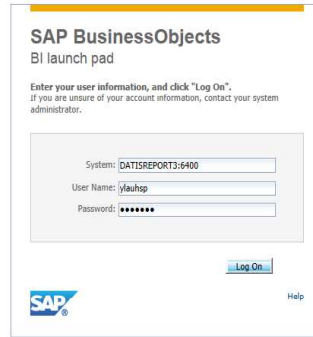
Diagram 1 - BI Launch Pad - Login Page

2.4 Incorrect Account Information

If the user enters an incorrect login or password, they will get an error message. If the user continues to have this problem, they can contact CBI support at CBISUPPORT@RECONNECT.ON.CA for a password reset.

Diagram 2 - Incorrect Login or Password Error Message

2.5 Firewall Issues

If a user's organization has a firewall, their IT personnel may need to make an adjustment to allow the users to access this link. Users will know this the first time they try it. If there is a problem, they will get an "AUTHENTICATION ERROR" message.   If this happens, users should contact their user administrator to get that minor issue resolved. Users are requested to include a Print Screen of the error message in their email to their administrator/DATIS to facilitate a prompt resolution. Users can also contact CBI support at CBISUPPORT@RECONNECT.ON.CA.

2.6 Navigation inside the CBI Portal

Once a new user successfully logs into the portal, they will require some information on how to navigate, so that they can easily get to where they want to go.

2.7 Home Page

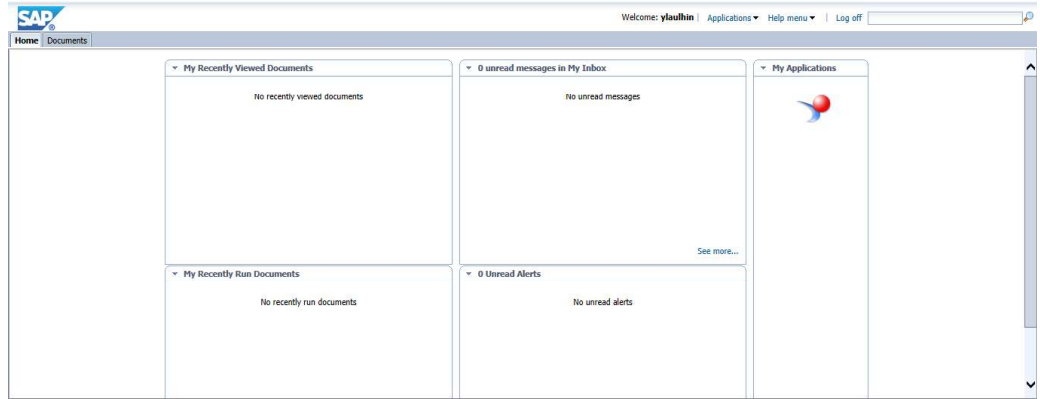When a user first logs in, they land on the "Home Page" or "Landing Page".

Diagram 3 - Home Page

2.8 The Path to Reports

1. Select DOCUMENTS Tab

2. Select FOLDERS

3. Select "CBI HSP Reports" Folder to see all the reports.

Users start in the "HOME" folder tab.   We want to go to the "DOCUMENTS" tab.   From there, we select "FOLDERS", then "CBI HSP REPORTS".

Note that there may be some other folders and files along the way.   These are support and admin files.   Regular users should ignore them.
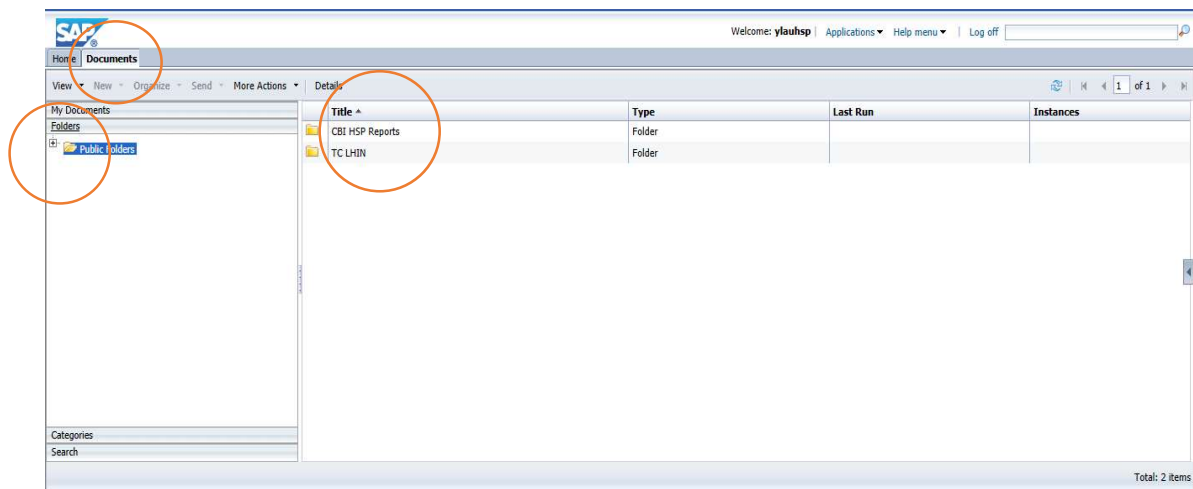

Diagram 4 - Navigating to the Report Location

2.9 Report Codes

CC – Clinical Counts
DA – Date Analysis
DQ – Data Quality

Users will notice that each report name will be prefixed with a code. These are the report codes.   We use these codes to quickly identify the report or dashboard, but users can refer to either the report code or the full name. They will be prefixed with either CC, DA or DQ. These are the three families of reports that we have: Clinical Counts, Date Analysis, and Data Quality. The next part of the code will be a two digit number followed by "H" or "L". The number is used sequentially when naming reports. For HSP users, all their reports and dashboards will end in "H" ("L" is used for LHIN reports and dashboards).

EXAMPLE: CC01H
                             "CC" – Clinical Counts
                             "01" – First report
                             "H" – HSP report

Diagram 5 - Report Codes and Names

2.10 Features: Reports and Dashboards

There are two main ways to view the data, through a report or a dashboard.

2.10.1 Dashboards

Dashboards are usually interactive, more visually appealing, and good for an overview of the data.

Note: if the user does not have a current version of Adobe Flash player, BusinessObjects will not allow dashboards to function and a message requesting the user to download the new version will appear. Once the user follows the instruction and loads the new version, BusinessObjects dashboards will work properly.

2.10.2 Reports

Reports provide an efficient tool for a deeper analysis of the data.

Next, we will discuss how to navigate the WebI report viewer, and get the most out of it. Start by selecting a report and double clicking it to get into the report viewer.

2.11 New Folder Tab for Current Report

Once the user opens a report, there will be a new tab will have the name of the just opened report. Users that wish to multitask can navigate back to HOME or to DOCUMENTS, and open another report. If users do that, both reports will be available. It is possible navigate between reports. We will now discuss the most common features in the Report Viewer.
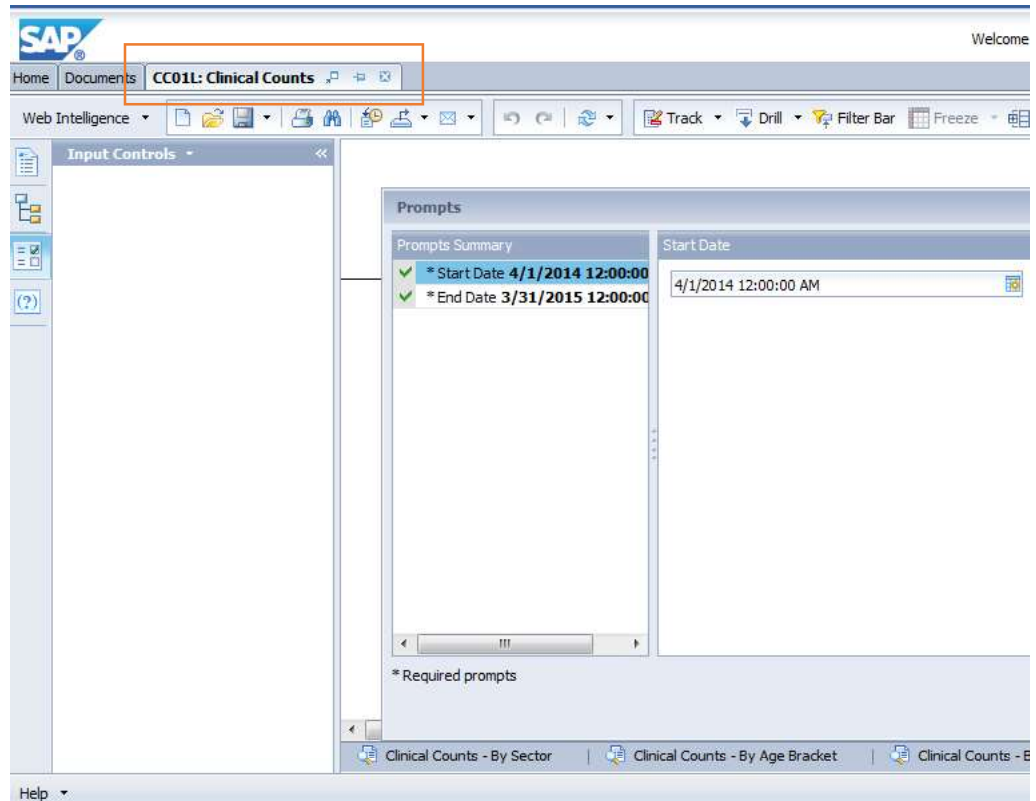
Diagram 6 - New Folder Tab

2.12 Top Tool Bar and Side Tool Bar Features

Users will note that at the top of the Report Viewer, there is a TOP TOOL BAR, and on the left side of the screen there is a SIDE TOOL BAR. We will discuss the most useful features there.
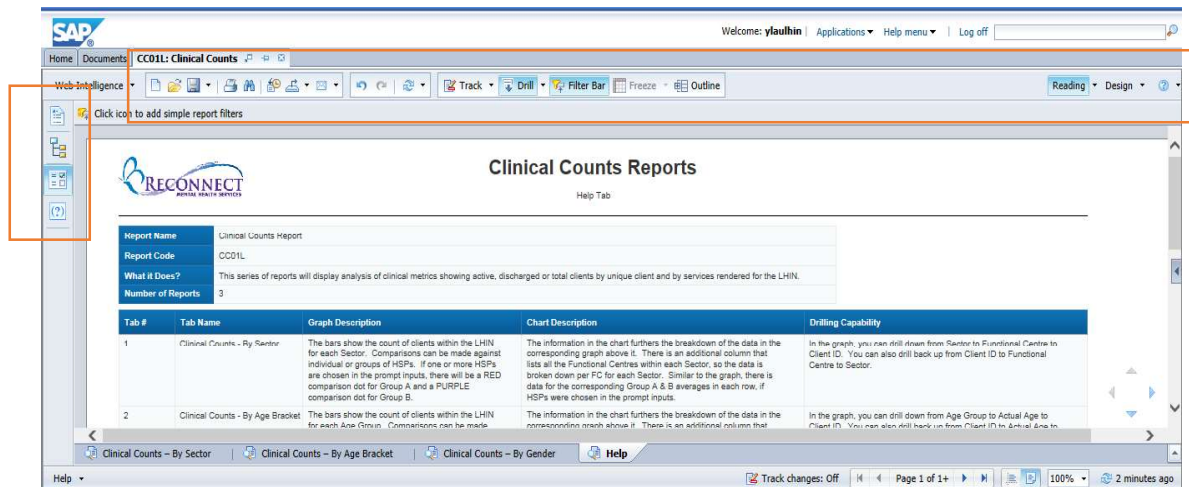
Diagram 7 - Top and Side Tool Bars

2.12.1 Top Tool Bar - PRINT

Selecting PRINT will actually allow users to save the report as a PDF. With that PDF now stored locally, users can print it or view it anytime they choose.

Diagram 8 - Print

2.12.2 Top Tool Bar - FIND

Selecting FIND allows the user to locate a specific string in the current page of the report. This could be useful if the user's current report is extremely content rich.   Using FIND could help pinpoint what the user is looking for very efficiently.

