Standards and Data Submission

Easy Reference Guide to the National Rehabilitation Reporting System
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
The FIM® instrument and impairment codes referenced herein are reproduced with permission of UB Foundation Activities, Inc. and are the property of Uniform Data System for Medical Rehabilitation (UDSMR), a division of UB Foundation Activities, Inc. The Rehabilitation Client Groups have been adapted from the impairment codes, with permission of UB Foundation Activities, Inc.

The FIM® instrument is a trademark of Uniform Data System for Medical Rehabilitation, a division of UB Foundation Activities, Inc.

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The FIM® instrument includes the following data elements:

| 41. Eating                        | 50. Transfers: Toilet               |
| 42. Grooming                     | 51. Transfers: Tub or Shower        |
| 43. Bathing                      | 52. Locomotion: Walk/Wheelchair     |
| 44. Dressing—Upper Body          | 53. Locomotion: Stairs              |
| 45. Dressing—Lower Body          | 54. Comprehension                   |
| 46. Toileting                    | 55. Expression                     |
| 47. Bladder Management           | 56. Social Interaction              |
| 48. Bowel Management             | 57. Problem-Solving                 |
| 49. Transfers: Bed, Chair, Wheelchair | 58. Memory                        |
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About CIHI

The Canadian Institute for Health Information (CIHI) collects and analyzes information on Canada’s health care system and the health of Canadians and makes it publicly available. Canada’s federal, provincial and territorial governments created CIHI as a not-for-profit, independent organization dedicated to forging a common approach to the collection, analysis and dissemination of Canadian health information. CIHI’s goal: to provide timely, accurate and comparable information. CIHI’s data and reports inform health policies, support the effective delivery of health services and raise awareness among Canadians of the factors that contribute to good health.

About the NRS

The National Rehabilitation Reporting System (NRS) was developed by CIHI in 2001 to support data collection by hospitals for inpatient rehabilitation clients who are mainly age 18 and older. The rehabilitation services are usually provided in specialized rehabilitation hospitals and in general hospitals within rehabilitation units, programs or groups of rehabilitation beds. As of 2012–2013, there were more than 366,500 complete episodes (clients that have both an admission and a discharge record) in the NRS database, submitted by more than 100 hospitals in nine provinces and covering clients with a range of health conditions, including strokes, orthopedic conditions and amputations.

Privacy and Confidentiality of Health Information at CIHI

The protection of individual privacy, the confidentiality of records and the security of information are essential to CIHI’s operations. We have a comprehensive privacy program to protect the confidentiality and security of our data holdings, including the NRS, which includes a set of strict principles and policies that govern how CIHI collects, stores, analyzes and disseminates data.

More information about our privacy program, including the NRS Privacy Impact Assessment, is available at www.cihi.ca/privacy.
Easy Reference Guide to the National Rehabilitation Reporting System

CIHI’s Rehabilitation team is pleased to provide this reference guide to support facilities through the processes involved in participating in the NRS. The guide is divided into six steps that explain the tasks to be completed to collect, submit and access NRS data. The Rehabilitation team at CIHI provides ongoing support during all of these steps. Please send your questions to nrs@cihi.ca. Additional information can be found by accessing our website at www.cihi.ca/nrs. We welcome comments and suggestions about how to make future versions of this guide more useful.
Step 1: Getting Started

This section outlines tasks that need to be completed by a participating facility before submitting data to the NRS.

Staffing Resources

Facility Coordinator

Each participating facility must name a facility coordinator. The facility coordinator will have varying responsibilities, depending on the processes in place at a particular facility. As a general rule, the facility coordinator is CIHI’s first point of contact with a facility regarding NRS reporting. In some cases, the facility coordinator may also have the role of data submission contact, so this person should have a good understanding of data submission processes. Other responsibilities of the facility coordinator may include the following:

- Ensuring communication between CIHI and the facility, such as receiving CIHI material and reports and disseminating them to appropriate facility staff, and relaying questions from the facility to CIHI;
- Identifying/confirming key players, such as the NRS data submission contact and those requiring access to NRS applications and services;
- Ensuring that access privileges to NRS applications are kept current in the event of staffing changes (having a new user create a CIHI profile or having access revoked for a staff member who leaves the facility);
- Collaborating with the data submission contact to ensure that facility information in the NRS facility profile is kept current;
- Identifying the need for and appropriately coordinating in-house training, including access to online CIHI training, as required;
- Providing CIHI with information about the software to be used for data entry (for example, vendor or in-house software);
- Responding to NRS Submission Error Reports, in collaboration with the NRS data submission contact;
- Ensuring accuracy and efficiency of data correction processes and making revisions when needed; and
- Assisting in the approval of external requests received by CIHI for facility-specific data.

