



Online Referral Business Intelligence Tool (ORBIT) Definitions, Inclusion/ Exclusion Documentation

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REHAB/ CCC		
Indicator	Definition	Interpretation
Volumes		
Number of Clients with New Referrals Sent by Sending Organization (Chart)	Number of clients that have had new referrals sent in the specified reporting period broken down by sending organization	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Sending Organization (Table)	Number of clients that have had new referrals sent in the specified reporting period broken down by the sending unit for each sending organization (this breakdown also includes the number of referrals sent for each unit)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Organization (Chart)	Number of clients that have had new referrals sent in the specified reporting period broken down by the receiving organization	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Organization (Table)	Number of clients that have had new referrals sent in the specified reporting period broken down by the receiving program for each receiving organization	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Accept		
Number of Unique Clients Accepted in specified reporting period Broken Down by Sending Organization (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending organization	The total number of accepted clients are those who have been accepted into a Rehab/CCC program or service but have not yet transitioned to their next level of care
Number of Accepted Referrals by Sending Organization (Table)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of referrals that got accepted for each unit)	The total number of accepted clients are those who have been accepted into a Rehab/CCC program or service but have not yet transitioned to their next level of care
Number of Unique Clients Accepted in specified reporting period Broken Down by Receiving Organization (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by receiving organization	The total number of accepted clients are those who have been accepted into a Rehab/CCC program or service but have not yet transitioned to their next level of care

Number of Accepted Referrals by Receiving Organization (Table)	Number of clients who were accepted into a program or service within the specified reporting period broken down by receiving program for each receiving organization (this breakdown also includes the number of referrals that got accepted for each program)	The total number of accepted clients are those who have been accepted into a Rehab/CCC program or service but have not yet transitioned to their next level of care
Request for Information (RFI)		
Number of RFIs Received by Sending Organization (Chart)	Number of referrals that were given a Request for Information (RFI) status by a Rehab/CCC organization within the specified reporting period broken down by sending organization	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period
RFIs Received by Sending Organization (Table)	Number of referrals that were given a Request for Information (RFI) status by a Rehab/CCC organization within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of unique clients that got an RFI status per unit)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period
Number of RFIs Issued by Receiving Organization (Chart)	Number of referrals that were given a Request for Information (RFI) status by a Rehab/CCC organization within the specified reporting period broken down by receiving organization	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the Specified reporting period
RFIs Issued by Receiving Organization (Table)	Number of referrals that were given a Request for Information (RFI) status by a Rehab/CCC organization within the specified reporting period broken down by receiving program for each receiving organization (this breakdown also includes the number of unique clients that got	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified

	an RFI status for each program)	reporting period
Number of RFIs Received by Sending Organization – Reason Breakdown (Chart)	Number of referrals that were given a Request for Information (RFI) status by a Rehab/CCC organization within the specified reporting period broken down by RFI reason and sending organization.	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the receiving Rehab/CCC organization when it assigned the RFI status to the referral
Number of RFIs Received by Sending Organization – Reason Breakdown (Table)	Number of referrals that were given a Request for Information (RFI) status by a Rehab/CCC organization within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of each RFI reason and the number of unique clients)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the receiving Rehab/CCC organization when it assigned the RFI status to the referral
Number of RFIs Issued by Receiving Organization – Reason Breakdown (Chart)	Number of referrals that were given a Request for Information (RFI) status by a Rehab/CCC organization within the specified reporting period broken down by RFI reason and receiving organization.	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the Specified reporting period. The RFI reason is the reason selected by the receiving Rehab/CCC organization when it assigned the RFI status to the referral

Number of RFIs Issued by Receiving Organization – Reason Breakdown (Table)	Number of referrals that were given a Request for Information (RFI) status by a Rehab/CCC organization within the specified reporting period broken down by receiving program for each receiving organization (this breakdown also includes the number of each RFI reason and the number of unique clients)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the Specified reporting period. The RFI reason is the reason selected by the receiving Rehab/CCC organization when it assigned the RFI status to the referral
Deny		
Number of Denies Received by Sending Organization (Chart)	Number of referrals that were denied by the receiving Rehab/CCC organization within the specified reporting period and waiting for acceptance into another program by the end of the specified time period broken down by sending organization	Referrals that were sent from these organizations to the Rehab/CCC organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Received by Sending Organization (Table)	Number of referrals that were denied by the receiving Rehab/CCC organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by sending unit for each sending organization (breakdown also includes the number of unique clients that got denied by unit)	Referrals that were sent from these organizations to the Rehab/CCC organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Issued by Receiving Organization (Chart)	Number of referrals that were denied by the receiving Rehab/CCC organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization	Referrals that were sent from different acute organization to these Rehab/CCC organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)

<p>Number of Denies Issued by Receiving Organization (Table)</p>	<p>Number of referrals that were denied by the receiving Rehab/CCC organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving program for each receiving organization (breakdown also includes the number of unique clients that for denied by program)</p>	<p>Referrals that were sent from different acute organization to these Rehab/CCC organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)</p>
<p>Number of Denies Received by Sending Organization – Reason Breakdown (Chart)</p>	<p>Number of referrals that were denied by the receiving Rehab/CCC organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by sending organization and deny reason category</p>	<p>Referrals that were sent from these organizations to the Rehab/CCC organizations and were denied from being admitted for the selected program or service. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny category is reported by sending organization</p>
<p>Number of Denies Received by Sending Organization – Reason Breakdown (Table)</p>	<p>Number of referrals that were denied by the receiving Rehab/CCC organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by sending organization, unit level and deny reason</p>	<p>Referrals that were sent from these organizations to the Rehab/CCC organizations and were denied from being admitted for the selected program or service. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this table the deny reason is reported by sending organization</p>

Number of Denies Issued by Receiving Organization – Reason Breakdown (Chart)	Number of referrals that were denied by the receiving Rehab/CCC organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization and deny reason category	Referrals that were sent from different acute organization to these Rehab/CCC organizations and were denied from being admitted for the selected program or service. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny category is reported by sending organization
Number of Denies Issued by Receiving Organization – Reason Breakdown (Table)	Number of referrals that were denied by the receiving Rehab/CCC organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization, program and deny reason	Referrals that were sent from different acute organization to these Rehab/CCC organizations and were denied from being admitted for the selected program or service. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny reason is reported by sending organization
Admit		
Number of Admitted Clients by Sending Organization (Chart)	Number of clients who were admitted into a program or service within the specified reporting period broken down by the Sending Organization	The total number of admitted clients are those who have been accepted into a Rehab/CCC program or service and have transitioned to their next level of care
Admitted Referrals by Unit (Table)	Number of clients who were admitted into a program or service within the specified reporting period broken down by the Sending Unit for each Organization (this breakdown also includes the number of referrals that were admitted for each unit)	The total number of admitted clients are those who have been accepted into a Rehab/CCC program or service and have transitioned to their next level of care

Number of Admitted Clients by Receiving Organization (Chart)	Number of clients who were admitted into a program or service within the specified reporting period broken down by the Receiving Organization	The total number of admitted clients are those who have been accepted into a Rehab/CCC program or service and have transitioned to their next level of care
Admitted Referrals by Program (Table)	Number of clients who were admitted into a program or service within the specified reporting period broken down by the Sending Unit for each Organization (this breakdown also includes the number of referrals that were admitted for each unit)	The total number of admitted clients are those who have been accepted into a Rehab/CCC program or service and have transitioned to their next level of care
Process Efficiency		
Median and 90th Percentile Referral Completion Time by Sending Organization (Chart)	Number of days from referral initiation to date the referral is sent broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Referral Completion Time by Sending Organization (Table)	Number of days from referral initiation to date the referral is sent broken down by sending unit for each sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90th Percentile Follow-up Time by Sending Organization (Chart)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Follow-up Time by Sending Organization (Table)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending unit for each sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Response Time by Receiving Organization (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process

Response Time by Receiving Organization (Table)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving program for each receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Wait Time for Admitted Clients by Receiving Organization (Chart)	Number of days from last response to the date of the client's admission broken down by receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Admission Time by Receiving Organization (Table)	Number of days from last response to the date of the client's admission broken down by receiving program for each receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Overall Referral Time by Sending Organization (Chart)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Overall Referral Time (Admitted Clients) by Sending Organization (Table)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending unit for each sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Follow-up Time Trended Monthly (Chart)	Number of days between the Request for Information (RFI) and the date in which the completed information is received trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Follow-up Time Trended Monthly (Table)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Overall Referral Time Trended Monthly (Chart)	Number of days from the date of referral initiation to the date of the client's admission broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization

