

Using the Surgical Health System Insights (HSI) Platform

ISMA Training Team



**Ontario
Health**

Session Logistics



Intended Audience

Facility resources who will access the Health System Insights Platform's Surgerydashboard



This session is being recorded
It will be posted to the Online Help



Press  to mute. Press  to unmute.

Agenda



Learning Objectives:

- Health System Insights (HSI) Overview
- Platform Access and Navigation
- Working with Dashboard Tiles
- Support and Resources

Background



Central Waitlist Management (CWM) Program

In 2021, the Ontario Ministry of Health approached Ontario Health with the purpose of establishing a new program focused on supporting the principles of central waitlist management.

The purpose and goal of the CWM program is to improve the delivery of healthcare services across the province through enhancements to system visibility, system resource optimization and access improvement, while maintaining consistency and quality of the patient experience.

✓ Key Deliverable

HSI 
Health System Insights

Health System Insights Platform Overview

- Secure dashboards that present existing, aggregate wait lists (Wait 2) from the WTIS
- Innovative and agile business intelligence (BI) platform that informs health system planning
- Enables easy access to live surgeon wait lists at regional & hospital levels



Key Benefits

- ✓ Visualize live patient queues to understand demand patterns
- ✓ Identify service gaps
- ✓ Support Load Management
- ✓ Visualize Key Performance Indicators
- ✓ Review health system data in real-time



Future Iterations



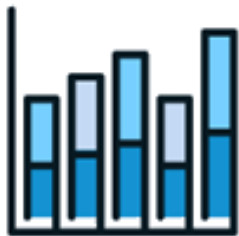
Advanced Analytics

- Demand Forecasting
- Capacity Modeling



Data Driven Decision Making

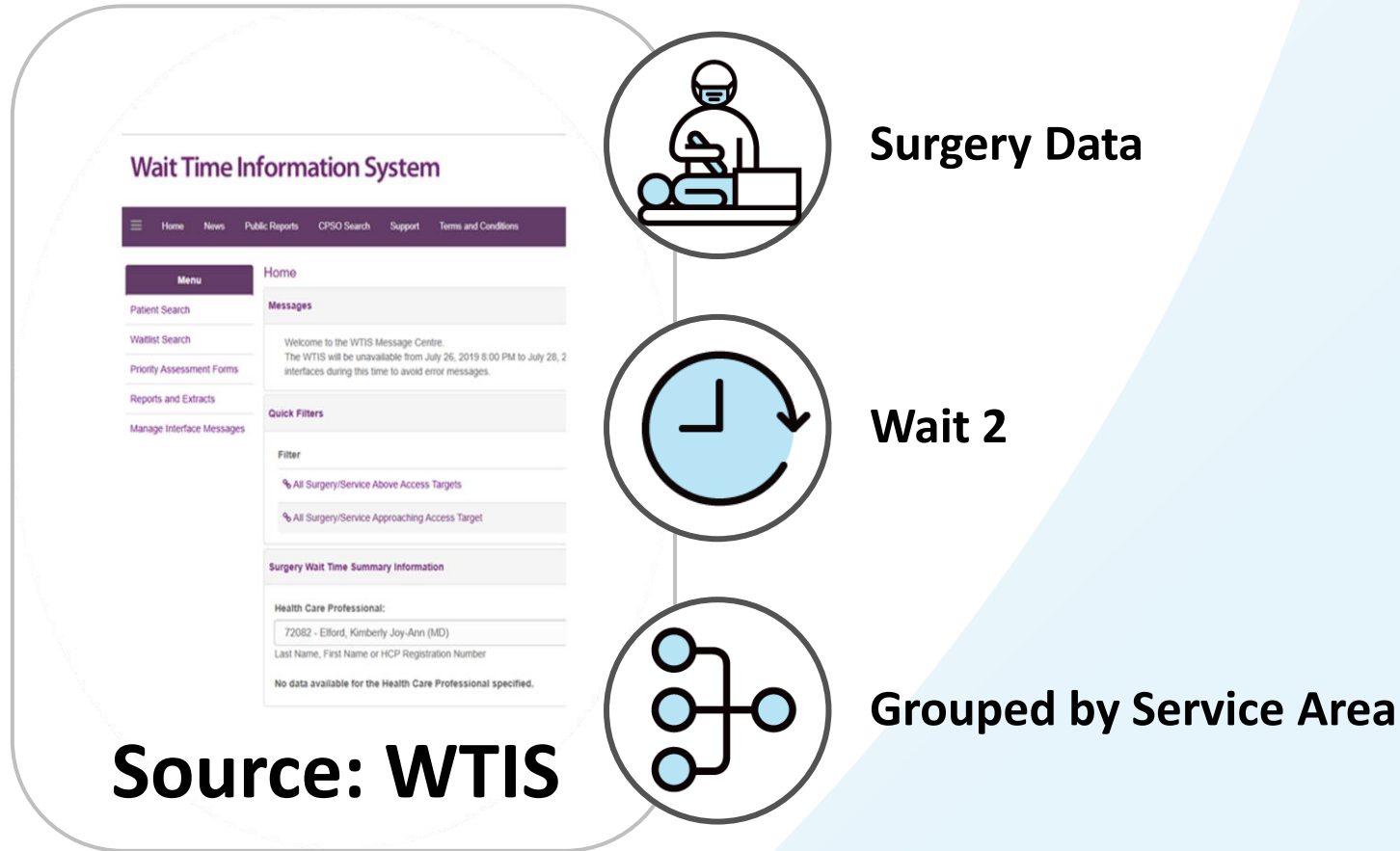
- Funding Allocation
- Resource Planning & Allocation



