

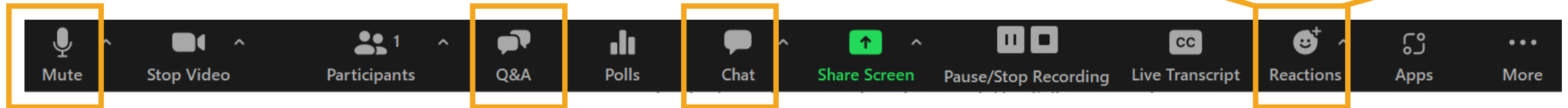
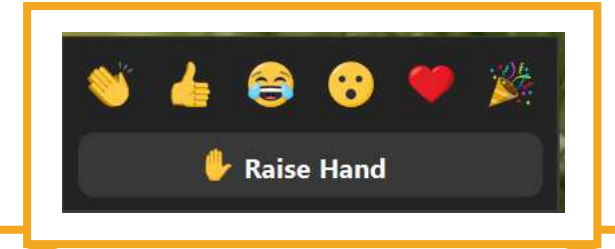
LUNCH 'N' LEARN WEBINAR
Introducing the OHRS
Benchmarking Report

December 13, 2022



Alliance for Healthier Communities
Alliance pour des communautés en santé

Housekeeping



- Microphones are muted by default.
- You may enter questions through the chat panel at any time.
- Please use the “chat” function for technical assistance.
- During the Q&A period, you may use the “raise hand” function (under “reactions”), and we’ll unmute you when we call on you.

Acknowledgement of Traditional Indigenous Territories

We recognize that the work of the Alliance for Healthier Communities and our members takes place across what is now called Ontario, on traditional territories of Indigenous people. They have lived here since time immemorial and have deep connections to these lands. We further acknowledge that Ontario is covered by 46 treaties, agreements and land purchases, as well as unceded territories. We are grateful for the opportunity to live, meet and work on this territory.

Ontario continues to be home to vibrant, diverse Indigenous communities who have distinct and specific histories, needs, and assets as well as constitutionally protected and treaty rights. We honour this diversity and respect the knowledge, leadership and governance frameworks within Indigenous communities. In recognition of this, we commit to building allyship relationships with First Nation, Inuit and Métis peoples in order to enhance our knowledge and appreciation of the many histories and voices within Ontario. We also commit to sharing and upholding our responsibilities to all who now live on these lands, the land itself, and the resources that make our lives possible.

Presenters

Tracy Lindsay

Principal, Tracy Lindsay Consulting

Stephanie Bale

Quality Improvement & Performance Lead

Overview

- Background & purpose of the Benchmarking Report
- Introduction to the report
- Next steps
- Q&A

Background

Background

- Year-end distribution of comparative reports and data quality blitzes
- Benchmarking using comparative reports was initiated by Access Alliance and Four Villages
- Comparative reports are produced by Ministry using MIS Trial Balance data (using OHRS standards)



What is benchmarking?

- Measuring products, services, and processes against other organizations
- Helps organizations understand:
 - How they compare to others
 - Identify areas, systems or processes for improvement
- Involves sharing learnings to continually improve



Purpose of benchmarking report

- Better understand organizational performance
- Compare organizational performance to other similar organizations
- Present OHRS data in a meaningful and useful way for decision making, reporting and quality improvement



Introduction to box charts

- Box & whisker charts used to compare individual CHC performance against other CHCs.

Figure 1:

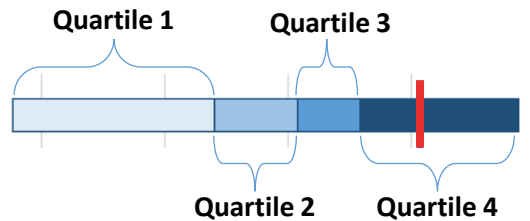


Figure 2:

