



CIHI Initiative

Enhancing Pan-Canadian Health System Performance Reporting at CIHI

Background

Many countries are now regularly releasing public reports on the performance of their health system, with an increased emphasis on measuring outcomes and value for money. In Canada, however, public reporting on health system performance is still a work in progress. A large number of organizations reporting concurrently and in an uncoordinated fashion on health system performance at various levels has led to confusion for health system decision-makers and Canadians alike. All of these factors have contributed to what many stakeholders in Canada are describing as a state of “indicator chaos.”

Cross-country consultations recently conducted by the Canadian Institute for Health Information (CIHI) with health care system managers suggest that there is a need to

- Clarify and better position health system performance public reporting in Canada; and
- Ensure that reporting supports the performance improvement efforts of jurisdictions.

Our Vision

Better data. Better decisions.
Healthier Canadians.

Our Mandate

To lead the development and maintenance of comprehensive and integrated health information that enables sound policy and effective health system management that improve health and health care.

Our Values

Respect, Integrity, Collaboration,
Excellence, Innovation

Objectives

As a leading source of reliable, comparable and timely health information in Canada, CIHI has initiated a three-year plan to strengthen its work on pan-Canadian health system performance reporting, in order to better support jurisdictional efforts to improve care and the health of Canadians. Specifically, the objectives of this work are

- To provide structured and coordinated pan-Canadian reporting on health system performance that is tailored to the information needs of different audiences, including the general public, provincial health ministries, regional health authorities and health care facilities;

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- To produce analytical tools and products that support provincial and territorial health system improvement priorities;
- To work with our partners in the health system to build capacity for using and understanding performance measurements and tools; and
- To reduce “indicator chaos” in the health system by working with our partners to identify which health indicators are most important, how they relate to each other, and how they can best support improvements to health care and the health of Canadians.

This initiative builds on more than 10 years of work and experience at CIHI in reporting on health system performance that includes

- The development of a well-established set of comparable, pan-Canadian health indicators aligned with international standards;
- The development, with Statistics Canada, of a Health Indicators framework that is internationally recognized as a model;
- Research in priority themes related to health system performance in Canada, such as quality of care, patient safety and health system efficiency; and
- Business intelligence and interactive web tools, such as the Canadian Hospital Reporting Project, that allow health system managers to track performance over time, view peer group comparisons and identify areas for improvement through drill-down capabilities.

Activities

CIHI’s Health System Performance reporting initiative includes five streams of activities over a three-year period (2012 to 2015):

| Work Stream | Activities |
|---|---|
| Health System Performance Measurement Framework | Build on the CIHI–Statistics Canada Health Indicators framework to strengthen its evidence base and improve alignment with priorities of jurisdictions |
| Health System Performance Interactive Public Reporting | Deliver cascading sets of publicly available health system performance measurement reports over three years to meet the information needs of the public, health system executives and managers, and policy-makers |
| Integrated Analytical Environment | Integrate our business intelligence solutions to allow system managers and providers to drill down into the data and understand health system performance drivers |
| Research and Analysis | Further align our research and analytical activities with health system performance improvement priorities of provinces and territories, in collaboration with key research partners |
| Capacity Building | Work with others to support building capacity in the use of data and performance measurement for performance improvement purposes |

