CRITICALL
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CORD
CritiCall Ontario Reports & Data

with **Business Intelligence**
Dashboard Guide

Version 1.0

CritiCall Ontario is funded by the Government of Ontario

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A. Bed Availability Dashboard Description

Dashboard Purpose	Content Highlights	Helps Identify
To monitor your hospital's responsiveness to requests for patient consultation and acceptance during the CritiCall Ontario case facilitation process in relation to bed availability and occupancy as reported by your hospital. This dashboard aligns with the quality domains efficiency and equitable.	▪ Your hospital's response to requests for consultation and/or to accept a patient; ▪ The number of times that a physician at your hospital declined to provide a consultation and/or accept a patient, reporting there was no bed available; and ▪ The weighted average of your hospital's reported PHRS occupancy rates by bed types (Adult, Pediatric and Neonatal).	▪ Gaps in communication or processes within your hospital (e.g. instances when physicians reported no bed and the appropriate bed type occupancy showed occupancy on CritiCall Ontario's PHRS); ▪ Opportunities for further education about CritiCall Ontario's systems and services, including updating resource and occupancy information in the PHRS; ▪ Capacity issues at your hospital for patients by bed type (Adult, Pediatric or Neonatal)

Indicators and Graphs 🚫 *this symbol* **indicates there is drill through to case level data for this** *indicator or graph*

▪ No Beds ▪ Site Occupancy Rate ▪ Accepted Cases ▪ Case Accept Time ▪ Hospital Accept Time	▪ No Beds by Final Specialty ▪ Accepted Cases by Final Specialty ▪ No Beds and Site Occupancy by Fiscal Month	▪ Site Occupancy by Category ▪ Site Occupancy by Sub-Category

B. Case Facilitation Dashboard (s)
1. Transferred Cases by Referring Hospital Dashboard Description

Dashboard Purpose	Content Highlights	Helps Identify
To monitor the timeliness of key actions that occur during the CritiCall Ontario case facilitation process for urgent/emergent, life or limb and cancelled cases. This dashboard aligns with the quality domain timely.	The volume of referrals and the volume that result in a consult, transfer or cancellation The time required for CritiCall Ontario to contact a hospital for the first case consult; The responsiveness of consulting and accepting hospitals; Time to first consult Time to acceptance Time to arrival	▪ Opportunities for improvement in system responsiveness at key points in the patient's journey ▪ Identify where the patients are transferring to and under which service

Indicators and Graphs 🗐 *This symbol indicates there is drill through to case level data for this indicator and graph*

▪ Total Referred Cases by Final Outcome 🗐 ▪ Cases Referred ▪ Transferred ▪ Final Consult ▪ Cancelled Cases	▪ Time to First Call Out ▪ Time to First Consult ▪ Case Accept Time ▪ Time to Arrival ▪ Longest Acceptance ▪ Shortest Acceptance	▪ Case Accept Time (Mins) by Fiscal Month 🗐 ▪ Transferred Cases by Receiving Hospital 🗐 ▪ Cases Referred by Final Specialty 🗐

B. Case Facilitation Dashboard (s)
2. Non Transferred Cases by Referring Hospital Dashboard Description

Dashboard Purpose	Content Highlights	Helps Identify
To monitor the timeliness of key actions that occur during the CritiCall Ontario case facilitation process for urgent/emergent, life or limb and cancelled cases. This dashboard aligns with the quality domain timely.	The volume of referrals that do not result in transfer and the associated metrics: Time to first call out by CritiCall Time to first Consult Time to final outcome Final Consult by hospital and specialty	Opportunities for improvement in system responsiveness at key points in the patient's journey

Indicators and Graphs 🔴 *This symbol indicates there is drill through to case level data for this indicator and graph*

- Total Non-Transferred Cases by Final Outcome 🔴 - Time to First Call Out - Time to First Consult - Time to Final Outcome	- Time to Final Outcome (Mins) by Fiscal Month 🔴 - Cases Not Transferred - Final Consults - Cancelled	- Cases by Final Specialty 🔴 - Final Consult by Consulting Hospital 🔴