More information regarding the role of a facility coordinator is available on the NRS web page.
Data Submission Contact

Participating facilities must provide the name and contact information of at least one data submission contact. Some of the responsibilities of the data submission contact may include

- Working closely with the NRS facility coordinator and site experts to discuss data and coding issues in order to establish consistent facility-level practices;
- Receiving the NRS data collected by the front-line clinicians and reviewing the files for completeness and errors;
- Entering the required administrative elements or, depending on the facility’s set-up, working with staff responsible for completing these elements;
- Producing and submitting files to CIHI;
- Downloading and reviewing Submission Reports;
- Correcting and resubmitting records that have errors;
- Monitoring and tracking submission files;
- Acting as a resource person for NRS issues and troubleshooting as necessary; and
- Collaborating with the facility coordinator to ensure that facility information in the NRS facility profile is kept current.

NRS Trainers

NRS trainers are members of the rehabilitation team. They must complete specific NRS training offered by CIHI (see the Education section below) and demonstrate 90% proficiency in coding components of the NRS minimum data set. They provide in-house NRS training to the other members of their team at the facility. Trainers have a comprehensive knowledge of the NRS data elements and are expected to remain current in their understanding of NRS assessment guidelines.

NRS Assessors

NRS assessors are members of the rehabilitation team who have received NRS training at their respective facilities and demonstrate 80% proficiency in coding components of the NRS minimum data set.

NRS Licence Agreements

Two agreements must be completed by an individual who has signing authority for participating facilities before they can begin submitting data to the NRS.

End-User Licence Agreement

This agreement provides a facility with a restricted licence to use proprietary and copyrighted materials for authorized purposes, namely the 18-item FIM® instrument and impairment codes, which are the property of the Uniform Data System for Medical Rehabilitation (UDSMR), a division of UB Foundation Activities, Inc. CIHI, as part of its licence with UDSMR, maintains licences with all participating facilities, as well as their respective provincial ministries/departments of health (and regional health authorities), and NRS-licenced software vendors.
NRS eServices Agreement

Each organization must also sign an NRS eServices agreement that outlines the terms and conditions for accessing and using all NRS electronic reporting (including Operational Reports and eReports). To maintain the security of electronic reporting and the data contained within it, CIHI must ensure that anyone who has access to these reports complies with our privacy policies and procedures.

Access to CIHI’s applications, such as the electronic Data Submission Services (eDSS), Operational Reports and NRS eReports, is given only to staff members who require it. Everyone who has access and/or uses the information contained within the reports must read and understand the terms and conditions outlined in the agreement.

Within the eServices agreement, each facility must appoint an organizational contact (preferably the facility coordinator) who determines which staff can have access to secure NRS services. This person is responsible for communicating information about the users to CIHI. In addition, he or she is responsible for modifying user access privileges when access to the NRS eReports or other NRS-related services should be revoked (for example, when a staff member has changed jobs or is no longer employed at a facility).

Creating a CIHI Profile

To access any CIHI online service, such as eDSS, Operational Reports and NRS eReports, users must first create a CIHI profile.

1. Go to www.cihi.ca.
2. Click Applications and then click Create a profile now!

More detailed instructions are included in the Guide to Accessing CIHI Services, which is posted on CIHI’s website.

Please note that all users must have their own CIHI profile.

We strongly encourage you to keep the contact information in your profile up to date in order to receive notification emails from CIHI.