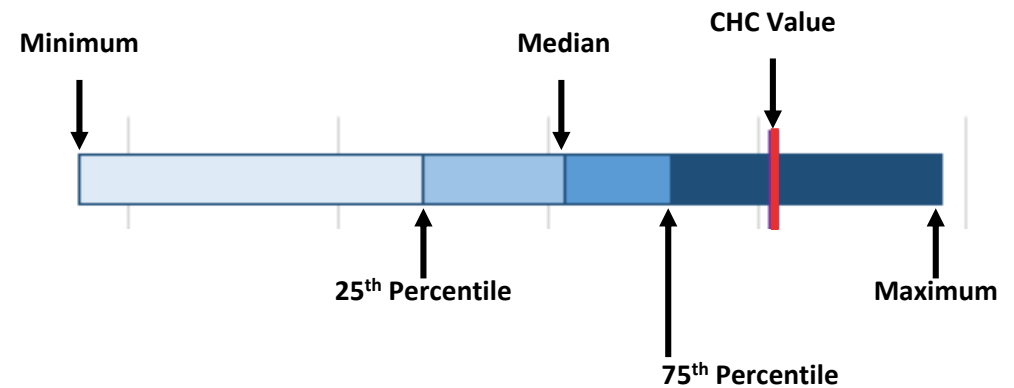
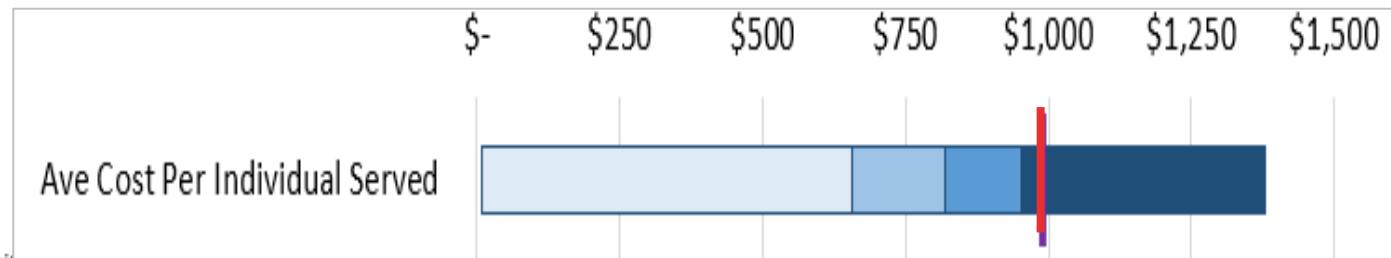


Figure 3
(example):



What are your thoughts?

- How are you using or plan to use the report?
- Have you reached out to other centre regarding their data or processes?
- Are you finding the report helpful? If so, how so?
- How are you finding the guidance file? Have you used it?
- What other questions are you starting to ask yourself about the report and data included in the report?

Benchmarking report demonstration



Benchmarking report – Sub-reports

- About this report
- Chart interpretation
- Definitions & notes
- Organizational profile
- Organizational indicators
- Major Functional Centre groupings
- Administration details
- Functional centre reports (e.g., general clinic, therapy, chronic disease, health promotion, and client support services)

What is included?

Figure 1:

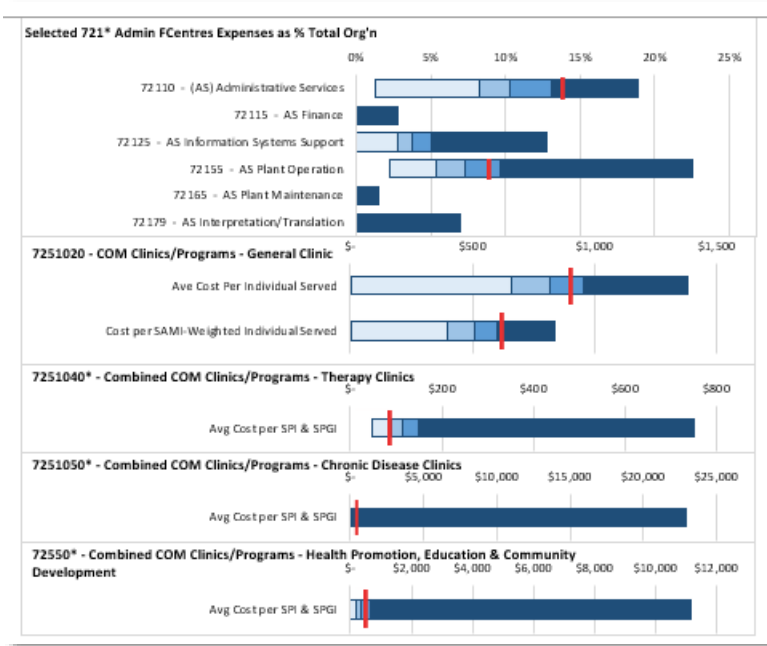
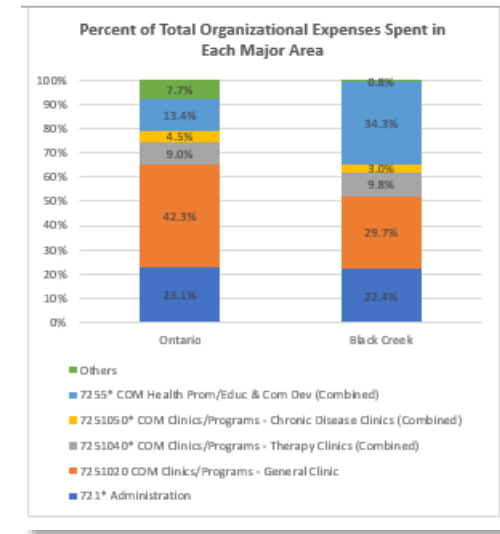


