

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

Number of Denies Issued by Receiving 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 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 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)
Number of Denies Received by Sending 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 sending organization and deny reason category	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
Number of Denies Received by Sending 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 sending organization, unit level and deny reason	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

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

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

CCAC		
Indicator	Definition	Interpretation
<u>Volumes</u>		
Number of Clients with New Referrals	Number of clients that have had new referrals sent	The total number of clients shows the referral
Sent by Sending Organization (Chart)	in the specified reporting period broken down by	activity in the RM&R system within the
	sending organization (stacked by the service area)	specified reporting period
Number of Clients with New Referrals	Number of clients that have had new referrals sent	The total number of clients shows the referral
Sent by Sending Organization (Table)	in the specified reporting period broken down by the	activity in the RM&R system within the
	sending unit for each sending organization and	specified reporting period (this breakdown
	service area (this breakdown also includes the	also includes the number of referrals sent for
	number of referrals sent for each unit)	each unit)
Accept		
Number of Unique Clients Accepted in	Number of clients who were accepted into a	The total number of accepted clients are
Broken Down by Sending Organization	program or service within the specified reporting	those who have been accepted into a CCAC
(Chart)	period broken down by sending organization	service but have not yet transitioned to their
	(stacked by the service area)	next level of care
Number of Accepted Referrals by	Number of clients who were accepted into a	The total number of accepted clients are
Sending Organization (Table)	program or service within the specified reporting	those who have been accepted into a CCAC
	period broken down by sending unit for each sending	service but have not yet transitioned to their
	organization and service area (this breakdown also	next level of care
	includes the number of referrals that got accepted	
	for each unit)	
Request for Information (RFI)		
Number of RFIs Received by Sending	Number of clients who were accepted into a	When referrals are sent with incomplete
Organization (Chart)	program or service within the specified reporting	information, or the information required to
	period broken down by sending unit for each sending	status a client has not been provided with the
	organization (this breakdown also includes the	referral, organizations send the referrals back
	number of referrals that got accepted for each unit)	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
<u>Deny</u>		
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
<u>Admit</u>		
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
<u>Process Efficiency</u>		
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 90th 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 90th 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

Indicator	Definition	Interpretation
<u>Volumes</u>		
Number of Clients with New Referrals Sent by Client Location (Chart) Number of Clients with New Referrals	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) Number of clients that have had new referrals sent in	The total number of clients shows the referral activity in the RM&R system within the specified reporting period The total number of clients shows the
Sent by Client Location (Table)	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)	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 (staked 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

Number of RFIs Issued by Receiving Organization (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 receiving organization (staked by care type) and 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 specified reporting period
Number of RFIs Received by Client Location – Reason Breakdown	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.	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
Number of RFIs Received by Client Location – Reason Breakdown (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 RFI reason and Client Location and Unite	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

<u>Deny</u>		
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)

Number of Denies Received by Deny Reason Category (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 and deny reason category	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
Number of Denies Received by Sending Category – Reason Breakdown (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 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

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 90th 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 90th 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 90th 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 90th 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 90th 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 90th 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		Interpretation
Volumes		

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

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Number of clients who were accepted by an agency	The total number of accepted clients are
, , , , ,	those who have been accepted by the
hub/ agency (this table is also broken down by the	Agency but have not yet transitioned to their
receiving agency to show referral trends)	next level of care
Number of clients who were accepted by the agency	The total number of accepted clients are
within the specified reporting period broken down	those who have been accepted by the
by receiving agency	Agency but have not yet transitioned to their
	next level of care
Number of clients who were accepted by the agency	The total number of accepted clients are
within the specified reporting period broken down	those who have been accepted by the
by receiving agency and services	Agency but have not yet transitioned to their
	next level of care
Number of referrals that were given a Request for	When referrals are sent with incomplete
Information (RFI) status by the Hub within the	information, or the information required to
specified reporting period broken down by sending	status a client has not been provided with
acute hospital	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 referrals that were given a Request for	When referrals are sent with incomplete
Information (RFI) status by the Hub within the	information, or the information required to
specified reporting period broken down by sending	status a client has not been provided with
acute hospital with service area and unit	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
	within the specified reporting period by sending hub/ agency (this table is also broken down by the receiving agency to show referral trends) Number of clients who were accepted by the agency within the specified reporting period broken down by receiving agency Number of clients who were accepted by the agency within the specified reporting period broken down by receiving agency and services 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 Number of referrals that were given a Request for Information (RFI) status by the Hub within the specified reporting period broken down by sending