Median and 90th Percentile Overall Referral Time Trended Monthly (Table)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Assessment Time Trended Monthly (Chart)	Number of days from referral initiation to referral sent broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90th Percentile Assessment Time Trended Monthly (Table)	Number of days from referral initiation to referral sent broken down by sending organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Admission Wait Time Trended Monthly (Chart)	Number of days from last response to the date of the client's admission broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90th Percentile Admission Wait Time (Days) for Admitted Clients by Receiving Organization Trended Monthly (Table)	Number of days from last response to the date of the client's admission broken down by receiving organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Response Time Trended Monthly (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90th Percentile Response Time (Days) by Receiving Organization Trended Monthly (Table)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization

CCAC		
Indicator	Definition	Interpretation
Volumes		
Number of Clients with New Referrals Sent by Sending Organization (Chart)	Number of clients that have had new referrals sent in the specified reporting period broken down by sending organization (stacked by the service area)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Sending Organization (Table)	Number of clients that have had new referrals sent in the specified reporting period broken down by the sending unit for each sending organization and service area (this breakdown also includes the number of referrals sent for each unit)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period (this breakdown also includes the number of referrals sent for each unit)
Accept		
Number of Unique Clients Accepted in Broken Down by Sending Organization (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending organization (stacked by the service area)	The total number of accepted clients are those who have been accepted into a CCAC service but have not yet transitioned to their next level of care
Number of Accepted Referrals by Sending Organization (Table)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending unit for each sending organization and service area (this breakdown also includes the number of referrals that got accepted for each unit)	The total number of accepted clients are those who have been accepted into a CCAC service but have not yet transitioned to their next level of care
Request for Information (RFI)		
Number of RFIs Received by Sending Organization (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of referrals that got accepted for each unit)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the reporting month

RFIs Received by Sending Organization (Table)	Number of referrals that were given a Request for Information (RFI) status by CCAC within the specified reporting period broken down by sending unit for each sending organization and service area (this breakdown also includes the number of unique clients that got an RFI status per unit)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the reporting month
Number of RFIs Received by Sending Organization – Reason Breakdown (Chart)	Number of referrals that were given a Request for Information (RFI) status by CCAC within the specified reporting period broken down by RFI reason unit and sending organization.	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the CCAC when it assigned the RFI status to the referral
Number of RFIs Received by Sending Organization – Reason Breakdown (Table)	Number of referrals that were given a Request for Information (RFI) status by CCAC within the specified reporting period broken down by RFI reason and sending organization.	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the CCAC when it assigned the RFI status to the referral
Deny		
Number of Denies Received by Sending Organization (Chart)	Number of referrals that were denied by the CCAC within the specified reporting period and are waiting for acceptance into another program by the end of the specified reporting period broken down by sending organization (stacked by the service area)	Referrals that were sent from these organizations to the CCAC and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason

		breakdown chart and table)
Number of Denies Received by Sending Organization (Table)	Number of referrals that were denied by the CCAC within the specified reporting period and are waiting for acceptance into another program by the end of the specified reporting period broken down by sending unit and service area for each sending organization (breakdown also includes the number of unique clients that got denied by unit	Referrals that were sent from these organizations to the CCAC and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Received by Sending Organization – Reason Breakdown (Chart)	Number of referrals that were denied by the CCAC within the specified reporting period and are waiting for acceptance into another program by the end of the specified reporting period broken down by sending organization and deny reason category	Referrals that were sent from these organizations to the CCAC and were denied from being admitted for the selected program or service. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny category is reported by sending organization
Number of Denies Received by Sending Organization – Reason Breakdown (Table)	Number of referrals that were denied by the CCAC within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by sending organization and deny reason	Referrals that were sent from these organizations to the CCAC and were denied from being admitted for the selected program or service. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this table the deny reason is reported by sending

		organization
Admit		
Number of Admitted Clients by Sending Organization (Chart)	Number of clients who were admitted into a program or service within the specified reporting period broken down by the Sending Organization (stacked by the service area)	The total number of admitted clients are those who have been accepted into a CCAC service and have transitioned to their next level of care
Admitted Referrals by Unit (Table)	Number of clients who were admitted into a program or service within the specified reporting period broken down by the Sending Unit for each Organization and the service area (this breakdown also includes the number of referrals that were admitted for each unit)	o The total number of admitted clients are those who have been accepted into a CCAC service and have transitioned to their next level of care
Process Efficiency		
Median and 90th Percentile Referral Completion Time by Sending Organization (Chart)	Number of days from referral initiation to referral sent broken down by sending organization (stacked by the service area)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Referral Completion Time by Sending Organization (Table)	Number of days from referral initiation to referral sent broken down by sending unit for each sending organization and service area	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90th Percentile Follow-up Time by Sending Organization (Chart)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending organization (stacked by the service area)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process

Follow-up Time by Sending Organization (Table)	Number of days from the first response to the date of the follow-up (if any) broken down by sending unit for each sending organization and service area	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Response Time (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) - stacked by the service area	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Assessment Time (Table)	Number of days from last response to the date of the client's admission (stacked by the service area)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Overall Referral Time by Sending Organization (Chart)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending organization (stacked by the service area)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Overall Referral Time (Admitted Clients) by Sending Organization (Table)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending unit for each sending organization and service area	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Follow-up Time Trended Monthly (Chart)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending organization (stacked by the service area) trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Overall Referral Time Trended Monthly (Chart)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending organization (stacked by the service area) trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Referral Completion Time Trended Monthly (Chart)	Number of days from referral initiation to referral sent broken down by sending organization (stacked by the service area) trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the

		organization
Median and 90 th Percentile Assessment Time Trended Monthly (Chart)	Number of days from last response to the date of the client's admission (stacked by the service area) trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Assessment Time Trended Monthly by Service Area (Table)	Number of days from last response to the date of the client's admission (stacked by the service area) trended monthly by sending organization and service area	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Response Time Trended Monthly (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Response Time Trended Monthly (Table)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) stacked by the service area and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization

LTC, CONVALESCENT & SHORT STAY		
Indicator	Definition	Interpretation
Volumes		
Number of Clients with New Referrals Sent by Client Location (Chart)	Number of clients that have had new referrals sent in the specified reporting period broken down by Client Location type (and stacked by the care type)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Client Location (Table)	Number of clients that have had new referrals sent in the specified reporting period broken down by the sending unit for each Client Location (this breakdown also includes the number of referrals sent for each unit)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Organization (Chart)	Number of clients that have had new referrals sent in the specified reporting period broken down by the receiving organization type (and stacked by care type)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Organization (Table)	Number of clients that have had new referrals sent in the specified reporting period broken down by the receiving organization, care type and program	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Accept		
Number of Clients Accepted Broken Down by Client Location (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by Client Location (and stacked by the care type)	The total number of accepted clients are those who have been accepted into a LTC, Short Stay or Convalescent program or service but have not yet transitioned to their next level of care
Number of Accepted Referrals by Client Location (Table)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of referrals that got accepted for each unit)	The total number of accepted clients are those who have been accepted into a LTC, Short Stay or Convalescent program or service but have not yet transitioned to their next level of care
Number of Clients Accepted Broken Down by Receiving Organization (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by receiving organization	The total number of accepted clients are those who have been accepted into a LTC, Short Stay or Convalescent program or service but have not yet transitioned to their next level of care

Number of Clients Accepted Broken Down by Receiving Organization (Table)	Number of clients who were accepted into a program or service within the specified reporting period broken down by receiving organization, care type and program	The total number of accepted clients are those who have been accepted into a LTC, Short Stay or Convalescent program or service but have not yet transitioned to their next level of care
Request for Information (RFI)		
Number of RFIs Received by Client Location (Chart)	Number of referrals that were given a Request for Information (RFI) status by a Long-Term Care, Convalescent, or Short Stay organization within the specified reporting period broken down by Client Location (stacked by care type)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the reporting month
RFIs Received by Client Location (Table)	Number of referrals that were given a Request for Information (RFI) status by a Long-Term Care, Convalescent or Short Stay organization within the specified reporting period broken down by unit for each Client Location (this breakdown also includes the number of unique clients that got an RFI status per unit)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the reporting month
Number of RFIs Issued by Receiving Organization (Chart)	Number of referrals that were given a Request for Information (RFI) status by a Long-Term Care, Convalescent or Short Stay organization within the specified reporting period broken down by receiving organization (stacked by care type)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period