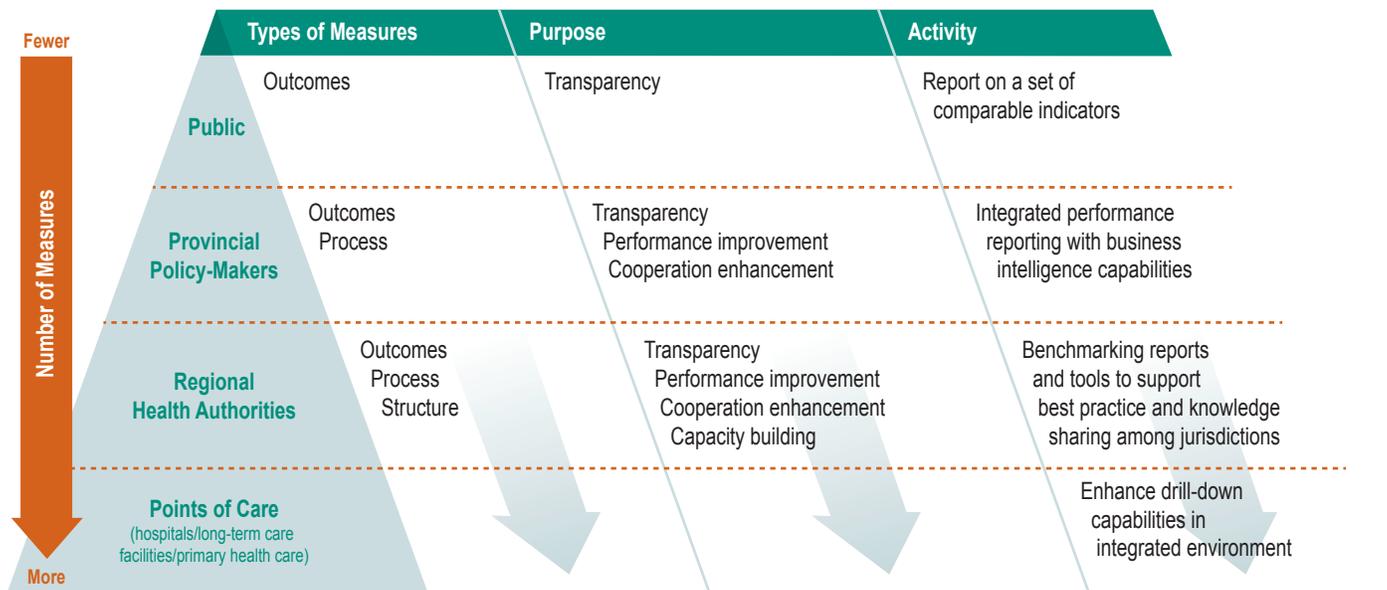
Our Approach to Performance Reporting

It is understood that different audiences are interested in different aspects of health system performance and require different levels of reporting. A teaching hospital, for example, may require detailed information to pinpoint which surgical programs and care processes require improvements, whereas a provincial policy-maker may need to see performance trends at a higher level to understand which parts of the system are working well and not so well. As users and funders of the health care system, Canadians also have a vested interest in health system performance and want to know whether they are receiving good care relative to the public expense of providing it.

Key HSP Reporting Deliverables

- Design and development of an interactive website tailored to meet the information needs of the general public, anticipated for release in November 2013
- Development of related websites with additional metrics and features for health system audiences at the regional and provincial/territorial levels, planned for 2014
- Enhancement of reporting tools for acute and long-term care facilities in 2014
- Development of an online Indicator Library for easy-to-use inventory of available metrics

From a content perspective, the vision for the interactive websites is to have a focused set of cascading metrics that will be meaningful and useful for their respective audiences (see diagram below). Information will be presented at the international, national, provincial/territorial, health region and facility levels, where available.



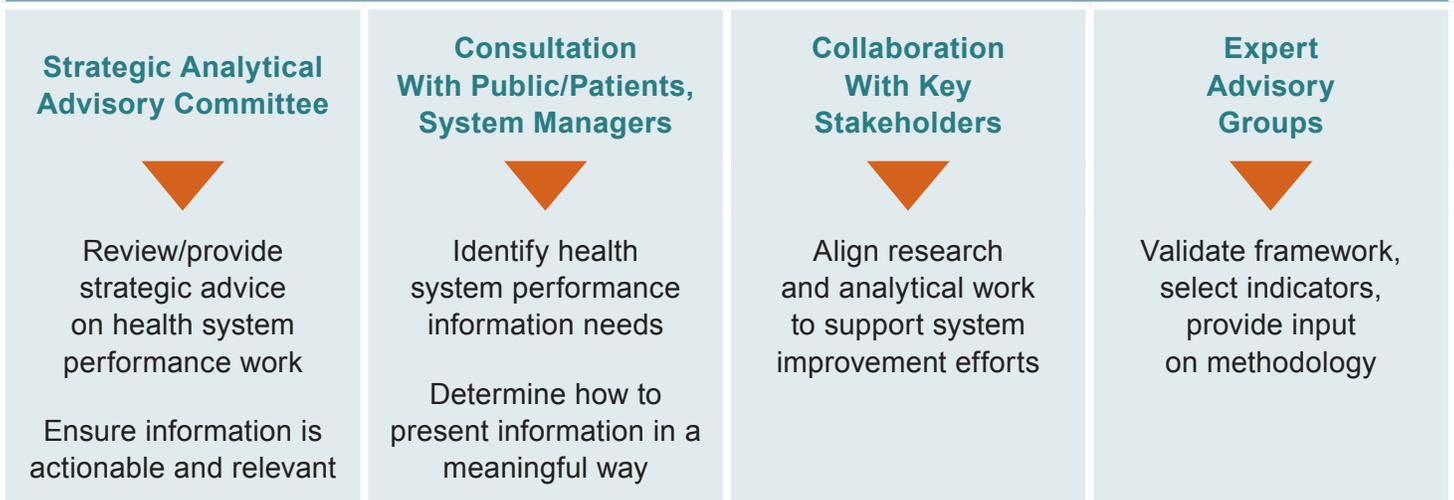
In addition to public reporting activities, CIHI is working to improve and expand the functionality of health system reporting tools at the facility level (for example, Canadian Hospital Reporting Project tools) with enhanced benchmarking features and improved drill-down capabilities. In the long term, our goal is to be able to provide health leaders with an integrated view of health system performance that cuts across sectors of care through enhanced business intelligence solutions.