Access to NRS Services

CIHI clients with a CIHI profile may request access to many of the online services NRS has to offer, including

- **eDSS**: Permits secure submission of facility profiles and quarterly data to CIHI
• **Operational Reports**
  - **Submission Reports**: Provide information about the success or failure of records submitted from your facility into the NRS database
  - **Rehabilitation Patient Group (RPG) Reports**: Provide record-level files of facilities’ own data only and a subset of NRS data elements related to the RPG case-mix and cost-weight methodologies (for more information, including file layout details, read [this bulletin](#) from CIHI’s Case Mix department)

• **NRS eReports**: Provide access to quarterly comparative data from your facility and from across the country

<table>
<thead>
<tr>
<th>Note: Requests for access must come from the facility coordinator via the Request Access: New/Revoke tool found within his or her CIHI profile and must contain the following information:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• First and last name of individual(s) requiring access</td>
</tr>
<tr>
<td>• Email address of the individual(s) requiring access</td>
</tr>
<tr>
<td>• NRS facility number</td>
</tr>
<tr>
<td>• Type of access required (name of desired applications)</td>
</tr>
</tbody>
</table>

**Education**

CIHI offers a wide variety of education sessions on coding and data submission, as well as on how to use and interpret comparative reports. These sessions are available at no charge in most cases. A description of the education sessions relevant to the NRS can be found in each section of this document as well as on CIHI's website. Learners can self-register online, or online registrations can be submitted by the facility account manager.

An account manager is the primary contact within a Core Plan facility/organization for CIHI’s online eStore and education registration systems. The account manager is issued a master ID and password that allows him or her to place online orders for publications and services, submit online registrations and monitor training completion by staff, on behalf of the facility/organization. For more information about your facility’s account manager, please send an email to education@cihi.ca or orderdesk@cihi.ca.

For more information on NRS education sessions, please visit [CIHI Education](#) (using your CIHI Learning Centre login credentials) or send an email to education@cihi.ca. When viewing the course catalogue, be sure to log in with your account, as many NRS courses are restricted to NRS users and are not visible to the general public.
Step 2: Collecting Data

Data collection processes vary from one facility to another. In this section, we outline available resources that can assist facilities in collecting high-quality data.

Data Collection Software

NRS data is submitted to CIHI electronically. Facilities may choose to develop in-house NRS collection software or purchase NRS software from a licensed vendor. The list of vendors who have successfully submitted NRS test data for a given fiscal year can be found here.

Rehabilitation Minimum Data Set Manual

The Rehabilitation Minimum Data Set Manual is published as two separate modules that are intended to provide comprehensive information to a broad range of partners and stakeholders who have key roles in the accurate coding and reporting of adult inpatient rehabilitation episodes to the NRS.

The manual is available free of charge to facilities in electronic and print formats, and may be ordered by authorized individuals from CIHI’s eStore. Please note that the number of complementary paper copies available to each NRS facility is limited based on the size of the facility. For assistance in ordering the Rehabilitation Minimum Data Set Manual, please contact the CIHI Order Desk (orderdesk@cihi.ca or 613-241-7860).

Module 1: Technical Specifications and Data Submission

This module provides data and record submission specifications for use by facilities and vendors in the development of data collection software. This module is written primarily for information technology and data submission personnel who are responsible for NRS data submission.

Module 2: Clinical Coding and NRS Training

Module 2 provides detailed coding and interpretation guidelines for clinical and health records staff at participating facilities involved in the assessment and coding of data and submission to the NRS.

Any questions relating to NRS assessments and coding can be sent by email to nrs@cihi.ca. We encourage users to use the eQuery tool (for more information, see the following page). This database allows you to search previously submitted questions and answers.
eQuery: A Tool for Asking and Answering Questions About the NRS

The eQuery tool has been designed to enhance the way in which participating facilities can interact with NRS staff at CIHI. It also allows users to search existing queries and answers by subject or keyword prior to entering a question.

Clients can gain access to eQuery by creating a CIHI profile and following the instructions in the Guide to Accessing CIHI Services, which is posted on CIHI’s website. Once registered, clients will be able to submit queries, in English or French, to an expanded set of programs and products at CIHI, including the NRS. Online tutorials are available to help users get started and to navigate the eQuery tool.

If you experience problems registering for or accessing the eQuery tool, please contact Central Client Services. Service is available Monday to Friday (except statutory holidays), 8 a.m. to 4 p.m. ET (phone: 613-241-5543; fax: 613-241-8120; email: help@cihi.ca).