<p>Number of RFIs Issued by Receiving Organization (Table)</p>	<p>Number of referrals that were given a Request for Information (RFI) status by a Long-Term Care, Convalescent or Short Stay organization within the specified reporting period broken down by receiving organization (staked by care type) and program</p>	<p>When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period</p>
<p>Number of RFIs Received by Client Location – Reason Breakdown</p>	<p>Number of referrals that were given a Request for Information (RFI) status by a Long-Term Care, Convalescent or Short Stay organization within the specified reporting period broken down by RFI reason and Client Location.</p>	<p>When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the receiving Long-Term Care, Convalescent or Short Stay organization when it assigned the RFI status to the referral</p>
<p>Number of RFIs Received by Client Location – Reason Breakdown (Table)</p>	<p>Number of referrals that were given a Request for Information (RFI) status by a Long-Term Care, Convalescent or Short Stay organization within the specified reporting period broken down by RFI reason and Client Location and Unite</p>	<p>When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the receiving Long-Term Care, Convalescent or Short Stay organization when it assigned the RFI status to the referral</p>

Deny		
Number of Denies Received by Client Location (Chart)	Number of referrals that were denied by the receiving Long-Term Care, Convalescent or Short Stay organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by Client Location (stacked by care type)	Referrals that were sent to the Long-Term Care, Convalescent or Short Stay organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Received by Client Location (Table)	Number of referrals that were denied by the receiving Long-Term Care, Convalescent or Short Stay organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by unit for each Client Location (breakdown also includes the number of unique clients that got denied by unit)	Referrals that were sent to the Long-Term Care, Convalescent or Short Stay organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Issued by Receiving Organization (Chart)	Number of referrals that were denied by the receiving Long-Term Care, Convalescent or Short Stay organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization (stacked by care type)	Referrals that were sent to these Long-Term Care, Convalescent or Short Stay organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Issued by Receiving Organization (Table)	Number of referrals that were denied by the receiving Long-Term Care, Convalescent or Short Stay organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization (stacked by care type) and program	Referrals that were sent to these Long-Term Care, Convalescent or Short Stay organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)

<p>Number of Denies Received by Deny Reason Category (Chart)</p>	<p>Number of referrals that were denied by the receiving Long-Term Care, Convalescent or Short Stay organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by Client Location and deny reason category</p>	<p>Referrals that were sent from these organizations to the Long-Term Care, Convalescent or Short Stay organizations and were denied from being admitted for the selected program or service. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny category is reported by Client Location</p>
<p>Number of Denies Received by Sending Category – Reason Breakdown (Table)</p>	<p>Number of referrals that were denied by the receiving Long-Term Care, Convalescent or Short Stay organization within the specified reporting period broken down by client location and deny reason (this breakdown also includes number of unique clients)</p>	<p>Referrals that were sent from these organizations to the Long-Term Care, Convalescent or Short Stay organizations and were denied from being admitted for the selected program or service. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this table the deny reason is reported by Client Location</p>

Number of Denies Received Sent by Reason (Table)	Number of referrals that were denied by the receiving Long-Term Care, Convalescent or Short Stay organization within the specified reporting period broken down by client location and deny reason (this breakdown also includes number of unique clients)	Referrals that were sent to the Long-Term Care, Convalescent or Short Stay organizations and were denied from being admitted for the selected program or service. This could be for many different reasons and this table provides an overview of what care types are asked for, what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this table the deny reason is reported by Receiving Organization
Admit		
Number of Admitted Clients by Client Location (Chart)	Number of clients who were admitted into a program or service within the specified reporting period broken down by the Client Location (stacked by care type)	The total number of admitted clients are those who have been accepted into a Long-Term Care, Convalescent or Short Stay program or service and have transitioned to their next level of care
Admitted Referrals by Unit (Table)	Number of clients who were admitted into a program or service within the specified reporting period broken down by Unit for each Organization (this breakdown also includes the number of referrals that were admitted for each unit)	The total number of admitted clients are those who have been accepted into a Long-Term Care, Convalescent or Short Stay program or service and have transitioned to their next level of care
Number of Admitted Clients by Receiving Organization (Chart)	Number of clients who were admitted into a program or service within the specified reporting period broken down by the Receiving Organization (stacked by care type)	The total number of admitted clients are those who have been accepted into a Long-Term Care, Convalescent or Short Stay program or service and have transitioned to their next level of care
Number of Admitted Clients by Receiving Organization (Table)	Number of clients who were admitted into a program or service within the specified reporting period broken down by the Receiving Organization (stacked by care type) and program	The total number of admitted clients are those who have been accepted into a Long-Term Care, Convalescent or Short Stay program or service and have transitioned to their next level of care

Process Efficiency		
Median and 90 th Percentile Referral Completion Time by Sending Organization (Chart)	Number of days from referral initiation to date referral is sent broken down by Client Location (stacked by care type)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Referral Completion Time by Client Location (Table)	Number of days from referral initiation to date referral is sent broken down by unit for each Client Location	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Follow-up Time by Sending Organization (Chart)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by Client Location (stacked by care type)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Follow-up Time by Client Location (Table)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by unit for each Client Location	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Response Time by Receiving Organization (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization (stacked by care type)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Response Time by Receiving Organization (Table)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization (stacked by care type) and program	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process

Median and 90 th Percentile Wait Time for Admitted Clients by Receiving Organization (Chart)	Number of days from last response to the date of the client's admission broken down by receiving organization (stacked by care type)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Wait Time for Admitted Clients by Receiving Organization (Table)	Number of days from last response to the date of the client's admission broken down by receiving organization (stacked by care type) and program	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Overall Referral Time by Client Location (Chart)	Number of days from the date of referral initiation to the date of the client's admission broken down by Client Location (stacked by care type)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Overall Referral Time (Admitted Clients) by Client Location (Table)	Number of days from the date of referral initiation to the date of the client's admission broken down by unit for each Client Location	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Follow-up Time Trended Monthly (Chart)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by Client Location (stacked by care type) trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Overall Referral Time Trended Monthly (Chart)	Number of days from the date of referral initiation to the date of the client's admission broken down by Client Location (stacked by care type) trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Overall Referral Time (Days) for Admitted Clients by Sending Organization (Table)	Number of days from the date of referral initiation to the date of the client's admission broken down by Sending Organization (stacked by care type) and Unit	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the

		organization
Median and 90 th Percentile Admission Time Trended Monthly (Chart)	Number of days from last response to the date of the client's admission broken down by receiving organization (stacked by care type) trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Response Trended Monthly (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Response Trended Monthly (Table)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization (stacked by care type) and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile completion Time (Days) Trended Monthly (Chart)	Number of days from referral initiation to date referral is sent trended monthly	A decrease in the monthly trended assessment time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Completion Time (Days) by Client Location Monthly (Table)	Number of days from referral initiation to date referral is sent broken down monthly by Client Location (stacked by care type) and sending organization	A decrease in the monthly trended completion time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization

COMMUNITY		
Indicator - Title	Definition	Interpretation
Volumes		

Number of Clients with New Referrals Sent by Sending Acute Hospital (CSS) (Chart)	Number of Clients that have had new referrals sent to the hub in the specified reporting period broken down by the sending acute care hospital and unit type	The number of new clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Sending Acute Hospital (CSS) (Table)	Number of Clients that have had new referrals sent to the hub in the specified reporting period broken down by the sending acute hospital with Category and Unit	The number of new clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Sending CCAC Program (CSS) (Chart)	Number of Clients that have had new referrals sent to the hub in the specified reporting period broken down by the sending CCAC program	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Sending CCAC Program (CSS) (Table)	Number of referrals and clients that have had new referrals sent to the hub in the specified reporting period broken down by the sending CCAC program with organization and district	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Hub (CSS) (Chart)	Number of clients that have had new referrals sent to the hub in the specified reporting period by receiving hub	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Hub (CSS) (Table)	Number of clients with new referrals sent by receiving hub	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Sending Hub/ Agency (CNAP) (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of referrals that got accepted for each unit)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Sending Hub/ Agency (CNAP) (Table)	Number of Clients and referrals that have had new referrals sent to the agency in the specified reporting period by sending hub/agency (this table is also broken down by receiving agency to provide information on referral trends)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Agency (CNAP) (Chart)	Number of Clients that have had new referrals sent to the agency in the specified reporting period	The total number of clients shows the referral activity in the RM&R system within