These activities will be supplemented by an education strategy to help build capacity at the local level for adoption and use of health system performance measurement data and tools. This work will be done in collaboration with key partners to further encourage peer learning and sharing of best practices among jurisdictions.

Partnership, Collaboration and Consultation With Multiple Stakeholders Across Canada

To ensure that we are delivering the right information to the right people in the right way, CIHI is working closely with pan-Canadian and jurisdictional partners and consulting broadly with health system leaders across the care continuum. This includes conversations with provincial and territorial health ministries, regional health authorities, clinicians, professional associations, and health care organizations and facilities in order to better support their performance goals and priority reporting needs. A consultation exercise is also planned with the general public and patients to help inform the development of the interactive public website.

Partnerships and Engagement With Stakeholders Across Canada

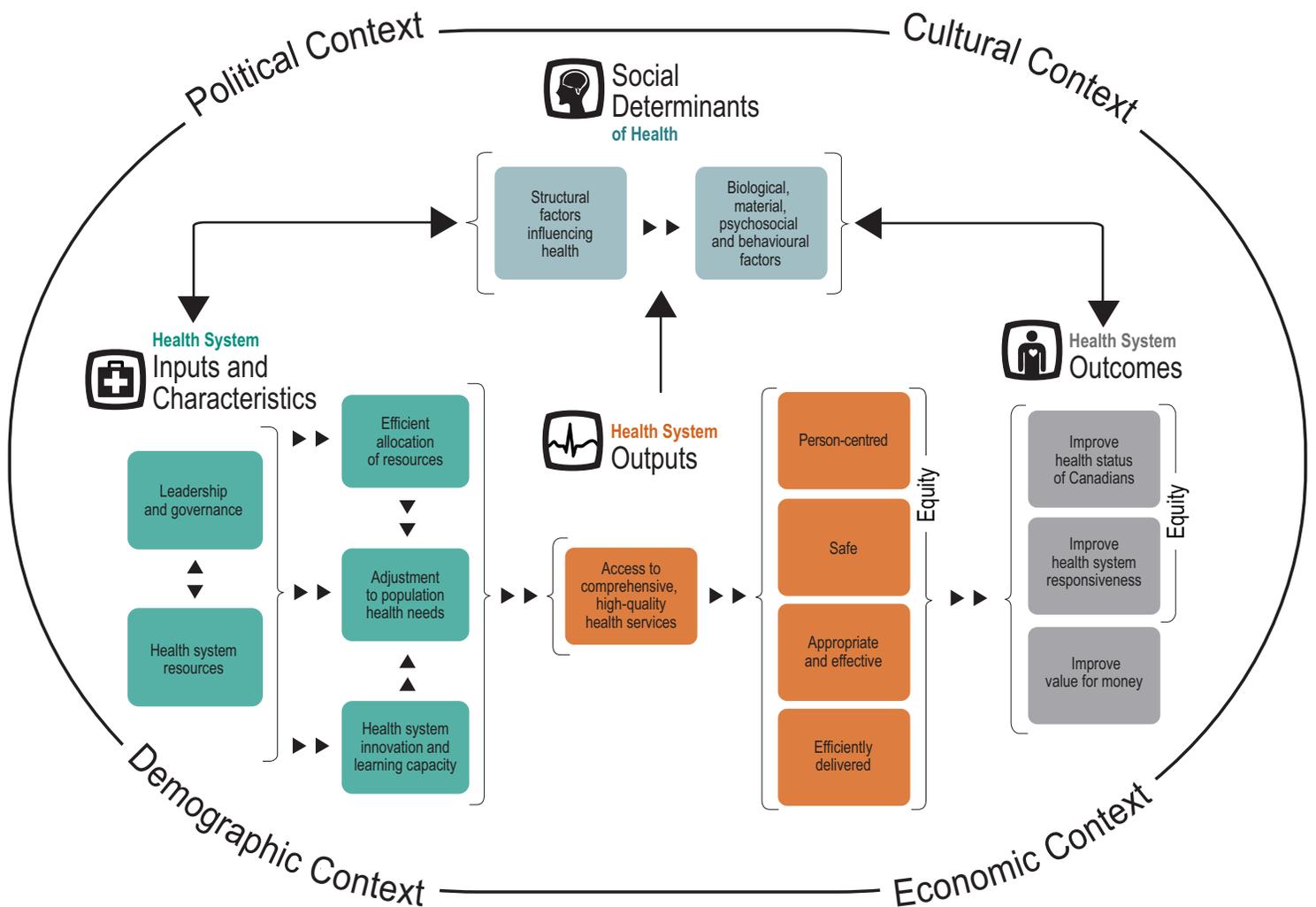
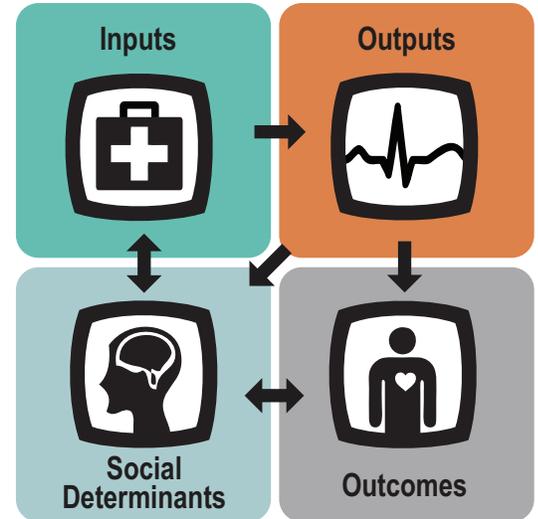