Diagram 9 - Find

2.12.3 Top Tool Bar - EXPORT

Users should note that there are two main options when they select EXPORT: Export Document and Export Current Report.   A "Document" can be a single report or a series of reports, as in the example of CC01H, where there are three reports. Use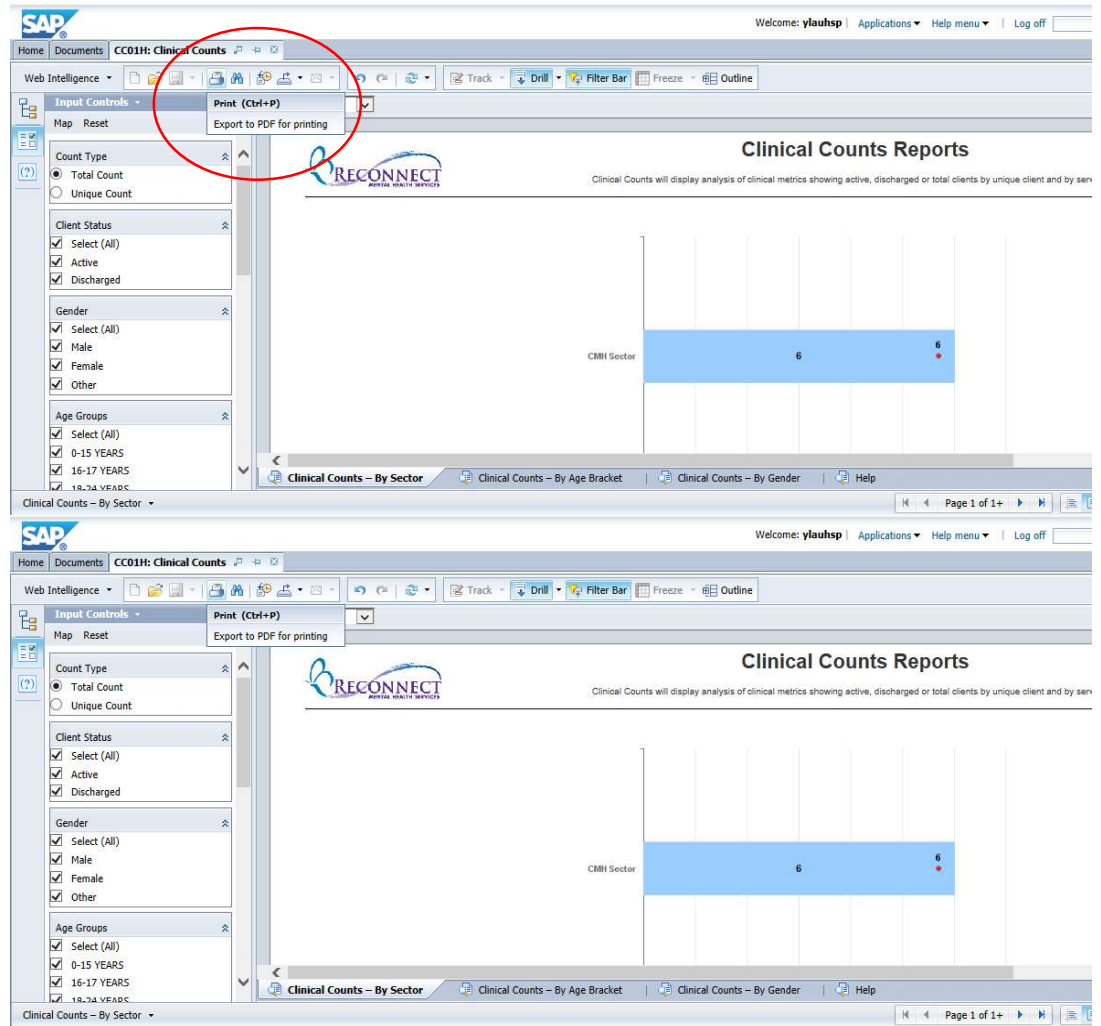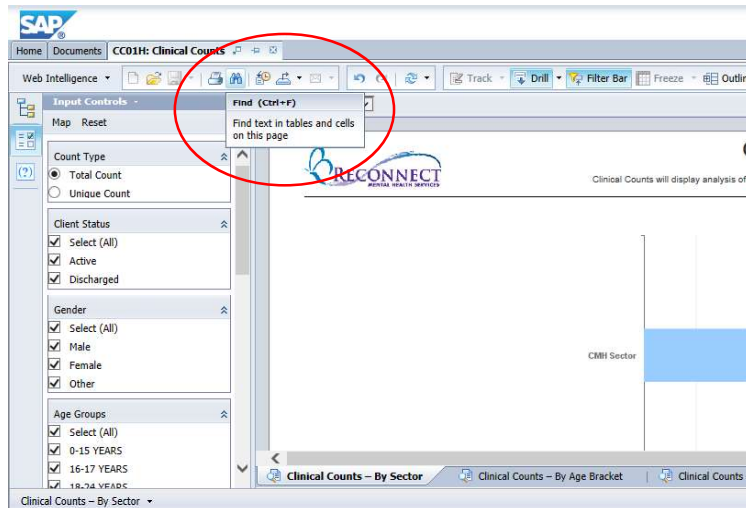rs can navigate the reports from Report Tab to Report Tab at the bottom. Selecting "Export Current Report" exports the report the user is currently viewing - just the current tab. Selecting "Export Document" exports all reports in the current document, so every one of the Report Tabs. Doing it this way may save users from exporting each tab separately, if they want it all at once.

There are three format options when exporting - to Excel, PDF or CSV.

Exporting to PDF is the simplest to use if the user is looking to print the report or document.

Exporting to Excel gives the same content output as PDF but in Excel format, thus giving the user the ability to use Excel functionality with the exported file.

Exporting to CSV is for power users wishing to view every data element that is used in the generation of the report or document.   Please note that CSV files can be very large and content rich due to the nature of some reports that require larger datasets to produce the end product. For example, in order to create LHIN averages, a complete list of records from the underlying main tables is required, not just the records from the user's HSP.
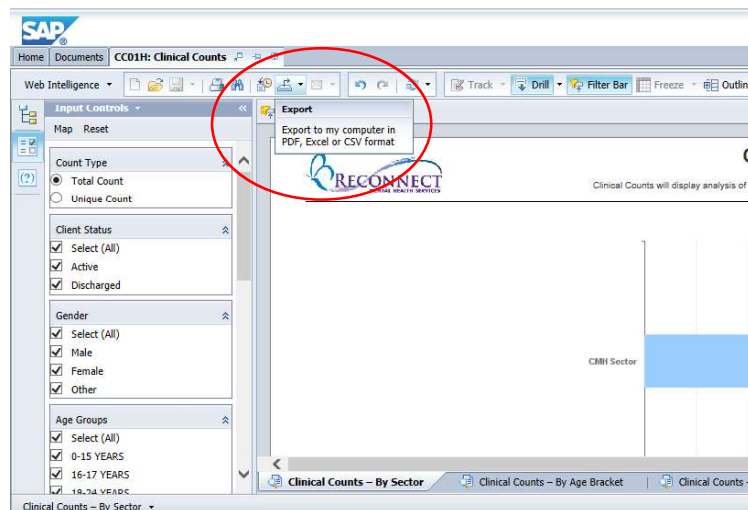
Diagram 10 - Export
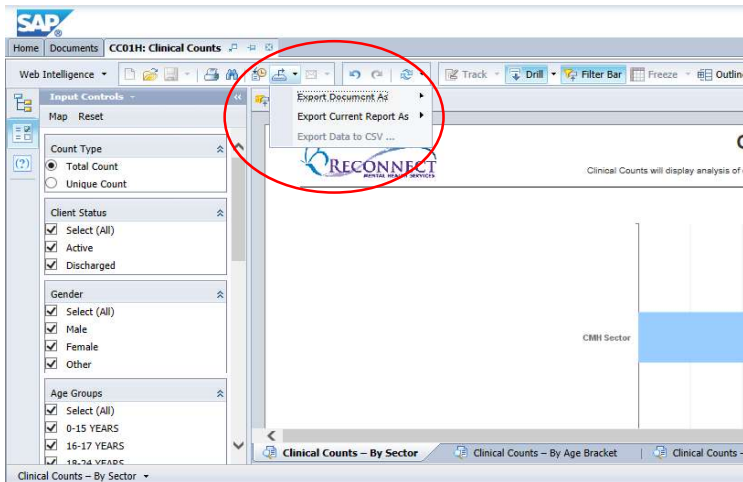
Diagram 11 - Export Document or Current Report
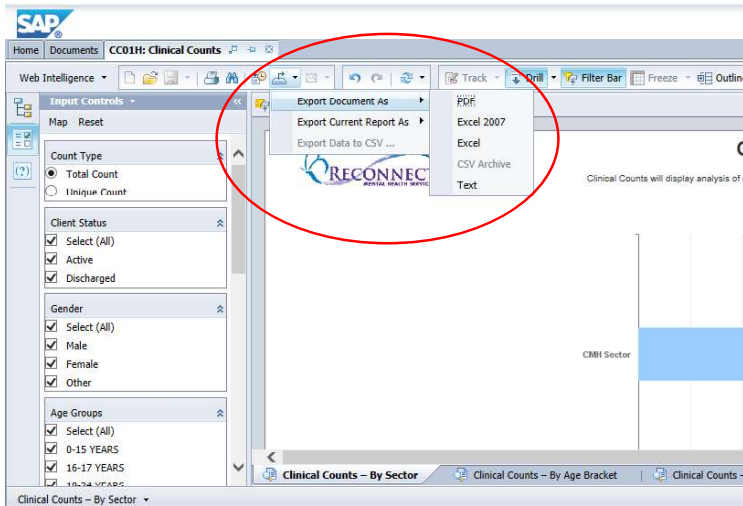
Diagram 12 - Export Document Types
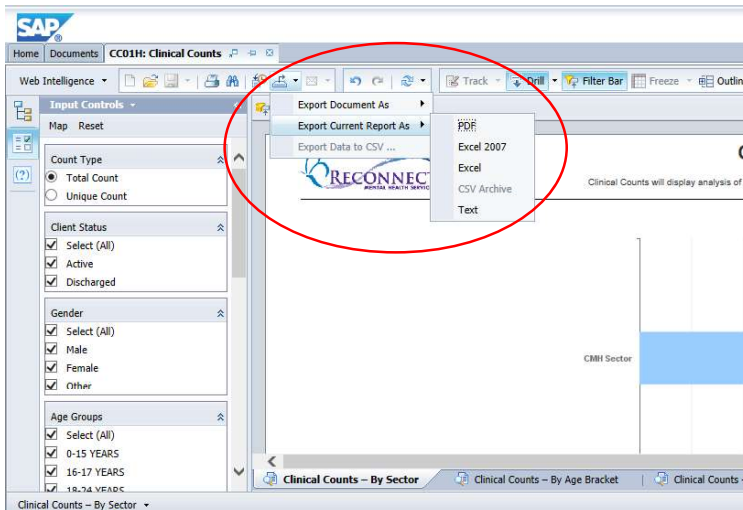
Diagram 13 - Export Current Report Types

2.12.4 Top Tool Bar – UNDO & REDO

Similar to Microsoft Excel, Word or Internet Explorer, a user can undo and redo their last changes quickly using these icons.
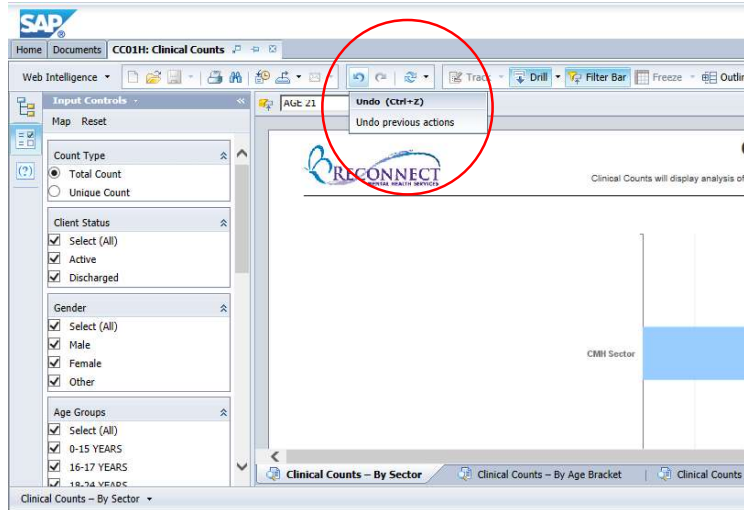
Diagram 14 - Undo

2.12.5 Top Tool Bar – DRILL

If the report has drill capability, the "DRILL" icon will need to be turned ON. Note that when it is selected, it turns a darker shade of blue.
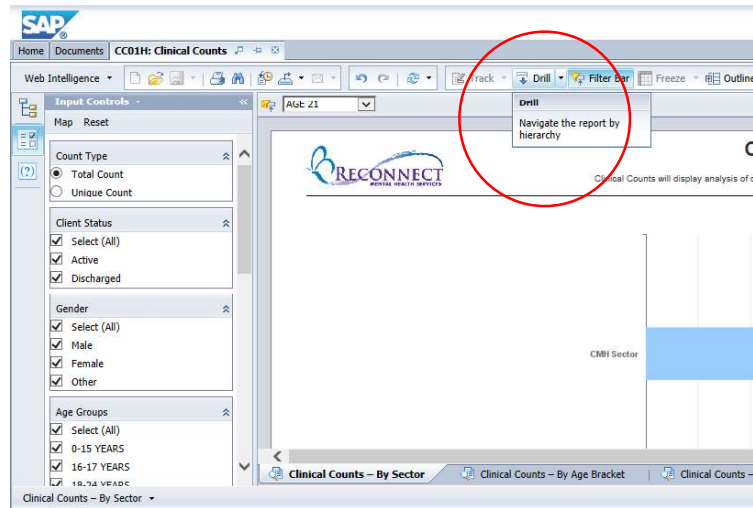
Diagram 15 - Drill Icon

2.12.6 Top Tool Bar – FILTER BAR (Add Simple Report Filters)

A user can use a simple filter to limit the data shown based on types of data shown in the report.
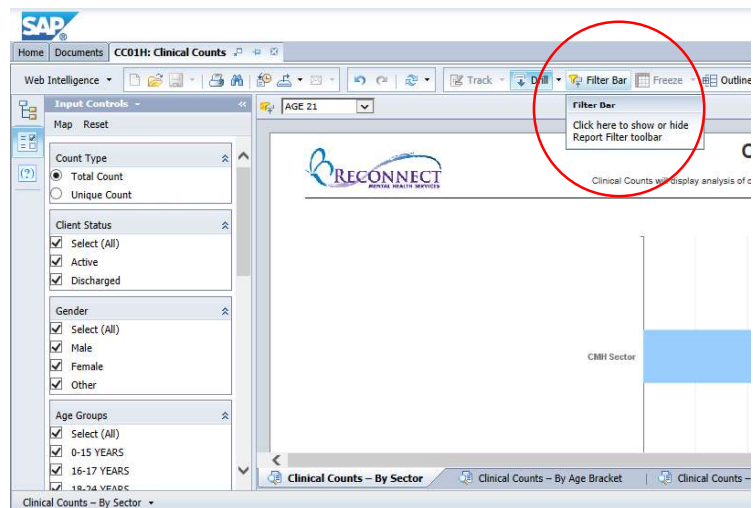
Diagram 16 - Filter Bar Icon

2.12.7 Top Tool Bar – HELP

This is the online help for Web Intelligence.   There is a plethora of information in this section, if users want to explore more about BusinessObjects WebI.
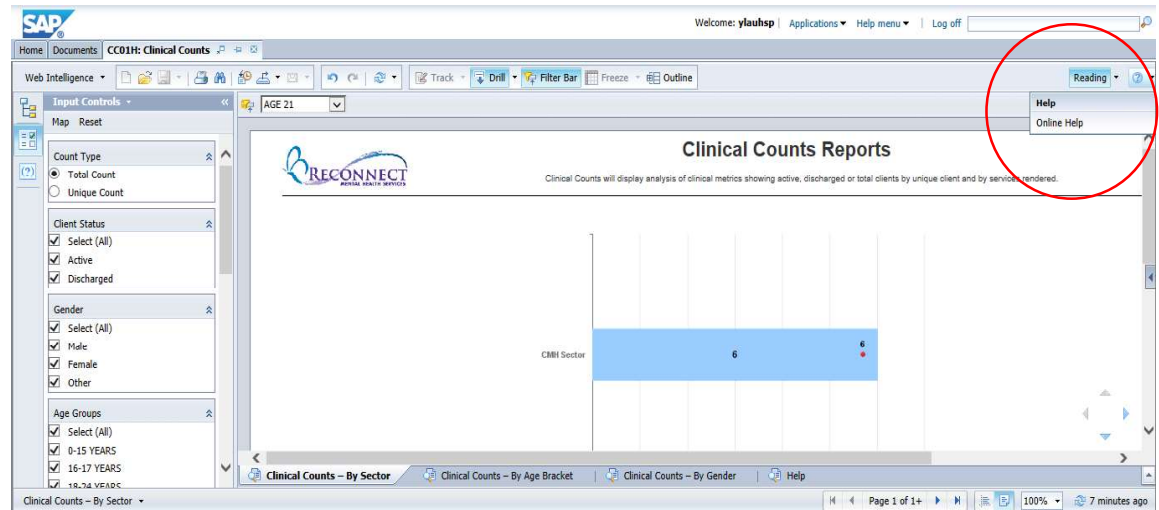
Diagram 17 – Help (Online BusinessObjects Web Intelligence)