B. Case Facilitation Dashboard (s) 3. Accepting/Consulting Hospital Dashboard Description		
Dashboard Purpose	**Content Highlights**	**Helps Identify**
To monitor the timeliness of key actions that occur during the CritiCall Ontario case facilitation process for urgent/emergent, life or limb and cancelled cases. This dashboard aligns with the quality domain timely.	The number of cases for which a physician at your hospital was asked to consult; and the time required to respond, consult, decline to consult, accept or not accept a patient.	▪ Opportunities for improving the timeliness of your hospital's response to requests from CritiCall Ontario.
Indicators and Graphs 🔲 *This symbol indicates there is drill through to case level data for this indicator and graph*		
▪ Accepted Cases ▪ Consultations ▪ Final Consults ▪ Consults Declined	▪ Time to First Call Out ▪ Hospital Accept Time ▪ Consults by Contacted Specialist 🔲	▪ Hospital Accept Time (Mins) by Fiscal Month 🔲 ▪ Consults Declined by Contacted Specialist 🔲 ▪ Accepted Cases by Final Specialty 🔲

Case Facilitation		
Case Level Drill Through Indicators		
- Case ID - Date - Final specialty - Category	- Time to First Call Out in Min - Accept Time in Min - Hospital Accept Time in Min	- Time to Final Outcome in Min - Patient Time to Arrival in Min
Case Level Drill Through Indicators for Consults Declined by Contacted Specialist		
- Case ID - Final Specialty	- Total # of Consults Declined - Contact User Type	- Contact Specialty - Referring Hospital - Receiving Hospital
Patient Level Drill Through Indicators (PHI Access Required)		
- Case ID - Date of Birth	- Patient Name - Referring Hospital	- Receiving Hospital - Age

C. Patient Flow Dashboard Description

Dashboard Purpose	Content Highlights	Helps Identify
To monitor the volume of patients that are accepted by your hospital for admission through the CritiCall Ontario case facilitation process and repatriated out using the CritiCall Ontario Repatriation Tool. This dashboard aligns with the quality domains efficiency, equitable and timely.	- The number of cases that your hospital accepted through CritiCall Ontario case facilitation; and - The number of patients successfully repatriated to the most appropriate (closest to home, with required resources) hospitals using the PHRS Repatriation Tool; - The weighted average of your hospital's reported PHRS occupancy rates by bed types (Adult, Pediatric and Neonatal).	- Opportunities for improvement in your hospital's patient flow volumes in or out of your hospital; - Supports or barriers to your hospital's ability to repatriate according to the Life or Limb Policy Guidelines on Repatriation; - Opportunities for education about CritiCall Ontario's services and systems including the PHRS and Repatriation Tool

Indicators and Graphs 🔴 *This symbol indicates there is drill through to case level data for the indicator or graph*

- Accepted Cases - Life or Limb - Urgent Emergent	- Site Occupancy Rate - Completed Repatriations - Completed IFTs (Interfacility transfers) - Accepted Cases by Final Specialty and Case Type	- Completed Repatriations/Interfacility Transfers by Sending Specialty - Accepted Cases Vs. Completed Repatriations/Interfacility Transfers by Sending Specialty

D. Outgoing Repatriation Dashboard Description

Dashboard Purpose	Content Highlights	Helps Identify
To monitor the volumes and timeliness of patients that are sent to and received by your hospital using the CritiCall Ontario Repatriation Tool. This dashboard aligns with the quality domains patient centered, timely and equitable.	- Your hospital's repatriation activity as documented in the PHRS Repatriation Tool - The total number of patients your hospital repatriated and how many were on time or delayed - All delayed patient repatriations are grouped by reason and number of days delayed - How many requests to repatriate a patient were cancelled and the reasons for cancellation	- Opportunities to understand the flow of patient repatriations into and out of your hospital; - Supports or barriers to your hospital's ability to repatriate according to the Life or Limb Policy Guidelines on Repatriation; - Opportunities for education about utilization of CritiCall Ontario's PHRS Repatriation Tool

Indicators and Graphs 🗐 *this symbol indicates there is drill through to case level data for this indicator or graph*