New Datasets

- Provide a more fulsome perspective into the patient's healthcare journey

Understanding Surgical HSI Data



Note: Contact ATC@ontariohealth.ca to be connected to your facilities' WTIS Coordinator. They can provide context to help interpret the data.

Platform Access and Navigation

- Registration Process
- Logging into the HSI platform
- Dashboard Components

HSI Registration Process

Set-up ONE® ID Account

- Contact your facility ONE® ID Local Registration Authority (LRA) to request enrollment to the HSI service.

Log in to HSI with ONE® ID

- Complete the HSI Welcome Wizard (i.e., select required dashboards)
- Access to requested dashboards are pending your HSI Facility Roles Administrator's (FRA) approval

Contact your HSI FRA

- If your access is delayed, connect with your HSI FRA

Accessing the HSI Platform

Navigate to <https://hsi.ontariohealth.ca> and click the **ONE® ID** button.



Login with your ONE® ID Credentials



The screenshot shows the ONE ID login interface. At the top, there is a header with the Ontario eHealth Ontario cybersanté Ontario logo on the left and the ONE ID Identity & Access Management logo on the right, with 'Help' and 'Links' links. Below the header, the ONE ID logo and 'Identity & Access Management' text are displayed. A message states: 'ONE® ID Identity and access management enables secure access to eHealth services.' Below this, a prompt says 'Please log in with your login ID and password.' The login fields are labeled '*Login:' and '*Password:'. The login field contains the text 'First.Last@oneid.on.ca'. The password field is masked with dots. Below the password field is a yellow 'Login' button. At the bottom of the login section, there are two links: 'Forgot Login ID' and 'Forgot Password'.

Ontario
eHealth Ontario
cyberSanté Ontario

ONE ID
Identity & Access Management
Help Links

ONE ID
Identity & Access Management

ONE® ID Identity and access management enables secure access to eHealth services.

Please log in with your login ID and password.