2.12.8 Side Tool Bar - NAVIGATION MAP

This is another way to get to the different reports within the current document. Most users will use the report or help tabs on the bottom, as they are always visible.
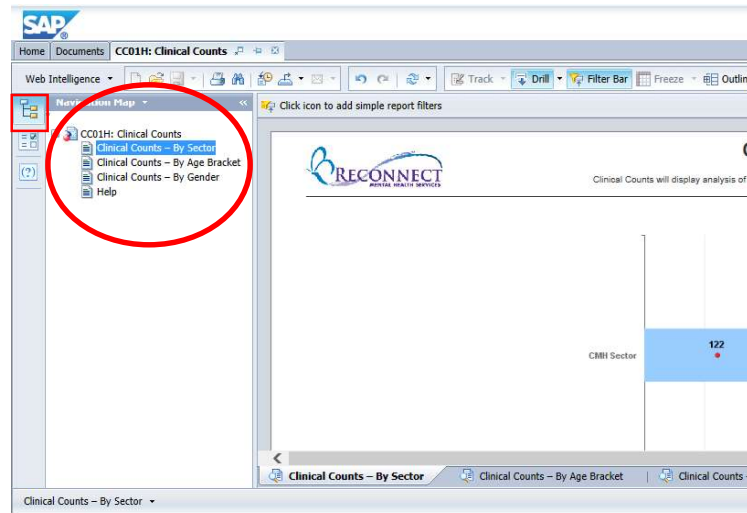
Diagram 18 - Navigation Map

2.12.9 Side Tool Bar – INPUT CONTROLS

This displays the list of filters available to users in each report. Users simply select which criteria they wish from the Input Control lists on the right side bar. Once done, the report automatically updates with the new filtering criteria.
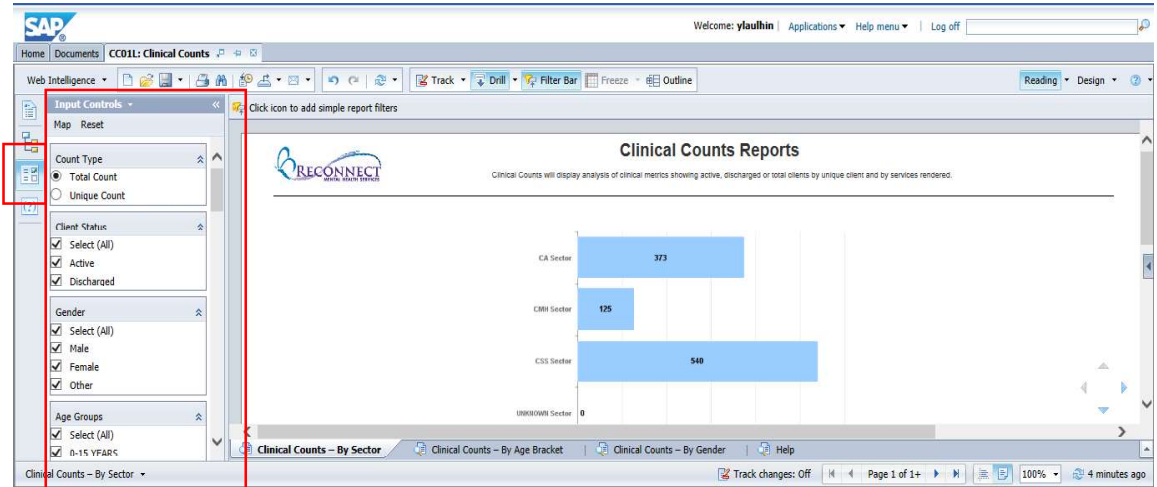
Diagram 19 - Input Controls

2.12.10 Side Tool Bar – USER PROMPT INPUT

These are the original prompts that users have when they first enter into the report (if they are present). Users can easily change those entries here and rerun the report.
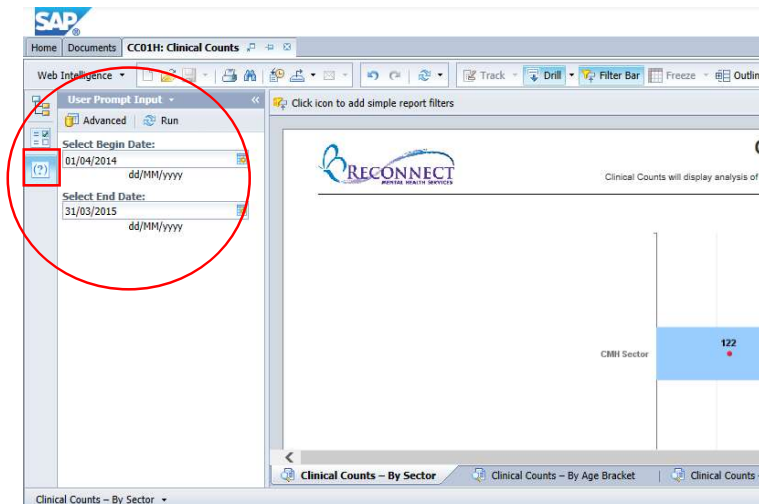
Diagram 20 - User Prompt Input

2.13 Report Content – Graphs & Charts

The typical setup with the reports is to have one or more graphs at the top.   It will most likely be a bar graph.   And, sometimes there will be one or more comparison markers (dots) through the graph. Below the graphs is where users will typically find the charts.   Here, users will usually find more details of what they are analyzing.

2.14 Filtering Data to your Report

Users are typically interested in a special section of the data. There are several ways for users to filter the data to get the view they want.

2.14.1 Prompts

The first way to filter is via Prompts. As an example, users might find that the report asks for a date period (Start and End Date). These dates have been automatically set to populate with the current fiscal year, but users can change them if they wish a different period.

2.14.2 Input Controls

The second way to filter is via Input Controls. This is the most common way in which users will be filtering their data. For further information on Input Controls, see "Side Tool Bar – Input Controls" in the previous section. Users can use more than one input control at a time, creating compound filtering. As an example, a user can choose "Unique Count" and "Male" and "Age Group 21-30" to only report clients that fit ALL the criteria chosen.

2.14.3 Simple Filters

The third way to filter is by using the Simple Filters within the report viewer, activated once the Simple Filter icon is selected. Once the icon is active, the user can hover over the Simple Filter area and will see "Add simple report filter".   Clicking on the icon will open up the lists of fields that can be used to filter. The user selects one and can then choose one entry from the dropdown box. (Note: users cannot select more than one entry from the dropdown box.) The report updates automatically with this newly added filter criteria. Additional Simple Filters can be added in a similar manner. If the user wishes to remove the added Simple Filter, they simply select the last entry from the dropdown box, "(Remove)".
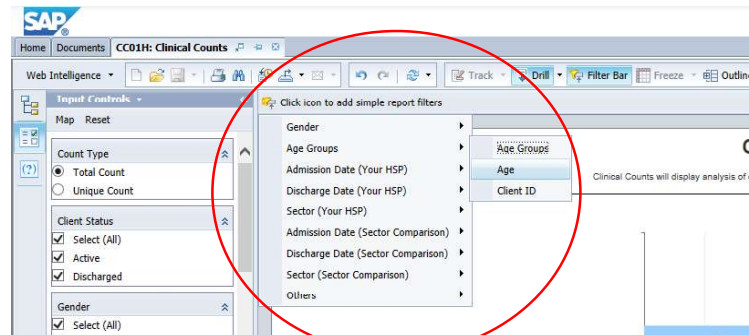
Diagram 21 - Simple Report Filter - Age
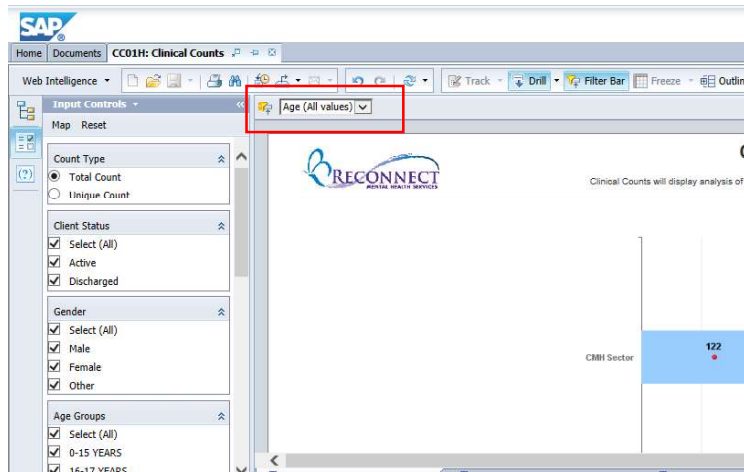
Diagram 22 - Simple Report Filter - Age Selected
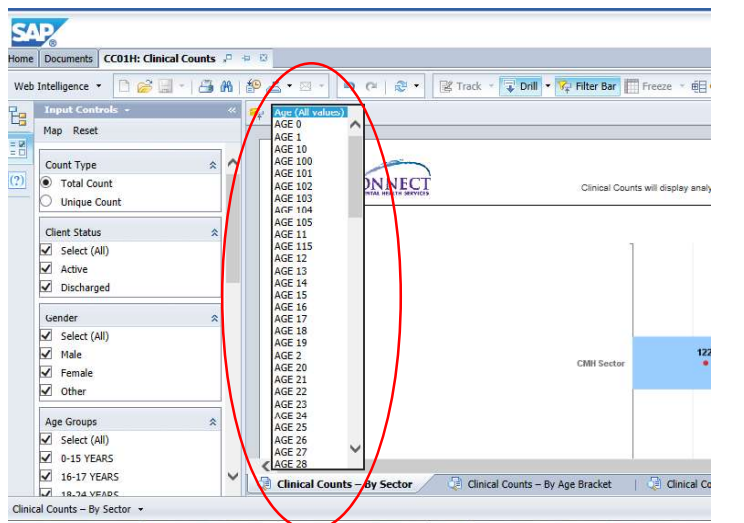
Diagram 23 - Simple Report Filter - Pick from Age Dropdown
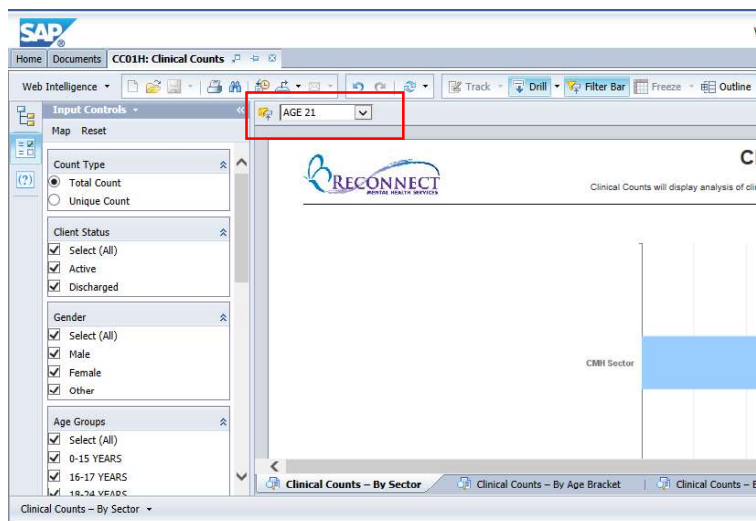
Diagram 24 - Simple Report Filter - Age Filter Complete

2.15 Drill Capability

Drilling allows you to dive deeper into the data within the hierarchies available in each dimension (such as Sector, Age Group and Gender). To get started with drilling, the user should first ensure that the DRILL icon has been activated on the Top Bar. Once that is done, a user can see if a dimension is drillable by hovering over the graph or chart axis near the dimension name. The user will see "Drill Down to ..." If the user then clicks to select the dimension, the drilling is completed to the next lower level. The user can continue to drill down in this manner until they reach the bottom of the hierarchy (e.g. Client ID is lowest level in the Sector hierarchy for the HSP). Hovering over the dimension at the lowest level, the user will see "Drill Up to ..." so that the user can drill back up the hierarchy. If the user is in the middle of a hierarchy, right clicking over the dimension will give them the option of drilling up or down.

*Example of Drilling **Down**:* Sector -> Functional Centre -> Client ID

*Example of Drilling **Up**:* Client ID -> Functional Centre -> Sector
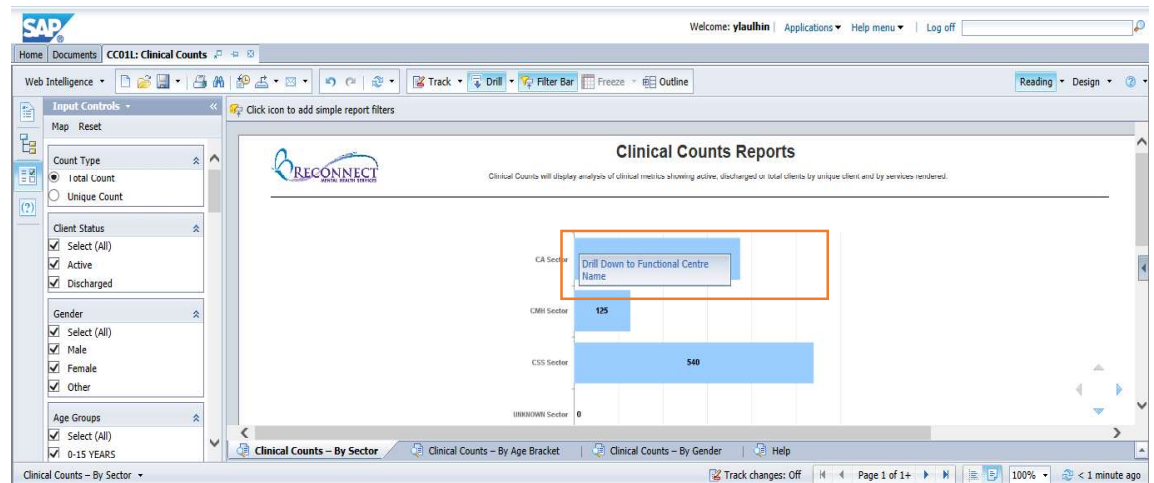
Diagram 25 - Drilling - Hovering Over Sector
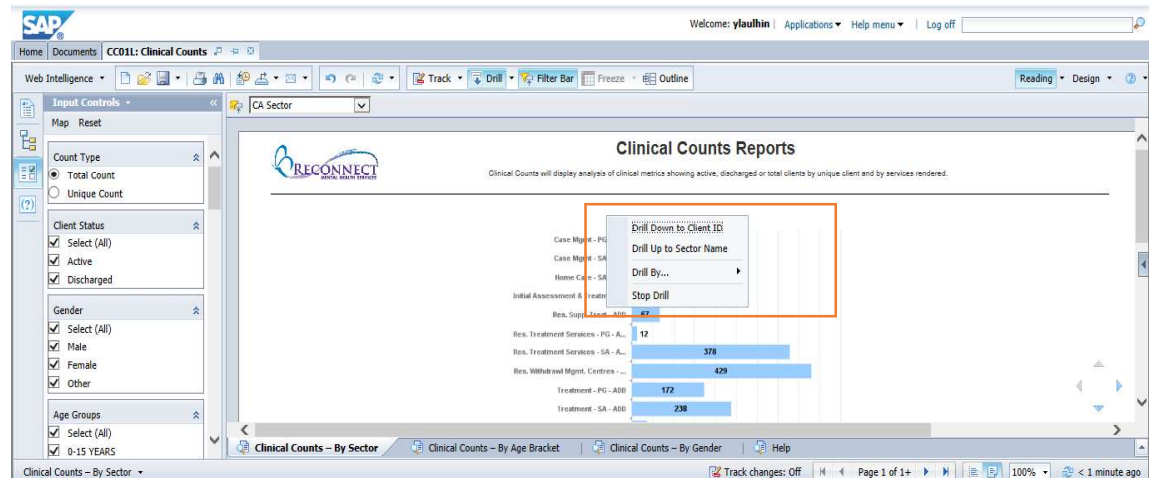
Diagram 26 - Drilling - Right Click to Drill Up

2.16 Report and Help Tabs

Where available, the different report tabs allow you to view your data through the lens of different dimensions.

