User Guide for
RM&R
Online Referral Business Intelligence Tool (ORBIT)

Last updated: July 7, 2015 by Maggie Hanlon

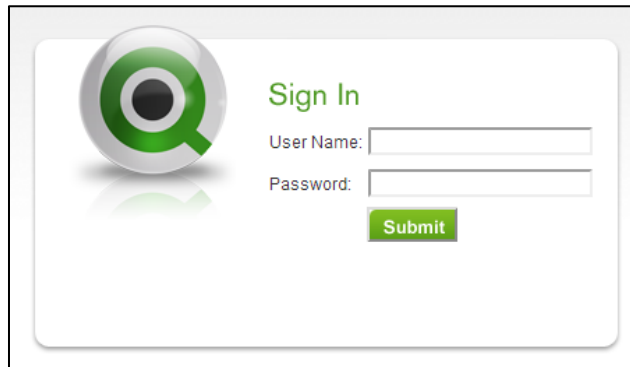| VERSION NO.	DATE	SUMMARY OF CHANGE	CHANGED BY
1.0	2014-02-10		Ratika Goyal
1.1	2014-03-25	Document updates	Jenny Sun
1.2	2014-10-28	Document updates	Jenny Sun
1.3	2015-07-07	Document updates	Maggie Hanlon

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Logging In, Logging Out and Changing Password

The Website to access RM&R ORBIT is: https://iq.resourcematchingandreferral.ca/StrataIQ

Logging In

1. Using the credentials provided, login to the tool by entering in your username and password on the home screen.

2. Once you have entered in your username and password, click on the **Submit** button. This will take you to the home screen.

Click on the file of interest (based on the care type you are interested in viewing) on the home screen. This will open the Business Intelligence (BI) Tool on the page displaying information on the care type of your choice.

To change views to another care type, click on the "Back" button on your browser, and select the appropriate care type from the home page menu.

Logging Out

1. To log out, you must first be on the home screen. To get to the home screen, click on the back button on your browser.

2. Once you are on the home screen, click on the "Sign Out" link on the top right hand corner of the screen. This will sign you out and return you to the log-in screen (it is recommended that you log out of your account as soon as you have completed using the reports).
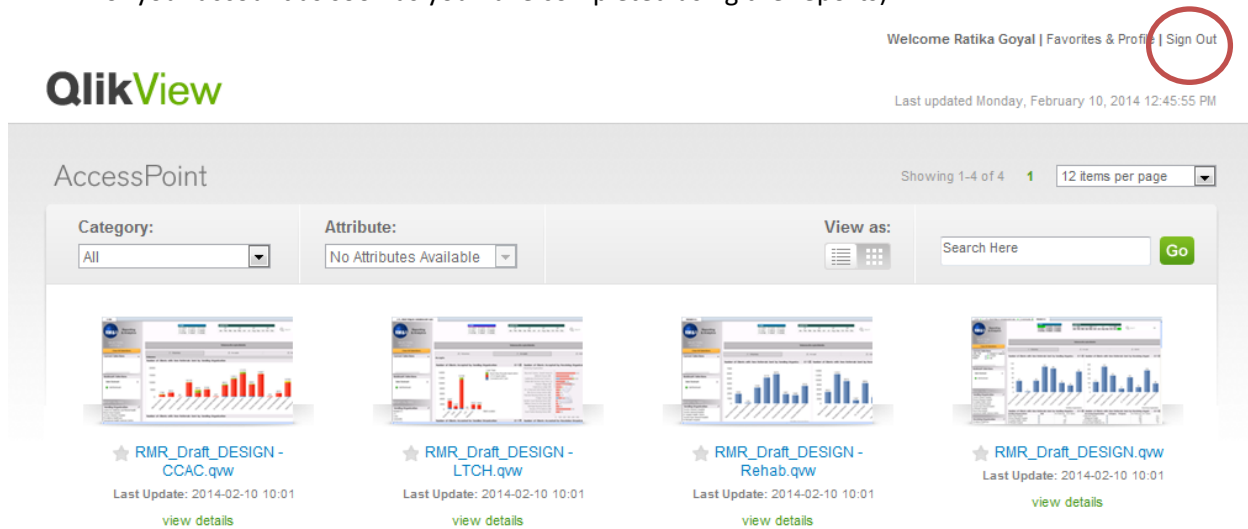
Changing your Password

1. Navigate to the home screen. Click on the "Favorites and Profile" link on the top right hand corner of the screen.
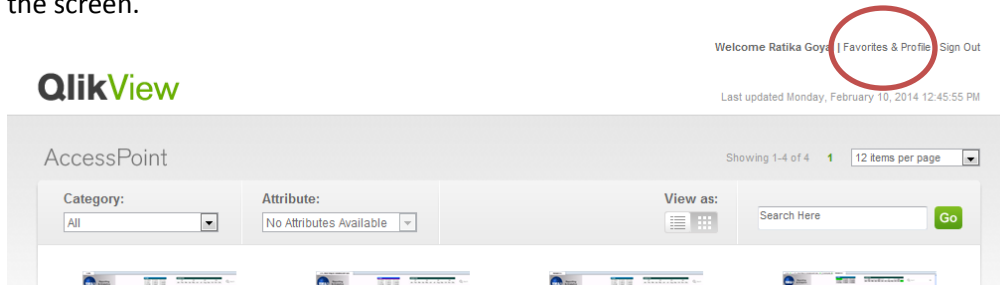
2. A pop-up window will appear
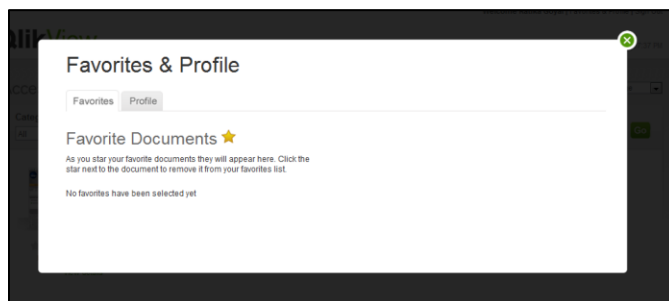
3. Select the "Profile" tab to access your profile settings

4. The screen will change to portray your profile settings
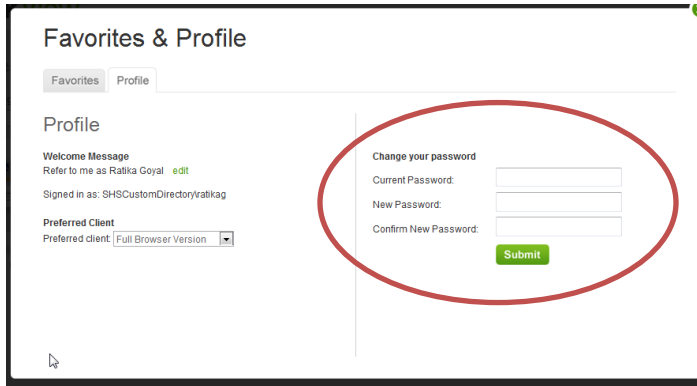
5. On the right side of the screen, enter in your current password and set up a new password

Once you have set-up a new password click on:

6. To return to the home screen click on the (X) on the top right hand corner of the pop-up screen

Disclaimers

Upon accessing a care type, a pop-up window will appear listing a Privacy Disclaimer. The Disclaimer aims to minimize the risk any direct link to Patient Health Information (PHI) from low referral volumes. As such, all referrals with values less than 5 have been rounded up to 5. Please keep this limitation in mind when interpreting data.

The Disclaimer is effective for all care types, and will appear once for every accessed care type per session. To dismiss the notice, click "OK."
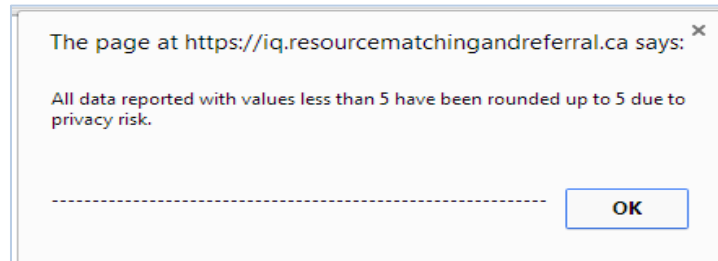
Occasionally, there may be unscheduled service disruptions which may impact the usability of the tool or the data integrity. If this occurs, an additional notice (see example below, outlined in red) will be posted beneath the Privacy Disclaimer. Once the issue has been addressed, the notice will be removed.
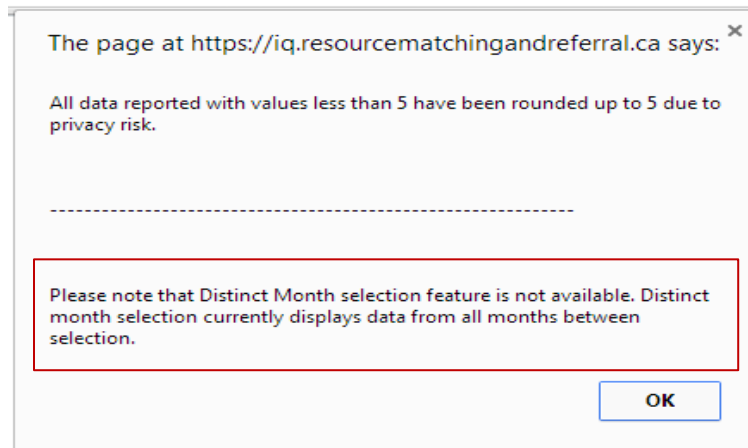
Overall Layout

The tool has been structured in a way where each care type is displayed on a separate page. Each care type reports on the same indicators and the structure of each care type is aligned.