- Requests Created - Active Requests - Completed Requests with Delay - Completed Requests without Delay	- Cancelled Requests - Delays by Reason 🗐 - Delayed Days by Reason 🗐 - Cancelled Requests by Cancellation Reason 🗐	- Average Delayed Days - Requests by Sending Specialty 🗐

Repatriation Case Level Drill Through Indicators (Request Level)

- Request ID Transfer Type - Sending Specialty - Request Status Date	- Total # of Cancelled Repatriations - Total # of Delayed Days - Total # of Repatriations	- Total # of Repatriations with Delay - Total # of Repatriations without Delay

Repatriation Patient Level Drill Through Indicators (PHI Access Required)

- Request ID - Patient Name - Age Category - Patient Gender	- Sending Specialty - Sending Hospital - Request Status - Receiving Hospital	- Reasons for Delay - Non-Acceptance Reason - Decline Reason - Cancellation Reason

E. Specialty Service Availability Dashboard

Dashboard Purpose	Content Highlights	Helps Identify
To monitor the availability of specialty services at your hospital when consultations have been requested by CritiCall Ontario during the case facilitation process. This aligns to the quality domains efficiency and timely.	- Your hospital's response to requests for consultation; and - How often your hospital provided a consultation when CritiCall Ontario's PHRS Service Inventory indicates the specialty/service/resource is available at your hospital 24/7.	- Opportunities for improving the timeliness of your hospital's response for consultation; - Gaps in specialty service provision at your hospital; - Changes required to CritiCall Ontario's PHRS Service Inventory

Indicators and Graphs 🔴 *this symbol indicates there is drill through to case level data for this indicator and graph*

- No MD on Call - No MD on Call 24/7 - No Response - Consults Declined	- Total Consults - No MD on Call by Contacted Specialty - No Response by Contacted Specialty	- Consults by Contacted Specialty - Consults Declined by Final Specialty

Number	Name	Description	Type of Visual	Dashboard Name
1	Accepted Cases	Total number of cases transferred from the referring hospital(s) to the accepting hospital facilitated by CritiCall Ontario.	Key Performance Indicator	▪ Bed Availability ▪ Patient Flow ▪ Case Facilitation – Accepting/Consulting Hospital
2	Accepted Cases Vs Completed Repatriations/Interfacility Transfers with Site Occupancy Rate	Total number of cases accepted (incoming) facilitated by CritiCall Ontario and total number of completed outgoing repatriations/Interfacility transfers grouped by sending specialty.	Bar Graph	▪ Patient Flow
3	Accepted Cases by Final Specialty	Total number of cases transferred from the referring hospital to the accepting hospital facilitated by CritiCall Ontario grouped by final specialty.	Bar Graph	▪ Call Facilitation - Accepting/Consulting Hospital (*Referring and Consulting - Referring will show all cases referred and consulting only shows those cases accepted by your hospital*)
Number	Name	Description	Type of Visual	Dashboard Name
4	Accepted Cases by Final Specialty and Case Type	Total number of cases transferred from the referring hospital to the	Bar Graph	▪ Patient Flow

Number	Name	Description	Type of Visual	Dashboard Name
		accepting hospital facilitated by CritiCall Ontario grouped by final specialty and case type (Life or Limb, Urgent/Emergent).		
5	Accepting Hospital	The hospital that accepts the patient for transfer.	Call Centre Terminology	▪ N/A
6	Active Requests	Total number of repatriation requests that are still Active (not cancelled or repatriated) at the close of the reporting period.	Key Performance Indicator	▪ Outgoing Repatriation
7	Average Delayed Days	Number of days repatriations were completed more than 2 days after the requested transfer date.	Key Performance Indicator	▪ Outgoing Repatriation
Number	Name	Description	Type of Visual	Dashboard Name
8	Cancelled	Cases referred to CritiCall Ontario for a consultation and the request was cancelled by the referring hospital.	Key Performance Indicator	▪ Call Facilitation – Non Transferred Cases by Referring Hospital
9	Cancelled Cases	Total number of cases referred to CritiCall Ontario for a consultation and the request was cancelled by the referring hospital.	Key Performance Indicator	▪ Call Facilitation – Transferred Cases by Referring Hospital