As an example, let's look at CC01H, the Clinical Counts report. In this case, there are three report tabs available to users in this document: "By Sector", "By Age Bracket", and "By Gender".

The last tab on any report document will be the "Help Tab" for that particular document/report. In the Help Tab, users can expect to find information on many aspects of the content and use of the report. This will be the first place users looking for help or additional detailed information on the report can explore.   Beyond the Help Tabs, users can refer back to this manual.

If users require further assistance, they are requested to email support at CBISUPPORT@RECONNECT.ON.CA.
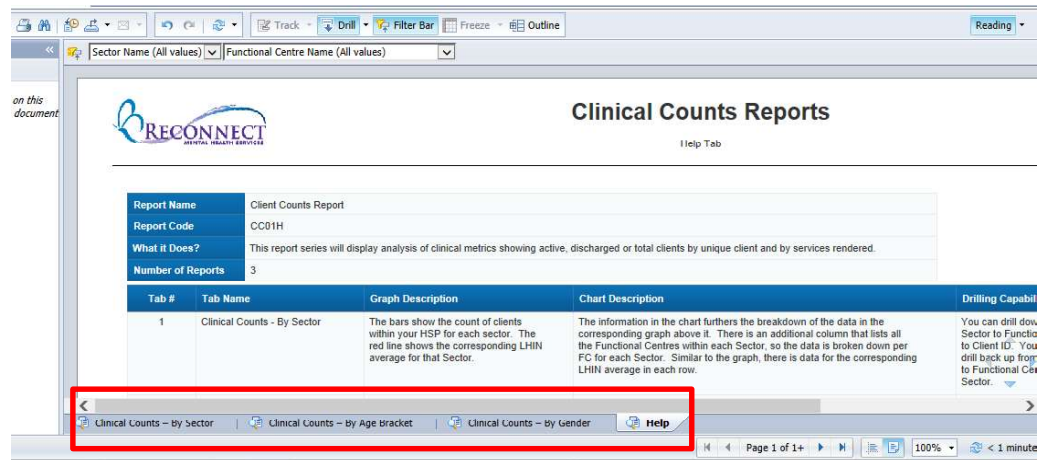
Diagram 27 – Report and Help Tabs

2.17 Web Intelligence Application for Ad Hoc Querying

Some HSP users may find that it is difficult to access critical business information that's not contained in the standard BusinessObjects reports they receive. As requests for additional views of the data or up-to-date information can result in some frustration due to potential report backlog, we have made available the ability to do Ad Hoc Querying. The intended goal is to provide non-technical users with a simple method of exploring information to better understand critical business issues that is beyond the standard reports.

On the Home Page, users will find the icon for the Web Intelligence application in the "My Applications" panel on the right side of the screen. A separate user manual, *CBI AD HOC QUERYING* is available for users looking for more information on how to use the WebI Ad Hoc application.
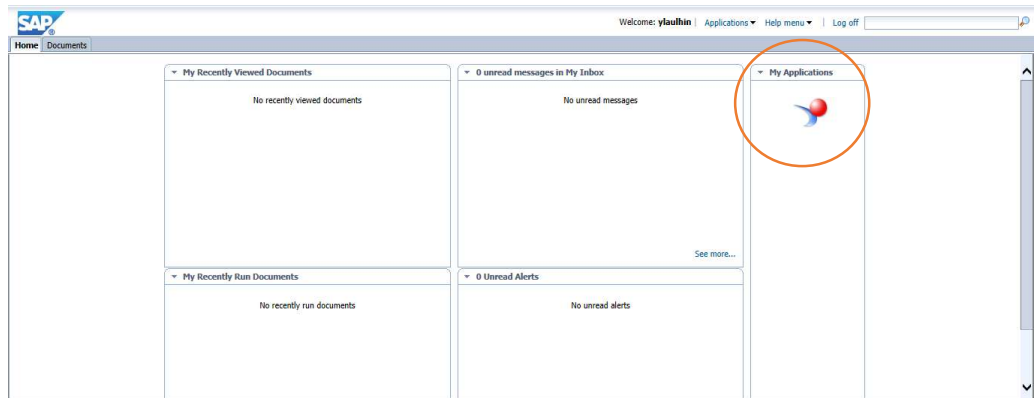
Diagram 28 – Navigating to the Web Intelligence Application

3

3. CBI Reports & Dashboards Introduction

3.1 CBI DataMart - Data and Restrictions

In the CBI DataMart, there is an assortment of source and derived data. This includes:

- Dimensions - sector, gender and age brackets.
- Service Activity - client service events (dates for referral, admission, initial service and discharge)
- Data Quality Scores - chosen data elements (fields) from the original source systems have been scored as follows:
  - 0 = "No Data"
  - 1 = "Partial Data"
  - 2 = "Complete Data"

There is, however, no Personal Health Information (PHI) within the CBI DataMart. For example, for Data Quality, many of the data elements scored have not been migrated into the DataMart, just the actual scores (0, 1 or 2). There are no client names, addresses or any private information in the DataMart.

For HSP's, users have a further restriction. HSP users can only see data for their own HSP. They cannot see data from other HSP's. However, all HSP users will be able to see LHIN averages where available in their reports.

New and updated HSP data is uploaded from their source systems into the CBI DataMart on a nightly basis, and will be reflected in the user reports the next day.

3.2 Report Families

We have organized the reports and dashboards into what we call "Families".

The three Report Families are:

1. Clinical Counts
2. Date Analysis
3. Data Quality

The following lists the families along with their associated HSP reports and dashboards.

Clinical Counts Family

CC01H - Clinical Counts Report
CC02H - Active Client Length of Stay Report
CC03H - High Service Users Dashboard
CC04H - Client Journey Dashboard
CC05H - High Service Users Report

Date Analysis Family

DA01H - Key Service Date Analysis Report
DA02H - Wait and Service Times Dashboard
DA03H - Clients Served Dashboard
DA04H - Service Activity Dashboard

Data Quality Family

DQ01H - Healthcard Number Validity Report
DQ02H - Data Quality Over Time Report
DQ03H - Detailed Data Quality Report
DQ04H - Data Quality Dashboard

Note: Individual data elements are scored 0, 1 or 2 for input into the appropriate data quality calculations. The composite values of these scores are what users see in the Data Quality reports.

4

4.0 HSP Report & Dashboard Specifications

4.1 Clinical Counts Family

4.1.1 CC01H

Report Name	Clinical Counts Report
Report Code	CC01H
What it Does	This report series will display analysis of clinical metrics showing active, discharged or total clients by unique client and by services rendered.
Number of Reports	3

Tab Number	Tab Name	Graph Description	Chart Description	Drilling Capability
1	Clinical Counts - By Sector	The blue bars show the count of clients within your HSP for each sector. The red bars show the corresponding LHIN average for that Sector.	The information in the chart furthers the breakdown of the data in the corresponding graph above it. There is an additional column that lists all the Functional Centres within each Sector, so the data is broken down per FC for each Sector. Similar to the graph, there is data for the corresponding LHIN average in each row.	You can drill down from Sector to Functional Centre to Client ID. You can also drill back up from Client ID to Functional Centre to Sector.
2	Clinical Counts - By Age Group	The blue bars show the count of clients within your HSP for each sector. The red bars show the corresponding LHIN average for that Age Group.	The information in the chart furthers the breakdown of the data in the corresponding graph above it. There is an additional column that lists all the "Ages" within each Age Group, so the data is broken down per Age for each Age Group. Similar to the graph, there is data for the corresponding LHIN average in each row.	You can drill down from Age Group to Actual Age to Client ID. You can also drill back up from Client ID to Actual Age to Age Group.

Tab Number	Tab Name	Graph Description	Chart Description	Drilling Capability
3	Clinical Counts - By Gender	The blue bars show the count of clients within your HSP for each sector. The red bars show the corresponding LHIN average for that Gender.	The information in the chart furthers the breakdown of the data in the corresponding graph above it. There is an additional column that list all the "Specific Genders" within each Gender, so the data is broken down per Specific Gender for each Gender. Similar to the graph, there is data for the corresponding LHIN average in each row.	You can drill down from Gender Group to Actual Gender to Client ID. You can also drill back up from Client ID to Actual Gender to Gender Group.
4	Help			

Prompts	1. Begin Date 2. End Date	These date prompts determine which set of data is used in the reports. Clients that have an admission date between the date prompts will be included. The default for the date prompts will be for the current fiscal year.
Input Controls	1. Count Type Unique Count - gives count of clients. Total Count - gives count of services. 2. Client Status 3. Gender 4. Age Groups 5. LHIN of Residence 6. HealthLink of Residence	The user can change any of the input controls to filter the report data according to which view they would like displayed.
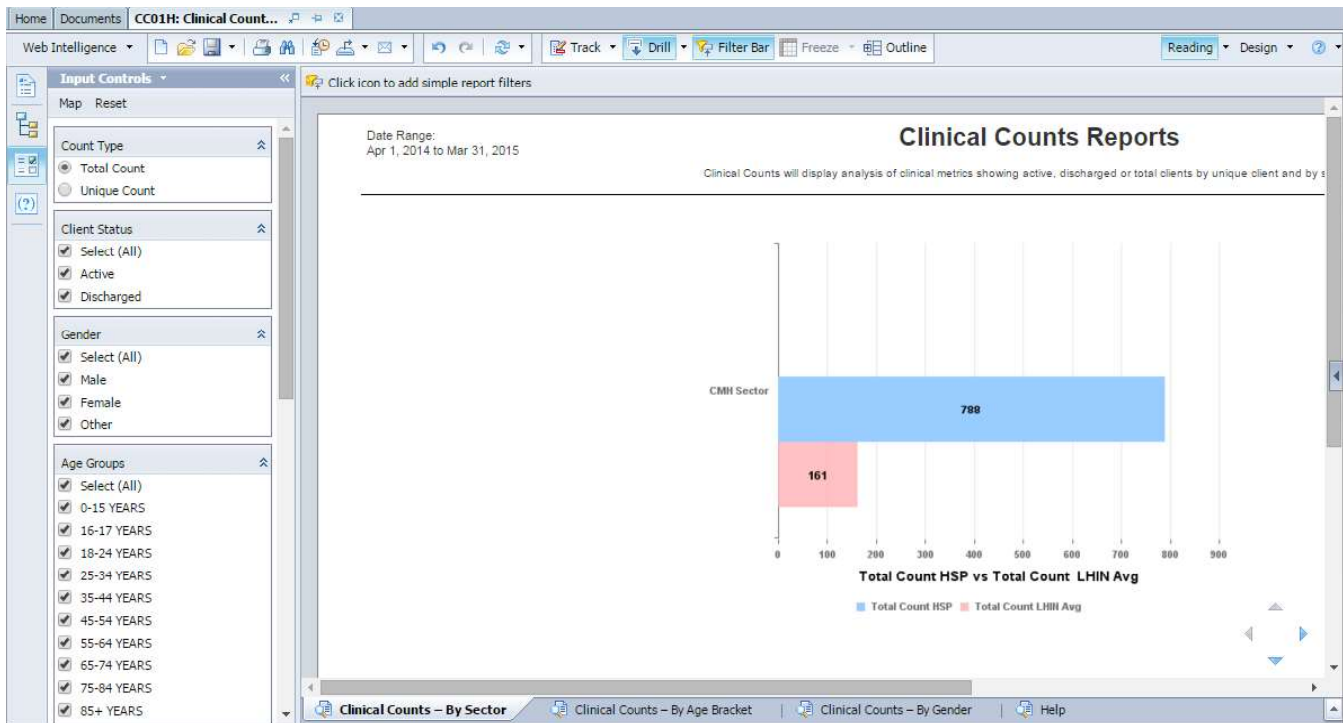
Diagram 28 - Clinical Counts by Sector - Graph