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RFI

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RFI Reasons
CCAC Placement Office - Behavioural Assess
CCAC Placement Office - Eligibility Query
CCAC Placement Office - Health Assessment
CCAC Placement Office - Inaccurate Informa
CCAC Placement Office - Inconsistent Inform
CCAC Placement Office - Missing Information
CCAC Placement Office - Other
CCAC Placement Office - Out of Town - Infor
CCAC Placement Office - Psych Assessment
CCAC Placement Office - RAI Assessment
CCAC Placement Office - Smoking Assessme
LTCH - Incomplete Information: Other

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Deny Reasons
CCAC - Condition Inappropriate
CCAC - Criteria Services Not Required
CCAC - Required Services Not Available
CCAC Placement Office - Out of Town - Both
CCAC Placement Office - Out of Town - Reje
CCAC Placement Office - Out of Town - Reje

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Care Type
Rehab/CCC Application

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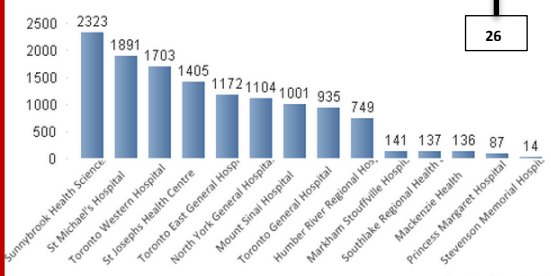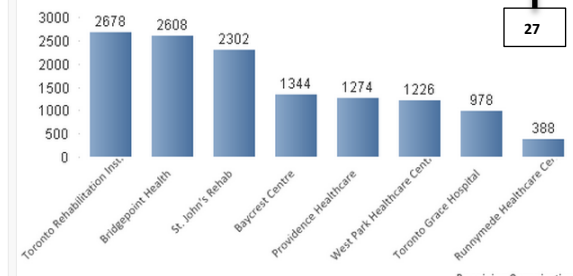**Number of RFIs Received by Sending Organization**

2500 — 2323
2000 — 1891
    1703
    1405
1500 — 1172 1104 1001
    935
1000 — 749
500 — 141 137 136 87 14
0 —

Sunnybrook Health Science
St Michael's Hospital
Toronto Western Hospital
St Josephs Health Centre
Toronto East General Hosp
North York General Hospita
Mount Sinai Hospital
Toronto General Hospital
Humber River Regional Hos
Markham Stouffville Hospit
Southlake Regional Health
Mackenzie Health
Princess Margaret Hospital
Stevenson Memorial Hospit

Sending Organization

Number of RFIs Issued by Receiving Organization

3000 — 2678 2608
2500 — 2302
2000 —
1500 — 1344 1274 1226
    978
1000 —
500 — 388
0 —

Toronto Rehabilitation Inst.
Bridgepoint Health
St. John's Rehab
Baycrest Centre
Providence Healthcare
West Park Healthcare Cent
Toronto Grace Hospital
Runnymede Healthcare Ce

Receiving Organization

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Number of RFIs Received by Sending Organization

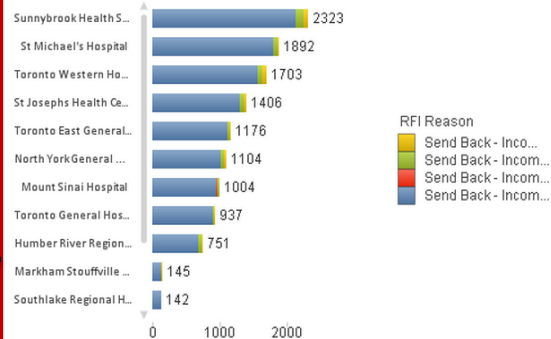| Sending Organization		# of RFIs	# of Clients
Sunnybrook Health Sciences Ce	⊕	2323	1604
St Michael's Hospital	⊕	1891	1322
Toronto Western Hospital	⊕	1703	1062
St Josephs Health Centre	⊕	1405	924
Toronto East General Hospital	⊕	1172	766
North York General Hospital	⊕	1104	705
Mount Sinai Hospital	⊕	1001	627
Toronto General Hospital	⊕	935	613
Humber River Regional Hospital	⊕	749	402
Markham Stouffville Hospital	⊕	141	90

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Number of RFIs Issued by Receiving Organization

Receiving Organization		# of RFIs	# of Clients
Toronto Rehabilitation Institute	⊕	2678	2330
Bridgepoint Health	⊕	2608	2144
St. John's Rehab	⊕	2302	2060
Baycrest Centre	⊕	1344	1162
Providence Healthcare	⊕	1274	1206
West Park Healthcare Centre	⊕	1226	1039
Toronto Grace Hospital	⊕	978	781
Runnymede Healthcare Centre	⊕	388	318

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Number of RFIs Received by Sending Organization by RFI ...

Sending Organization

Sunnybrook Health S... — 2323
St Michael's Hospital — 1892
Toronto Western Ho... — 1703
St Josephs Health Ce... — 1406
Toronto East General... — 1176
North York General ... — 1104
Mount Sinai Hospital — 1004
Toronto General Hos... — 937
Humber River Region... — 751
Markham Stouffville ... — 145
Southlake Regional H... — 142

0   1000   2000

RFI Reason
Send Back - Inco...
Send Back - Incom...
Send Back - Incom...
Send Back - Incom...

Number of RFIs Issued by Receiving Organization by RFI ...

Receiving Organization

Toronto Rehabilitation Insti... — 2678
Bridgepoint Health — 2608
St. John's Rehab — 2302
Baycrest Centre — 1344
Providence Healthcare — 1274
West Park Healthcare Centre — 1229
Toronto Grace Hospital — 983
Runnymede Healthcare Cen... — 392

0   1000   2000   3000

RFI Reason
Send Back - Incons...
Send Back - Incom...
Send Back - Incom...
Send Back - Incom...

Number of RFIs Received by Sending Organization

Sending Organization	Unit	RFI Reason	# of RFIs	# of Clier
Sunnybrook Health Sciences Cen ⊕			2323	
St Michael's Hospital ⊕			1891	
Toronto Western Hospital ⊕			1703	
St Josephs Health Centre ⊕			1405	
Toronto East General Hospital ⊕			1172	
North York General Hospital ⊕			1104	
Mount Sinai Hospital ⊕			1001	
Toronto General Hospital ⊕			935	
Humber River Regional Hospital ⊕			749	
Mackenzie Health	MH - MRHH - 3 North ⊕	Send Back - Incom...	33	
		Send Back - Incom...	5	
	MH - MRHH - 2N		26	

Number of RFIs Issued by Receiving Organization

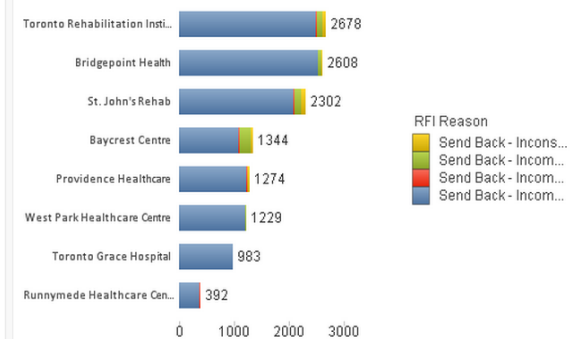| Receiving Organization		# of RFIs	# of Clients
Toronto Rehabilitation Institute		2678	2330
Bridgepoint Health	⊕	2608	2144
St. John's Rehab	⊕	2302	2060
Baycrest Centre	⊕	1344	1162
Providence Healthcare	⊕	1274	1206
West Park Healthcare Centre	⊕	1226	1039
Toronto Grace Hospital	⊕	978	781
Runnymede Healthcare Centre	⊕	388	318

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Deny

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Number of Denies Received by Sending Organization

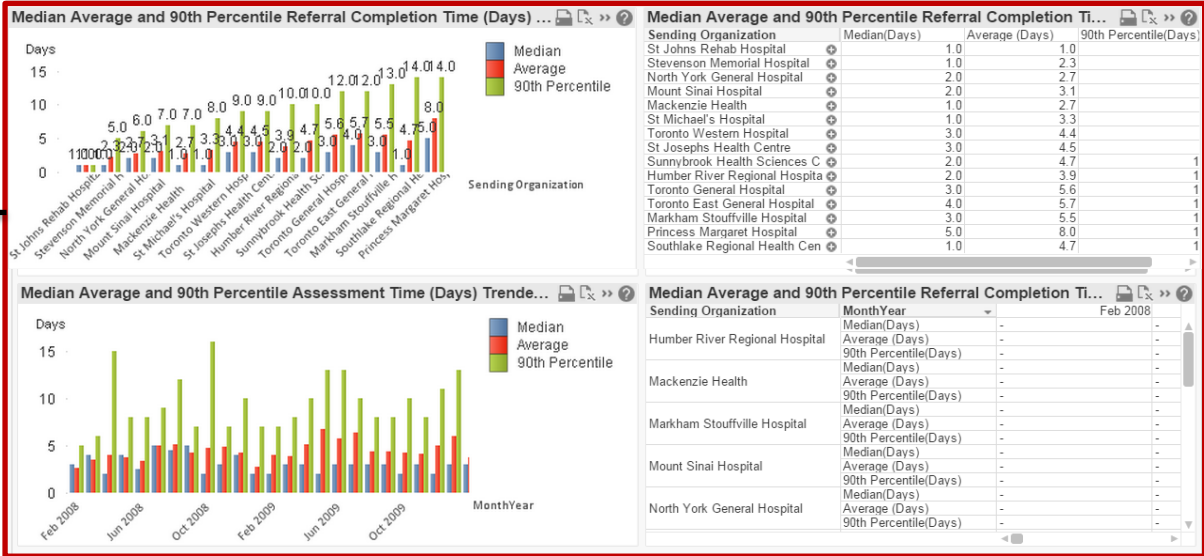| Sending Organization		# of Denies	# of Clients
Sunnybrook Health Sciences Centre	⊕	3332	174
Toronto Western Hospital	⊕	3087	140
St Michael's Hospital	⊕	2858	152
St Josephs Health Centre	⊕	2583	119
Toronto East General Hospital	⊕	1736	84
Mount Sinai Hospital	⊕	1549	77
Toronto General Hospital	⊕	1354	62
North York General Hospital	⊕	1053	46
Humber River Regional Hospital	⊕	905	36