Figure 2:

Fiscal Year:		2021/22YE					Org's Includ
		Indicator Values					
Min	25 th Percentile	Med	75 th Percentile	Max	CHC Value		
1.2%	8.3%	10.3%	13.0%	18.9%	13.7%	69	
0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	69	
0.0%	2.8%	3.8%	5.0%	12.7%	0.0%	69	
2.3%	5.4%	7.3%	9.7%	22.5%	8.7%	69	
0.0%	0.0%	0.0%	0.0%	7.0%	0.0%	69	
\$7.06	\$657.19	\$820.23	\$952.98	\$1,379.59	\$895.54	69	
\$4.66	\$397.39	\$510.03	\$600.40	\$836.82	\$607.73	69	
\$46.67	\$89.37	\$114.65	\$148.45	\$752.10	\$82.46	69	
\$18.95	\$117.98	\$169.74	\$238.08	\$22,894.00	\$220.67	68	
\$0.00	\$212.99	\$351.87	\$662.16	\$11,153.00	\$399.07	70	

Figure 3:



Report sub-reports – About this report



Alliance for Healthier Communities
Alliance pour des communautés en santé

Ontario CHC Benchmarking Report

Fiscal Ye 2021/22 YE

Release date: September 2022

About the Report

This file contains benchmarking reports for Ontario CHCs. Only Fund Type 2 CHC expenses (Addictions) are included.

Ontario CHC Benchmarking Report

How to Interpret Benchmarking Charts

1) This benchmarking report uses **horizontal box charts** to compare CHC performance.

How to Use the Report

Each worksheet contains a report for a specific CHC. Each worksheet contains dropdown menus to filter the data. To get started, select a worksheet.

2) Each coloured box in the chart represents a performance **Quartile**. Quartiles are groups of equal size, representing the distribution of data. **Example:** 12 CHCs are being compared based on their cost per individual served. The CHCs are sorted in ascending order from lowest cost per individual served to highest cost per individual served.

1st Quartile =	the 25% (3) CHCs with the lowest values	3rd Quartile =	the 25% (3) CHCs with the next highest values
2nd Quartile =	the 25% (3) CHCs with the next lowest values	4th Quartile =	the 25% (3) CHCs with the highest values

The number of CHCs in each Quartile will depend on the number of CHCs included in the Benchmarking Report. The number of CHCs will change depending on the Functional Centre(s) reported and what **Peer Group** is selected. Currently **Peer Groups** are available based on Ontario Health Regions. How big each Quartile box looks (i.e. how long it is) depends on the values of each CHC in the Quartile. If the CHCs have similar values, the boxes will be short. If the CHCs have a wide range of values, the boxes will be long.