Diagram 29 - Clinical Counts by Age Bracket - Chart
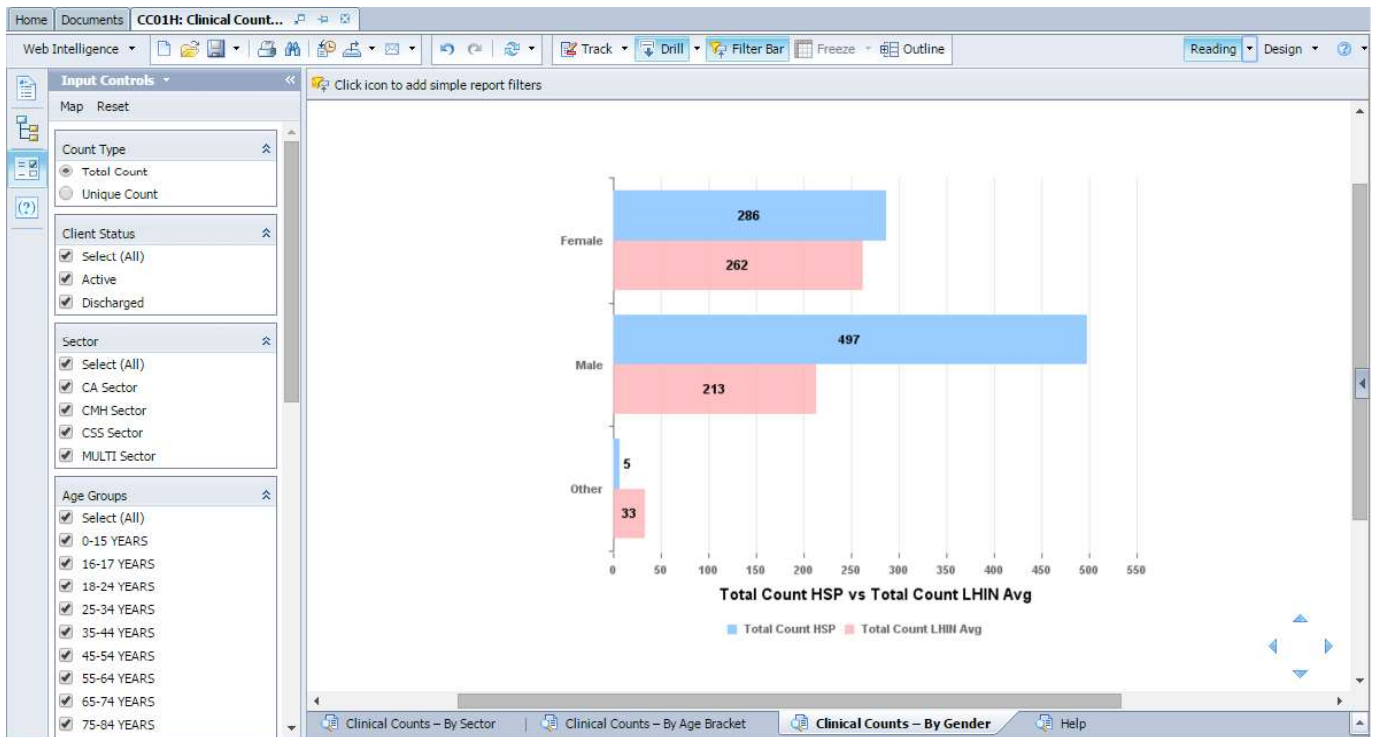
Diagram 30 - Clinical Counts by Gender - Graph

4.1.2 CC02H

Report Name	Active Client Length of Stay Report
Report Code	CC02H
What it Does	This report counts days since Admission Date to a pre-defined date for active clients in the given date period.
Number of Reports	1

Tab Number	Tab Name	Chart Description	Graph Description	Drilling Capability
1	Admitted but Not Discharged by Agency	The chart shows the number of clients in each time group (e.g. 0-6 months) for your HSP compared to the LHIN average. If a client is active and has been active for a period within the time group, the client is counted in the cell.	The purple bars show the count of active clients within your HSP for each time group (e.g. 0-6 months). The red bars show the corresponding LHIN average for the time groups.	None
2	Help			

|		
Prompts	1. Begin Date 2. End Date	These date prompts determine which set of data is used in the reports. Clients that have an initial service date between the date prompts will be included. The default for the date prompts will be for the current fiscal year.
Input Controls	1. Sector Name 2. FC Name 3. Gender 4. Age Groups 5. LHIN of Residence 6. HealthLink of Residence	The user can change any of the input controls to filter the report data according to which view they would like displayed.
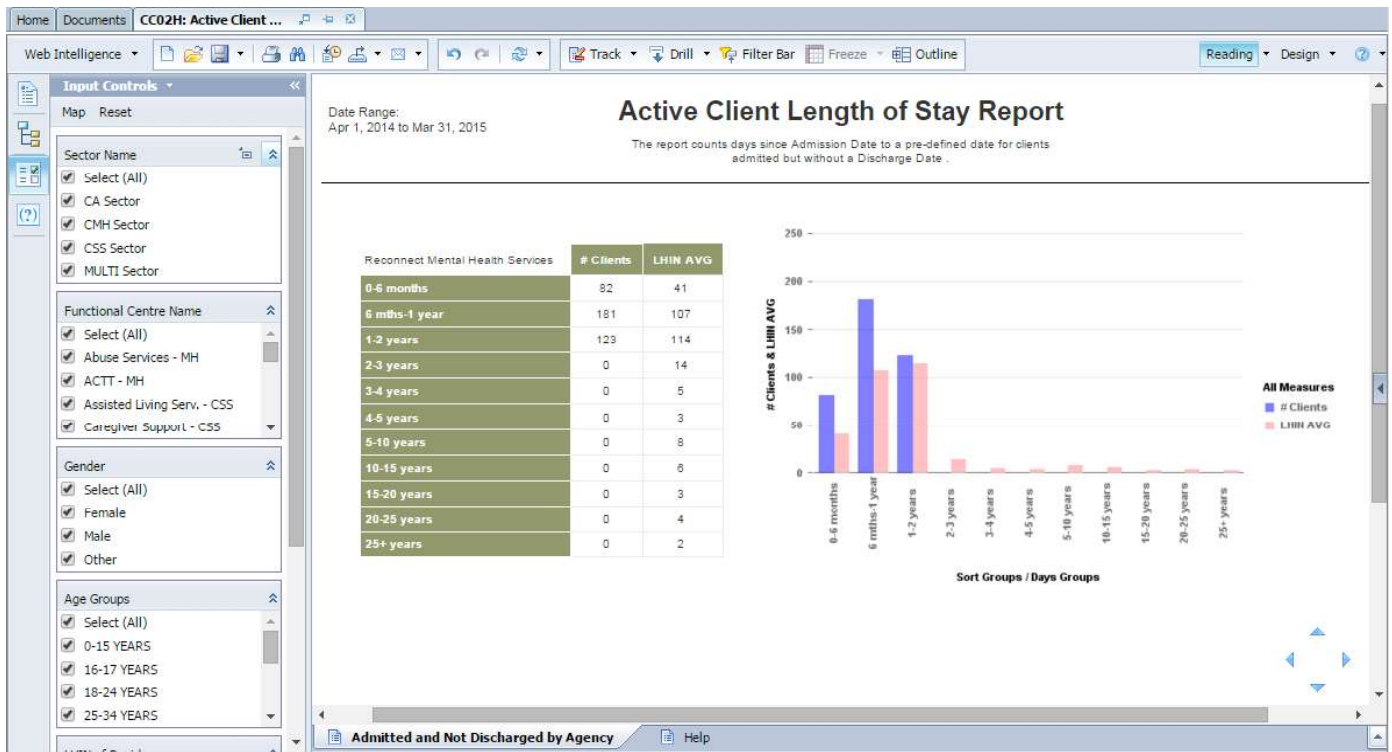
Diagram 31 - Active Client Length of Stay - Chart and Graph

4.1.3 CC03H

Dashboard Name	High Service Users Dashboard
Report Code	CC03H
What it Does	This dashboard displays the clients who have used the greatest number of services in your HSP.

Graphical Chart Description	The graphical chart shows the number of services for each of the top 10 clients in your HSP, in descending order of number of services. The services can be both active and completed services. By selecting a Client ID and clicking on its graphical bar, the Client Journey graphical report below is activated, and shows a listing of the chosen client`s Functional Centre activity.

Input Controls	1. Fiscal Year 2. Fiscal Year Qtrs 3. Sector	The user can change any of the input controls to filter the report data according to which view they would like displayed.

Diagram 32 - High Service Users/Client Journey Dashboard

4.1.4 CC04H

Dashboard Name	Client Journey Dashboard
Report Code	CC04H
What it Does	This dashboard displays for an individual client, their entire service history aka ``Client Journey``, with details for their Functional Centre activity in a colour coded graph.

Graphical Chart Description	The graphical chart shows a row for each Functional Centre service utilized by the selected client. Each row will have the Functional Centre name along with a graphical representation of the timeline for the client`s journey through the service, from Referral to Admission to Initial Service to Discharge. Each key service segment will be colour coded. The bar that represents the time from Referral to Admission is BLUE. The bar that represents the time from Admission to Initial Service is YELLOW. The bar that represents the time from Initial Service to Discharge is GREEN. If the service is still active, the GREEN bar will go to the end of the graph.

Input Controls	1. Client ID	The user can enter an individual Client ID to display their client journey.
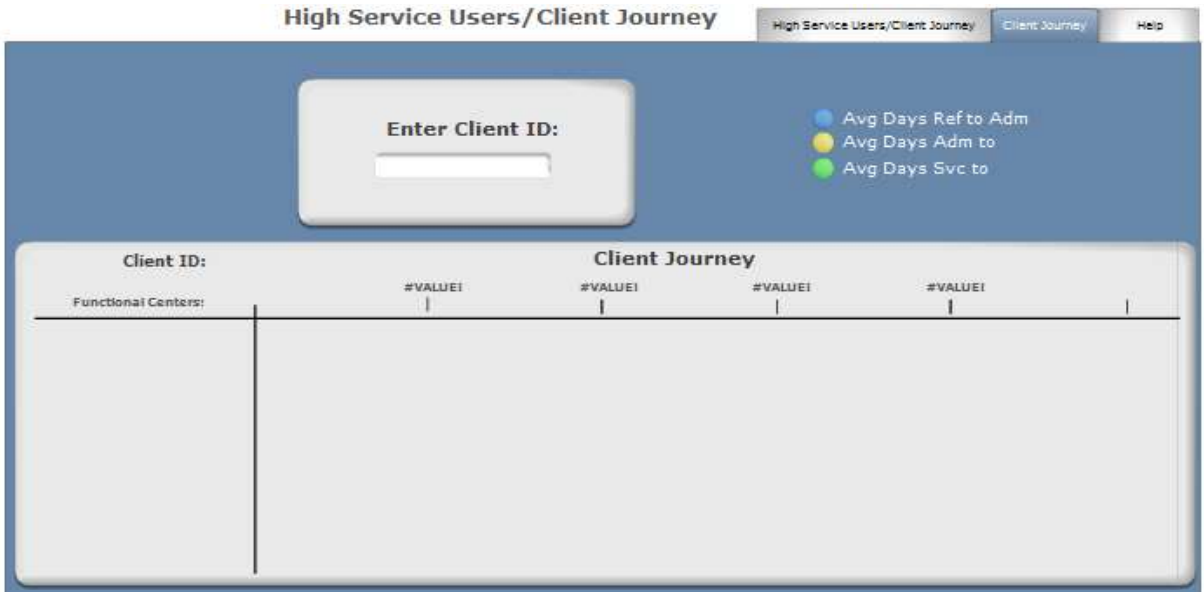
Diagram 33 - Individual Client Journey Dashboard

4.1.5 CC05H

Report Name	High Service Users Report
Report Code	CC05H
What it Does	This report lists the clients who have used the most services in your HSP and displays the Functional Centres utilized.
Number of Reports	1

Tab Number	Tab Name	Left Chart Description	Right Chart Description	Drilling Capability
1	Service History	This chart lists the clients who used the highest number of services in your HSP, in descending order. The chart will display their Client ID and the number of services used. These service numbers includes both active and completed services.	This chart is an augmentation of the left hand chart. It lists for the same high user clients, their Client ID along with the Functional Centre used and the Service Date.	None
2	Help			

Prompts	1. Begin Date 2. End Date	These date prompts determine which set of data is used in the reports. Clients that have an admission date between the date prompts will be included. The default for the date prompts will be for the current fiscal year.
Input Controls	1. Functional Center Name 2. Gender 3. LHIN of Residence 4. HealthLink of Residence	The user can change any of the input controls to filter the report data according to which view they would like displayed.
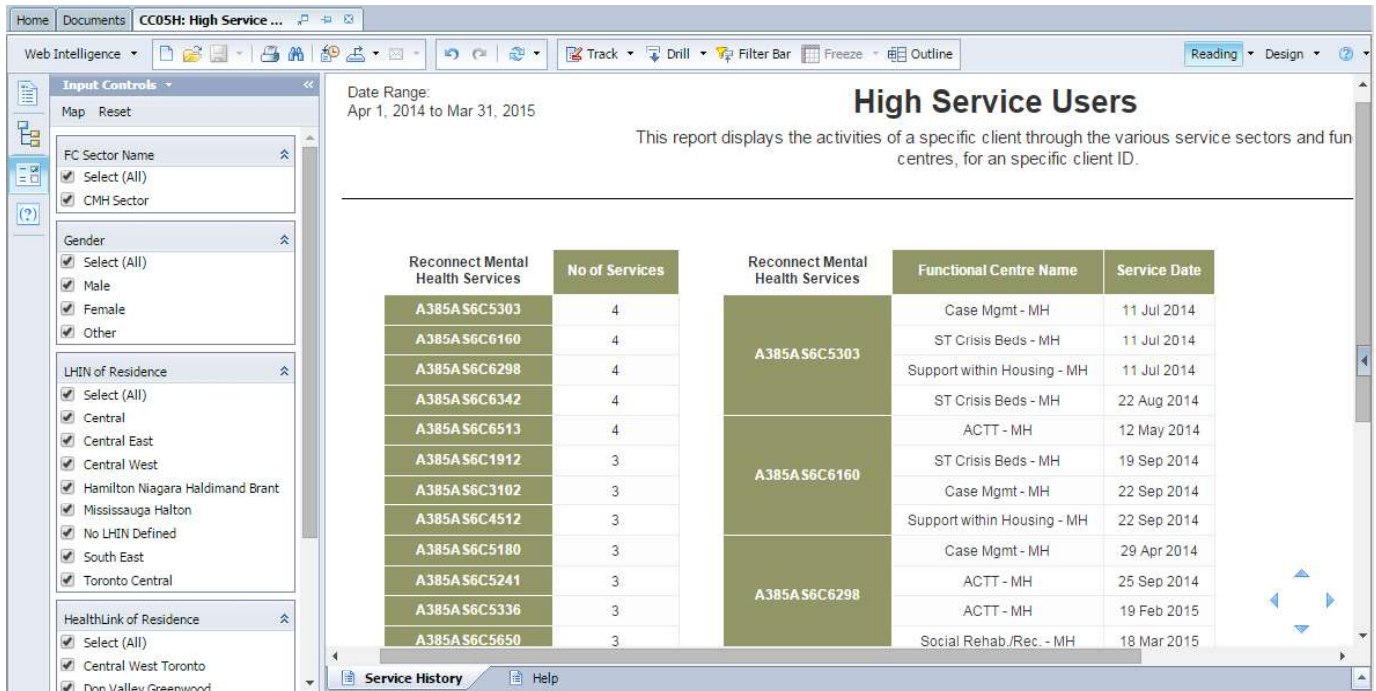
Diagram 34 - High Service Users Report - Charts
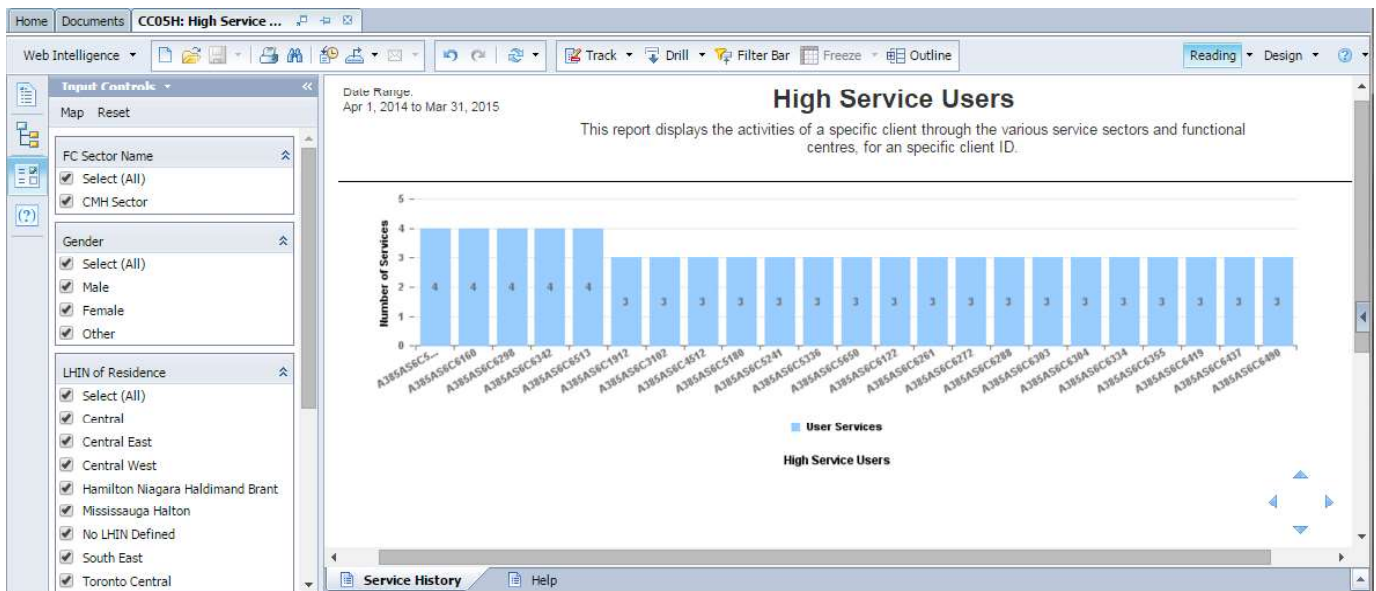
Diagram 35 - High Service Users Report - Graph