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

Number of RFIs Issued by Receiving Hub (CSS) – Reason Breakdown (Chart)	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	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
Number of RFIs Issued by Receiving Hub (CSS) – Reason Breakdown (Table)	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)	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
Deny		
Number of Denies Received by Sending Acute Hospital (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 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 (more information in the reason breakdown chart and table)

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	Number of referrals that were denied by the	Referrals that were sent from these
Program (CSS) – Reason Breakdown	receiving hub within the specified reporting period	organizations to the hub and were denied
	and waiting for acceptance by the end of the	
(Table)		from being admitted. This could be for many
	specified reporting period broken down with by	different reasons (more information in the
	sending CCAC program with deny reason	reason breakdown chart and table)
Number of Denied referrals issued by	Number of referrals that were denied by the	Referrals that were sent from these
Received by Receiving Hub (CSS) –	receiving hub within the specified reporting period	organizations to the hub and were denied
Reason Breakdown (Chart)	and waiting for acceptance by the end of the	from being admitted. This could be for many
	specified reporting period broken down by receiving	different reasons and this chart provides an
	organization and deny reason (Fast change icon can	overview of what the reasons are and what
	be clicked to view it in tabular format)	their frequency of being selected is.
Number of Denies Issued by Receiving	Number of referrals that were denied by the	Referrals that were sent from these
Hub (CSS) – Reason Breakdown (Chart)	receiving hub within the specified reporting period	organizations to the hub and were denied
	and waiting for acceptance by the end of the	from being admitted. This could be for many
	specified reporting period broken down by deny	different reasons and this chart provides an
	reason	overview of what the reasons are and what
		their frequency of being selected is.
Number of Denies Issued by Receiving	Number of referrals that were denied by the	Referrals that were sent from these
Hub (CSS) – Reason Breakdown (Table)	receiving hub within the specified reporting period	organizations to the hub and were denied
	and waiting for acceptance by the end of the	from being admitted. This could be for many
	specified reporting period broken down by receiving	different reasons and this chart provides an
	hub with deny reason	overview of what the reasons are and what
	·	their frequency of being selected is.
Number of Denied Referrals Received by	Number of referrals that were denied by a receiving	Referrals that were sent from agencies to an
Sending Agency and Receiving Agency	agency within the specified reporting period and	agency and were denied from being
(CNAP) (Chart)	waiting for acceptance by the end of the specified	admitted. This could be for many different
	reporting period broken down by sending and	reasons (more information in the reason
	receiving agency	breakdown chart and table)
Number of Denied Referrals Received by	Number of referrals that were denied by a receiving	Referrals that were sent from agencies to an
Sending Agency and Receiving Agency	agency within the specified reporting period and	agency and were denied from being
(CNAP) (Table)	waiting for acceptance by the end of the specified	admitted. This could be for many different
(-), ()	reporting period broken down by sending and	reasons (more information in the reason
	receiving agency	breakdown chart and table)
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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
	agency and acmy reason	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
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	their frequency of being selected is. 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.
Admit		
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
Process Efficiency		
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
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	An increase in the referral time intervals could indicate that the system is underperforming due to potential
	selected) (Fast change icon can be clicked to view it in a tabular format)	inefficiencies in the referral application process
Median and 90th percentile for	Number of days from last response to the date of	An increase in the wait time intervals could
Admission time (Days) for Admitted	the client's admission broken down by receiving	indicate that the system is underperforming
clients by receiving Agency(Table)	agency and care type ((Fast change icon can be	due to potential inefficiencies in the referral
	clicked to view it in a tabular format)	application process