Education

NRS for Trainers (Live and eLearning Blend)

This course is required to become an NRS facility trainer and to train staff on NRS coding standards. Using a combination of online and live training components, this course focuses on the assessment and data collection requirements for the NRS, the importance of data quality and consistency in information systems, and the role of NRS trainers in implementing the standardized minimum data set for comparative reporting.

NRS for Trainers Online Proficiency Test (eLearning)

This is an online test designed for facility staff to demonstrate NRS clinical assessment proficiency. Once training prerequisites have been met, this test must be successfully completed to meet the initial requirements to become an NRS trainer, or to periodically confirm ongoing proficiency at performing NRS functional assessments.

Stand-Alone eLearning Modules for Collecting NRS Data (eLearning)

A complement of interactive online learning modules are available to support staff who are responsible for facility-level NRS data collection. Topics include conducting functional assessments, capturing NRS administrative data elements, socio-demographics, health characteristics (including using ICD-10 CA) and collecting NRS follow-up data.

NRS for Assessors, Online Proficiency Test (eLearning)

This is an online test designed for facility staff to demonstrate NRS clinical assessment proficiency. This test must be successfully completed to meet the initial requirements to become an NRS assessor, or to periodically confirm ongoing proficiency at performing NRS functional assessments.

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i. Please see the Learning Centre catalogue for details about prerequisites for the trainer proficiency test.
Step 3: Submitting Data to CIHI

All NRS data is submitted to CIHI electronically through a secure web-based application, the electronic Data Submission Services (eDSS).

Facility Profile

The facility profile is an administrative record that contains information about your facility, such as the facility address and contact information for the facility coordinator and data submission contact. It does not contain any information about clients. It is, however, sent to CIHI via the eDSS application in much the same way as client records are submitted.

Information contained in the facility profile is used by the NRS to automatically contact the facility. Therefore, it is important to keep the facility profile up to date.

The facility profile must be kept current with accurate email addresses, as NRS facility coordinators and data submission contacts automatically receive important NRS information (Submission Reports, bulletins, education session updates, access restrictions, etc.) via email.

The facility profile should be sent at the beginning of each fiscal year and updated as information changes throughout the year. For example, when a new person takes over the role of NRS facility coordinator, information should be changed on the facility profile and sent to the NRS. Your submission software should create a file named in the same manner as a regular NRS submission file, except the file will be named with “FI” (facility information) where the fiscal quarter identifier would normally appear.

Data Submission Process
Submitting Data to CIHI

Your data collection software should, upon demand, generate a file containing client records (admission, discharge and/or follow-up) for a particular fiscal period. Submission files for the NRS must be named according to a particular file-naming convention. Your software will name these files automatically, but it is a good idea to know the meaning of the different parts of the file name.

NRSyyyypphhhhhss.txt

NRS = reporting system
This identifies the data holding to which the submission file corresponds.

yyyy = fiscal year
This fiscal year is not necessarily the current fiscal year; it is the fiscal year of the records contained in the file.

pp = quarter (01–04 or FI)
This is not necessarily the current quarter; it is the quarter of the records contained in the file.

hhhhh = facility number
ss = sequence number
The first file within a particular quarter should have a sequence number of 01, the second file should have a sequence number of 02, and so on.

Example: NRS2010FI5555501.txt

Before your data can be submitted to CIHI, it must be zipped. That is, the .txt file containing your data must be compressed and packaged into a .zip file to allow for quicker submission. (Your vendor’s software may do this automatically or you may be required to do it yourself.) Files that are not zipped will be rejected. The file name of the zip file must correspond to the original file (except with .zip instead of .txt as a file extension), and only one .txt file can be contained within a .zip file. For more information on how to zip files, please contact your software vendor.

Once your zipped file is ready to be submitted to the NRS database at CIHI, go to www.cihi.ca, click on Applications and click Login now!