Number	Name	Description	Type of Visual	Dashboard Name
10	Cancelled Requests	Total number of repatriation requests that were cancelled and did not result in a repatriation.	Key Performance Indicator	▪ Outgoing Repatriation
11	Cancelled Requests by Cancellation Reason	Total number of repatriation requests that were cancelled grouped by the reason for the cancellation.	Pie chart	▪ Outgoing Repatriation *(Sending Hospital Perspective)*
Num ber	**Name**	**Description**	**Type of Visual**	**Dashboard Name**
12	Cases Not Transferred	Total number of case referred to CritiCall Ontario for a consultation that did not result in the patient being transferred	Key Performance Indicator	▪ Call Facilitation – Non Transferred Cases by Final Outcome
13	Case Accept Time	Duration in minutes from the start time of the first incoming call by the referring hospital to CritiCall Ontario to the start time of the call with the accepting hospital.	Key Performance Indicator	▪ Call Facilitation - Transferred Cases by Referring Hospital ▪ Bed Availability
14	Case Accept Time (Mins) by Fiscal Month	Duration in minutes starting from the beginning of the first incoming call by the referring hospital to CritiCall Ontario to the start time that the	Bar Graph	▪ Call Facilitation - Transferred Cases by Referring Hospital *(Referring and Receiving)*

Num ber	Name	Description	Type of Visual	Dashboard Name
		contacted hospital accepted the patient averaged by month.		
15	Cases Referred	Total number of cases referred to CritiCall Ontario for facilitation.	Key Performance Indicator	▪ Call Facilitation - Transferred Cases by Referring Hospital
16	Cases Referred by Final Specialty	Total number of cases referred to CritiCall Ontario for facilitation grouped by final specialty.	Bar Graph	▪ Call Facilitation - Transferred Cases by Referring Hospital *(Referring only)* ▪ Call Facilitation – Non Transferred Cases by Final Outcome
17	Completed Repatriations	Total number of repatriation requests that resulted in a repatriation.	Key Performance Indicator	▪ Patient Flow
18	Completed Repatriations/Interf acility Transfers by Sending Specialty	Total number of completed repatriations/ interfacility transfers grouped by sending specialty.	Bar Graph	▪ Patient Flow
19	Completed Requests with Delay	Total number of repatriation requests completed more than 2 days after the requested transfer date.	Key Performance Indicator	▪ Outgoing Repatriation

Number	Name	Description	Type of Visual	Dashboard Name
20	Completed Requests without Delay	Total number of repatriation requests completed within 2 days of the requested transfer date.	Key Performance Indicator	▪ Outgoing Repatriation
21	Consultations	Total number of consultations provided by the physician specialty contacted (each case can have more than one consultation).	Key Performance Indicator	▪ Call Facilitation - Accepting/Consulting Hospital ▪ Specialty Service Availability
22	Consults by Contacted Specialist	Total number of consultations provided grouped by the physician specialist contacted (intermediate and/or final).	Bar Graph	▪ Call Facilitation - Accepting/Consulting Hospital ☰ *(Consulting Hospital)* ▪ Specialty Service Availability

Number	Name	Description	Type of Visual	Dashboard Name
23	Consults Declined	Total number of consults requested that were declined by the consulting physician contacted (excludes consult	Key Performance Indicator	▪ Call Facilitation - Accepting/Consulting Hospital

Number	Name	Description	Type of Visual	Dashboard Name
		declined refer other physician/other specialty/not on call).		▪ Specialty Service Availability
24	Consults Declined by Contacted Specialist	Total number of consults declined grouped by physician specialist contacted.	Bar Graph	▪ Call Facilitation - Accepting/Consulting Hospital
25	Consults Declined by Final Specialty	Total number of consults requested that were declined grouped by case final specialty.	Bar Graph	▪ Specialty Service Availability
26	Consulting Hospital	The hospital that is asked to provide a specialty consultation for a case.	Call Centre Terminology	▪ N/A
27	Delays by Reason	Total number of repatriations were completed more than 2 days after the requested transfer date grouped by reason.	Bar Graph	▪ Outgoing Repatriation *(Sending Perspective)*
Number	**Name**	**Description**	**Type of Visual**	**Dashboard Name**
28	Delayed Days by Reason	Total number of days repatriations were completed more than 2 days after the requested transfer date grouped by reason.	Bar Graph	▪ Outgoing Repatriation *(Sending Perspective)*
29	Final Consults	Total number of cases referred to Critical Ontario that ended after a final consultation (excludes accepted	Key Performance Indicator	▪ Call Facilitation - Accepting/Consulting Hospital ▪ Call Facilitation - Transferred