Indicator	Definition	Interpretation
Access to Care, Equality and Approp	riateness	
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
<u>Volumes</u>		
Number of Clients with New Referrals Sent by Sending Organization (Chart) 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 sending organization 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	The total number of clients shows the referral activity in the RM&R system within the specified reporting period 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 referrals sent for each unit) 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	Number of clients who were accepted into a	The total number of accepted clients are those who
Receiving Organization (Table)	program or service within the specified	have been accepted into a Palliative Care Unit but
	reporting period broken down by receiving	have not yet transitioned to their next level of care
	program for each receiving organization (this	
	breakdown also includes the number of referrals	
	that got accepted for each program)	
Request for Information (RFI)		
Number of RFIs Received by Sending	Number of referrals that were given a Request	When referrals are sent with incomplete information,
Organization (Chart)	for Information (RFI) status by a Palliative Care	or the information required to status a client has not
	Unit within the specified reporting period	been provided with the referral, organizations send
	broken down by sending organization	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	Number of referrals that were given a Request	When referrals are sent with incomplete information,
Organization (Table)	for Information (RFI) status by a Palliative Care	or the information required to status a client has not
	Unit within the specified reporting period	been provided with the referral, organizations send
	broken down by sending unit for each sending	the referrals back with a Request for Information
	organization (this breakdown also includes the	(RFI) status. These are the total number of referrals
	number of unique clients that got an RFI status	that get sent back with the RFI status in the specified
	per unit)	reporting period
Number of RFIs Issued by Receiving	Number of referrals that were given a Request	When referrals are sent with incomplete information,
Organization (Chart)	for Information (RFI) status by a Palliative Care	or the information required to status a client has not
	Unit within the specified reporting period	been provided with the referral, organizations send
	broken down by receiving organization	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	Number of referrals that were given a Request	When referrals are sent with incomplete information,
Organization (Table)	for Information (RFI) status by a Palliative Care	or the information required to status a client has not
	Unit within the specified reporting period	been provided with the referral, organizations send
	broken down by receiving program for each	the referrals back with a Request for Information
	receiving organization (this breakdown also	(RFI) status. These are the total number of referrals
	includes the number of unique clients that got	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
<u>Deny</u>		
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)

Number of Denies Issued by	Number of referrals that were denied by the	Referrals that were sent from different acute
Receiving Organization (Table)	receiving Palliative Care Unit within the specified	organization to this Palliative Care Unit and were
	reporting period and waiting for acceptance	denied from being admitted for the selected program
	into another program by the end of the specified	or service. This could be for many different reasons
	reporting period broken down by receiving	(more information in the reason breakdown chart
	program for each receiving organization	and table)
	(breakdown also includes the number of unique	
	clients that for denied by program)	
Number of Denies Received by	Number of referrals that were denied by the	Referrals that were sent from these organizations to
Sending Organization – Reason	receiving Palliative Care Unit within the specified	the Palliative Care Unit and were denied from being
Breakdown (Chart)	reporting period and waiting for acceptance	admitted to the unit. This could be for many different
	into another program by the end of the specified	reasons and this chart provides an overview of what
	reporting period broken down by sending	the reasons are and what their frequency of being
	organization and deny reason category	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	Number of referrals that were denied by the	Referrals that were sent from these organizations to
Sending Organization – Reason	receiving Palliative Care Unit within the specified	the Palliative Care Unit and were denied from being
Breakdown (Table)	reporting period and waiting for acceptance	admitted to the unit. This could be for many different
	into another program by the end of the specified	reasons and this chart provides an overview of what
	reporting period broken down by sending	the reasons are and what their frequency of being
	organization, unit level and deny reason	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	Number of referred that were deviced by the	Defended that were contifuent different assists
Number of Denies Issued by	Number of referrals that were denied by the	Referrals that were sent from different acute
Receiving Organization – Reason	receiving Palliative Care Unit within the specified	organization to this Palliative Care Unit and were
Breakdown (Chart)	reporting period and waiting for acceptance	denied from being admitted to the unit. This could be
	into another program by the end of the specified	for many different reasons and this chart provides an
	reporting period broken down by receiving	overview of what the reasons are and what their
	organization and deny reason category	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	Number of referrals that were denied by the	Referrals that were sent from different acute
Receiving Organization – Reason	receiving Palliative Care Unit within the specified	organization to this Palliative Care Unit and were
Breakdown (Table)	reporting period and waiting for acceptance	denied from b being admitted to the unit. This could
	into another program by the end of the specified	be for many different reasons and this chart provides
	reporting period broken down by receiving	an overview of what the reasons are and what their
	organization, program and deny reason	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	Number of clients who were admitted into a	The total number of admitted clients are those who
Sending Organization (Chart)	Palliative Care Unit within the specified	have been accepted into a Palliative Care Unit and
	reporting period broken down by the Sending	have transitioned to their next level of care
	Organization	
Admitted Referrals by Unit (Table)	Number of clients who were admitted into a	The total number of admitted clients are those who
, , ,	Palliative Care Unit within the specified	have been accepted into a Palliative Care Unit and
	reporting period broken down by the Sending	have transitioned to their next level of care
	Unit for each Organization (this breakdown also	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	includes the number of referrals that were	
	admitted for each unit)	
Number of Admitted Clients by	Number of clients who were admitted into a	The total number of admitted clients are those who
Receiving Organization (Chart)	Palliative Care Unit within the specified	have been accepted into a Palliative Care Unit and
The serving of garinzation (chart)	reporting period broken down by the Receiving	have transitioned to their next level of care
	Topot ting period broken down by the necelving	have dansitioned 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 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 sending organization (further broken down by unit) 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	The total number of clients who haven't received any responses on their referral application before decease The total number of clients who haven't received any responses on their referral application before decease
Organization (Chart)	time period broken down by receiving organization	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)	Number of clients with one or more of the following special care needs broken down by receiving organization: Central Line(s) Chest Tube(s) Dialysis Drains/Catheter Enteral Feeds Hydration Infusion Pump(s) Internal Cardiac Defibrillator Laryngectomy 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

