



CIHI's Impact Stories—CIHI Portal

Data in Action

Who Is the Data User?

Eastern Health Authority
Newfoundland and Labrador

What Was the Issue?

Wanted to more effectively report on specific patient groups and the services delivered to them

- A need to better understand the market share for patient groups—including inflows and outflows and catchment area
- A need to improve cycle times in building business cases to secure program funding

How Were Data Put Into Action?

Eastern Health began using CIHI Portal

- Became one of CIHI Portal's most active user sites and a leader in the broader CIHI Portal User Community
- Has been participating in CIHI Portal since its beta release in 2005

What Were the Benefits?

Enhanced market share analysis of the region's mental health patient population

- Better able to assess the regional areas where mental health services were required
- Resources for providing mental health services were better allocated
- The time required to receive the funding support for mental health programs was greatly reduced

Getting funding for regional health services programs by building a better business case

"Among the key benefits were the opportunities for pan-Canadian comparisons and built-in population metrics."

R. James Brown

Director of Health Information Services and Informatics
Eastern Health Authority
Newfoundland and Labrador



In October 2005, when CIHI launched a six-month pilot of CIHI Portal, Newfoundland and Labrador's Eastern Health Authority became one of the first 21 organizations from across the country to begin participating in this new web-based, analytical and business intelligence offering.

Since that time, Eastern Health has proven to be one of the most active user sites, using the tool to help improve the quality of services offered to patients. "We see CIHI Portal as one of our most powerful tools," says Jim Brown, Eastern Health's Director of Health Information Services and Informatics.

One of Eastern Health's first projects using CIHI Portal was to perform a comprehensive, intra-region market share analysis of its services. "The availability of the Portal facilitated a number of valuable clinical decision support

analyses," says Brown. "Among the key benefits were the opportunities for pan-Canadian comparisons and built-in population metrics."

Through CIHI Portal, decision support analysts at Eastern Health were able to quickly build custom reports, using several of CIHI's case mix groups (CMGs) to categorize patients into clinically homogeneous groups. These reports helped to identify "hot spots" where increased services were required—such as the need for better allocated resources for providing mental health services.

Due to the speed and detail with which these reports were produced, Eastern Health was able to collaborate with other RHA's to support the establishment of special mental health programs closer to the communities of the clients being served.

Want more information?

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