4.2 Date Analysis Family

4.2.1 DA01H

Report Name	Key Service Date Analysis Report (HSP)
Report Code	DA01H
What it Does	This report series displays the time segments for the key service events. This is the average number of days between Referral date, Admission date, Initial Service date, and Discharged dates. Comparisons will be made against the LHIN averages. The 3 time segments are: (i) Segment 1 - Referral to Admission (ii) Segment 2 - Admission to Initial Service (iii) Segment 3 - Initial Service to Discharge The user is prompted to enter begin and end dates. These dates are used to filter the clients for each segment separately. For each segment, clients that have activity in the respective segment in the entered time period (between begin and end date) will be included. This means: (i) Clients referred or admitted in the time period are included in Segment 1. (ii) Clients admitted or have initial service in the time period are included in Segment 2. (iii) Clients discharged in the time period are included in Segment 3.
Number of Reports	3

Tab Number	Tab Name	Top Graph Description	Chart Description	Drilling Capability
1	Dates by Sector	For each Sector in your HSP, the graph shows a tri-coloured bar that represents sequentially: the average time in days from Referral to Admission (BLUE bar) + the average time in days from Admission to Initial Service (YELLOW bar) + the average time in days from Initial Service to Discharge (GREEN bar). Note that the absence of data from any segment will result in no related colour bar for that segment.	The information in the chart furthers the breakdown of the data in the Top Graph. There is an additional column that lists all the Functional Centres within each Sector, so the data is broken down per FC for each Sector. Similar to the graph, there is data for the corresponding LHIN average in each row.	From any graph or from the chart, you can drill down from Sector to Functional Centre to Client ID. You can also drill back up from Client ID to Functional Centre to Sector.
		Lower Left Graph Description	**Lower Middle Graph Description**	**Lower Right Graph Description**
		This graph shows the same information as the top graph except that it isolates the first activity segment, Referral to Admission. The red bars depict the corresponding LHIN average for direct comparison.	This graph shows the same information as the top graph except that it isolates the second activity segment, Admission to Initial Service. The red bars depict the corresponding LHIN average for direct comparison.	This graph shows the same information as the top graph except that it isolates the first activity segment, Initial Service to Discharge. The red bars depict the corresponding LHIN average for direct comparison.

Tab Number	Tab Name	Top Graph Description	Chart Description	Drilling Capability
2	Dates by Age Group	For each Age Group in your HSP, the graph shows a tri-coloured bar that represents sequentially: the average time in days from Referral to Admission (BLUE bar) + the average time in days from Admission to Initial Service (YELLOW bar) + the average time in days from Initial Service to Discharge (GREEN bar). Note that the absence of data from any segment will result in no related colour bar for that segment.	The information in the chart furthers the breakdown of the data in the corresponding graph above it. There is an additional column that lists all the "Ages" within each Age Group, so the data is broken down per Age for each Age Group. Similar to the graph, there is data for the corresponding LHIN average in each row.	From any graph or from the chart, you can drill down from Age Group to Actual Age to Client ID. You can also drill back up from Client ID to Actual Age to Age Group.
		Lower Left Graph Description	**Lower Middle Graph Description**	**Lower Right Graph Description**
		Lower Left Graph: This graph shows the same information as the top graph except that it isolates the first activity segment, Referral to Admission. The red bars depict the corresponding LHIN average for direct comparison.	Lower Middle Graph: This graph shows the same information as the top graph except that it isolates the second activity segment, Admission to Initial Service. The red bars depict the corresponding LHIN average for direct comparison.	Lower Right Graph: This graph shows the same information as the top graph except that it isolates the first activity segment, Initial Service to Discharge. The red bars depict the corresponding LHIN average for direct comparison.

Tab Number	Tab Name	Top Graph Description	Chart Description	Drilling Capability
3	Dates by Gender	For each Gender in your HSP, the graph shows a tri-coloured bar that represents sequentially: the average time in days from Referral to Admission (BLUE bar) + the average time in days from Admission to Service (YELLOW bar) + the average time in days from Initial Service to Discharge (GREEN bar). Note that the absence of data from any segment will result in no related colour bar for that segment.	The information in the chart furthers the breakdown of the data in the corresponding graph above it. There is an additional column that list all the "Specific Genders" within each Gender, so the data is broken down per Specific Gender for each Gender. Similar to the graph, there is data for the corresponding LHIN average in each row.	From any graph or from the chart, you can drill down from Gender Group to Actual Gender to Client ID. You can also drill back up from Client ID to Actual Gender to Gender Group.
		Lower Left Graph Description	**Lower Middle Graph Description**	**Lower Right Graph Description**
		This graph shows the same information as the top graph except that it isolates the first activity segment, Referral to Admission. The red bars depict the corresponding LHIN average for direct comparison.	This graph shows the same information as the top graph except that it isolates the second activity segment, Admission to Initial Service. The red bars depict the corresponding LHIN average for direct comparison.	This graph shows the same information as the top graph except that it isolates the first activity segment, Initial Service to Discharge. The red bars depict the corresponding LHIN average for direct comparison.
4	Help			

| Prompts	1. Begin Date 2. End Date	These date prompts determine which set of data is used in the reports. Clients that have activity (referral, admission, service or discharge) between the date prompts will be included. The default for the date prompts will be for the current fiscal year.
Input Controls for Tab 1	1. Age Groups 2. Gender 3. LHIN of Residence 4. HealthLink of Residence	The user can change any of the input controls to filter the report data according to which view they would like displayed.
Input Controls for Tab 2	1. Sector 2. Gender 3. LHIN of Residence 4. HealthLink of Residence	The user can change any of the input controls to filter the report data according to which view they would like displayed.
Input Controls for Tab 3	1. Sector 2. Age Groups 3. LHIN of Residence 4. HealthLink of Residence	The user can change any of the input controls to filter the report data according to which view they would like displayed.
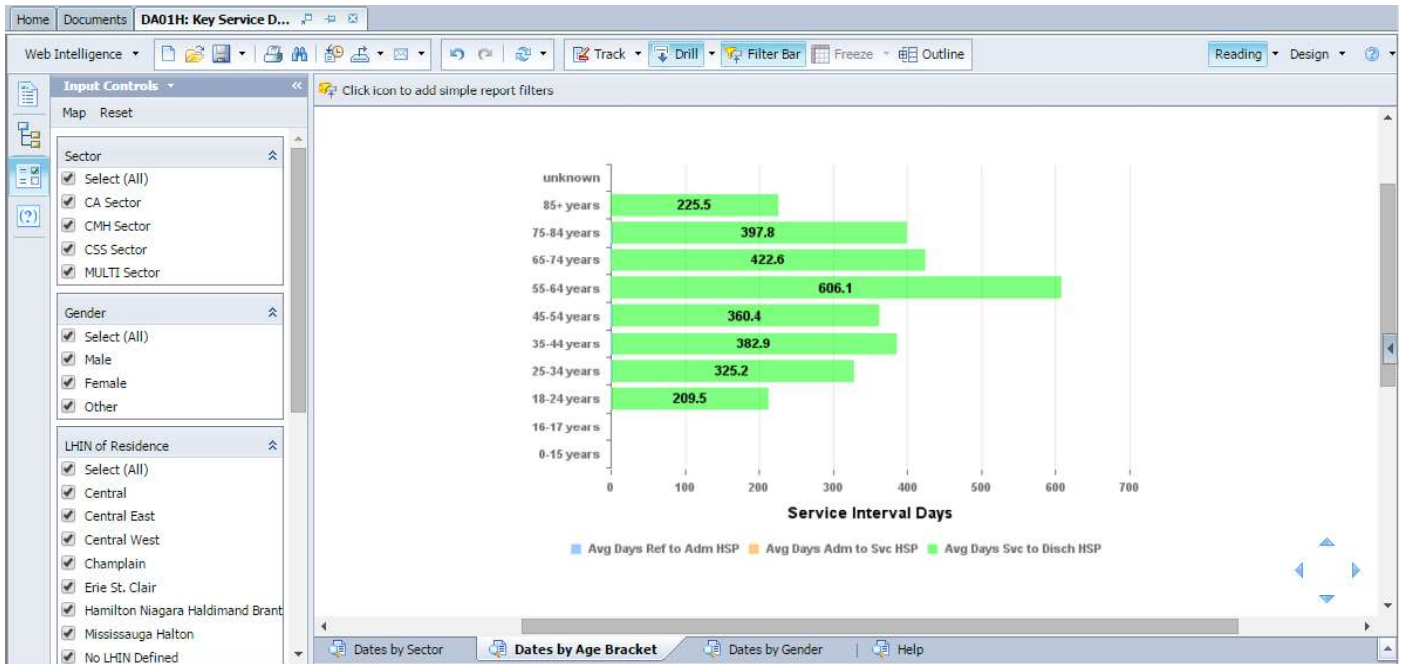
Diagram 36 - Key Service Date Analysis by Age Bracket - Combined Segments Graph

Blue - Referral to Admission
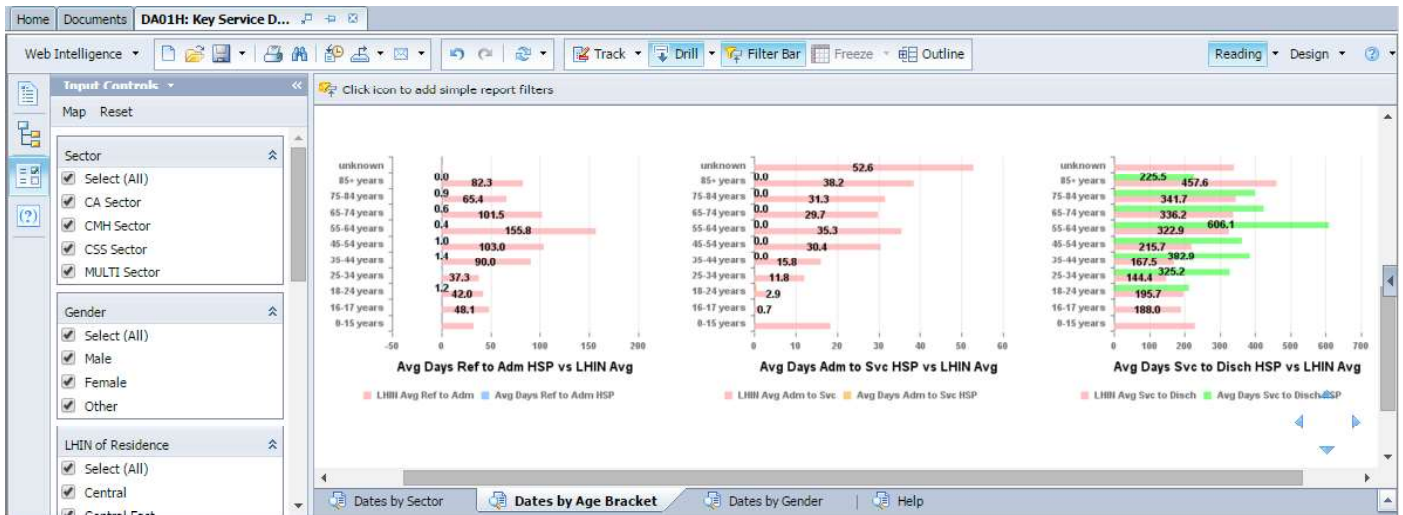Yellow - Referral to Service
Green - Service to Discharge

Diagram 37 - Key Service Date Analysis by Age Bracket - Individual Segment Graphs
Blue - Referral to Admission
Yellow - Referral to Service
Green - Service to Discharge

4.2.2 DA02H

Dashboard Name	Wait and Service Times Dashboard
Report Code	DA02H
What it Does	This dashboard displays the average number of days between Referral date, Admission date, Initial Service date, and Discharge date for each Sector. The user can select which Calendar Year, Quarter and Sector to display.

Top Graph Description	For the chosen Sector, this graph shows the average segment lengths in days for your HSP.
Bottom Graph Description	For each Functional Centre of the chosen Sector, the graph shows a tri-coloured bar that represents sequentially: the average time in days from Referral to Admission (BLUE bar) + the average time in days from Admission to Initial Service (YELLOW bar) + the average time in days from Initial Service to Discharge (GREEN bar) for service activity within your HSP. Note that the absence of data from any segment will result in no related colour bar for that segment.

Input Controls	1. Fiscal Year 2. Fiscal Quarter 3. Sector	The user can change any of the input controls to filter the report data according to which view they would like displayed.

Diagram 38 - Wait and Service Times Dashboard

4.2.3 DA03H

Dashboard Name	Clients Served Dashboard
Report Code	DA03H
What it Does	This dashboard displays the active clients serviced in your HSP. The user can select which Calendar Year and Quarter to display. Data is displayed for each Sector. Month-To-Date and Year-To-Date data is also displayed.