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

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

Median and 90 th Percentile	Number of days from referral initiation to	A decrease in the monthly trended referral time
Assessment Time Trended Monthly	referral sent broken down and trended monthly	intervals could indicate that the efficiency of the
(Chart)		system is improving due to potential changes
		implemented by the organization
Median and 90th Percentile	Number of days from referral initiation to	A decrease in the monthly trended referral time
Assessment Time Trended Monthly	referral sent broken down by sending	intervals could indicate that the efficiency of the
(Table)	organization trended monthly	system is improving due to potential changes
		implemented by the organization
Median and 90 th Percentile	Number of days from last response to the date	A decrease in the monthly trended referral time
Admission Wait Time Trended	of the client's admission broken down and	intervals could indicate that the efficiency of the
Monthly (Chart)	trended monthly	system is improving due to potential changes
		implemented by the organization
Median and 90th Percentile	Number of days from last response to the date	A decrease in the monthly trended referral time
Admission Wait Time (Days) for	of the client's admission broken down by	intervals could indicate that the efficiency of the
Admitted Clients by Receiving	receiving organization trended monthly	system is improving due to potential changes
Organization Trended Monthly		implemented by the organization
(Table)		
Median and 90 th Percentile	Number of days from the date that the referral	A decrease in the monthly trended referral time
Response Time Trended Monthly	is sent to the first response (Accept, Deny, Send	intervals could indicate that the efficiency of the
(Chart)	Back) broken down and trended monthly	system is improving due to potential changes
		implemented by the organization
Median and 90th Percentile	Number of days from the date that the referral	A decrease in the monthly trended referral time
Response Time (Days) by Receiving	is sent to the first response (Accept, Deny, Send	intervals could indicate that the efficiency of the
Organization Trended Monthly	Back) broken down by receiving organization	system is improving due to potential changes
(Table)	trended monthly	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	Number of clients who were accepted into a	The total number of accepted clients are those who
Receiving Organization (Table)	program or service within the specified	have been accepted into an Outpatient Rehab – TJR
	reporting period broken down by receiving	program or service but have not yet transitioned to
	program for each receiving organization (this	their next level of care
	breakdown also includes the number of referrals	
	that got accepted for each program)	
Request for Information (RFI)		
Number of RFIs Received by Sending	Number of referrals that were given a Request	When referrals are sent with incomplete information,
Organization (Chart)	for Information (RFI) status by an Outpatient	or the information required to status a client has not
	Rehab – TJR organization within the specified	been provided with the referral, organizations send
	reporting period broken down by sending	the referrals back with a Request for Information
	organization	(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	Number of referrals that were given a Request	When referrals are sent with incomplete information,
Organization (Table)	for Information (RFI) status by an Outpatient	or the information required to status a client has not
	Rehab – TJR organization within the specified	been provided with the referral, organizations send
	reporting period broken down by sending unit	the referrals back with a Request for Information
	for each sending organization (this breakdown	(RFI) status. These are the total number of referrals
	also includes the number of unique clients that	that get sent back with the RFI status in the specified
	got an RFI status per unit)	reporting period
Number of RFIs Issued by Receiving	Number of referrals that were given a Request	When referrals are sent with incomplete information,
Organization (Chart)	for Information (RFI) status by an Outpatient	or the information required to status a client has not
	Rehab – TJR organization within the specified	been provided with the referral, organizations send
	reporting period broken down by receiving	the referrals back with a Request for Information
	organization	(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	Number of referrals that were given a Request	When referrals are sent with incomplete information,
Organization (Table)	for Information (RFI) status by an Outpatient	or the information required to status a client has not
	Rehab – TJR organization within the specified	been provided with the referral, organizations send
	reporting period broken down by receiving	the referrals back with a Request for Information
	program for each receiving organization (this	(RFI) status. These are the total number of referrals
	breakdown also includes the number of unique	that get sent back with the RFI status in the specified