	broken down by the receiving agency	the specified reporting period
Number of Clients with New Referrals Sent by Receiving Agency (CNAP) (Table)	Number of Clients that have had new referrals sent to the agency in the specified reporting period broken down by the receiving agency	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Accept		
Number of Clients Accepted by Sending Acute Hospital (CSS) (Chart)	Number of clients who were accepted by the hub within the specified reporting period broken down by sending acute hospital	The total number of accepted clients are those who have been accepted by the hub but have not yet transitioned to their next level of care
Number of Clients Accepted by Sending Acute Hospital (CSS) (Table)	Number of clients and referrals who were accepted by the hub within the specified reporting period broken down by sending acute hospital with service are and unit	The total number of accepted clients are those who have been accepted by the hub but have not yet transitioned to their next level of care
Number of Clients Accepted by Sending CCAC Program (CSS) (Chart)	Number of clients who were accepted by the hub within the specified reporting period broken down by sending CCAC program	The total number of accepted clients are those who have been accepted by the hub but have not yet transitioned to their next level of care
Number of Clients Accepted by Sending CCAC Program (CSS) (Table)	Number of clients who were accepted by the hub within the specified reporting period broken down by sending CCAC program with organization and district	The total number of accepted clients are those who have been accepted by the hub but have not yet transitioned to their next level of care
Number of Clients Accepted by Receiving Hub (CSS) (Chart)	Number of clients who were accepted by the hub within the specified reporting period by receiving hub	The total number of accepted clients are those who have been accepted by the hub but have not yet transitioned to their next level of care
Number of Clients Accepted by Receiving Hub (CSS) (Table)	Number of clients who were accepted by the hub within the specified reporting period by receiving hub	The total number of accepted clients are those who have been accepted by the hub but have not yet transitioned to their next level of care
Number of Clients Accepted by Sending Hub/ Agency (CNAP) (Chart)	Number of clients who were accepted by an agency within the specified reporting period by sending hub/ agency (this chart/table is also broken down by the receiving agency to show referral trends)	The total number of accepted clients are those who have been accepted by the Agency but have not yet transitioned to their next level of care

Number of Clients Accepted by Sending Hub/ Agency (CNAP) (Table)	Number of clients who were accepted by an agency within the specified reporting period by sending hub/ agency (this table is also broken down by the receiving agency to show referral trends)	The total number of accepted clients are those who have been accepted by the Agency but have not yet transitioned to their next level of care
Number of Clients Accepted by Receiving Agency (CNAP) (Chart)	Number of clients who were accepted by the agency within the specified reporting period broken down by receiving agency	The total number of accepted clients are those who have been accepted by the Agency but have not yet transitioned to their next level of care
Number of Clients Accepted by Receiving Agency (CNAP) (Table)	Number of clients who were accepted by the agency within the specified reporting period broken down by receiving agency and services	The total number of accepted clients are those who have been accepted by the Agency but have not yet transitioned to their next level of care
Request for Information (RFI)		
Number of RFIs Received by Sending Acute Hospital (CSS) (Chart)	Number of referrals that were given a Request for Information (RFI) status by the Hub within the specified reporting period broken down by sending acute hospital	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the reporting month
Number of RFIs Received by Sending Acute Hospital (CSS) (Table)	Number of referrals that were given a Request for Information (RFI) status by the Hub within the specified reporting period broken down by sending acute hospital with service area and unit	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the reporting month

Number of RFIs Received by Sending CCAC Program (CSS) (Chart)	Number of referrals that were given a Request for Information (RFI) status by the Hub within the specified reporting period broken down by sending CCAC program	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the reporting month
Number of RFIs Received by Sending CCAC Program (CSS) (Table)	Number of referrals that were given a Request for Information (RFI) status by the Hub within the specified reporting period broken down by sending CCAC program	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the reporting month
Number of RFIs Issued by Receiving Hub (CSS) (Chart)	Number of referrals that were given a Request for Information (RFI) status by the hub within the specified reporting period by receiving hub	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period
Number of RFIs Issued by Receiving Hub (CSS) (Table)	Number of referrals that were given a Request for Information (RFI) status by the hub within the specified reporting period by receiving hub (Table appears by clicking fast change icon in the caption)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period

<p>Number of RFIs Issued by Receiving Hub (CSS) – Reason Breakdown (Chart)</p>	<p>Number of referrals that were given a Request for Information (RFI) status by the hub within the specified reporting period broken down by RFI reason and receiving hub</p>	<p>When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the receiving hub when it assigned the RFI status to the referral</p>
<p>Number of RFIs Issued by Receiving Hub (CSS) – Reason Breakdown (Table)</p>	<p>Number of referrals that were given a Request for Information (RFI) status by the hub within the specified reporting period broken down by RFI reason and receiving hub (Table appears by clicking fast change icon in the caption)</p>	<p>When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the receiving hub when it assigned the RFI status to the referral</p>
<p><u>Deny</u></p>		
<p>Number of Denies Received by Sending Acute Hospital (CSS) (Chart)</p>	<p>Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by sending acute hospital</p>	<p>Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons (more information in the reason breakdown chart and table)</p>

Number of Denies Received by Sending Acute Hospital (CSS) (Table)	Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by sending acute hospital with service area and unit	Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Received by Sending CCAC Program (CSS) (Chart)	Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by sending CCAC program	Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Received by Sending CCAC Program (CSS) (Table)	Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by sending CCAC program with deny reason	Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denied Received by Acute Hospital Reason Breakdown (Chart)	Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by sending acute hospital	Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is.
Number of Denied Received by Acute Hospital Reason Breakdown (Table)	Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by sending acute hospital with deny reason	Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is.
Number of Denies Received by CCAC Program (CSS) – Reason Breakdown (Chart)	Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by deny reason for each CCAC program	Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons (more information in the reason breakdown chart and table)

Number of Denies Received by CCAC Program (CSS) – Reason Breakdown (Table)	Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down with by sending CCAC program with deny reason	Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denied referrals issued by Received by Receiving Hub (CSS) – Reason Breakdown (Chart)	Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by receiving organization and deny reason (Fast change icon can be clicked to view it in tabular format)	Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is.
Number of Denies Issued by Receiving Hub (CSS) – Reason Breakdown (Chart)	Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by deny reason	Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is.
Number of Denies Issued by Receiving Hub (CSS) – Reason Breakdown (Table)	Number of referrals that were denied by the receiving hub within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by receiving hub with deny reason	Referrals that were sent from these organizations to the hub and were denied from being admitted. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is.
Number of Denied Referrals Received by Sending Agency and Receiving Agency (CNAP) (Chart)	Number of referrals that were denied by a receiving agency within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by sending and receiving agency	Referrals that were sent from agencies to an agency and were denied from being admitted. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denied Referrals Received by Sending Agency and Receiving Agency (CNAP) (Table)	Number of referrals that were denied by a receiving agency within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by sending and receiving agency	Referrals that were sent from agencies to an agency and were denied from being admitted. This could be for many different reasons (more information in the reason breakdown chart and table)

Number of Denies Received by Sending Agency (CNAP) – Reason Breakdown (Chart)	Number of referrals that were denied by the receiving agency within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by sending agency and deny reason	Referrals that were sent from these organizations to an agency and were denied from being admitted. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is.
Number of Denies Received by Sending Agency (CNAP) – Reason Breakdown (Table)	Number of referrals that were denied by the receiving agency within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by sending agency and deny reason	Referrals that were sent from these organizations to an agency and were denied from being admitted. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is.
Number of Denies Issued by Receiving Agency (CNAP) – Reason Breakdown (Chart)	Number of referrals that were denied by the receiving agency within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by receiving agency and deny reason	Referrals that were sent from these organizations to the agencies and were denied from being admitted. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is.
Number of Denies Issued by Receiving Agency (CNAP) – Reason Breakdown (Table)	Number of referrals that were denied by the receiving agency within the specified reporting period and waiting for acceptance by the end of the specified reporting period broken down by receiving agency and deny reason	Referrals that were sent from these organizations to the agencies and were denied from being admitted. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is.
<u>Admit</u>		
Number of Admitted Clients by Sending Hub/Agency(CNAP) (Chart)	Number of clients who were admitted to a service by an agency within the specified reporting period broken down by the sending hub/agency (this chart/table is also broken down by receiving agency to show referral patterns)	The total number of admitted clients are those who have been accepted by the agency for a service and have transitioned to their next level of care