Number of Denies Issued by Receiving Organization

Receiving Organization		# of Denies	# of Clients
Toronto Rehabilitation Institute	⊕	4326	3369
Providence Healthcare	⊕	3066	2087
Baycrest Centre	⊕	2709	2192
St. John's Rehab	⊕	2597	2249
Bridgepoint Health	⊕	2118	1575
West Park Healthcare Centre	⊕	1876	1556
Toronto Grace Hospital	⊕	1730	1220
Runnymede Healthcare Centre	⊕	757	574

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Number of Denies Received by Sending Organization by...

Sending Organization		# of Denies	# of Clients
Sunnybrook Health Sciences Centre	⊕	3332	17
Toronto Western Hospital	⊕	3087	14
St Michael's Hospital	⊕	2858	15
St Josephs Health Centre	⊕	2583	11
Toronto East General Hospital	⊕	1736	8
Mount Sinai Hospital	⊕	1549	7
Toronto General Hospital	⊕	1354	6
North York General Hospital	⊕	1053	4
Humber River Regional Hospital	⊕	905	3

Number of Denies Issued by Receiving Organization by Den...

Receiving Organization		# of Denies	# of Clients
Toronto Rehabilitation Institute	⊕	4326	336
Providence Healthcare	⊕	3066	208
Baycrest Centre	⊕	2709	219
St. John's Rehab	⊕	2597	224
Bridgepoint Health	⊕	2118	157
West Park Healthcare Centre	⊕	1876	155
Toronto Grace Hospital	⊕	1730	122
Runnymede Healthcare Centre	⊕	757	57

35 Process Efficiency

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Median Average and 90th Percentile Referral Completion Time (Days) …

Legend: Median (blue), Average (red), 90th Percentile (green)

Median Average and 90th Percentile Referral Completion Ti...

Sending Organization		Median(Days)	Average (Days)	90th Percentile(Days)
St Johns Rehab Hospital	⊕	1.0	1.0	
Stevenson Memorial Hospital	⊕	1.0	2.3	
North York General Hospital	⊕	2.0	2.7	
Mount Sinai Hospital	⊕	2.0	3.1	
Mackenzie Health	⊕	1.0	2.7	
St Michael's Hospital	⊕	1.0	3.3	
Toronto Western Hospital	⊕	3.0	4.4	
St Josephs Health Centre	⊕	3.0	4.5	
Sunnybrook Health Sciences C	⊕	2.0	4.7	1
Humber River Regional Hospita	⊕	2.0	3.9	1
Toronto General Hospital	⊕	3.0	5.6	1
Toronto East General Hospital	⊕	4.0	5.7	1
Markham Stouffville Hospital	⊕	3.0	5.5	1
Princess Margaret Hospital	⊕	5.0	8.0	1
Southlake Regional Health Cen	⊕	1.0	4.7	1

Median Average and 90th Percentile Assessment Time (Days) Trende…

Legend: Median (blue), Average (red), 90th Percentile (green)

Median Average and 90th Percentile Referral Completion Ti...

| Sending Organization	MonthYear		Feb 2008	
Humber River Regional Hospital	Median(Days)		-	-
	Average (Days)		-	-
	90th Percentile(Days)		-	-
Mackenzie Health	Median(Days)		-	-
	Average (Days)		-	-
	90th Percentile(Days)		-	-
Markham Stouffville Hospital	Median(Days)		-	-
	Average (Days)		-	-
	90th Percentile(Days)		-	-
Mount Sinai Hospital	Median(Days)		-	-
	Average (Days)		-	-
	90th Percentile(Days)		-	-
North York General Hospital	Median(Days)		-	-
	Average (Days)		-	-
	90th Percentile(Days)		-	-

Legend for the Layout

Note:

- For more information on how to use filters, refer to the "Filters" section in the guide;
- For more information on how to make multiple selections refer to the "Selections" section in the guide.

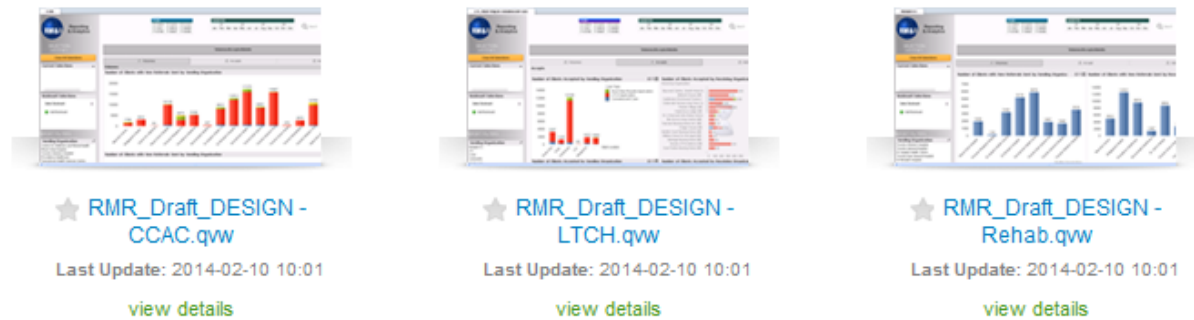| Reference No.	Tool	Definition
1	Care Type tab	This tab shows users which care type they are currently viewing.
2	Start Date	This drill-down allows users to select the time period they are interested in viewing data for. Both a Start Date and End Date must be selected to see information for a specific period of time, including the year, month and day for each date.
3	End Date	
4	Clear Date button	This button allows users to clear both the Start Date and End Date.
5	Search	Information can be entered in the search bar to search for a specific site, etc. (refer to "Search Function" section for more information).
6	Clear All Selections button	Clicking on this button clears all selections made so far in the report except the time filters.
7	Current Selections box	Provides user with a history of all selections made so far by adding in a line of information for every drill-down selected, and allows users to remove selections.
8	Bookmark Selections box	Allows users to create bookmarks for quicker access to information (refer to section on "Bookmarks" for more information).
9	Select Bookmark dropdown list	Any bookmarks that are created are added to this list. Open the drop-down list to view all bookmarks you have created (refer to section on "Bookmarks" for more information).
10	Add Bookmark button	This button allows users to add a bookmark. When clicked, it allows users to name the link (refer to section on "Bookmarks" for more information).
11	Report filters	Under this header you will find different report filters allowing users to drill-into specific areas of interest by using these filters.
12	Sending Organization filter	This filter allows users to analyze one or more sending organizations.
13	Receiving Organization filter	This filter allows users to analyze one or more receiving organizations.
14	RFI Reasons filter	This filter allows users to analyze one or more RFI reasons.
15	Deny Reasons Filter	This filter allows users to analyze one or more deny reasons.
16	Care Type Filter	No changes can be made to this filter, it shows which care type you are currently viewing.
17	Definitions	This button will trigger a pop-up window to download the indicator definitions.
18	User Guide	This button will trigger a pop-up window to download the user guide.
19	Volumes/ Accepts/ Admits	The information underneath this header refers to the information on the volumes of referrals sent, volumes of accepts and volumes of admits in the time period selected.
20	Toggle Bar	This toggle bar allows users to change the view between volumes,

		accepts and admits. When one of the buttons in the toggle bar is clicked it changes the view to represent the information that was selected. (Refer to "How to use the reports" section for more information on the toggle bar).
21	Charts and Tables - Volumes of Clients with New Referrals Sent	The general structure for each indicator is two charts and two tables (each by sending and receiving organization). The charts consist of site level information and the tables consist of site and unit/program level information. The tables also allow users to view both client level and referral level information. The charts and tables display information based the indicator selected.
22	Print Button 🖶	The Print button allows users to print the charts and tables in a printer friendly format when clicked (refer to the section "Printing" for more information).
23	Export to Excel Button 🗎	This button allows users to export tables into excel, allowing them to manipulate data. Note: This function is only available for the tables and not available for the charts (refer to the section "Exporting to Excel" for more information).
24	Expand Button ⊕	This button allows for tables to be expanded to access unit/program level information: Click the expand button next to the site you wish to see unit/program level information for (refer to the section "How to Access Unit Level Information" for more information).
25	RFI	All the charts and tables containing information on Requests for Information can be found under this header.
26	Fast Change Button ››	This button will change how the data on the graphs are visually presented. Using this button, users can have the data presented in a pie chart and table.
27	Indicator Definition Button ❓	This button provides a definition of the indicator in question. The definitions can be triggered in two ways: 1) Hovering over the button (note that upon moving the cursor away from the button, the text will disappear) 2) Clicking the button (this will trigger a box with the definition to appear. The box will be remain until closed)
28	Minimize Button ▬	This button allows users to hide a graph/chart, but keep the data accessible. The graph/ chart will re-appear by simply double clicking on the minimized graph 📊 N... icon or minimized chart 🔲 N... icon.
29	Maximize Button ⬜	This button gives users the option to enlarge a graph/ chart to its maximum size. The graph/ chart will return to its original size by clicking on the restore 🗗 icon.
30	Charts and Tables – Number of RFIs	Refer to Reference No. 21.
31	Charts and Tables – Number of RFIs by RFI Reason	These charts and tables follow the same structure as those above but have an additional level of breakdown – RFI reason level. Refer to Reference No. 21.
32	Deny	All the charts and tables containing information on Denies can be found under this header