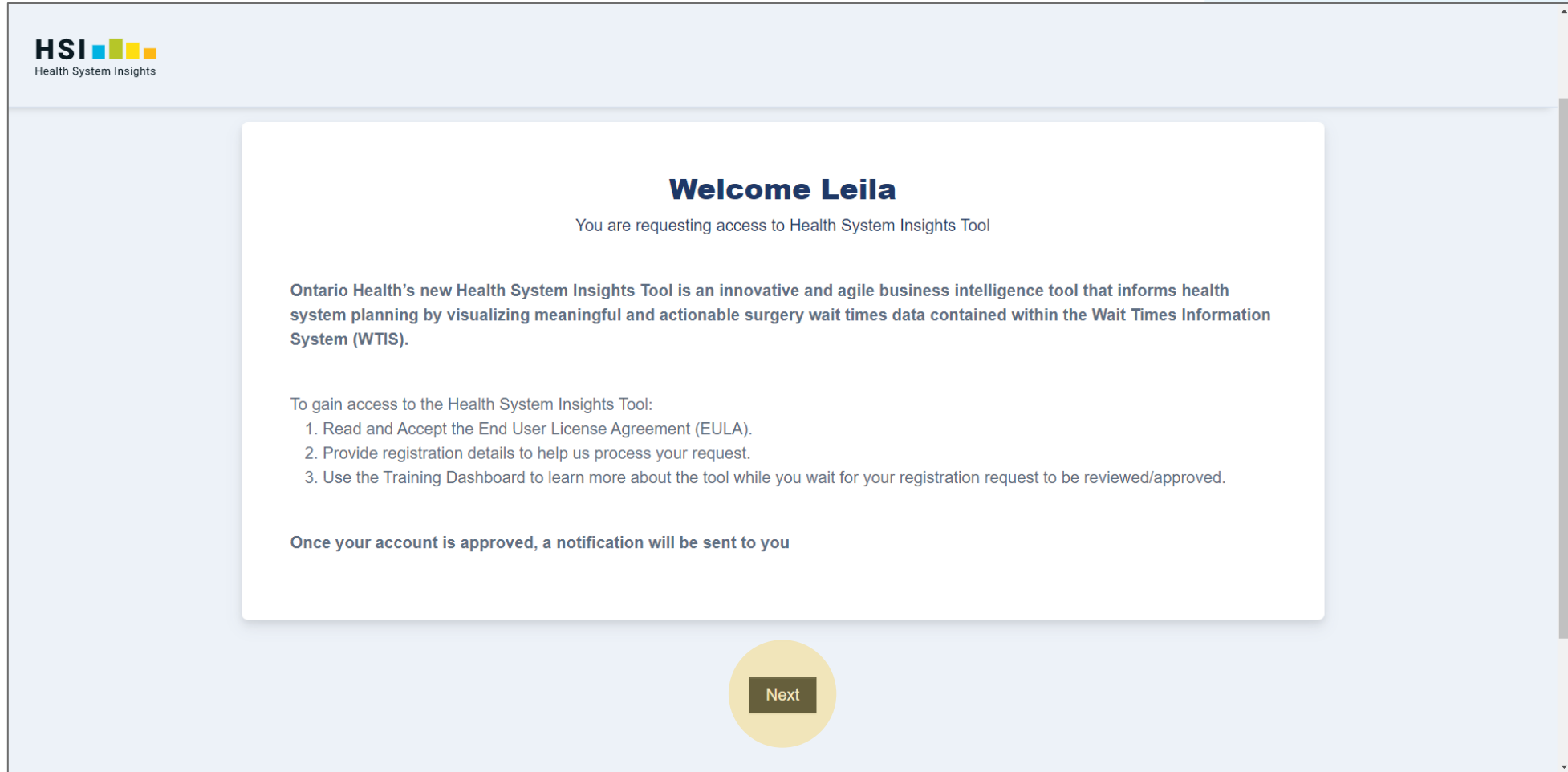
*Login: First.Last@oneid.on.ca

*Password: ●●●●●●●●

Login

[Forgot Login ID](#) [Forgot Password](#)

Welcome Page



End User License Agreement (EULA)



Step 1
User Agreement

Step 2
Profile Details

Step 3
Training

User Agreement

In order to gain access, the end user agreement must be accepted

- Use the Software in any way which breaches any applicable local, national or international law
- use the Software for any purpose that My Company considers is a breach of this EULA agreement

Intellectual Property and Ownership

My Company shall at all times retain ownership of the Software as originally downloaded by you and all subsequent downloads of the Software by you. The Software (and the copyright, and other intellectual property rights of whatever nature in the Software, including any modifications made thereto) are and shall remain the property of My Company.

My Company reserves the right to grant licences to use the Software to third parties.

Termination

This EULA agreement is effective from the date you first use the Software and shall continue until terminated. You may terminate it at any time upon written notice to My Company.

It will also terminate immediately if you fail to comply with any term of this EULA agreement. Upon such termination, the licenses granted by this EULA agreement will immediately terminate and you agree to stop all access and use of the Software. The provisions that by their nature continue and survive will survive any termination of this EULA agreement.

Governing Law

This EULA agreement, and any dispute arising out of or in connection with this EULA agreement, shall be governed by and construed in accordance with the laws of My Country.

Decline

Acknowledge

Complete your Profile Details

Profile Details

We have pre-populated the registration form based on your One ID profile.
Please help us personalize your experience by providing additional details.