Left Graph	This graph displays bars representing the active clients for each Sector. On the bottom, there is a pie chart to display each Sector as part of the whole HSP.
Upper Right Graph	YTD and MTD counts are given for the selected time period and Sector. Unique client counts are shown along with Total counts (note: Total represents the total services for those clients, as some clients have more than one service).
Lower Right Graph	This graph shows the active clients served by month, for the selected time period and Sector chosen.

Input Controls	1. Fiscal Year 2. Fiscal Quarter 3. Sector	The user can change any of the input controls to filter the report data according to which view they would like displayed.

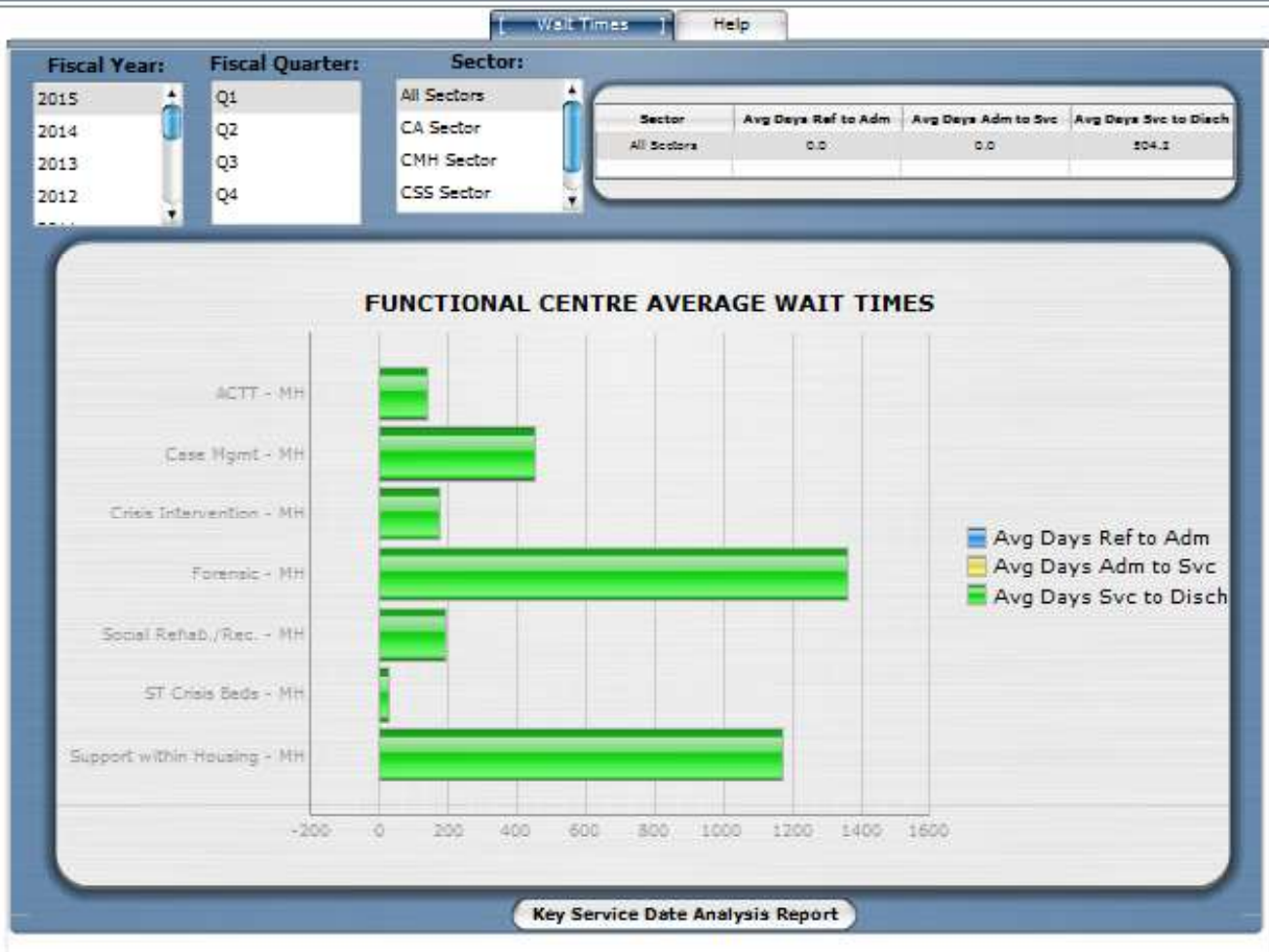Diagram 39 - Clients Served Dashboard

4.2.4 DA04H

Dashboard Name	Service Activity Dashboard
Report Code	DA04H
What it Does	This dashboard displays counts of admitted and discharged clients in your HSP. The user can select which Sector to display. Month-To-Date and Year-To-Date data is also displayed.

Top Graph Description	The charts displays for each Functional Centre for the selected Sector, MTD and YTD counts of admitted and discharged clients in your HSP. The graph shows the same data but is aggregated for the Sector chosen.
Bottom Graph Description	The number of active clients for your HSP is displayed for each Sector for the chosen time period, in both regular and pie chart formats.

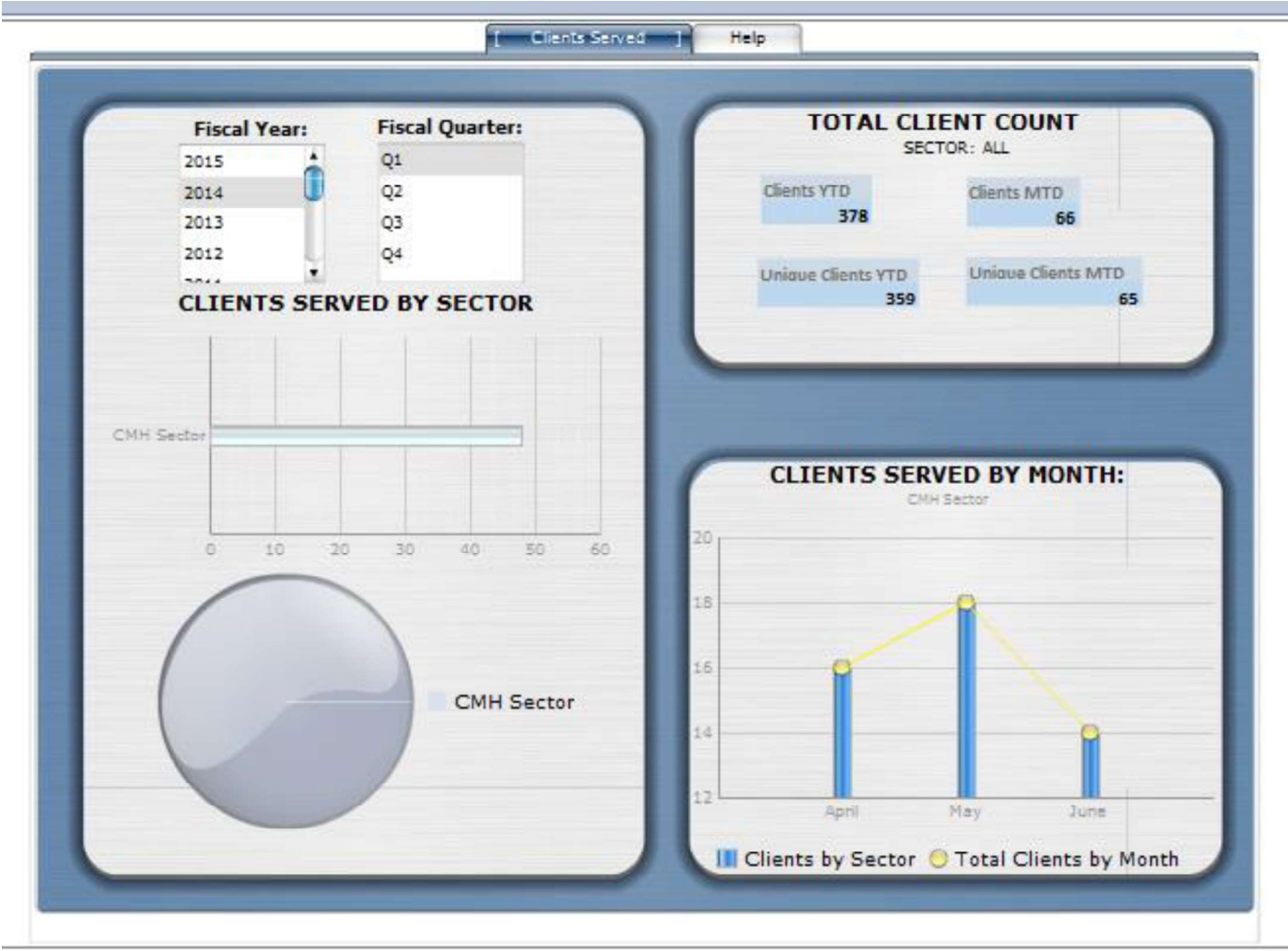| Input Controls	1. Fiscal Year 2. Fiscal Quarter 3. Sector	The user can change any of the input controls to filter the report data according to which view they would like displayed.

TOTAL ADMISSION AND DISCHARGE

○ All Sectors　　○ CA Sector　　○ CMH Sector　　○ CSS Sector　　○ UNKNOWN Sector

Functional Centre	Month to Date		Year to Date	
	Adm	Disch	Adm	Disch
ACTT - MH	27	9	243	78
Case Mgmt - MH	21	17	118	260
Crisis Intervention - MH	13	22	100	106
Forensic - MH	1		4	5
Social Rehab./Rec. - MH	1	1	17	29
ST Crisis Beds - MH	5	2	50	47
Support within Housing - MH			4	6
TOTAL	68	51	536	531

■ Admisssion　■ Discharge

ACTIVE CLIENTS

Fiscal Year:
2015
2014
2013
2012

Fiscal Quarter:
All Quarters
Q1
Q2
Q3

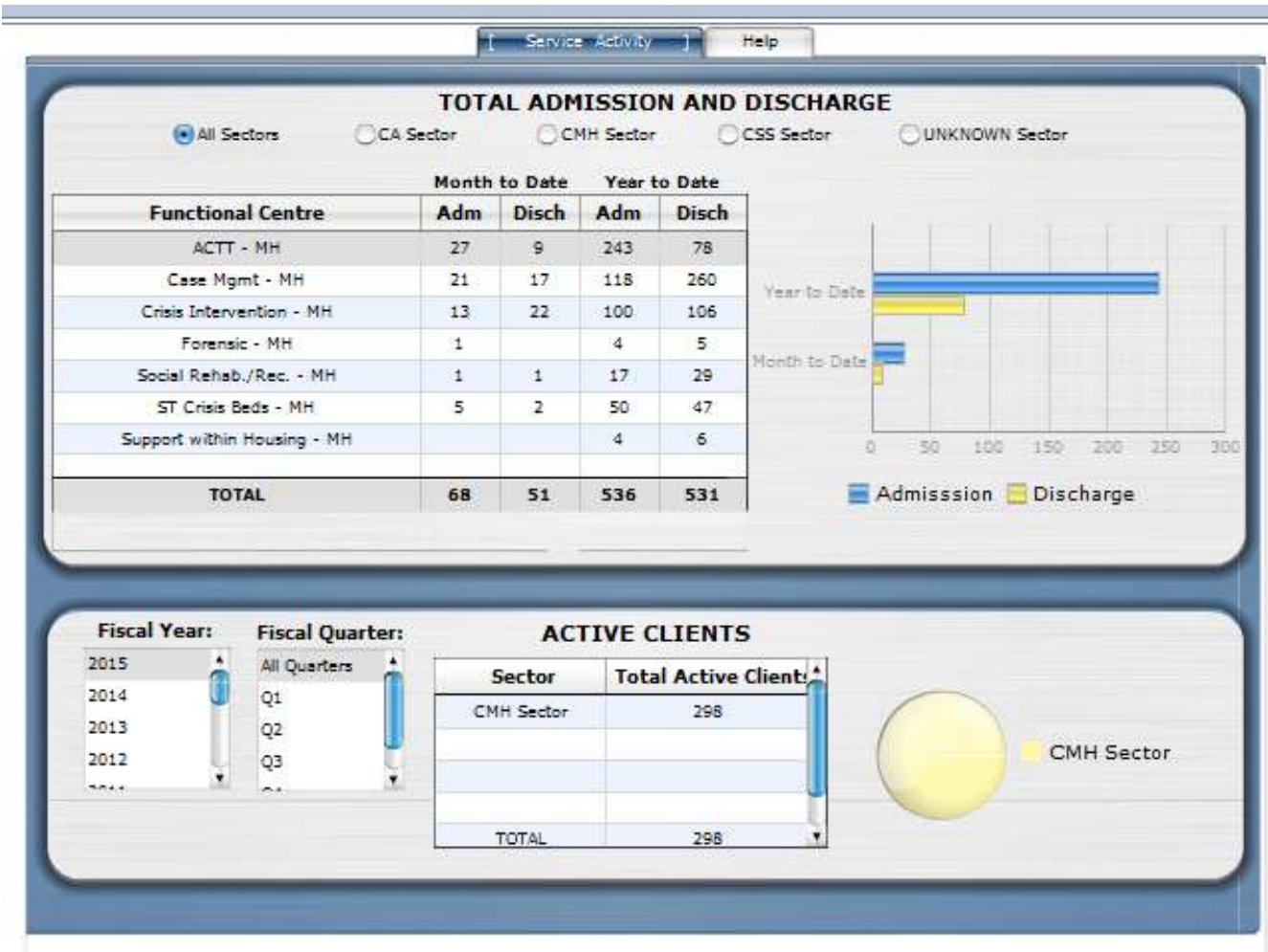| Sector	Total Active Clients
CMH Sector	298
TOTAL	298

CMH Sector

Diagram 40 - Service Activity Dashboard

4.3 Data Quality Family

4.3.1 DQ01H

Report Name	Healthcard Number Validity Report	Data Quality Over Time Report (HSP)	Detailed Data Quality Report
Report Code	DQ01H	DQ02H	DQ03H
What it Does	This report displays for each sector, counts of clients with or without or with partial Healthcard numbers within a specified date period.	This report will display the data quality or completeness for all pre-determined key data fields, over time, within a specified date period.	This report will display the data quality/completeness of each key data field, within a specified date period.