CIHI is also working closely with leading experts from across the country to ensure that our analytical work is actionable and relevant, and to provide methodological guidance to our health system performance activities. We continue to work in close partnership with Statistics Canada and other research partners on the research and development components of this work. Additionally, we are collaborating with provincial health quality councils and other organizations to help build learning capacity in the system and better align our work in support of jurisdictional efforts to improve performance.

New Framework for Measuring Health System Performance

Building on the Health Indicators framework developed jointly by CIHI and Statistics Canada in 1999, we are proposing a more actionable and dynamic measurement framework geared toward health system performance improvement and based on the best available evidence. This unifying framework is designed to support jurisdictional improvement priorities by demonstrating how indicators interconnect and relate to one another, and how they contribute to overall performance goals, such as improved health status and better value for money.

The framework is based on the relationship between four main quadrants: health system inputs, health system outputs, social determinants of health and health system outcomes.



| Work Stream | Deliverables | Projected Timelines |
|---|--|----------------------|
| Health System Performance Measurement Framework | <ul style="list-style-type: none"> • Unifying framework (see above) for HSP • Technical paper on the framework available on our website (www.cihi.ca) | Completed |
| Interactive Health System Performance Public Reporting | <ul style="list-style-type: none"> • Interactive public website for the general public • Sub-website for health system managers at the health region level • Improved public web reporting tool for acute and long-term care facilities (accessible as a sub-website) | 2013 2014 2014 |
| Integrated Analytical Environment | <ul style="list-style-type: none"> • Redeveloped private tools for acute care and long-term care facilities with enhanced functionalities and drill-down capacity • Redevelopment and integration of business intelligence solutions in an integrated analytical environment with enhanced drill-down capabilities | 2014 2015 |
| Research and Analysis | <ul style="list-style-type: none"> • Release of Analytical Plan 2013 to 2015, aligned with jurisdictional performance improvement priorities | 2013 |
| Capacity Building | <ul style="list-style-type: none"> • Partnering with other health care organizations to deliver practical workshops that promote the use of health system performance data and learning of best practices | Ongoing |

Contact Us

Email: hsp@cihi.ca