Number of Admitted Clients by Sending Hub/Agency(CNAP) (Table)	Number of clients and referrals who were admitted to a service by an agency within the specified reporting period broken down by the sending hub/agency (this chart/table is also broken down by receiving agency to show referral patterns) and receiving agency	The total number of admitted clients are those who have been accepted by the agency for a service and have transitioned to their next level of care
Number of Admitted Clients by Receiving Agency (CNAP) (Chart)	Number of clients who were admitted to a service by an agency within the specified reporting period broken down by the receiving agency	The total number of admitted clients are those who have been accepted by the agency for a service and have transitioned to their next level of care
Number of Admitted Clients by Receiving Agency (CNAP) (Table)	Number of clients and referrals who were admitted to a service by an agency within the specified reporting period broken down by the receiving agency with services	The total number of admitted clients are those who have been accepted by the agency for a service and have transitioned to their next level of care
<u>Process Efficiency</u>		
Median and 90 th Percentile Referral Completion Time by Sending Acute Hospital (CSS) (Chart)	Number of days from referral initiation to referral sent broken down by sending acute hospital	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Referral Completion Time by Sending Acute Hospital (CSS) (Table)	Number of days from referral initiation to referral sent broken down by sending acute hospital with service are and unit	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Referral Completion Time by Sending CCAC Program (CSS) (Chart)	Number of days from referral initiation to referral sent broken down by sending CCAC Program	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Referral Completion Time by Sending CCAC Program (CSS) (Table)	Number of days from referral initiation to referral sent broken down by sending CCAC Program (Fast change icon has to be clicked to view in table format)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process

		process
Median and 90 th percentile Referral Completion Time by Sending Hub/Agency (Chart)	Number of days from referral initiation to referral sent broken down by sending Hub/Agency	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th percentile Referral Completion Time by Sending Hub/Agency (Table)	Number of days from referral initiation to referral sent broken down by sending CCAC Program (Fast change icon has to be clicked to view in table format)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Response Time by Receiving Hub (CSS) (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving hub (Fast change icon can be clicked to view it in a tabular format)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Response Time by Receiving Agency (CNAP) (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving agency (Fast change icon can be clicked to view it in a tabular format)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Response Time by Receiving Agency Trended Monthly (CNAP) (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving agency trended monthly (based on the time period selected. (Fast change icon can be clicked to view it in a tabular format))	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile for Admission time by Receiving Agency (CNAP) (Chart)	Number of days from last response to the date of the client's admission broken down by receiving agency ((Fast change icon can be clicked to view it in a tabular format)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process

Median and 90 th Percentile for Admission Time (CNAP) Trended Monthly (Chart)	Number of days from last response to the date of the client's admission broken down by receiving agency trended monthly (based on time period selected) (Fast change icon can be clicked to view it in a tabular format)	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90th percentile for Admission time (Days) for Admitted clients by receiving Agency(Table)	Number of days from last response to the date of the client's admission broken down by receiving agency and care type ((Fast change icon can be clicked to view it in a tabular format)	An increase in the wait time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process

SCORECARD		
Indicator	Definition	Interpretation
Access to Care, Equality and Appropriateness		
Percentage of Referrals that were Denied	Percentage of referrals that were denied by the receiving organizations for the specified reporting period broken down by care type	Referrals that were sent to the receiving organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Percentage of Referrals that were Denied by Sending Organization	Percentage of referrals that were denied by the receiving organizations for the specified reporting period broken down by care type and sending organization	Referrals that were sent to the receiving organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Percentage of Clients with All Referrals Denied	Percentage of referrals for unique number of clients that had all referrals denied by the receiving organizations for the specified reporting period broken down by care type	Referrals that were sent to the receiving organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Percentage of Clients with All Referrals Denied by Sending Organization	Percentage of referrals for unique number of clients that had all referrals denied by the receiving organizations for the specified reporting period broken down by care type and sending organization	Referrals that were sent to the receiving organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Volume of Bypasses by Care Type	Number of LTC referral applications that were bypassed for the specified reporting period broken down by care type	Number of LTC referral applications that were bypassed for the specified reporting period broken down by care type
Volume of Bypasses by Sending Organization	Number of LTC referral applications that were bypassed for the specified reporting period broken down by care type and sending organization	Number of LTC referral applications that were bypassed for the specified reporting period broken down by care type and

		sending organization
Percentage of Referrals that were Denied Time Trended	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of referrals that got accepted for each unit)	Referrals that were sent to the receiving organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Percentage of Clients with All Referrals Denied - Time Trended	Percentage of referrals for unique number of clients that had all referrals denied by the receiving organizations for the specified reporting period trended by year	Referrals that were sent to the receiving organizations and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Volume of Bypasses - Time Trended	Number of LTC referral applications that were bypassed for the specified reporting period trended by year	Number of LTC referral applications that were bypassed for the specified reporting period trended by year
Capacity and Demand		
Wait Times for Clients Accepted but Waiting	Number of days for referrals that were accepted by the receiving organization and waiting for admission as of today's date broken down by care type.	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Wait Times for Clients Accepted but Waiting by Sending Organization	Number of days for referrals that were accepted by the receiving organization and waiting for admission as of today's date broken down by care type and sending organization.	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Volumes of Clients Accepted but Waiting	Total number of referrals that were accepted by the receiving organization within the specified reporting period and waiting for acceptance into another program by the end of the specified time period broken down by	The total number of clients shows the referral activity in the RM&R system within the specified reporting period

	care type and sending organization	
Volumes of Clients Accepted but Waiting by Sending Organization	Total number of referrals that were accepted by the receiving organization within the specified reporting period and waiting for acceptance into another program by the end of the specified time period broken down by care type	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
50th Percentile Wait Times - Time Trended	50th percentile wait time (in days) for referrals that were accepted by the receiving organization within the specified reporting period and waiting for acceptance into another program by the end of the specified time period trended by year	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Volume of Accepted Referrals - Time Trended	Total number of referrals that were accepted by the receiving organization within the specified reporting period and waiting for acceptance into another program by the end of the specified time period trended by year	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
System Utilization		
Number of New Referrals Sent by Sending Organization	Number of clients that have had new referrals sent in the specified reporting period broken down by sending organization (this breakdown also provides aggregate numbers by care type)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Admitted Referrals by Sending Organization	Number of referrals that were admitted into a program or service within the specified reporting period broken down by the Sending Organization (this breakdown also provides aggregate numbers by care type)	The total number of admitted referrals accepted into a Rehab/CCC program or service and have transitioned to their next level of care
Number of New Referrals Sent by Sending Organization - Time Trended	Number of clients that have had new referrals sent in the specified reporting period broken down by sending organization trended by year	The total number of clients shows the referral activity in the RM&R system within the specified reporting period

Number of Admitted Referrals by Sending Organization - Time Trended	Number of referrals that were admitted into a program or service within the specified reporting period broken down by the Sending Organization trended by year	The total number of admitted referrals accepted into a Rehab/CCC program or service and have transitioned to their next level of care
Percentage Indicator	Percentage of closed referrals that have been Accepted, Denied and Admitted by sending and receiving organizations.	An increase or decrease in the referral response/outcome percentage can indicate the state of patient's access to care
Process Efficiency		
Percentage of Response Time Within Target	Percentage of all referrals with any first response (Accept, Deny or Request for Information) within the target time (2 days for Rehab/CCC, 5 days for LTC) of referral being received	A low value for this indicator suggests that the receiving organization is not operating within the targeted response times. Please note that this indicator is only applicable for Rehab/CCC and LTC.
Percentage of Response Time Within Target by Receiving Organization	Percentage of all referrals with any first response (Accept, Deny or Request for Information) within the target time (2 days for Rehab/CCC, 5 days for LTC) of referral being received broken down by receiving organization	A low value for this indicator suggests that the receiving organization is not operating within the targeted response times. Please note that this indicator is only applicable for Rehab/CCC and LTC.
Percentage of Response Time Within Target Trend	Percentage of all referrals with any first response (Accept, Deny or Request for Information) within the target time (2 days for Rehab/CCC, 5 days for LTC) of referral being received trended by year	A low value for this indicator suggests that the receiving organization is not operating within the targeted response times. Please note that this indicator is only applicable for Rehab/CCC and LTC.
Median and 90th Percentile Follow-up Time by Sending Organization	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median Follow-up Time Trended Monthly	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending organization trended by year	A decrease in the yearly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the

		organization
Median and 90th Percentile Response Time by Receiving Organization	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median Response Time Trend	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization trended by year	A decrease in the yearly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90th Percentile Wait Time for Admitted Clients by Receiving Organization	Number of days for clients who were admitted into a program or service within the specified reporting period broken down by the Receiving Organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90th Percentile Admission Wait Time Trend	Number of days for clients who were admitted into a program or service within the specified reporting period broken down by the Receiving Organization trended by year	A decrease in the yearly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90th Percentile Overall Referral Time by Sending Organization	Number of days from the date of referral initiation to the date of the client's admission broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median Overall Referral Time Trend	Number of days from the date of referral initiation to the date of the client's admission broken down by sending organization trended by year	A decrease in the yearly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization

Palliative		
Indicator	Definition	Interpretation
Volumes		
Number of Clients with New Referrals Sent by Sending Organization (Chart)	Number of clients that have had new referrals sent in the specified reporting period broken down by sending organization	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Sending Organization (Table)	Number of clients that have had new referrals sent in the specified reporting period broken down by the sending unit for each sending organization (this breakdown also includes the number of referrals sent for each unit)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Organization (Chart)	Number of clients that have had new referrals sent in the specified reporting period broken down by the receiving organization	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Organization (Table)	Number of clients that have had new referrals sent in the specified reporting period broken down by the receiving program for each receiving organization	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Accept		
Number of Unique Clients Accepted in specified reporting period Broken Down by Sending Organization (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending organization	The total number of accepted clients are those who have been accepted into a Palliative Care Unit but have not yet transitioned to their next level of care
Number of Accepted Referrals by Sending Organization (Table)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of referrals that got accepted for each unit)	The total number of accepted clients are those who have been accepted into a Palliative Care but have not yet transitioned to their next level of care
Number of Unique Clients Accepted in specified reporting period Broken Down by Receiving Organization (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by receiving organization	The total number of accepted clients are those who have been accepted into a Palliative Care Unit but have not yet transitioned to their next level of care

Number of Accepted Referrals by Receiving Organization (Table)	Number of clients who were accepted into a program or service within the specified reporting period broken down by receiving program for each receiving organization (this breakdown also includes the number of referrals that got accepted for each program)	The total number of accepted clients are those who have been accepted into a Palliative Care Unit but have not yet transitioned to their next level of care
Request for Information (RFI)		
Number of RFIs Received by Sending Organization (Chart)	Number of referrals that were given a Request for Information (RFI) status by a Palliative Care Unit within the specified reporting period broken down by sending organization	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period
RFIs Received by Sending Organization (Table)	Number of referrals that were given a Request for Information (RFI) status by a Palliative Care Unit within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of unique clients that got an RFI status per unit)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period
Number of RFIs Issued by Receiving Organization (Chart)	Number of referrals that were given a Request for Information (RFI) status by a Palliative Care Unit within the specified reporting period broken down by receiving organization	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the Specified reporting period
RFIs Issued by Receiving Organization (Table)	Number of referrals that were given a Request for Information (RFI) status by a Palliative Care Unit within the specified reporting period broken down by receiving program for each receiving organization (this breakdown also includes the number of unique clients that got	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified

	an RFI status for each program)	reporting period
Number of RFIs Received by Sending Organization – Reason Breakdown (Chart)	Number of referrals that were given a Request for Information (RFI) status by a Palliative Care Unit within the specified reporting period broken down by RFI reason and sending organization.	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the receiving Palliative Care Unit when it assigned the RFI status to the referral
Number of RFIs Received by Sending Organization – Reason Breakdown (Table)	Number of referrals that were given a Request for Information (RFI) status by a Palliative Care Unit within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of each RFI reason and the number of unique clients)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the receiving Palliative Care Unit when it assigned the RFI status to the referral
Number of RFIs Issued by Receiving Organization – Reason Breakdown (Chart)	Number of referrals that were given a Request for Information (RFI) status by a Palliative Care Unit within the specified reporting period broken down by RFI reason and receiving organization.	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the Specified reporting period. The RFI reason is the reason selected by the receiving Palliative Care Unit when it assigned the RFI status to the referral

Number of RFIs Issued by Receiving Organization – Reason Breakdown (Table)	Number of referrals that were given a Request for Information (RFI) status by a Palliative Care Unit within the specified reporting period broken down by receiving program for each receiving organization (this breakdown also includes the number of each RFI reason and the number of unique clients)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the Specified reporting period. The RFI reason is the reason selected by the receiving Palliative Care Unit when it assigned the RFI status to the referral
Deny		
Number of Denies Received by Sending Organization (Chart)	Number of referrals that were denied by the receiving Palliative Care Unit within the specified reporting period and waiting for acceptance into another program by the end of the specified time period broken down by sending organization	Referrals that were sent from these organizations to the Palliative Care Unit and were denied from being admitted to the unit. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Received by Sending Organization (Table)	Number of referrals that were denied by the receiving Palliative Care Unit within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by sending unit for each sending organization (breakdown also includes the number of unique clients that got denied by unit)	Referrals that were sent from these organizations to the Palliative Care Unit and were denied from being admitted to the unit. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Issued by Receiving Organization (Chart)	Number of referrals that were denied by the receiving Palliative Care Unit within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization	Referrals that were sent from different acute organization to this Palliative Care Unit and were denied from being admitted to the unit. This could be for many different reasons (more information in the reason breakdown chart and table)

<p>Number of Denies Issued by Receiving Organization (Table)</p>	<p>Number of referrals that were denied by the receiving Palliative Care Unit within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving program for each receiving organization (breakdown also includes the number of unique clients that for denied by program)</p>	<p>Referrals that were sent from different acute organization to this Palliative Care Unit and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)</p>
<p>Number of Denies Received by Sending Organization – Reason Breakdown (Chart)</p>	<p>Number of referrals that were denied by the receiving Palliative Care Unit within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by sending organization and deny reason category</p>	<p>Referrals that were sent from these organizations to the Palliative Care Unit and were denied from being admitted to the unit. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny category is reported by sending organization</p>
<p>Number of Denies Received by Sending Organization – Reason Breakdown (Table)</p>	<p>Number of referrals that were denied by the receiving Palliative Care Unit within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by sending organization, unit level and deny reason</p>	<p>Referrals that were sent from these organizations to the Palliative Care Unit and were denied from being admitted to the unit. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this table the deny reason is reported by sending organization</p>

Number of Denies Issued by Receiving Organization – Reason Breakdown (Chart)	Number of referrals that were denied by the receiving Palliative Care Unit within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization and deny reason category	Referrals that were sent from different acute organization to this Palliative Care Unit and were denied from being admitted to the unit. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny category is reported by sending organization
Number of Denies Issued by Receiving Organization – Reason Breakdown (Table)	Number of referrals that were denied by the receiving Palliative Care Unit within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization, program and deny reason	Referrals that were sent from different acute organization to this Palliative Care Unit and were denied from b being admitted to the unit. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny reason is reported by sending organization
<u>Admit</u>		
Number of Admitted Clients by Sending Organization (Chart)	Number of clients who were admitted into a Palliative Care Unit within the specified reporting period broken down by the Sending Organization	The total number of admitted clients are those who have been accepted into a Palliative Care Unit and have transitioned to their next level of care
Admitted Referrals by Unit (Table)	Number of clients who were admitted into a Palliative Care Unit within the specified reporting period broken down by the Sending Unit for each Organization (this breakdown also includes the number of referrals that were admitted for each unit)	The total number of admitted clients are those who have been accepted into a Palliative Care Unit and have transitioned to their next level of care
Number of Admitted Clients by Receiving Organization (Chart)	Number of clients who were admitted into a Palliative Care Unit within the specified reporting period broken down by the Receiving	The total number of admitted clients are those who have been accepted into a Palliative Care Unit and have transitioned to their next level of care

	Organization	
Admitted Referrals by Program (Table)	Number of clients who were admitted into a Palliative Care Unit within the specified reporting period broken down by the Sending Unit for each Organization (this breakdown also includes the number of referrals that were admitted for each unit)	The total number of admitted clients are those who have been accepted into Palliative Care Unit and have transitioned to their next level of care
Deceased Clients		
Number of Deceased Clients before Admission By Sending Organization (Chart)	Number of clients who have been deceased in the RM&R Application before Admission by the end of the specified time period broken down by sending organization	The total number of clients who have been accepted but deceased before they get access to care
Number of Deceased Clients before Admission By Sending Organization (Table)	Number of clients who have been deceased in the RM&R Application before Admission by the end of the specified time period broken down by sending organization (further broken down by unit)	The total number of clients who have been accepted but deceased before they get access to care
Number of Deceased Clients before Admission By Receiving Organization (Chart)	Number of clients who have been deceased in the RM&R Application before Admission by the end of the specified time period broken down by receiving organization	The total number of clients who have been accepted but deceased before they get access to care
Number of Deceased Clients before Admission By Receiving Organization (Table)	Number of clients who have been deceased in the RM&R Application before Admission by the end of the specified time period broken down by receiving organization (further broken down by unit)	The total number of clients who have been accepted but deceased before they get access to care
Number of Deceased Clients before First Response By Sending Organization (Chart)	Number of clients who have been deceased in the RM&R Application before a First Response (accept, deny or RFI) by the end of the specified time period broken down by sending organization	The total number of clients who haven't received any responses on their referral application before decease