Tab Number	Tab Name	Graph Description	Chart Description	Drilling Capability
1	Healthcard Number Validity (DQ01H)	The right hand graph depicts the same information that is in the upper left chart, but in graphical representation using coloured bars for each of the ``complete``, ``partial`` and ``missing`` groupings. The use of the graph serves to help the user better visualize the report results.	The upper left chart contains for each of the HSP`s sectors, the counts of clients that have correct, partial and missing Healthcard Numbers.  The lower left chart contains for each of the HSP`s sectors, the same information reported in the above chart, but in percentage form. Beside the HSP numbers in the lower left chart will be the LHIN averages for comparison.	None

Tab Number	Tab Name	Graph Description	Chart Description	Drilling Capability
2	Data Quality Over Time (DQ02H)	The blue line shows the overall composite data quality score as a percentage by month for your HSP. The red line shows the corresponding LHIN average for the corresponding months. Note that the composite data quality score is calculated using an equal weighting to all data elements being scored.	The information in the chart depicts what is shown in the graph above it, but with explicit numeric values.	None
3	Detailed Data Quality (DQ03H)	The blue bars show the data quality score as a percentage for each of the data elements scored. The red bars show the corresponding LHIN average for the corresponding data element scored.	The information in the chart depicts what is shown in the graph above it, but with explicit numeric values.	None
4	Help			

| Prompts	1. Begin Date 2. End Date	These date prompts determine which set of data is used in the reports. Clients that have an admission date between the date prompts will be included. The default for the date prompts will be for the current fiscal year.
Input Controls for DQ01H	1. Sector Name 2. FC Name 3. Gender 4. Age Groups	The user can change any of the input controls to filter the report data according to which view they would like displayed.
Input Controls for DQ02H	1. Sector Name 2. FC Name 3. Field Name (DQ Elements)	The user can change any of the input controls to filter the report data according to which view they would like displayed.
Input Controls for DQ03H	1. Sorting by Elements 2. Sector Name 3. FC Name 4. Field Name (DQ Elements)	The user can change any of the input controls to filter the report data according to which view they would like displayed. The first input control allows the user to sort the Field Names alphabetically or high-to-low in terms of Data Quality.
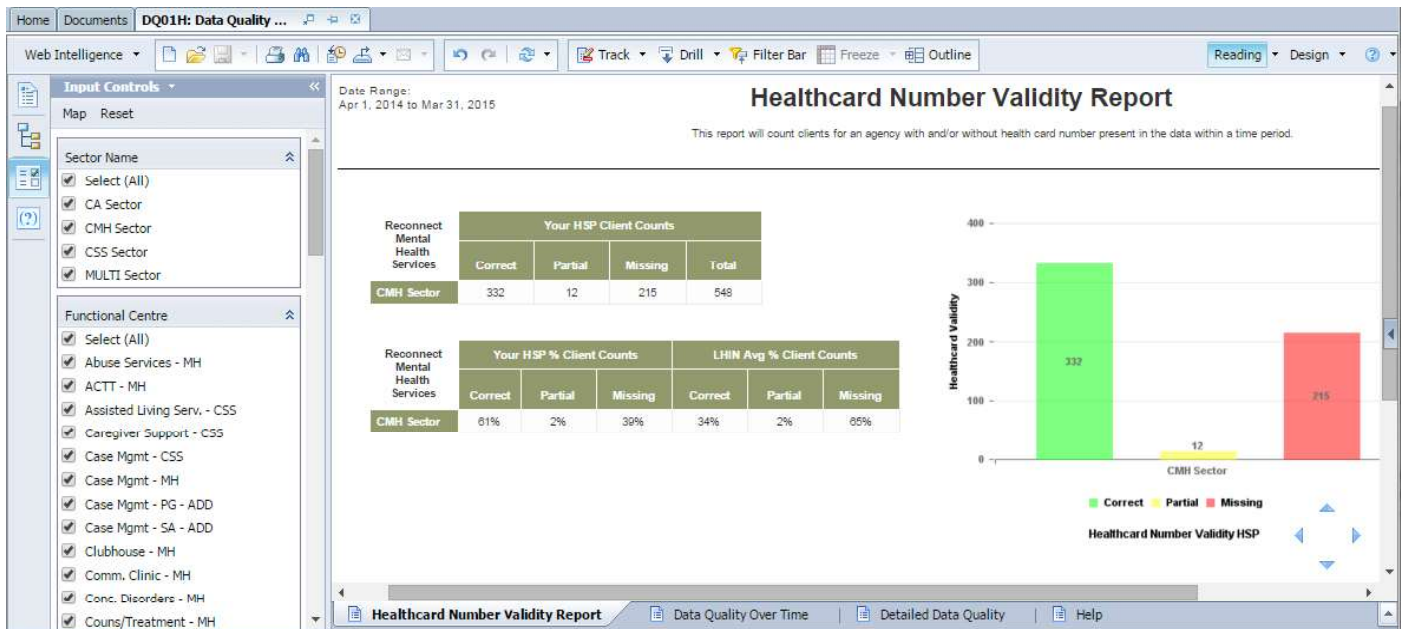
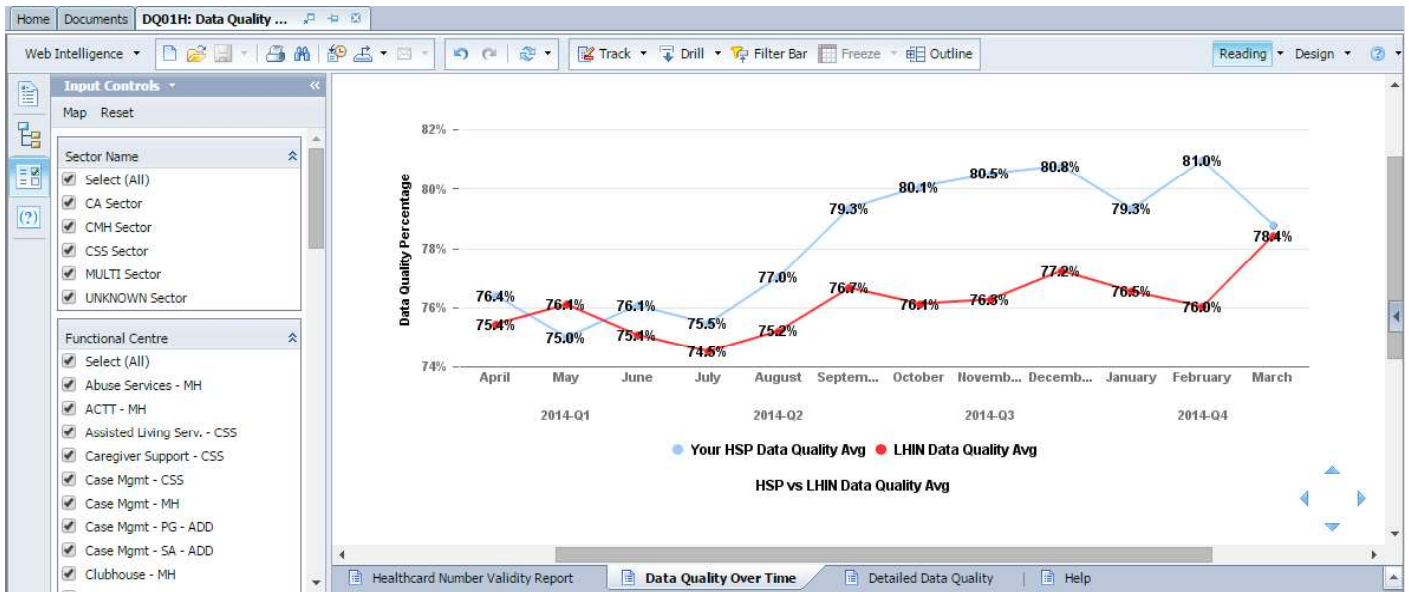Diagram 41 - Healthcard Number Validity by Sector - Chart and Graph

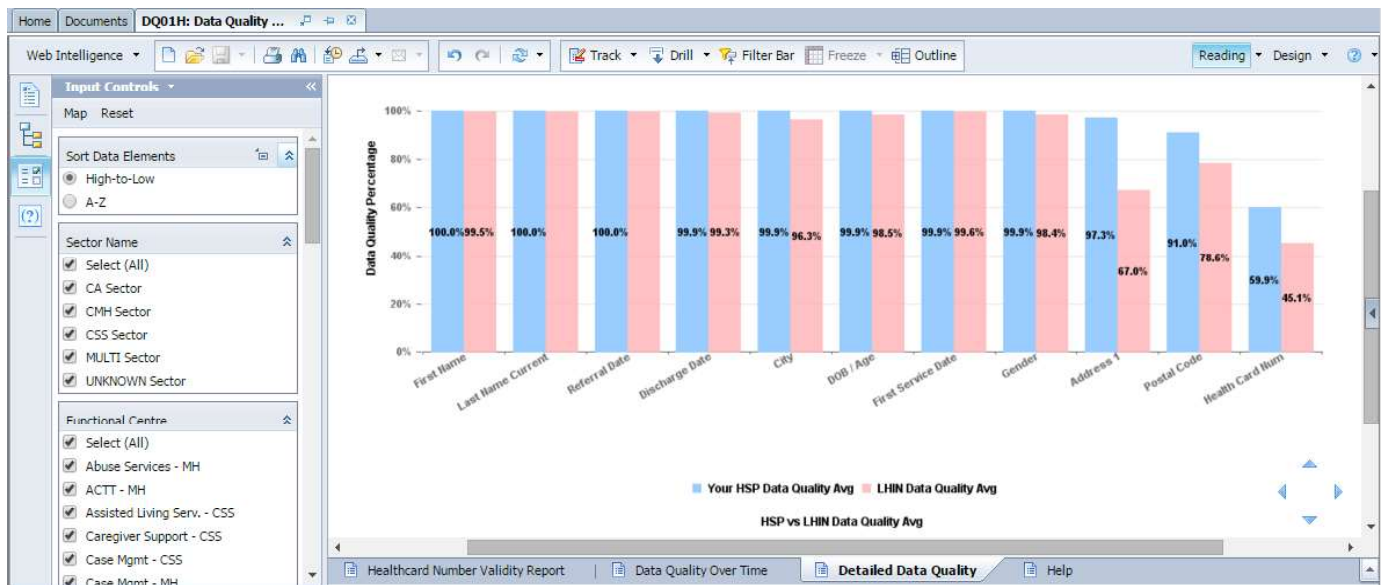Diagram 42 - Data Quality Over Time - Graph

Diagram 43 - Detailed Data Quality - Graph

4.3.2 DQ04H

Dashboard Name	HSP Data Quality Dashboard
Report Code	DQ04H
What it Does	This dashboard graphically presents the data in the Data Quality reports, namely Data Quality Over Time (DQ02H) and Detailed Data Quality (DQ03H), for your HSP.

Top Graph Description	The bar of this graph show the overall composite data quality score as a percentage by month for your HSP. The red dot shows the corresponding LHIN average for the corresponding months. There is an additional first bar that depicts the total year or quarter composite score that takes all the months in question into the calculation. Note that the composite data quality score is calculated using an equal weighting to all data elements being scored. The calculations are based on data from the time period selected.
Bottom Graph Description	The bars of this graph show the data quality score as a percentage for each of the data elements scored. The calculations are based on data from the time period selected.

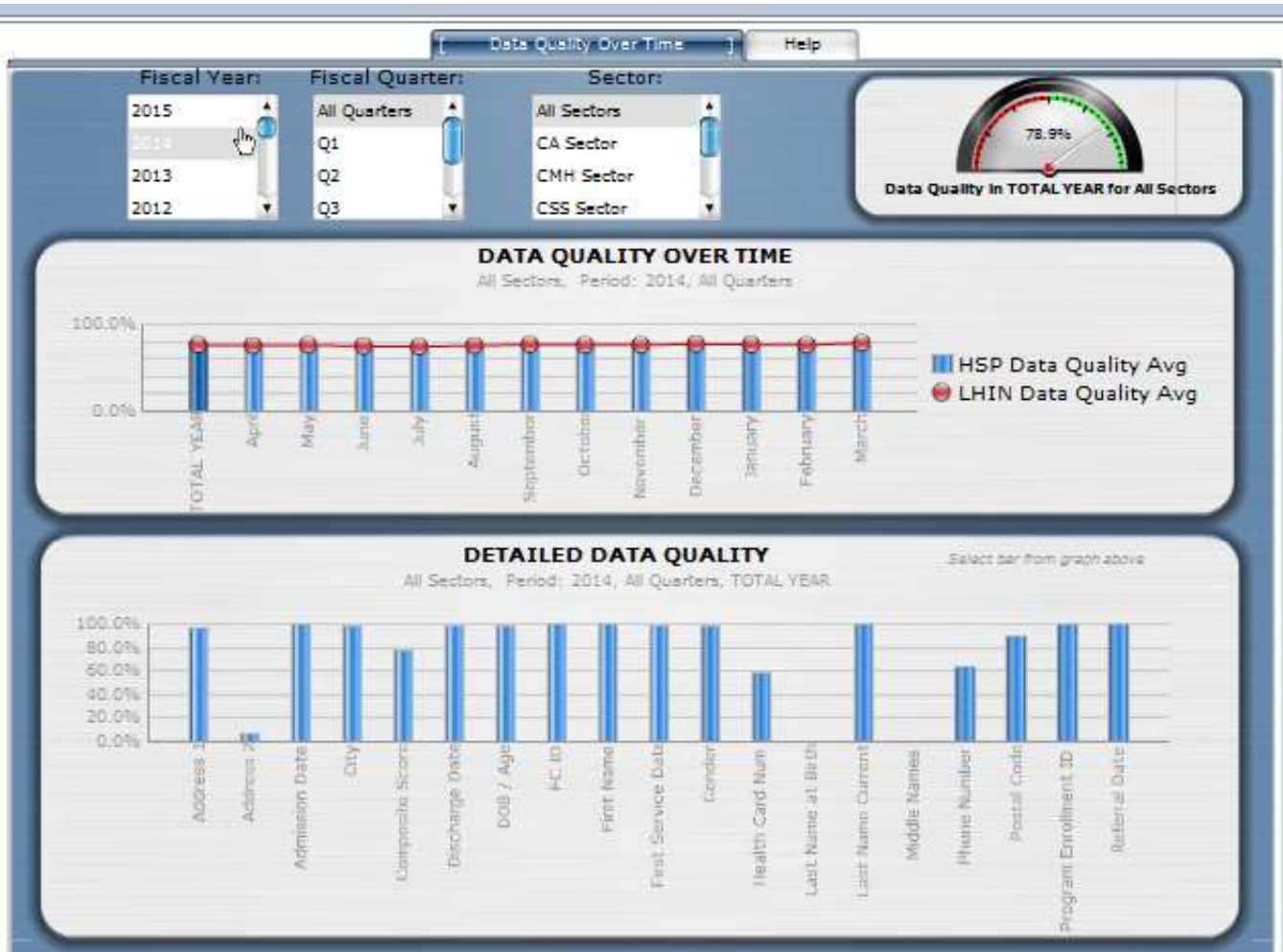| Input Controls	1. Fiscal Year 2. Fiscal Year Qtrs 3. Sector	The user can change any of the input controls to filter the report data according to which view they would like displayed.

Diagram 44 - Data Quality Dashboard