1. On the Login screen, enter your CIHI username and password and click the Login button.
2. Click the eDSS link (assuming that you already have an eDSS account).
3. Select [NRS] (applicable only if you have eDSS access for multiple databases).
4. Enter the Facility #, Period (the quarter that corresponds to the quarter in your file name), Year (the year that corresponds to the year in your file name) and Number of Records in the file.
5. Indicate the type of data submitted (live/test):
   - **Facility/Organization Live Data Submission**: To be used only when submitting live data during the year
   - **Facility/Organization Test Data Submission**: To be used only when submitting test data
   - **Vendor Test Data Submission**: To be used by vendors to submit test data or facilities to send test data on behalf of their vendors

6. **Attach** the file to be submitted.

7. Make sure all the fields on the screen have been entered correctly and click **Submit Data**. An “Uploading Status” screen will appear.

### Important Note

Do not close the screen until a message confirming success of the file submission appears. You may minimize the browser window, but do not go to any other location using the browser (for example, History, Back to My Services, etc.). These actions will terminate the data transfer and you will be required to resubmit the file.

Note that this message simply means that the file has been successfully sent via eDSS. **It does not mean that the file was successfully accepted into the NRS database.** This can be determined only once the file has been processed at CIHI. The standard time to process data files is one to three business days. Once the data file has been processed, the data submission contact listed on the facility profile will receive an email indicating that the Submission Report is available. This report will outline any individual client records that were rejected due to errors. If the entire file was not accepted into the database, the NRS team at CIHI will contact the data submitter via email to explain why the file was rejected.

### NRS Data Submission Timelines

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Reporting Period</th>
<th>Data Submission Deadline*</th>
<th>NRS eReports Data Updated†</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quarter 1</td>
<td>April 1–June 30</td>
<td>July 31</td>
<td>Approximately four weeks after the data submission deadline</td>
</tr>
<tr>
<td>Quarter 2</td>
<td>July 1–September 30</td>
<td>October 31</td>
<td></td>
</tr>
<tr>
<td>Quarter 3</td>
<td>October 1–December 31</td>
<td>January 31</td>
<td></td>
</tr>
<tr>
<td>Quarter 4</td>
<td>January 1–March 31</td>
<td>April 30</td>
<td></td>
</tr>
</tbody>
</table>

**Notes**

* The NRS quarterly data cut occurs two weeks after the data submission deadline. The additional time between the submission deadline and the data cut allows facilities to submit corrections for records that were submitted by the submission deadline but were rejected due to errors.

† This date may vary slightly according to CIHI’s internal production schedule.

### Education

#### Data Submission (eLearning)

This self-study online module provides a detailed overview of the process of data submission for the NRS.
Step 4: Managing Data Submissions

CIHI produces several different reports to help you manage your data submissions and ensure that they are complete and accurate. These reports are available to authorized users through Operational Reports.

Operational Reports

Once a data file has been successfully accepted into the NRS database, the data submission contact will receive notification of the availability of a Submission Report. Every file that is processed by CIHI will have an associated Submission Report. This report outlines the number of client records contained in the file that were accepted and/or rejected into the database and provides brief explanations for any records that were rejected so that they may be corrected and resubmitted. Submission Reports are accessed through a secure CIHI web application called Operational Reports (formerly known as eNRS).

To locate these reports:

1. Go to www.cihi.ca, click Applications and then Login now!
2. Log in to your CIHI profile.
   - If you have access to Operational Reports, you will see a link for it on your My Services page.
   - If you require access, refer to the section “Access to NRS Applications” at the beginning of this guide and contact your facility coordinator.

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ii. No submission report will be generated in the event of a file error that prevents the processing of the submitted file. When this occurs, CIHI will notify the submission contact by email and provide direction to correct the error in order to successfully resubmit the record.
Step 5: Retrieving Data From CIHI

There are several ways to retrieve data from CIHI. This section outlines the most common methods.

NRS eReports

The NRS eReports system is a dynamic, secure and confidential online service that provides authorized users with a unique ability to view and analyze administrative and clinical NRS data. It is available to organizations submitting data to the NRS, their health authorities and ministries of health. The NRS eReports system provides these users with a customized view of selected administrative and clinical NRS data to facilitate evidence-based decision-making and comparisons within the Canadian health care system.