Ontario CHC Benchmarking Report

Definitions & Other Notes

Data Sources

The reports use Trial Balance data submitted to the Ministry of Health through the following sources:

- 1) Ontario Ministry of Health CHC Comparative Reports
- 2) Ontario Ministry of Health Healthcare Indicator Tool .csv files
- 3) SAMI data calculated by the Institute for Clinical Evaluative Sciences

Worksheet Descriptions

The following worksheets are included in this file:

Worksheet Name & Link	Description
1) Organizational Profile	Provides general information about the CHC, including other factors.
2) Org'l Indicators	Provides benchmarking data for various indicators.
3) Major FC Groupings Indicators	Provides summary information for 7251050* Chronic Disease Expenses by these categories.
4) 721-Admin Details	Provides a breakdown of administrative expenses. This worksheet contains source data.
5) 7251020-ClinicGeneral	Provides benchmarking data for 7251020* Clinic General Expenses.

Sub-report – Organizational Profile

Ontario CHC Profile Report Fiscal Year 2021/22 YE

OH Region	CHC	Total Expenses	FTEs	Average Total Compensation Cost per Earned Hour	Service Provider Interactions	Not Uniquely Identified Service Recipient Interaction	Service Provider Group Interactions	Group Sessions (number of group sessions)	Total Group Participants Attendance	Individuals Served by Organization	SAMI 2021
OH Central	Black Creek	\$13.51 M	72.5	\$66.73	46,059	290	2,566	1070	15,552	7,563	1.47
OH Central	Chigamik	\$4.32 M	27.0	\$55.02	16,497	0	465	465	5,469	4,249	1.63
OH Central	LAMP-MICC	\$5.74 M	26.9	\$73.85	19,532	0	0	0	0	9,995	1.67
OH Central	Rexdale	\$7.73 M	55.7	\$55.29	47,214	2,495	3,112	2550	37,271	15,808	1.63
OH Central	South Georgian Bay	\$3.11 M	19.7	\$60.77	23,215	0	203	418	4,373	2,844	0.00
OH Central	Vaughan	\$7.49 M	51.6	\$53.56	37,167	0	1,398	1262	17,400	7,468	1.63
OH Central	WellFort	\$10.7 M	78.8	\$52.28	60,585	2,507	472	404	5,504	11,122	0.00

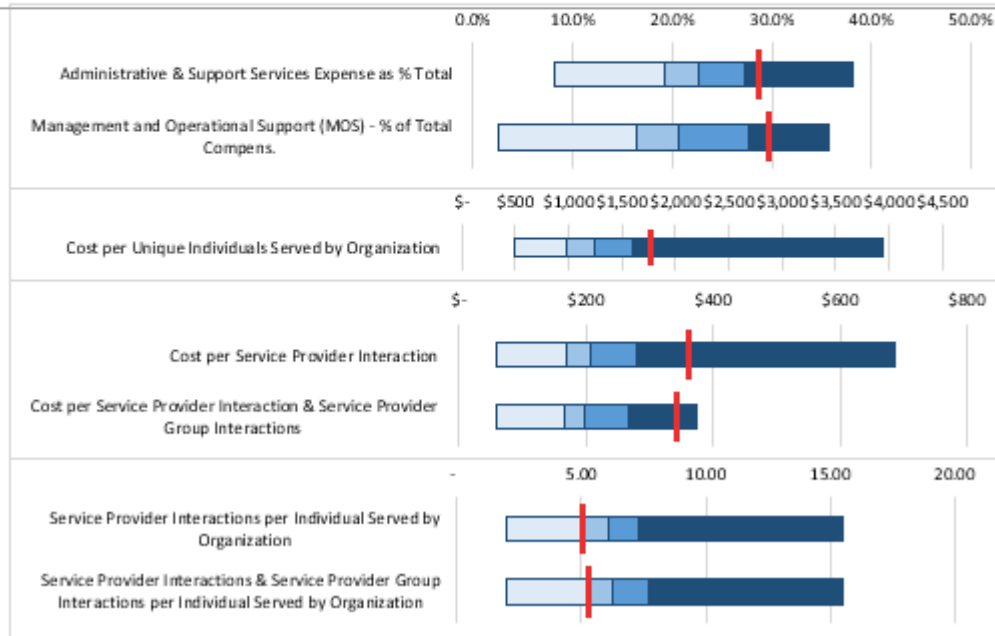
Sub-Report – Organizational indicators

Ontario CHC Benchmarking Organizational Indicators Report

Update Charts

CHC Selected:	Peer Group for Benchmarking:	Number of Organizations Included:
Access Alliance	Ontario	69