Please select at least one option

UNIVERSITY HEALTH NETWORK

☐ Facility Surgical Activity Dashboard

☐ Facility Diagnostic Imaging Dashboard

☐ Bed Capacity Monitoring: Overview

Additional Details

Select your title

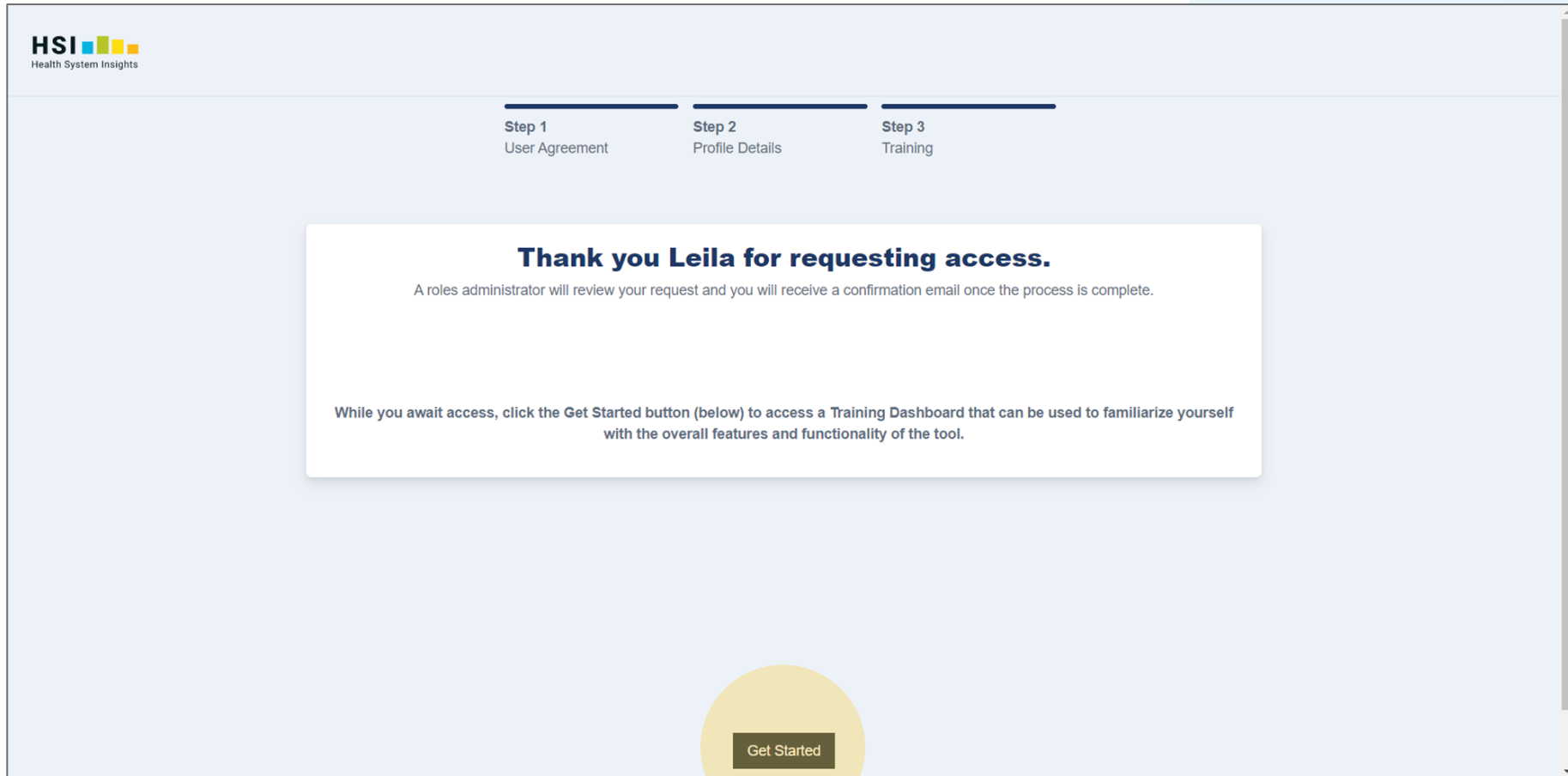
Enter your preferred name

*optional

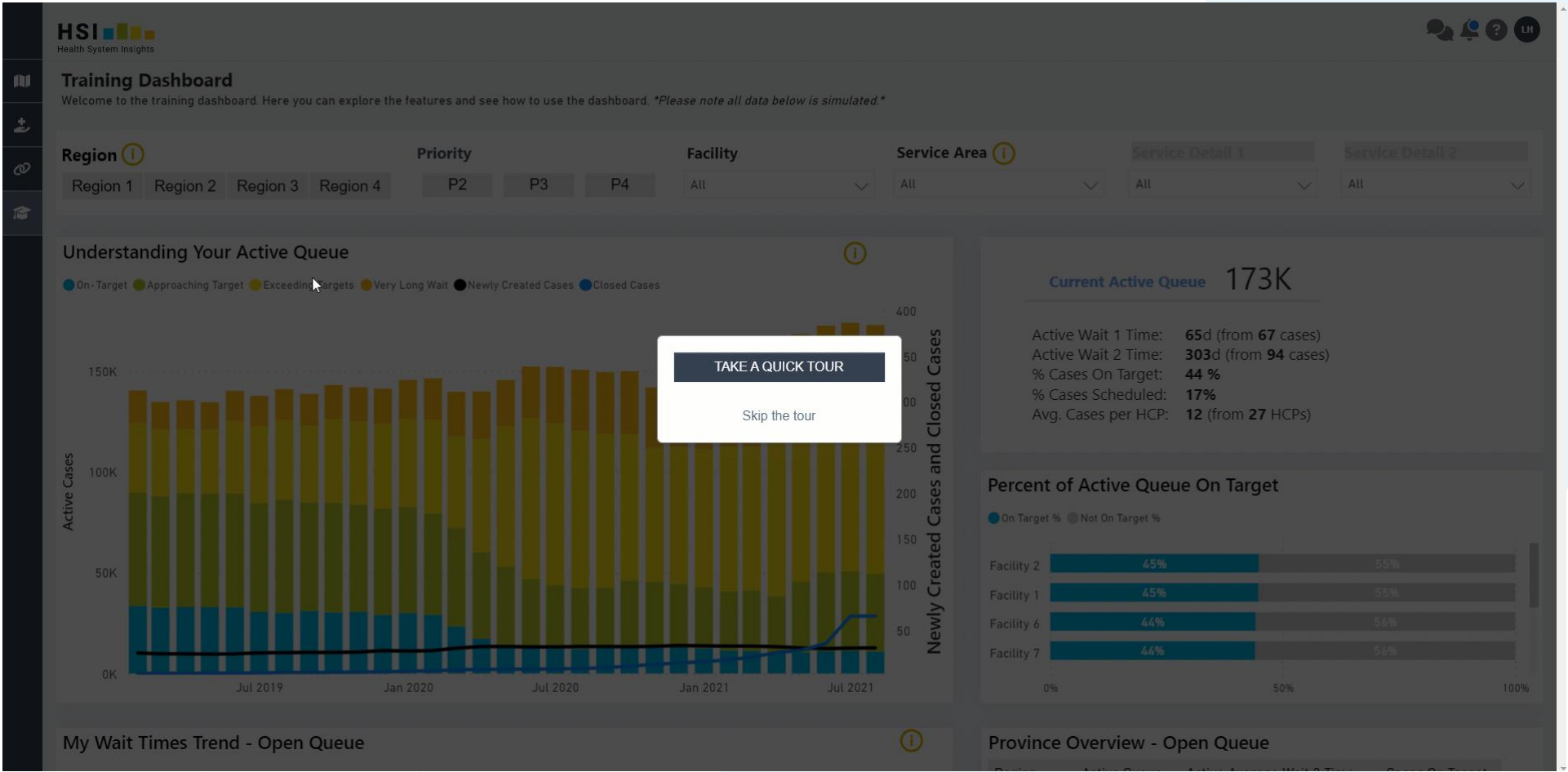
Select the appropriate dashboard profile(s)
ie. Facility Diagnostic Imaging Dashboard

- Select your title
- Provide a preferred name (optional)

Acknowledgement



Quick Tour and Training Dashboard



Notice for Access changes

Profile Update

We have detected a change in your One ID profile. Your role administrator will be informed. Please contact support if you encounter any issues.