What NRS eReports Can Offer

Information

- Client demographics and function indicators, resource utilization indicators and other outputs for the most recent six fiscal years
- Facility, peer and national results

Functionality

- Selection of peers for comparison
- Manipulation of the appearance of reports
- Figure and table creation
- Exporting or saving data to Excel, PDF, CSV or HTML files
- Ability to save report templates to allow for easy quarterly recreation of preferred reports

NRS eReports are available only to authorized users identified by the facility coordinators of organizations participating in the NRS. Each facility coordinator is responsible for ensuring that only staff who need access to the reports are registered as users.


This manual is available electronically on the NRS eReports launch page (under Support) or via the Operational Reports default page. The manual is divided into two parts:

The NRS eReports User Guide contains information that will help users navigate the NRS eReports system and describes the steps required to create, manipulate and format reports.

The NRS Report Interpretation Guidelines outlines the general format and content of reports and describes the attributes and metrics (indicators) available to users.
Rehabilitation Patient Group (RPG) Reports

The RPG reports provide record-level files of a facility’s own data only and a subset of NRS data elements related to the RPG case-mix and cost-weight methodologies. The files include the data elements that are key linking variables (Chart Number and Admission Date) and grouping methodology output variables (RPG, Rehabilitation Cost Weight, etc.). All records in the NRS database at the time of report production, regardless of discharge status, are included in these facility files. More information, including file layout details, can be found in this bulletin from CIHI’s Case Mix department.

Quick Stats

Quick Stats are publicly available snapshots of data from a number of CIHI’s databases. For the NRS, eight Quick Stats reports are available to the general public and include national-level information relevant to inpatient rehabilitation.

Enhanced features include

- Drop-down menus to customize your reports
- Pre-made graphs showing the data in a variety of ways
- The ability to export as a PDF or Microsoft Excel file to share with others
- Detailed reports showing the data behind the graphs

For more information, visit www.cihi.ca and click on Quick Stats at the top of the page.

Data Requests

If you require more detailed statistics than those available in Quick Stats or NRS eReports, you can make a custom data request. All data requests are subject to CIHI’s principles and policies for the protection of health information. The processes involved in a custom data request are outlined below. For more information about data requests, click Standards and Data Submission at the top of CIHI’s home page and then click Data Requests.

- The Data Requests page contains all the information required for data request submission. From here, you can complete and submit the online Data Inquiry Form, which will be routed to the NRS. Alternatively, you can send an email to rehab@cihi.ca summarizing the data requested and the purpose of the request.
- The NRS team will provide an assessment of the ability of our data to answer your research question or data needs, as well as our conditions to release data in accordance with our privacy and data release policies. The NRS team will also identify the need for additional authorizations or approvals that may be required or whether additional CIHI expertise (such as Classifications) may be needed to fulfill your request.
- Working closely with you, the NRS team will finalize the specifications of your data request and ensure that appropriate documentation (for example, formal data request forms for third-party requests) is completed. During this stage, the NRS team would be in the best position to provide you with an estimate of the price and timeline.
Once the desired data has been processed and verified, the NRS team will make arrangements with you regarding its secure delivery. For third-party, record-level data requests, CIHI has a follow-up program in place to ensure that clients securely destroy CIHI data after a specified period of time, as stated in the non-disclosure/confidentiality agreement, which is signed by the client and all persons accessing the data.

CIHI responds to custom data requests on a cost-recovery basis. CIHI will invoice clients based on production time, which includes the number of hours needed to review the data request, consult and develop specifications, manipulate and/or analyze data, seek advice from CIHI support areas, perform data quality assurance and transmit data. CIHI offers the first two hours of production time at no charge for clients qualifying for Price A, beyond which clients would pay as follows:

- $145 per hour for Price A, applicable to Canadian health care facilities, governments, not-for-profit health agencies, universities, health professionals and researchers from the public sector
- $290 per hour for Price B, applicable to private commercial operations (including but not limited to software vendors and consultants), foreign clients and others not qualifying for Price A

Custom data request fees are subject to the goods and services tax (5%) or harmonized sales tax (13% for Ontario, Nova Scotia, New Brunswick and Newfoundland and Labrador).

Qualifying graduate students can access CIHI data at no cost through our Graduate Student Data Access Program.

Data requests in which facilities are simply requesting their own data from the NRS (for example, for the purposes of internal data verification) are completed free of charge, provided no additional analysis is requested.