Fiscal Year:	2021/22 YE
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Indicator Values					
Min	25 th Percentile	Med	75 th Percentile	Max	CHC Value
8.2%	19.2%	22.7%	27.3%	38.2%	28.4%
2.6%	16.5%	20.6%	27.7%	35.7%	29.4%
\$ 488.96	\$ 979.94	\$ 1,240.00	\$ 1,597.52	\$ 3,945.72	\$ 1,742.14
\$ 58.69	\$ 168.51	\$ 206.06	\$ 279.12	\$ 686.84	\$ 356.12
\$ 58.40	\$ 166.63	\$ 198.79	\$ 267.81	\$ 373.76	\$ 338.07
1.95	5.11	6.06	7.32	15.54	4.89
1.95	5.32	6.29	7.68	15.55	5.15

Sub-report – Major FC Groupings Indicators

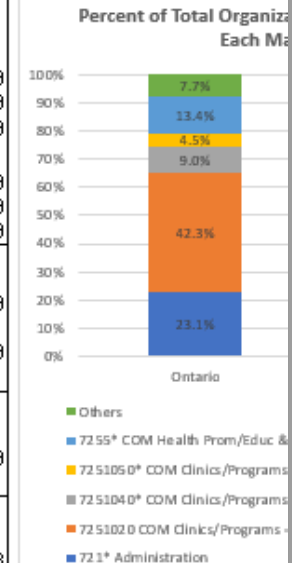
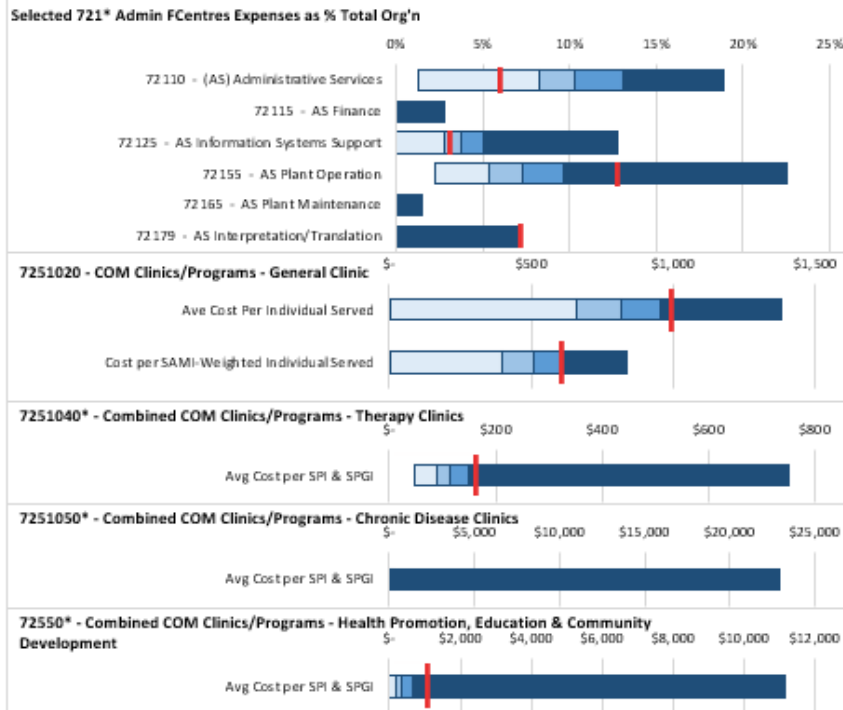
Ontario CHC Benchmarking Major Functional Centre Groupings Indicators

CHC Selected: Access Alliance
Peer Group for Benchmarking: Ontario

Update Charts

Fiscal Year:		2021/22 YE					CHC Value	Org's Includ
Indicator Values								
Min	25 th Percentile	Med	75 th Percentile	Max				
1.2%	8.3%	10.3%	13.0%	18.9%	5.8%	69		
0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	69		
0.0%	2.8%	3.8%	5.0%	12.7%	2.9%	69		
2.3%	5.4%	7.3%	9.7%	22.5%	12.6%	69		
0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	69		
0.0%	0.0%	0.0%	0.0%	7.0%	7.0%	69		
\$7.06	\$657.19	\$820.23	\$952.98	\$1,379.59	\$982.97	69		
\$4.66	\$397.39	\$510.03	\$600.40	\$836.82	\$599.77	69		
\$46.67	\$89.37	\$114.65	\$148.45	\$752.10	\$157.67	69		
\$18.95	\$117.98	\$169.74	\$238.08	\$22,894.00	#N/A	68		
\$0.00	\$212.99	\$351.87	\$662.16	\$11,153.00	\$980.16	70		