Number of Deceased Clients before First Response By Sending Organization (Table)	Number of clients who have been deceased in the RM&R Application before a First Response (accept, deny or RFI) by the end of the specified time period broken down by sending organization (further broken down by unit)	The total number of clients who haven't received any responses on their referral application before decease
Number of Deceased Clients before First Response By Receiving Organization (Chart)	Number of clients who have been deceased in the RM&R Application before a First Response (accept, deny or RFI) by the end of the specified time period broken down by receiving organization	The total number of clients who haven't received any responses on their referral application before decease
Number of Deceased Clients before First Response By Receiving Organization (Table)	Number of clients who have been deceased in the RM&R Application before a First Response (accept, deny or RFI) by the end of the specified time period broken down by receiving organization (further broken down by unit)	The total number of clients who haven't received any responses on their referral application before decease
Special Care Needs		
Number of Clients by Special Care Needs and Receiving Organization (Chart & Table)	<p>Number of clients with one or more of the following special care needs broken down by receiving organization:</p> <ul style="list-style-type: none"> • Central Line(s) • Chest Tube(s) • Dialysis • Drains/Catheter • Enteral Feeds • Hydration • Infusion Pump(s) • Internal Cardiac Defibrillator • Laryngectomy • Ostomy • Oxygen • Paracentesis • Therapeutic Surface • Total Parental Nutrition 	Number of clients who need different special care needs at each organization. Comparison of special care needs within each organization provide some insight for needs with high demand

	<ul style="list-style-type: none"> • Tracheostomy • Transfusion • Wound Care • Other Needs • None 	
Number of Clients by Special Care Need Trended Monthly	Number of clients with one or more of the special care needs listed above trended month to month	Number of clients who need different special care needs at each organization. Comparison of special care needs within each organization provide some insight for needs with high demand
Process Efficiency		
Median and 90th Percentile Referral Completion Time by Sending Organization (Chart)	Number of days from referral initiation to date the referral is sent broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Referral Completion Time by Sending Organization (Table)	Number of days from referral initiation to date the referral is sent broken down by sending unit for each sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90th Percentile Follow-up Time by Sending Organization (Chart)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Follow-up Time by Sending Organization (Table)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending unit for each sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Response Time by Receiving Organization (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Response Time by Receiving Organization (Table)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving program for each receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process

Median and 90 th Percentile Wait Time for Admitted Clients by Receiving Organization (Chart)	Number of days from last response to the date of the client's admission broken down by receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Admission Wait Time by Receiving Organization (Table)	Number of days from last response to the date of the client's admission broken down by receiving program for each receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Overall Referral Time by Sending Organization (Chart)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Overall Referral Time (Admitted Clients) by Sending Organization (Table)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending unit for each sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Follow-up Time Trended Monthly (Chart)	Number of days between the Request for Information (RFI) and the date in which the completed information is received trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Follow-up Time Trended Monthly (Table)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Overall Referral Time Trended Monthly (Chart)	Number of days from the date of referral initiation to the date of the client's admission broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Overall Referral Time Trended Monthly (Table)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization

Median and 90 th Percentile Assessment Time Trended Monthly (Chart)	Number of days from referral initiation to referral sent broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Assessment Time Trended Monthly (Table)	Number of days from referral initiation to referral sent broken down by sending organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Admission Wait Time Trended Monthly (Chart)	Number of days from last response to the date of the client's admission broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Admission Wait Time (Days) for Admitted Clients by Receiving Organization Trended Monthly (Table)	Number of days from last response to the date of the client's admission broken down by receiving organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Response Time Trended Monthly (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Response Time (Days) by Receiving Organization Trended Monthly (Table)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization

Outpatient Rehab - TJR		
Indicator	Definition	Interpretation
Volumes		
Number of Clients with New Referrals Sent by Sending Organization (Chart)	Number of clients that have had new referrals sent in the specified reporting period broken down by sending organization	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Sending Organization (Table)	Number of clients that have had new referrals sent in the specified reporting period broken down by the sending unit for each sending organization (this breakdown also includes the number of referrals sent for each unit)	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Organization (Chart)	Number of clients that have had new referrals sent in the specified reporting period broken down by the receiving organization	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Number of Clients with New Referrals Sent by Receiving Organization (Table)	Number of clients that have had new referrals sent in the specified reporting period broken down by the receiving program for each receiving organization	The total number of clients shows the referral activity in the RM&R system within the specified reporting period
Accept		
Number of Unique Clients Accepted in specified reporting period Broken Down by Sending Organization (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending organization	The total number of accepted clients are those who have been accepted into an Outpatient Rehab – TJR program or service but have not yet transitioned to their next level of care
Number of Accepted Referrals by Sending Organization (Table)	Number of clients who were accepted into a program or service within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of referrals that got accepted for each unit)	The total number of accepted clients are those who have been accepted into an Outpatient Rehab – TJR program or service but have not yet transitioned to their next level of care
Number of Unique Clients Accepted in specified reporting period Broken Down by Receiving Organization (Chart)	Number of clients who were accepted into a program or service within the specified reporting period broken down by receiving organization	The total number of accepted clients are those who have been accepted into an Outpatient Rehab – TJR program or service but have not yet transitioned to their next level of care

Number of Accepted Referrals by Receiving Organization (Table)	Number of clients who were accepted into a program or service within the specified reporting period broken down by receiving program for each receiving organization (this breakdown also includes the number of referrals that got accepted for each program)	The total number of accepted clients are those who have been accepted into an Outpatient Rehab – TJR program or service but have not yet transitioned to their next level of care
Request for Information (RFI)		
Number of RFIs Received by Sending Organization (Chart)	Number of referrals that were given a Request for Information (RFI) status by an Outpatient Rehab – TJR organization within the specified reporting period broken down by sending organization	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period
RFIs Received by Sending Organization (Table)	Number of referrals that were given a Request for Information (RFI) status by an Outpatient Rehab – TJR organization within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of unique clients that got an RFI status per unit)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period
Number of RFIs Issued by Receiving Organization (Chart)	Number of referrals that were given a Request for Information (RFI) status by an Outpatient Rehab – TJR organization within the specified reporting period broken down by receiving organization	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the Specified reporting period
RFIs Issued by Receiving Organization (Table)	Number of referrals that were given a Request for Information (RFI) status by an Outpatient Rehab – TJR organization within the specified reporting period broken down by receiving program for each receiving organization (this breakdown also includes the number of unique	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified

	clients that got an RFI status for each program)	reporting period
Number of RFIs Received by Sending Organization – Reason Breakdown (Chart)	Number of referrals that were given a Request for Information (RFI) status by an Outpatient Rehab – TJR organization within the specified reporting period broken down by RFI reason and sending organization.	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the receiving Outpatient Rehab – TJR organization when it assigned the RFI status to the referral
Number of RFIs Received by Sending Organization – Reason Breakdown (Table)	Number of referrals that were given a Request for Information (RFI) status by an Outpatient Rehab – TJR organization within the specified reporting period broken down by sending unit for each sending organization (this breakdown also includes the number of each RFI reason and the number of unique clients)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the specified reporting period. The RFI reason is the reason selected by the receiving Outpatient Rehab – TJR organization when it assigned the RFI status to the referral
Number of RFIs Issued by Receiving Organization – Reason Breakdown (Chart)	Number of referrals that were given a Request for Information (RFI) status by an Outpatient Rehab – TJR organization within the specified reporting period broken down by RFI reason and receiving organization.	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the Specified reporting period. The RFI reason is the reason selected by the receiving Outpatient Rehab – TJR organization when it assigned the RFI status to the

		referral
Number of RFIs Issued by Receiving Organization – Reason Breakdown (Table)	Number of referrals that were given a Request for Information (RFI) status by an Outpatient Rehab – TJR organization within the specified reporting period broken down by receiving program for each receiving organization (this breakdown also includes the number of each RFI reason and the number of unique clients)	When referrals are sent with incomplete information, or the information required to status a client has not been provided with the referral, organizations send the referrals back with a Request for Information (RFI) status. These are the total number of referrals that get sent back with the RFI status in the Specified reporting period. The RFI reason is the reason selected by the receiving Outpatient Rehab – TJR organization when it assigned the RFI status to the referral
Deny		
Number of Denies Received by Sending Organization (Chart)	Number of referrals that were denied by the receiving Outpatient Rehab – TJR organization within the specified reporting period and waiting for acceptance into another program by the end of the specified time period broken down by sending organization	Referrals that were sent from these organizations to the Outpatient Rehab – TJR organization and were denied from being admitted to the unit. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Received by Sending Organization (Table)	Number of referrals that were denied by the receiving Outpatient Rehab – TJR organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by sending unit for each sending organization (breakdown also includes the number of unique clients that got denied by unit)	Referrals that were sent from these organizations to the Outpatient Rehab – TJR organization and were denied from being admitted to the unit. This could be for many different reasons (more information in the reason breakdown chart and table)