Number	Name	Description	Type of Visual	Dashboard Name
		and cancelled cases).		▪ Cases by Referring Hospital ▪ Call Facilitation – Non Transferred Cases by Final Outcome
30	Final Consult by Consulting Hospital	Total number of cases referred to Critical Ontario that ended after a final consultation (excludes accepted and cancelled cases) by consulting hospital.	Bar Graph	▪ Call Facilitation – Non Transferred Cases by Final Outcome
Number	**Name**	**Description**	**Type of Visual**	**Dashboard Name**
31	Final Specialty	The medical specialty that provided the final consultation or accepted the patient.	Call Centre Terminology	▪ N/A
32	Hospital Accept Time	Duration in minutes from the start time of the first outgoing call by CritiCall Ontario to the accepting hospital and ending at the start time of the call of the accepting hospital.	Key Performance Indicator	▪ Bed Availability ▪ Call Facilitation - Accepting/Consulting Hospital
33	Hospital Accept Time (Mins) by Fiscal Month	Average duration in minutes starting from when the outgoing call by CritiCall Ontario is made to the	Bar Graph	▪ Call Facilitation - Accepting/Consulting Hospital

Number	Name	Description	Type of Visual	Dashboard Name
		receiving hospital and ending when the receiving hospital accepts the patient grouped by month.		*(Referring and Consulting)*
34	Completed IFTs	Total number of interfacility transfer requests that resulted in a completed repatriation.	Key Performance Indicator	▪ Patient Flow
Number	**Name**	**Description**	**Type of Visual**	**Dashboard Name**
35	Life or Limb	Total number of cases confirmed as Life or Limb by a consulting physician.	Key Performance Indicator	▪ Patient Flow
36	Longest Acceptance	The hospital with the longest average accept time in minutes compared to all accepting hospitals.	Key Performance Indicator	▪ Call Facilitation - Transferred Cases by Referring Hospital
37	No Beds	Total number of times CritiCall Ontario called the hospital for a consultation and the physician specialist declined to consult or declined to accept reporting the reason being no beds available.	Key Performance Indicator	▪ Bed Availability
38	No Beds and Site Occupancy by Fiscal Month	Total number of times CritiCall Ontario called the hospital for a consultation and	Bar Graph	▪ Bed Availability

		the physician specialist declined to consult or accept reporting the reason being no beds available combined with the hospital's overall average site occupancy by month.		
Number	**Name**	**Description**	**Type of Visual**	**Dashboard Name**
39	No Beds by Final Specialty	Total number of times CritiCall Ontario called the hospital for a consultation and the physician specialist declined to consult or accept reporting the reason being no beds available grouped by final specialty.	Bar Graph	▪ Bed Availability
40	No MD on Call	Total number of cases when CritiCall Ontario called the hospital for a consultation and there was no physician on call for the specialty requested.	Key Performance Indicator	▪ Specialty Service Availability
41	No MD on Call 24/7	Total number of cases when CritiCall Ontario called the hospital for a consultation and there was no	Key Performance Indicator	▪ Specialty Service Availability

Number	Name	Description	Type of Visual	Dashboard Name
		physician on call for the specialty requested when the service is listed as available 24/7 in PHRS.		
42	No MD on Call by Contacted Specialist	Total number of cases when CritiCall Ontario called the hospital for a consultation and there was no physician on call for the specialty requested during business hours or 24/7 grouped by contacted specialist.	Bar Graph	▪ Specialty Service Availability
43	No Response	Total number of times CritiCall Ontario called the hospital for a consultation and the physician specialist requested did not respond.	Key Performance Indicator	▪ Specialty Service Availability
44	No Response by Contacted Specialist	Total number of times CritiCall Ontario called the hospital for a consultation and the physician specialist requested did not respond grouped by contacted specialist type.	Bar Graph	▪ Specialty Service Availability