Legend:
 1st Quartile
 2nd Quartile
 CHC Value

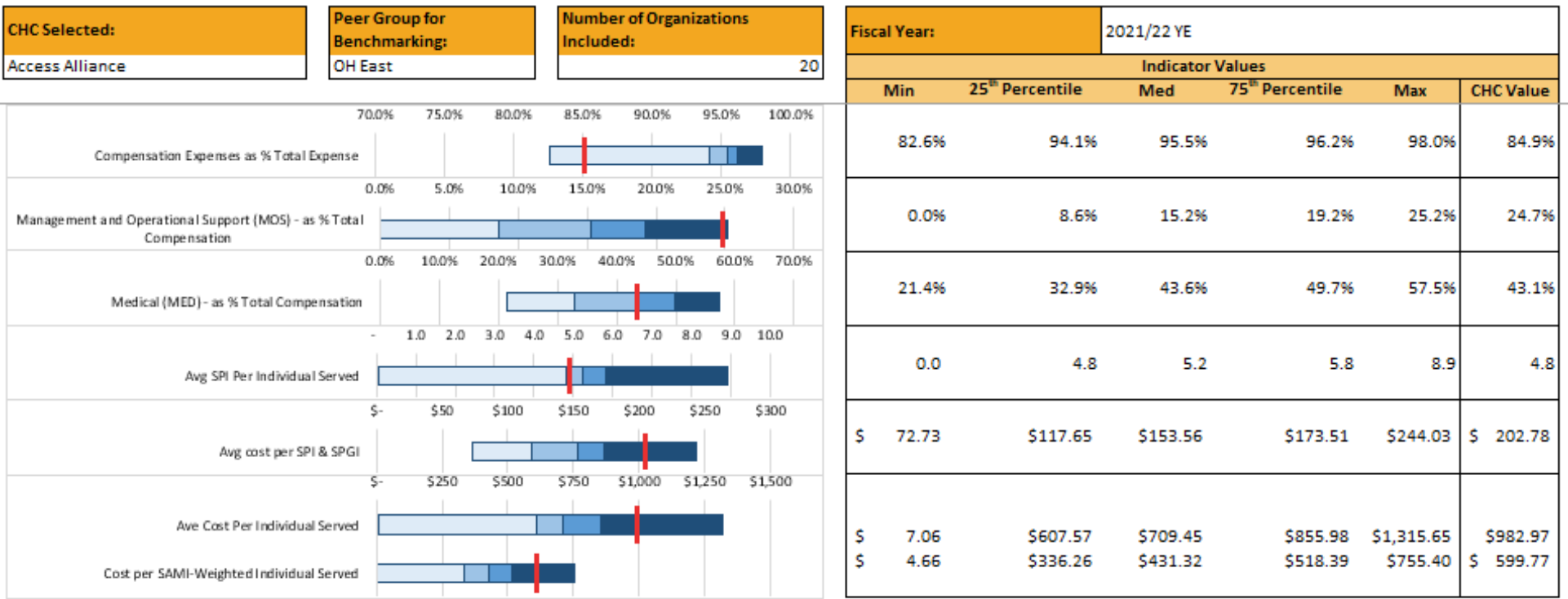


Sub-reports – Clinic General and other functional centres

Ontario CHC Benchmarking

7251020 - COM Clinics/Programs - General Clinic

Update Charts



Next steps

- Report released 3 times per year
 - Quarter 2 (February)
 - Quarter 3 (April)
 - Year-end (September/October)
- Benchmarking report FAQ
- Evaluation and monitoring

Finance Community of Practice

Interested in joining a Finance Community of Practice? Scan the QR code at right or go to <https://www.surveymonkey.com/r/JDDVPYK>.



Thank you

Contact: Stephanie Bale (Quality Improvement and Performance Lead)

Email: stephanie.bale@univi.ca

Evaluation:

<https://www.surveymonkey.com/r/3877XZH>