33	Charts and Tables – Number of Denies	Refer to Reference No. 21.
34	Charts and Tables – Number of Denies by Deny Reason	Refer to Reference No. 21.
35	Process Efficiency	The information under this header refers to information on referral timelines
36	Toggle Bar	This toggle bar allows users to change the view between "Completion Time", "Follow-up Time", "Response Time", "Admission Wait Time" and "Overall Referral Time". When one of the buttons in the toggle bar is clicked it changes the view to represent the information relating to the button that was selected (refer to section on "How to use the reports" for more information on the toggle bar).
37	Charts and Tables – Process Efficiency	These charts and tables are ordered in the same way as those above them however their structure is slightly different. The charts depict information by sending or receiving organization (based on the referral timeline selected), and on the time trend. The tables also depict information on sending or receiving organization (based on the referral timeline selected), and on the time trend. The information displayed in this section is based on the option selected in the toggle bar.

How to Use the Reports

There are many different ways to use the reports based on user needs, but here are a couple of steps to follow in order to find the information you are interested in a timely and easy manner:

1. Choose the care type you are interested in and based on this, select the appropriate icon on the home screen.

⭐ RMR_Draft_DESIGN -
CCAC.qvw

Last Update: 2014-02-10 10:01

view details

⭐ RMR_Draft_DESIGN -
LTCH.qvw

Last Update: 2014-02-10 10:01

view details

⭐ RMR_Draft_DESIGN -
Rehab.qvw

Last Update: 2014-02-10 10:01

view details

Once you are on the selected care type page, select the time frame you are interested in from the top of the screen. The year, month and date must be selected before closing the calendar. By clicking the 'Clear Date' button, the calendar selection will be reset.
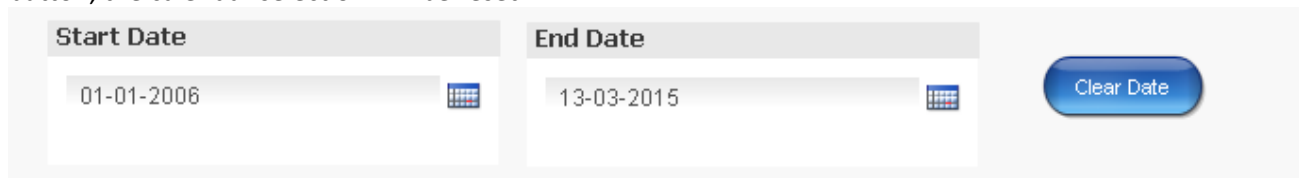
2. Scroll down (using the mouse roller or the scroll bar on the right of the screen) to access additional indicators; the reports are structured in a way where all indicators are on the same page and users must scroll down on the screen to access more indicators.
3. Some indicators are in a tabbed view and to access them users must select the tab with the indicator they are interested in (for more details refer to section on "Structure of Report" in guide).

4. To filter and access specific information, users can use the filters on the left side of the screen or simply click on the site/reason within the charts (refer to section on "Filters" in this guide for more information).

REPORT FILTERS

Sending Organization 🔍
St Josephs Health Centre
Sunnybrook Health Sciences Centre
Toronto Western Hospital
Mount Sinai Hospital
Toronto East General Hospital
Toronto General Hospital
Princess Margaret Hospital
St Michael's Hospital

Receiving Organization 🔍
Runnymede Healthcare Centre
Bridgepoint Health
Baycrest Centre
St. John's Rehab
Toronto Rehabilitation Institue
West Park Healthcare Centre
Providence Healthcare
Toronto Grace Hospital

Number of Clients with New Referrals Sent by Sending Organization

Click on

Sending Organizations

OR

5. To view information on another care type, click on the back button in your browser window

6. This will take you back to the home screen. You can select another care type by clicking on the icon and repeating steps 1-4 (refer to section on "Differences between Care Types" for more information on what differences exist between the different care type views).

Structure of Report

The report is designed to reduce the amount of scrolling required to access all the information while ensuring that all required information is presented in a user-friendly manner.

In the report, the filters are located at the top of the screen and on the left hand side of the screen:

There is a selection history button located on the top left hand corner of the screen named "Current Selections", identifying all drill-downs that have been selected (for more information refer to the "Selections" section).

Users can create bookmarks for easy access to certain drill-downs by using the "Create a Bookmark" button. This can be found on the left hand side of the screen (for more information refer to the "Bookmarks" section in this guide).

The general structure of the tool is as follows:

1. Volumes/Accepts/Admits
2. RFI (Request for Information)
3. Deny
4. Process Efficiency

1. Volumes/Accepts/Admits

The first metric that is reported is Volumes/Accepts/Admits.

Volumes/Accepts/Admits

There is a tabbed view which is controlled by the "Toggle Bar"

| Volumes	Accept	Admit

This "Toggle Bar" allows users to change view between Volumes, Accepts and Admits. To select different indicators users can simply click on the indicator of choice. By default "Volumes" is selected.
When an indicator option is selected in the toggle bar, it changes color to dark gray:

 "Accept is not selected"

 "Accept is selected"

Refer to section on "How to access unit/program level information" and "Filters" on more information on the charts and graphs in each section.

2. RFI (Requests for Information)

By scrolling down on the screen, users can access information on Requests for Information (RFI)
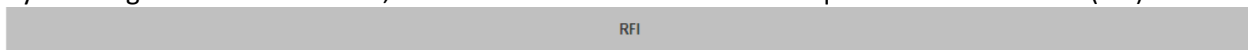
There is information on both the volumes of RFIs and RFI reasons in this section (refer to section on "How to access unit/program level information" and "Filters" on more information on the charts and graphs in each section).

3. Deny

By scrolling down on the screen, users can access information on Denies
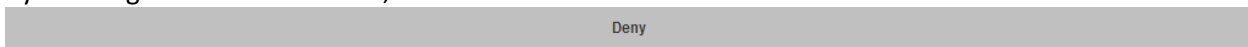
There is information on both the volumes of Denies and on Deny reasons in this section (refer to section on "How to access unit/program level information" and "Filters" on more information on the charts and graphs in each section).
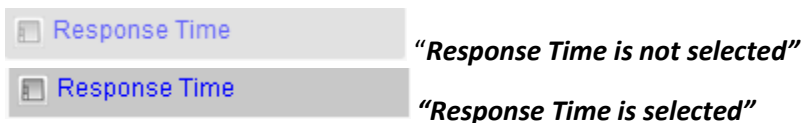
4. Process Efficiency

By scrolling down on the screen (bottom of the screen) users can access information on referral timelines.
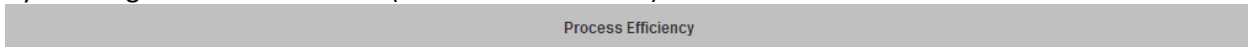

Similar to Volumes/Accepts/Admits the information under Process Efficiency is also displayed in a "tabbed view"
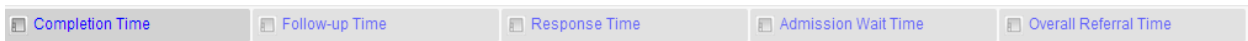
The "Toggle Bar" allows users to change views between Completion Time, Follow-up Time, Response Time, Admission Wait Time and Overall Referral Time. By default "Completion Time" is selected and to view another referral timeline, users must click on the tab with the timeline they are interested in.
When an indicator option is selected in the toggle bar, it changes color to dark gray:

 "*Response Time is not selected*"

 "Response Time is selected"

Under Process Efficiency, all indicators are measuring different wait time metrics and hence the information provided depicts the number of days waiting. The median, average and 90th percentile values are provided for each indicator.
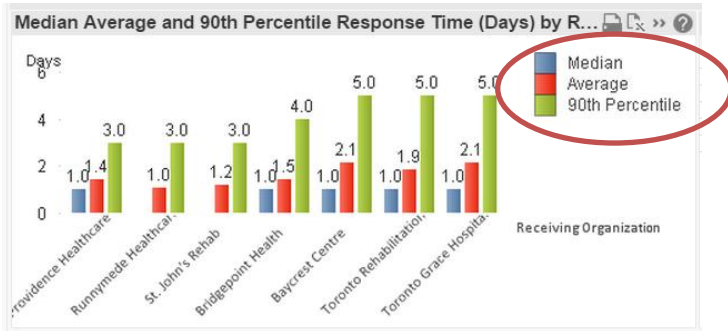

In Process Efficiency, the charts and tables provide both the wait times by site, and the wait times trended monthly (based on the time period selected) (refer to section on "How to access unit/program level information" and "Filters" on more information on the charts and graphs in each section).