	Projection (for the project of the p	
	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

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

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

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

Category Programs ABI Network 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 Transitional0 Neuro Rehab: LTLD/ Slow Stream MSK LTLD Geriatric (previously: Geriatric Slow Stream) CCC General CCC Services Palliative Care Complex Medical Services Neuro Complex Care CCC Paraity Core	REHAB/CCC TABLE		Removed
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 Transitional0 Neuro Rehab: LTLD/ Slow Stream MSK LTLD Geriatric (previously: Geriatric Slow Stream) CCC General CCC Services Palliative Care Complex Medical Services Neuro Complex Care CCC	Category	Programs	Modified
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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 Transitional0 Neuro Rehab: LTLD/ Slow Stream MSK LTLD Geriatric (previously: Geriatric Slow Stream) CCC Palliative Care Complex Medical Services Neuro Complex Care CCC		Amputee	
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 TransitionalO Neuro Rehab: LTLD/ Slow Stream MSK LTLD Geriatric (previously: Geriatric Slow Stream) CCC General Complex Medical Services Palliative Care Complex Medical Services Neuro Complex Care CCC		General/ Medical	
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 Transitional0 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		Geriatric Rehab	
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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 Transitional0 Neuro Rehab: LTLD/ Slow Stream MSK LTLD Geriatric (previously: Geriatric Slow Stream) CCC General CCC Services Palliative Care Complex Medical Services Neuro Complex Care CCC Neuro Complex Care CCC Neuro Complex Care CCC CCC		Active Neuro	
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Trauma Transplant Oncology Burn Wound Healing Providence Orthopedic Rehabilitation Service Cardiac Chronic Ventilation TRI Dialysis Services LTLD General TransitionalO 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		Spinal Cord	
Transplant Oncology Burn Wound Healing Providence Orthopedic Rehabilitation Service Cardiac Chronic Ventilation TRI Dialysis Services LTLD General Transitional0 Neuro Rehab: LTLD/ Slow Stream MSK LTLD Geriatric (previously: Geriatric Slow Stream) CCC General CCC Services Palliative Care Complex Medical Services Neuro Complex Care CCC CCC CCC CCC CCC CCC CCC CCC CCC C		Stroke	
Oncology Burn Wound Healing Providence Orthopedic Rehabilitation Service Cardiac Chronic Ventilation TRI Dialysis Services LTLD General Transitional0 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 CCC		Trauma	
Burn Wound Healing Providence Orthopedic Rehabilitation Service Cardiac Chronic Ventilation TRI Dialysis Services LTLD General Transitional0 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 CCC		Transplant	
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Chronic Ventilation TRI Dialysis Services LTLD General Transitional0 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 CCC		Providence Orthopedic Rehabilitation Service	
TRI Dialysis Services General Transitional0 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		Cardiac	
CCC General Transitional0 Neuro Rehab: LTLD/ Slow Stream MSK LTLD Geriatric (previously: Geriatric Slow Stream) General CCC Services Palliative Care Complex Medical Services Dialysis Services Neuro Complex Care CCC		Chronic Ventilation	
Transitional0 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		TRI Dialysis Services	
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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		Transitional0	
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Geriatric (previously: Geriatric Slow Stream) General CCC Services Palliative Care Complex Medical Services Dialysis Services Neuro Complex Care CCC		Rehab: LTLD/ Slow Stream	
CCC General CCC Services Palliative Care Complex Medical Services Dialysis Services Neuro Complex Care CCC		MSK LTLD	
Palliative Care Complex Medical Services Dialysis Services Neuro Complex Care CCC		Geriatric (previously: Geriatric Slow Stream)	
Complex Medical Services Dialysis Services Neuro Complex Care CCC	ССС	General CCC Services	
Dialysis Services Neuro Complex Care CCC		Palliative Care	
Neuro Complex Care		Complex Medical Services	
Neuro Complex Care		Dialysis Services	
CCC		·	
Bookington, CCC			
Respiratory CCC		Respiratory CCC	
CAVC (Chronic Assisted Ventilary Care)		•	