Number of Denies Issued by Receiving Organization (Chart)	Number of referrals that were denied by the receiving Outpatient Rehab – TJR organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization	Referrals that were sent from different acute organization to this Outpatient Rehab – TJR organization and were denied from being admitted to the unit. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Issued by Receiving Organization (Table)	Number of referrals that were denied by the receiving Outpatient Rehab – TJR organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving program for each receiving organization (breakdown also includes the number of unique clients that for denied by program)	Referrals that were sent from different acute organization to this Outpatient Rehab – TJR organization and were denied from being admitted for the selected program or service. This could be for many different reasons (more information in the reason breakdown chart and table)
Number of Denies Received by Sending Organization – Reason Breakdown (Chart)	Number of referrals that were denied by the receiving Outpatient Rehab – TJR organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by sending organization and deny reason category	Referrals that were sent from these organizations to the Outpatient Rehab – TJR organization and were denied from being admitted to the unit. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny category is reported by sending organization
Number of Denies Received by Sending Organization – Reason Breakdown (Table)	Number of referrals that were denied by the receiving Outpatient Rehab – TJR organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by sending organization, unit level and deny reason	Referrals that were sent from these organizations to the Outpatient Rehab – TJR organization and were denied from being admitted to the unit. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this table the deny reason is

		reported by sending organization
Number of Denies Issued by Receiving Organization – Reason Breakdown (Chart)	Number of referrals that were denied by the receiving Outpatient Rehab – TJR organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization and deny reason category	Referrals that were sent from different acute organization to this Outpatient Rehab – TJR organization and were denied from being admitted to the unit. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny category is reported by sending organization
Number of Denies Issued by Receiving Organization – Reason Breakdown (Table)	Number of referrals that were denied by the receiving Outpatient Rehab – TJR organization within the specified reporting period and waiting for acceptance into another program by the end of the specified reporting period broken down by receiving organization, program and deny reason	Referrals that were sent from different acute organization to this Outpatient Rehab – TJR organization and were denied from b being admitted to the unit. This could be for many different reasons and this chart provides an overview of what the reasons are and what their frequency of being selected is. In the RM&R system, when a referral is denied then users select reasons from a drop-down menu that is structures as category: deny reason. In this chart the deny reason is reported by sending organization
Admit		
Number of Admitted Clients by Sending Organization (Chart)	Number of clients who were admitted into an Outpatient Rehab – TJR organization within the specified reporting period broken down by the Sending Organization	The total number of admitted clients are those who have been accepted into an Outpatient Rehab – TJR program or service and have transitioned to their next level of care

Admitted Referrals by Unit (Table)	Number of clients who were admitted into an Outpatient Rehab – TJR organization within the specified reporting period broken down by the Sending Unit for each Organization (this breakdown also includes the number of referrals that were admitted for each unit)	The total number of admitted clients are those who have been accepted into an Outpatient Rehab – TJR program or service and have transitioned to their next level of care
Number of Admitted Clients by Receiving Organization (Chart)	Number of clients who were admitted into an Outpatient Rehab – TJR organization within the specified reporting period broken down by the Receiving Organization	The total number of admitted clients are those who have been accepted into an Outpatient Rehab – TJR program or service and have transitioned to their next level of care
Admitted Referrals by Program (Table)	Number of clients who were admitted into an Outpatient Rehab – TJR organization within the specified reporting period broken down by the Sending Unit for each Organization (this breakdown also includes the number of referrals that were admitted for each unit)	The total number of admitted clients are those who have been accepted into an Outpatient Rehab – TJR program or service and have transitioned to their next level of care
Process Efficiency		
Median and 90th Percentile Referral Completion Time by Sending Organization (Chart)	Number of days from referral initiation to date the referral is sent broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Referral Completion Time by Sending Organization (Table)	Number of days from referral initiation to date the referral is sent broken down by sending unit for each sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90th Percentile Follow-up Time by Sending Organization (Chart)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Follow-up Time by Sending Organization (Table)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending unit for each sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process

Median and 90 th Percentile Response Time by Receiving Organization (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Response Time by Receiving Organization (Table)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving program for each receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Wait Time for Admitted Clients by Receiving Organization (Chart)	Number of days from last response to the date of the client's admission broken down by receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Admission Wait Time by Receiving Organization (Table)	Number of days from last response to the date of the client's admission broken down by receiving program for each receiving organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Overall Referral Time by Sending Organization (Chart)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Overall Referral Time (Admitted Clients) by Sending Organization (Table)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending unit for each sending organization	An increase in the referral time intervals could indicate that the system is underperforming due to potential inefficiencies in the referral application process
Median and 90 th Percentile Follow-up Time Trended Monthly (Chart)	Number of days between the Request for Information (RFI) and the date in which the completed information is received trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Follow-up Time Trended Monthly (Table)	Number of days between the Request for Information (RFI) and the date in which the completed information is received broken down by sending organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization

Median and 90 th Percentile Overall Referral Time Trended Monthly (Chart)	Number of days from the date of referral initiation to the date of the client's admission broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Overall Referral Time Trended Monthly (Table)	Number of days from the date of referral initiation to the date of the client's admission broken down by sending organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Assessment Time Trended Monthly (Chart)	Number of days from referral initiation to referral sent broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Assessment Time Trended Monthly (Table)	Number of days from referral initiation to referral sent broken down by sending organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Admission Wait Time Trended Monthly (Chart)	Number of days from last response to the date of the client's admission broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Admission Wait Time (Days) for Admitted Clients by Receiving Organization Trended Monthly (Table)	Number of days from last response to the date of the client's admission broken down by receiving organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Response Time Trended Monthly (Chart)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down and trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization
Median and 90 th Percentile Response Time (Days) by Receiving Organization Trended Monthly (Table)	Number of days from the date that the referral is sent to the first response (Accept, Deny, Send Back) broken down by receiving organization trended monthly	A decrease in the monthly trended referral time intervals could indicate that the efficiency of the system is improving due to potential changes implemented by the organization

INCLUSION-EXCLUSION				
	Care Type			
	REHAB/ CCC	LTCH/ SS/ CONV	CCAC	COMMUNITY (CNAP)
Sender	ALL TC-LHIN sites to any non ABI Destination	Only includes: - Acute Care - Community - Other TC-LHIN - Rehab/ CCC		
Receiver	All sites other than ABI destination	Only "In Town" organizations have been included		
Deny Reasons	Deny Reasons due to "Referral Redirected" have been excluded	Deny Reasons due to "Referral Redirected" have been excluded	Deny Reasons due to "Referral Redirected" have been excluded	
Process Efficiency	All timelines are based on calendar days	All timelines are based on business days	All timelines are based on calendar days	All timelines are based on business days

REHAB/CCC TABLE		Removed
Category	Programs	Modified
HTSD	ABI Network	Added
	Amputee	
	General/ Medical	
	Geriatric Rehab	
	MSK	
	Active Neuro	
	Respiratory Rehab	
	Rehab: High Tolerance Regular Stream	
	Other	
	Rehab: High Tolerance	
	Spinal Cord	
	Stroke	
	Trauma	
	Transplant	
	Oncology	
	Burn	
	Wound Healing	
	Providence Orthopedic Rehabilitation Service	
	Cardiac	
	Chronic Ventilation	
TRI Dialysis Services		
LTLD	General	
	Transitional	
	Neuro	
	Rehab: LTLD/ Slow Stream	
	MSK LTLD	
	Geriatric (previously: Geriatric Slow Stream)	
CCC	General CCC Services	
	Palliative Care	
	Complex Medical Services	
	Dialysis Services	
	Neuro Complex Care	
	CCC	
	Respiratory CCC	
	CAVC (Chronic Assisted Ventilary Care)	