Scorecard

The scorecard provides high level information that reflects the referral trends across the RM&R Program. As a result, the structure of the page differs from the aforementioned care types. The filters located at the top of the screen as well as on the left hand side remain consistent.

The four RM&R Program goals (Access to Care, Equality and Appropriateness, Capacity and Demand, System Utilization, Process Efficiency) are listed across the top of the screen as tabs. Each tab allows users to access specific indicators that report on the selected goal.
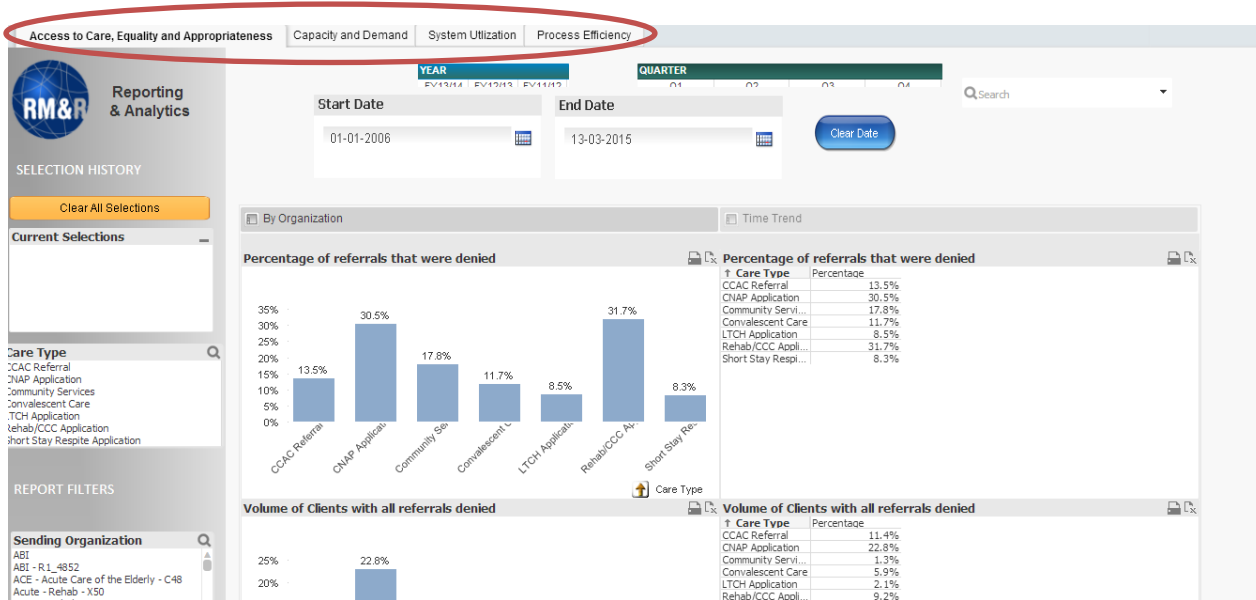
1. Access to Care, Equality and Appropriateness

In this tab, the charts and tables provide information about the percentage of referrals that were denied, the volume of clients with all referrals denied and the volume of bypasses (LTCH and convalescent care only). The Time Trend tab presents the information trended by year.

2. Capacity and Demand

In Capacity and Demand, the indicators shown are for the volumes and wait times for clients accepted but are waiting to be admitted to a program. The information is also trended by year.

3. System Utilization

This tab shows the number of new referrals sent and also the number of admitted referrals by sending and receiving organization. These indicators can also be found in the individual care type pages. The yearly trended indicator is available under the "Time Trend" tab.

4. Process Efficiency

All the wait time indicators can be found in this tab. Each sub-indicator can be expanded by clicking on the respective tabs.

The "Response Time vs. Target" is slightly different from other sub-indicators in this tab. It denotes the percentage of response time within the specific best practice target times for each care type.

The trended view for this section is also located in a different position: All the trended graphs in Process Efficiency are located beneath the respective charts.
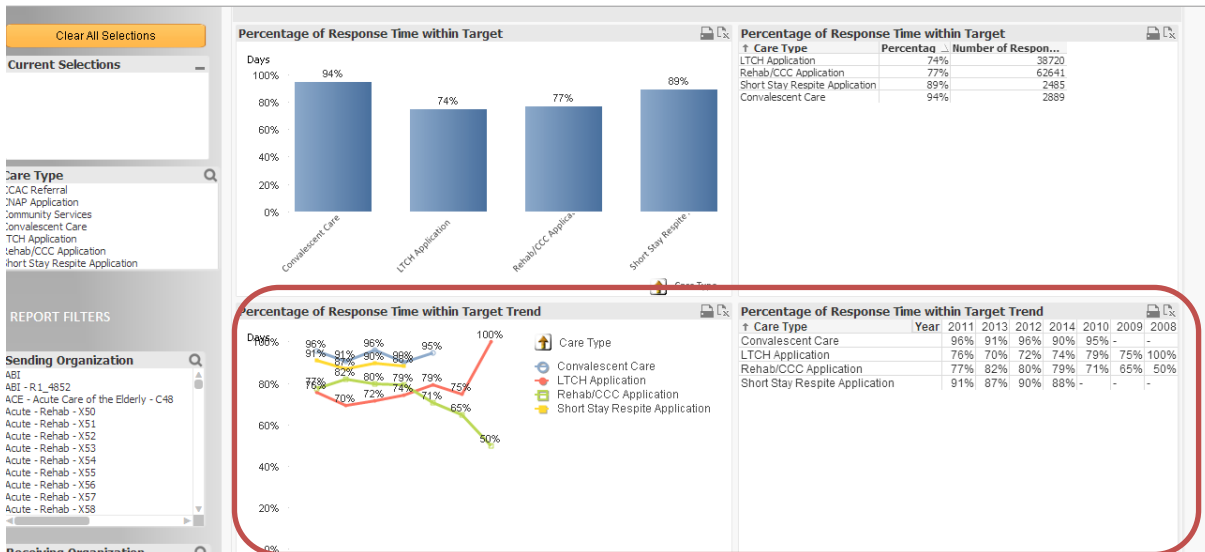
What's New

The "What's New" page provides up to date information on ORBIT enhancements, new features and fixes. Each announcement is dated to provide users with a reference date for which a change was implemented. Any limitations and exceptions will also be outlined within each posting.

September 25, 2014

Category filter has been added to the Rehab & CCC page. This new feature supports both single and multiple category selection. Users will now be able to separate CCC, HTSD and LTD data.

October 20, 2014

The information in all graphs are now sorted in ascending order for all care types.

How to Access Unit/Program Level Information

Under each header users will find information in the form of both charts and tables. The charts contain information at a site level allowing users to compare sites and view aggregate numbers for the time period selected. The tables contain more detailed information as they consist of both client and referral level information as well as providing a breakdown by unit (for sending sites) and by program (for receiving sites).

Steps on how to access drill-down information:

1. Select the indicator you are interested in seeing information for (refer to "How to use the reports" and "Structure of the report" on more information on how to locate the indicator of interest and what indicators are available in the reports).
2. Once an indicator is selected, scroll down to access the charts and tables under the indicator heading. For instance, if you are interested in seeing the denies for Rehab, click on the Rehab icon in the home screen, then scroll down till you see the "Deny" heading on the Rehab page - the charts and tables relating to denies will be under the header.

3. Unit/Program level information is available in the tables, as the charts only report on site level information.
4. Scroll down to the table with the information you are interested in, and locate the site you are interested in the detailed information.
5. Click on the ⊕ sign next to the name of the site you are interested in, this should expand the list next to the site name and provide information at unit/program level.

Number of Denies Received by Sending Organization

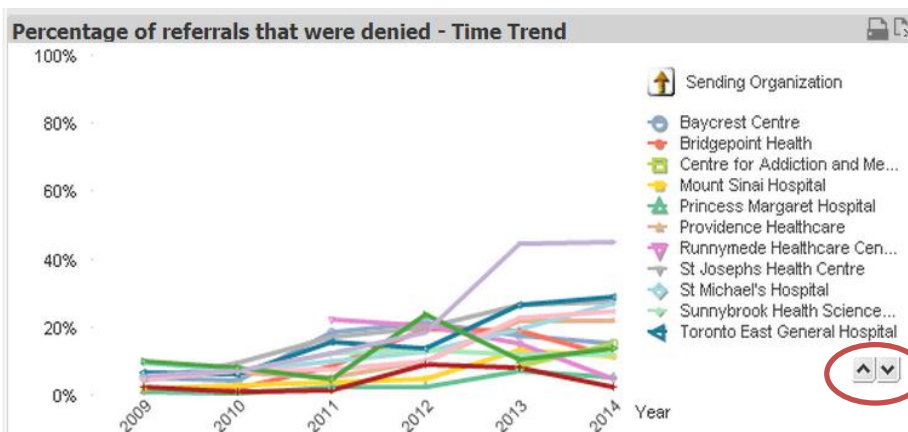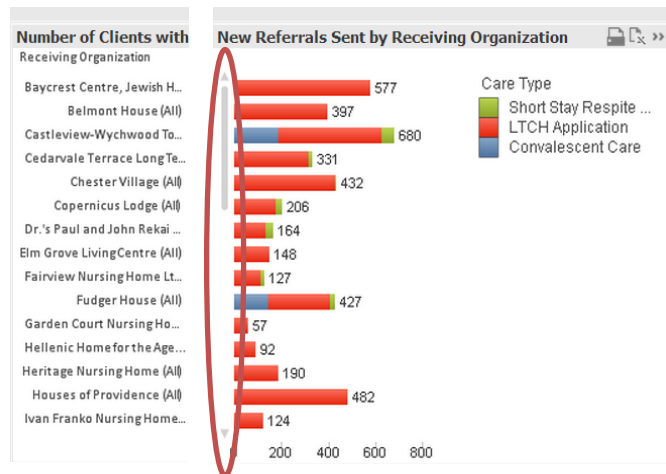| Sending Organizations		Number of Denies	Number of Unique Clients
Mount Sinai Hospital	⊕	1526	705
Princess Margaret Hospital	⊕	160	69
St Josephs Health Centre	⊕	2705	1152
St Michael's Hospital	⊕	3000	1465
Sunnybrook Health Sciences Centre	⊕	3290	1651

This will cause the area below and next to Mount Sinai Hospital in the table to expand and provide unit level information for Mount Sinai Hospital (the same can be done for receiving sites to access program level information).