Number	Name	Description	Type of Visual	Dashboard Name
45	Referring Hospital	The hospital that calls CritiCall Ontario and requests a consultation for a case.	Call Centre Terminology	▪ N/A
46	Requests by Sending Specialty	Total number of repatriation requests completed grouped by sending specialty.	Bar Graph	▪ Outgoing Repatriation
47	Requests Created	Total number of repatriation requests created by the sending hospital.	Key Performance Indicator	▪ Outgoing Repatriation
48	Shortest Acceptance	The hospital with the shortest average accept time in minutes compared to all accepting hospitals.	Key Performance Indicator	▪ Call Facilitation - Transferred Cases by Referring Hospital
49	Site Occupancy by Category	Occupancy rate by the PHRS bed board for your hospital.	Bar Graph	▪ Bed Availability
Number	Name	Description	Type of Visual	Dashboard Name
50	Site Occupancy by Sub-Category	Occupancy rate by bed type under each PHRS bed board.	Bar Graph	▪ Bed Availability
51	Site Occupancy Rate	The total occupancy rate for all PHRS bed boards.	Key Performance Indicator	▪ Patient Flow

Number	Name	Description	Type of Visual	Dashboard Name
52	Time to Arrival	Duration in minutes from the start time of the first incoming call by the referring hospital to CritiCall Ontario and ending when the patient arrives at the accepting hospital.	Key Performance Indicator	▪ Call Facilitation - Transferred Cases by Referring Hospital
53	Time to Final Outcome	Duration in minutes from the start time of the first incoming call by the referring hospital to CritiCall Ontario and ending with the final outcome of the case as accepted, consulted or cancelled.		▪ Call Facilitation – Non Transferred Cases by Referring Hospital
Number	**Name**	**Description**	**Type of Visual**	**Dashboard Name**
54	Time to Final Outcome (Mins) by Fiscal Month	Duration in minutes from the start time of the first incoming call by the referring hospital to CritiCall Ontario and ending with the final outcome of the case as accepted, consulted or cancelled by fiscal month.		▪ Call Facilitation – Non Transferred Cases by Referring Hospital

Number	Name	Description	Type of Visual	Dashboard Name
55	Time to First Call Out	Duration in minutes starting from the end of the first incoming call by the referring hospital to CritiCall Ontario to the start of the first outgoing call to the consulting hospital.	Key Performance Indicator	▪ Call Facilitation - Accepting/Consulting Hospital ▪ Call Facilitation - Transferred Cases by Referring Hospital ▪ Call Facilitation – Non Transferred Cases by Referring Hospital
56	Time to First Consult	Duration in minutes from the start time of the first incoming call by the referring hospital to CritiCall Ontario to the start time of the first consultation.	Key Performance Indicator	▪ Call Facilitation - Transferred Cases by Referring Hospital ▪ Call Facilitation – Non Transferred Cases by Referring Hospital
Number	**Name**	**Description**	**Type of Visual**	**Dashboard Name**
57	Total Referred Cases by Final Outcome	Total number of cases referred to CritiCall Ontario grouped by the final outcome; ▪ Cancelled - refer to number ▪ Consulted – refer to number ▪ Accepted (transferred	Pie Graph	▪ Call Facilitation - Transferred Cases by Referring Hospital *(Referring Hospital)*

		) – refer to number		
58	Total Non-transferred Cases by Final Outcome	Total number of cases referred to CritiCall Ontario for a consultation that did not result in the patient being transferred by final outcome		▪ Call Facilitation – Non Transferred Cases by Referring Hospital
59	Transferred	Total number of cases transferred from a referring hospital to an accepting hospital. It is called Transferred when it is from the referring hospital's perspective and Accepted when it is from the accepting hospital's perspective.	Key Performance Indicator	▪ Call Facilitation - Transferred Cases by Referring Hospital
60	Urgent Emergent	Total number of cases requiring care within 24 hours and not confirmed as Life or Limb by the consulting physician.	Key Performance Indicator	▪ Patient Flow