**Education**

**Understanding NRS Metrics and Indicators (eLearning)**

This self-study module provides an introduction to basic statistical principles relevant to interpreting NRS data.

**Building and Using Your NRS eReports Strategically (Workshop)**

This course, delivered as a face-to-face session, uses interactive exercises to identify individual business needs and then to support strategic use of NRS data in clinical and management decision-making. Participants will build customized NRS eReports in the MicroStrategy environment to address specific questions and permit comparisons with peer and national data.

**Using NRS Reports: Case Studies (Web Conference)**

Assuming the participant has basic familiarity with the NRS, this web conference provides problem-based training and interactive practice in strategic use of rehabilitation indicators and information to support strategic decision-making.
Building Your NRS eReports (Web Conference)

This web conference will provide participants with an introduction to the web-based NRS eReports, their use and benefits. Participants will be given the opportunity for hands-on practice of some of the fundamentals and advanced functions during this session.
Step 6: Getting Help

**nrs@cihi.ca or eQuery**  
Contact the NRS team for questions related to  
- Data collection and standards  
- Data submission  
- Submission Reports  
- eDSS  
- Record-level RPG Reports  
- NRS eReports

**orderdesk@cihi.ca**  
Contact the Order Desk for questions related to  
- Core Plan account manager  
- Obtaining manuals/resources

**education@cihi.ca**  
Contact the Education department for questions related to  
- Registration to CIHI’s education sessions  
- Management of learning accounts  
- Technical questions arising during training

**help@cihi.ca**  
Contact the CIHI eSupport Desk for questions related to  
- CIHI profile  
- Requesting access to NRS applications  
- Revoking access
Appendix: Summary of NRS Education Programs*

NRS for Trainers (Part 1 and Part 2) (Blended Learning)
This blended-learning course is required training to become an NRS facility trainer and train staff on NRS coding standards. Using a combination of online and live training components, this course focuses on the assessment and data collection requirements for the NRS, the importance of data quality and consistency in information systems, and the role of NRS trainers in implementing the standardized minimum data set for comparative reporting.

NRS for Trainers Online Proficiency Test (eLearning)
This is an online test designed for facility staff to demonstrate NRS clinical assessment proficiency. Once training prerequisites have been met, this test is successfully completed to meet the initial requirements to become an NRS trainer (prerequisites required) or to periodically confirm ongoing proficiency at performing NRS functional assessments.

Stand-Alone eLearning Modules for Collecting NRS Data (eLearning)
A set of interactive online learning modules is available to support staff who are responsible for facility-level NRS data collection. Various topics include conducting functional assessments, capturing NRS administrative data elements, health characteristics (including using ICD-10 CA), socio-demographics and collecting NRS follow up data.

NRS for Assessors, Online Proficiency Test (eLearning)
This is an online test designed for facility staff to demonstrate NRS clinical assessment proficiency. This test is successfully completed to meet the initial requirements to become an NRS assessor or to periodically confirm ongoing proficiency at performing NRS functional assessments.

Data Submission (eLearning)
This self-study online module provides a detailed overview of the process of data submission for the NRS.

Understanding NRS Metrics and Indicators (eLearning)
This self-study module provides an introduction to basic statistical principles relevant to interpreting NRS data.
Building Your NRS eReports (Web Conference)

This web conference will provide participants with an introduction to the web-based NRS eReports, their use and benefits. Participants will be given the opportunity for hands-on practice of some of the fundamentals and advanced functions during this session.

Building and Using Your NRS eReports Strategically (Workshop)

This course, delivered as a face-to-face session, uses interactive exercises to identify individual business needs and then to support strategic use of NRS data in clinical and management decision-making. Participants will build customized NRS eReports in the MicroStrategy environment in order to address specific questions and permit comparisons with peer and national data.

Using NRS Reports: Case Studies (Web Conference)

Assuming basic familiarity with the NRS, this web conference provides problem-based training and interactive practice in strategic use of rehabilitation indicators and information to support strategic decision-making.

Note
* Please consult the NRS catalogue in the CIHI Learning Centre for updates and more details on NRS education offerings. Questions about NRS education may be sent to education@cihi.ca.
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