Number of Denies Received by Sending Organization

Sending Organizations	Unit	Number of Denies	Number of U
Mount Sinai Hospital	MSH - 10 North U...	2	
	MSH - 10 South ...	2	
	MSH - 11N	7	
⊖	MSH - 11S	8	
	MSH - 14N	2	
	MSH - 14S	1	
	MSH - Emergenc...	12	
Princess Margaret Hospital ⊕		1	
St Josephs Health Centre ⊕		43	

Tip: the scroll bars on the side of the tables can be used to access more information

Tip: the scroll bar for some charts is found between the axis and the bars

Number of Clients with

Receiving Organization

Baycrest Centre, Jewish H...
Belmont House (All)
Castleview-Wychwood To...
Cedarvale Terrace Long Te...
Chester Village (All)
Copernicus Lodge (All)
Dr.'s Paul and John Rekai ...
Elm Grove Living Centre (All)
Fairview Nursing Home Lt...
Fudger House (All)
Garden Court Nursing Ho...
Hellenic Home for the Age...
Heritage Nursing Home (All)
Houses of Providence (All)
Ivan Franko Nursing Home...

New Referrals Sent by Receiving Organization

Care Type
- Short Stay Respite ...
- LTCH Application
- Convalescent Care

577
397
680
331
432
206
164
148
127
427
57
92
190
482
124

200 400 600 800

Percentage of referrals that were denied - Time Trend

100%
80%
60%
40%
20%
0%

2009 2010 2011 2012 2013 2014 Year

Sending Organization
- Baycrest Centre
- Bridgepoint Health
- Centre for Addiction and Me...
- Mount Sinai Hospital
- Princess Margaret Hospital
- Providence Healthcare
- Runnymede Healthcare Cen...
- St Josephs Health Centre
- St Michael's Hospital
- Sunnybrook Health Science...
- Toronto East General Hospital

Tip: arrows to move up and down lists is found on the corner below the legend

Printing

All the charts and tables in the tool can be printed. Users can view the charts and tables in a printer friendly format and print them as required.
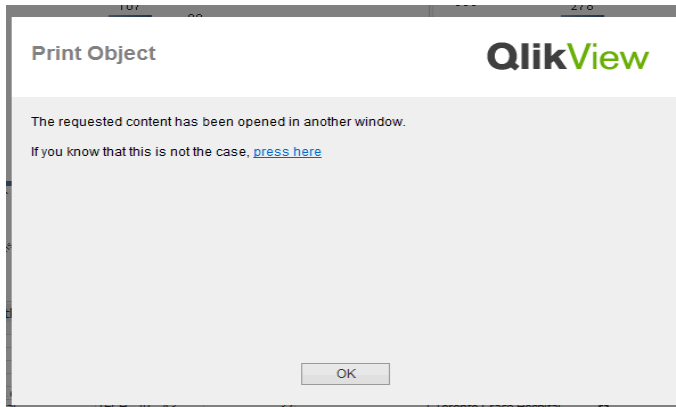
Steps to Print

1. The print tool can be found on each table and chart on the top right hand corner. The tool is signified by the following icon:

2. Click on the icon, the loading window will appear while the chart/table is opening.
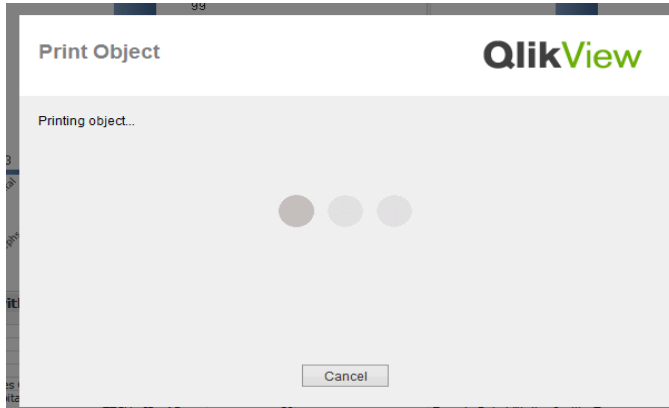
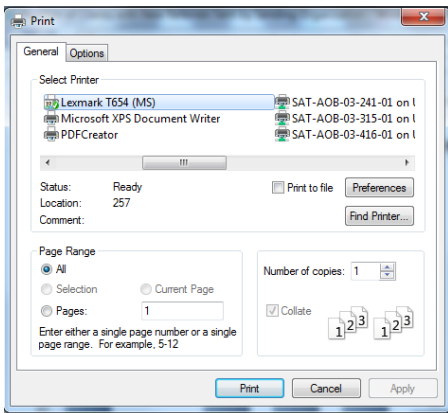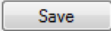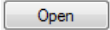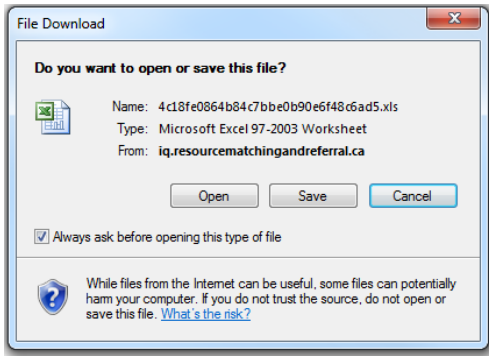3. If your internet settings have blocked pop-ups then this window will appear on your screen:

4. If this occurs, simply click on the `press here` button in the window.

   a. Note: For more information on disabling the pop-up blocker, refer to the section "FAQ" in the guide. If pop-ups are not blocked and/or the `press here` button is clicked, the chart/table should open up in a new window in a printer friendly format and can be accessed by clicking on the new tab that opened:

Number of Clients with New Referrals Sent by Sending Organization
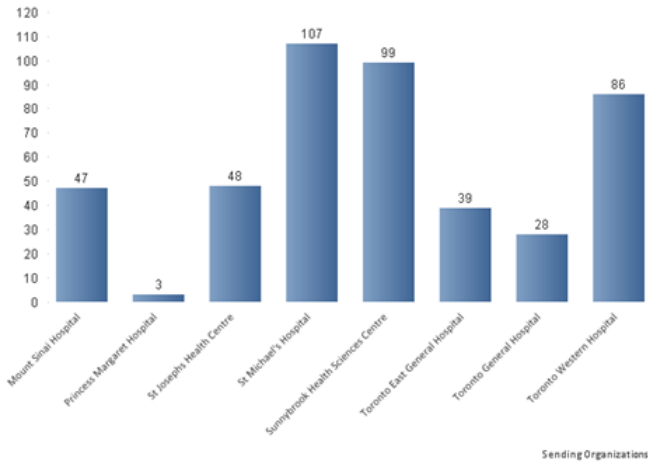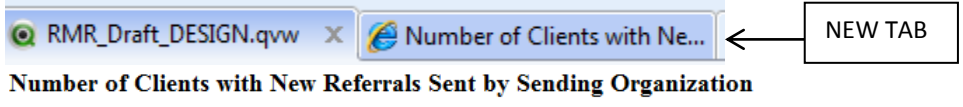
Selection Status:

CARE_TYPE	Rehab/CCC Application
FiscalYear	FY13/14
MONTH	Dec

5. Users can then use the "Print" button in the taskbar to print the chart/table on the screen

6. A printer prompt will appear allowing users to select the printer and print accordingly.

Exporting to Excel

Tables within the tool can be exported to excel if users wish to manipulate the data or save the information in excel format.
Note: Charts cannot be exported to Excel.

Steps to export tables to excel

1. The export tool can be found on each table on the top right hand corner. The tool is signified by the following icon:

2. Once clicked a screen will pop open displaying that the table is being exported.
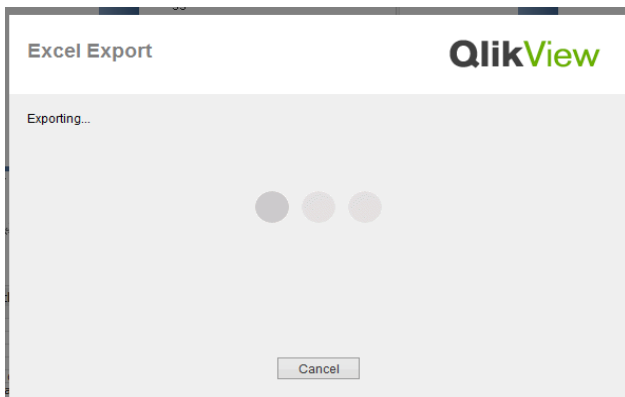
3. In your internet settings have blocked pop-ups then this window should appear on your screen:
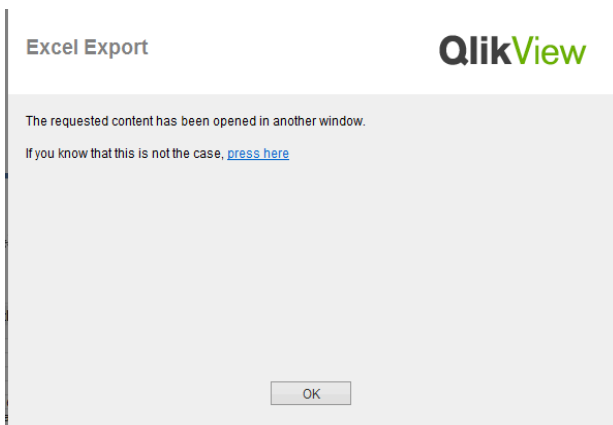
4. If this occurs, simply click on the press here button in the window.
   a. Note: for more information on disabling the pop-up blocker, refer to the "FAQ" section.

5. If pop-ups are not blocked and/or the press here button is clicked, the following prompt should appear asking if you would like to open or save the table in excel. If you would like to save a copy of this excel table on your computer click on the Save button. If you would like to simply open the file in excel then click on the Open button.

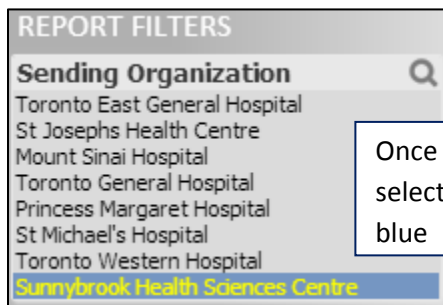6. The information from the table will be displayed in an Excel file.

Filters

Selecting one site

Method 1: Clicking on the site/reason of choice.
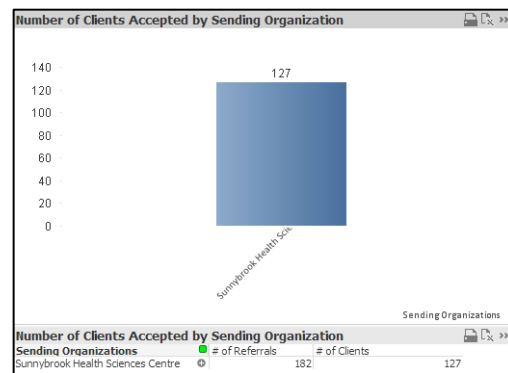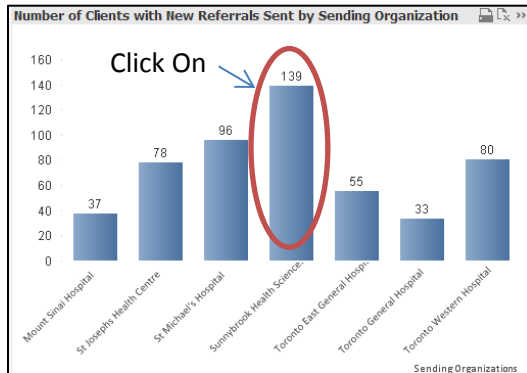
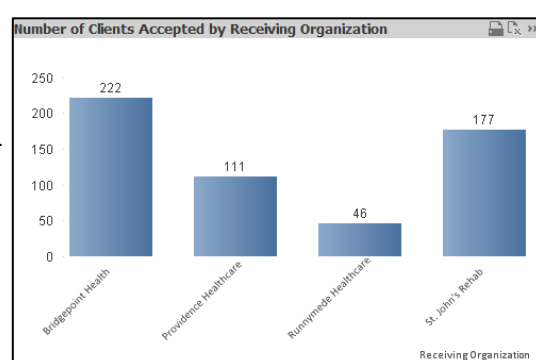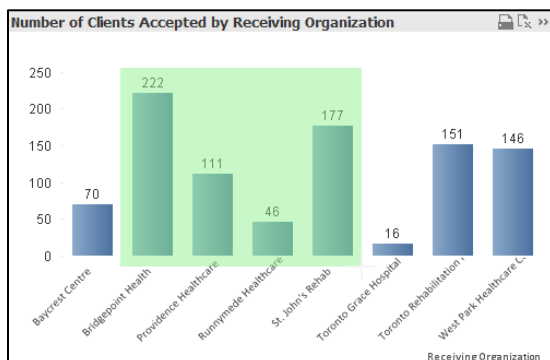Method 2: Clicking on site/reason of choice in the filter boxes on the left of the screen.


Selecting multiple sites

Method 1: Click on the left mouse button and while clicked drag the mouse to create a box over the sites of interest.

Method 2: Use the "Ctrl" button on keyboard with the mouse. Hold the "Ctrl" key on the keyboard down and click on all the filters you are interested in. For instance, if you are interested in Bridgepoint, Providence,

Runnymede and St. John's you would click on those while holding down the Ctrl key on your keyboard:
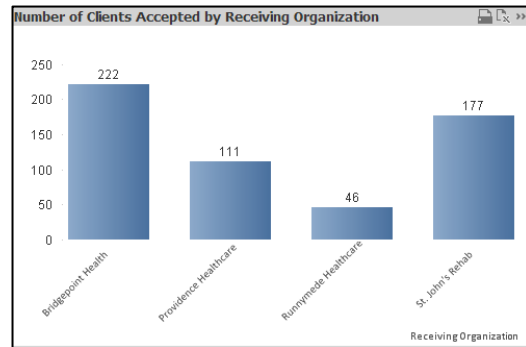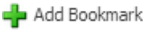
Bookmarks

For easier access to certain views, bookmarks can be created. If there is a certain drill-down that you access on a regular basis you can create a bookmark for that view and access it by selecting it. This bookmark will be available every time you log into ORBIT.

Bookmarks can be accessed on the top left hand corner of the screen:
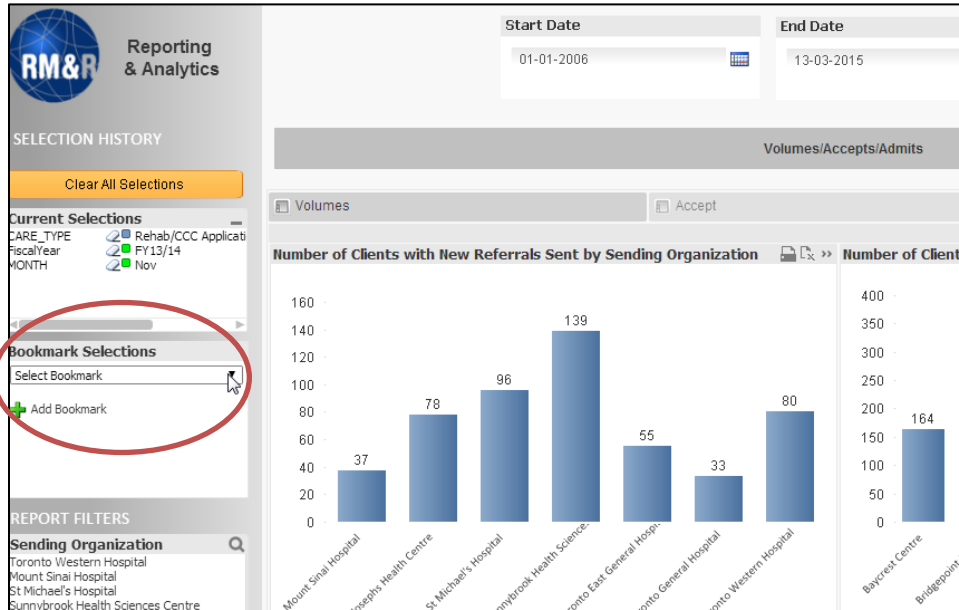
1. To create a bookmark, first choose the drill-downs you are interested in, for instance if you would like to see your site's information then click on your site's name in the filter field and ensure only your site's information is showing up prior to creating the bookmark (see "Tips on using BI Tool – Filters" for more details on how to use drill-downs).

2. Once you are satisfied with what is showing up on the screen, click on the ➕ Add Bookmark button

3. A screen will pop-up prompting you with some questions.

4. Type your bookmark name in the first box.

Bookmark Name:

My Organization's Info

5. You can make other selections such as saving your scroll position, etc. We recommend that you check the box next to "Include Layout State" - this will ensure you get the same view (and not just the same drill-down) when you access the bookmark.

☐ Include Layout State

6. Once you are satisfied with the selections you have made click on "OK".

OK

7. This will create a bookmark in the "Bookmark Selections" area.

Bookmark Selections

My Organization's Info ▼

8. You can now access the same information whenever you are logged in by selecting the bookmark from the "Bookmark Selections" drop-down list.

Bookmark Selections

My Organization's Info ▼
Rehab-Default
Mount Sinai Admits
My Organization's Info

9. Once a bookmark is selected, the charts and tables will display the appropriate information.

Search Function

There is a search bar on the top right hand corner of the screen; this can be used to search for specific sites and/or units. This function is especially useful if you are looking for a certain unit or specific units for a site.

To use the search function simply enter in the name of the site/unit of interest, as you start entering the name suggestions will come up and you can select your site(s) and/or unit(s) of interest once they appear in the list
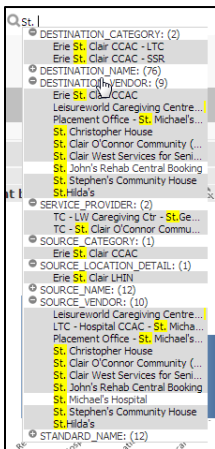
In certain cases some names will appear with a "+" next to them, click on the "+" to expand the list.
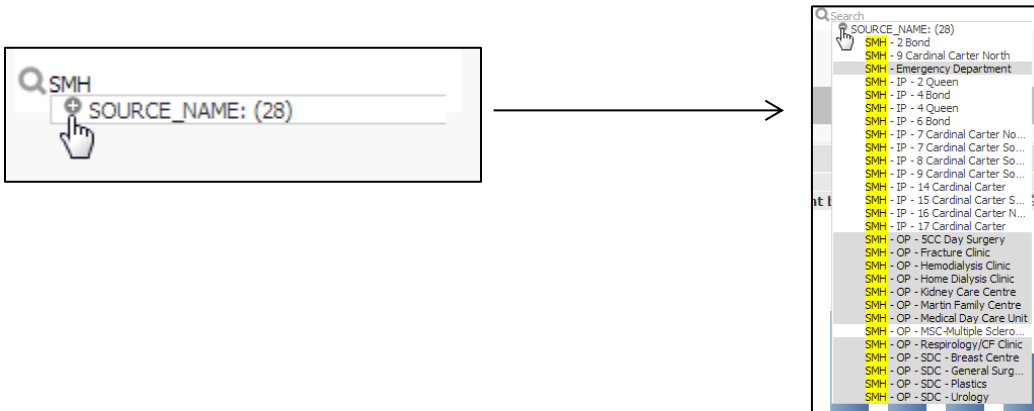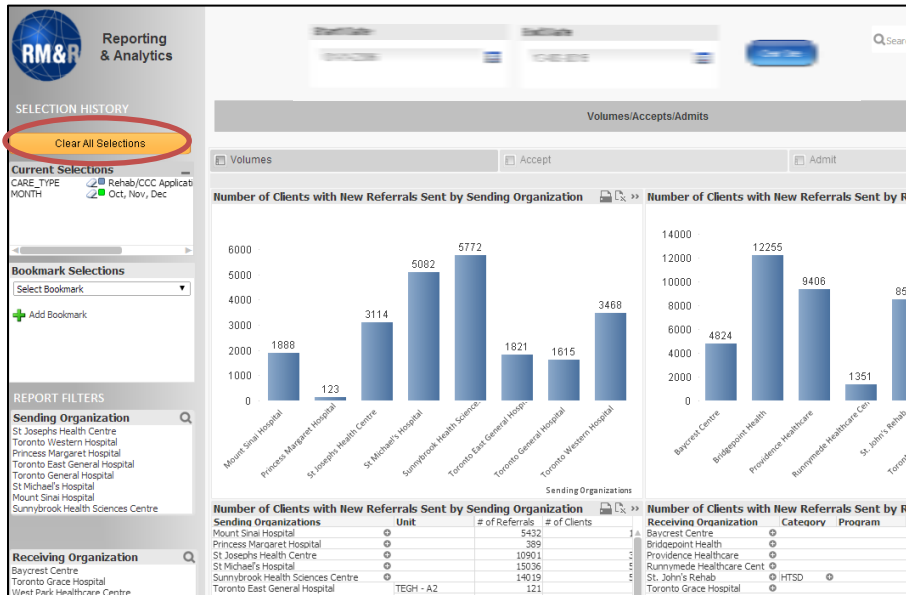
Selections

After users have drilled into certain views, you can return to the original view or make changes to the drill-downs that you have selected so far. There are many methods to do this.

Going back to original view (YTD information will be displayed for all sites – no drill-downs)

To view information in an aggregate form for all sites with no drill-downs, users can use the "Clear All Selections" button that can be found on the top left hand corner of the screen

Removing Specific Drill-Downs

In certain cases you may only want to remove some drill-downs. For that we would use the "Current Selections" button which can be found on the left hand side of the screen (underneath the "Clear All Selections" button). Note that to remove the date selection, you must click "Clear Date" button located next to "End Date" at the top of the page.
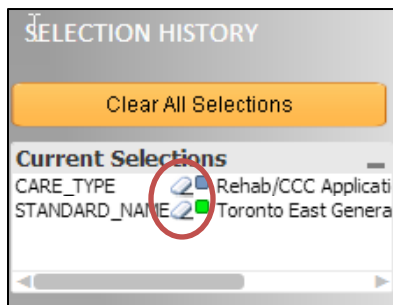
In selection history, click on the button next to the selection you are interested in removing. For instance in this case if we wanted to remove the drill-down for "Toronto East General Hospital" we would click the button next to it. Once clicked, "Toronto East General Hospital" will disappear from the list, and the information within the BI Tool will no longer be specific to Toronto East General Hospital.

Differences between Care Types

Although the tool is designed in a way where all care types are aligned and share the same design and structure, there are some subtle nuances between the care types. These are outlined below.

CCAC

- **Service area breakdown**
    - Within the CCAC care type all the charts and tables are broken down by service area (IP, OP and ED).

- **Tabbed view for site level and unit level information (for RFI and Deny)**
    - Due to the length of the unit names, the chart (with site level information) and the tables (with unit level information) are provided in separate tabs (as opposed to above and below each other as is the case in the other care types).
    - For more information on tabbed views refer to the section "Structure of Report".

- **Tabbed view for site level and time trend (for Process Efficiency)**
    - Due to the length of the unit names, the chart (with site level breakdown) and the chart (with time trend) are provided in separate tabs (as opposed to next to one another as is the case in the other care types).
    - For more information on tabbed views refer to the section "Structure of Report".

Long-term care, Convalescent, and Short Stay

- **Care Type breakdown**
    - Since three care types (Long-term care, Convalescent and Short Stay) are combined in this report, the charts and tables on this page are all broken down by care type.

- **Out of TC-LHIN Filter**
    - There are organizations outside of the Toronto Central LHIN (TC LHIN) currently **sending** Long-term care referrals through RM&R. The referral data for these organizations can be accessed through the "Sending Organization" filter.
    - Selecting both TC LHIN and Out of TC LHIN filters will provide a more holistic picture of an organization's RM&R referral patterns
    - Filter is defaulted to display data for all sending organizations (TC LHIN and Out of TC LHIN)

Rehab/ CCC

- **Category Filter**
  - o There are three Rehab/CCC categories reported in ORBIT. This filter enables users to select the category of interest to display all the associated programs.
  - o The filter is defaulted to display data for all three categories.

CATEGORY
☐ CCC ☐ HTSD ☐ LTLD

- **Sending Organization Filter**
  - o There are organizations outside of the Toronto Central LHIN (TC LHIN) currently **sending** Rehab/ CCC referrals through RM&R. The referral data for these organizations can be accessed through the "Sending Organization" filter.
  - o Selecting both TC LHIN and Out of TC LHIN filters will provide a more holistic picture of an organization's RM&R referral patterns
  - o Filter is defaulted to display data for all sending organizations (TC LHIN and Out of TC LHIN)

Sending Organization
☐ TC LHIN   ☐ Out of TC LHIN

FAQ

1. **It is difficult to see the information on the report as it is too small**
   The window can be zoomed in and out, allowing for users to see the numbers clearly. To zoom in, click on the down arrow on the bottom right hand corner of your browser - this button will open up a list allowing users to zoom in or out of the window.

   🔍 100% ▼
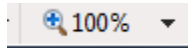
2. **Some of the Deny reason/RFI reason names in the legend are too long and therefore hard to read**
   There is a maximize screen button on the charts allowing users to maximize the screen and view the chart in a bigger window. This button can be found on the top right hand corner of every chart/table. Clicking on this button ☐ opens the chart/table in a larger window.
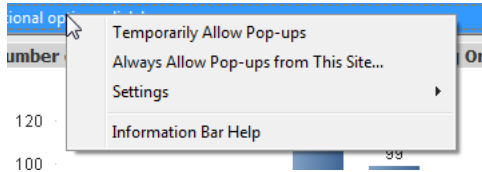
3. **How do I disable the pop-up blocker in order to be able to print charts/tables and/or export tables to excel?**
   Please be advised these are steps for Internet Explorer Version 8; if you are using a different browser, kindly contact your help desk/ IT department for instructions.

   Step 1: The following bar will appear on the top of your screen if pop-ups are blocked

   Pop-up blocked. To see this pop-up or additional options click here...   ✕

   Step 2: Click on this bar and the following menu list should appear

   Temporarily Allow Pop-ups
   Always Allow Pop-ups from This Site...
   Settings   ▶
   Information Bar Help

   Step 3: If you wish to only allow pop-ups this once and not permanently you can select "Temporarily Allow Pop-ups", if you would like to permanently allow pop-ups for this site click on "Always Allow Pop-ups from This Site..."

   Allow pop-ups from this site?
   Would you like to allow pop-ups from 'iq.resourcematchingandreferral.ca'?
   Yes   No
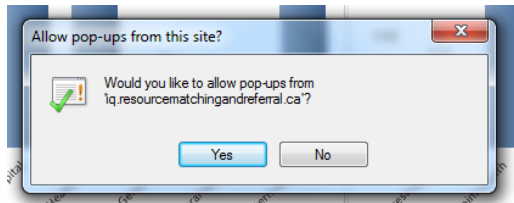
   Step 4: If "Always Allow Pop-ups from This Site..." is selected then the following prompt will appear:
   Step 5: Click on [Yes]