VL

Vincent

 Access was granted to the following location:

- ALEXANDRA HOSPITAL

 Access to the following location was revoked:

- CAMBRIDGE MEMORIAL HOSPITAL

Next

Platform Access and Navigation

- ✓ Registration Process
- ✓ Accessing the Health System Insights platform
- ✓ Dashboard Components

Working with Dashboards

- Facility Views
- Regional Views

Facility View Dashboards



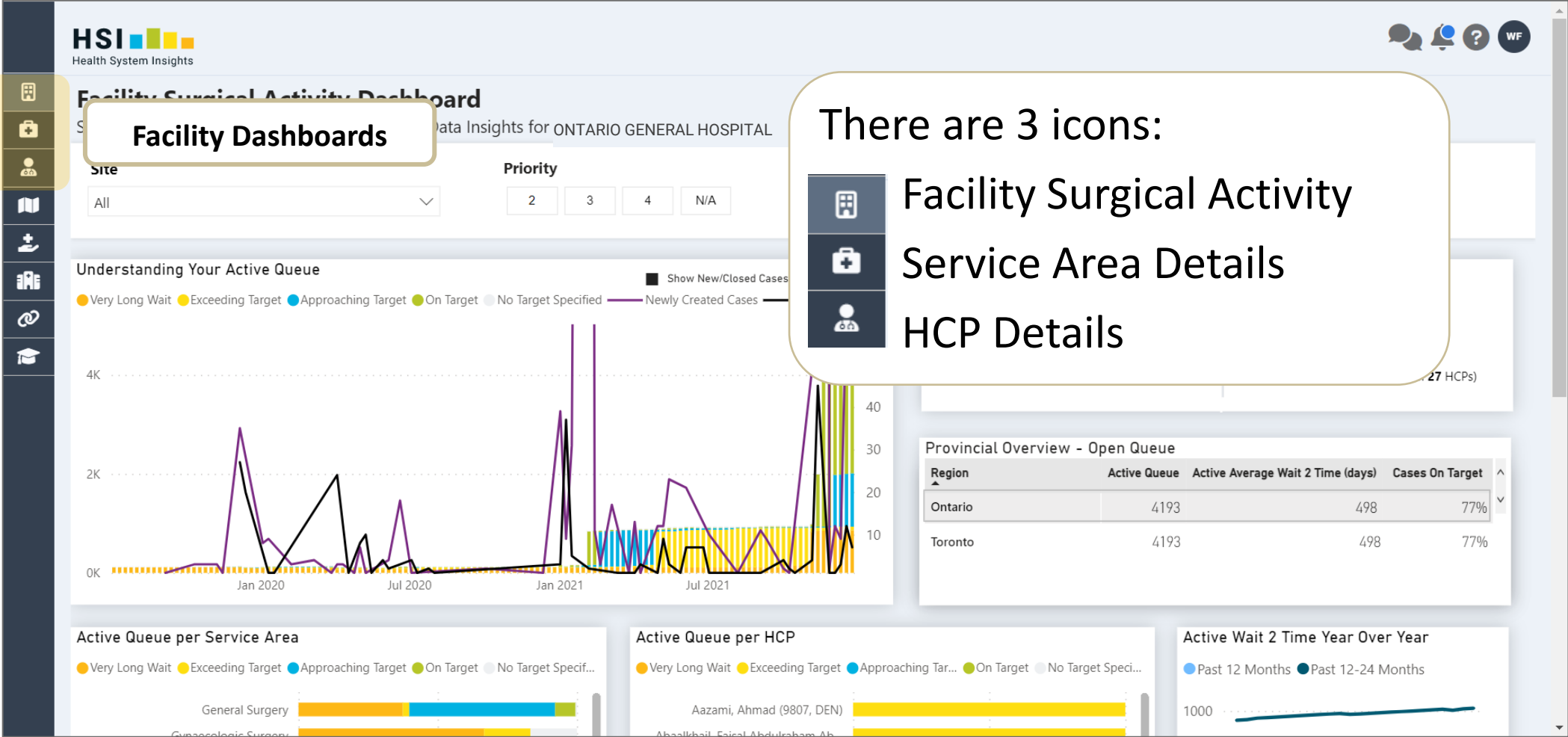
There are 3 facility specific dashboards:

- Facility Surgical Activity
- Service Area Details
- HCP (Health Care Provider) Details



Note: The focus of the dashboards is on active queues, not wait times.

Facility Dashboards



There are 3 icons:

- Facility Surgical Activity
- Service Area Details
- HCP Details

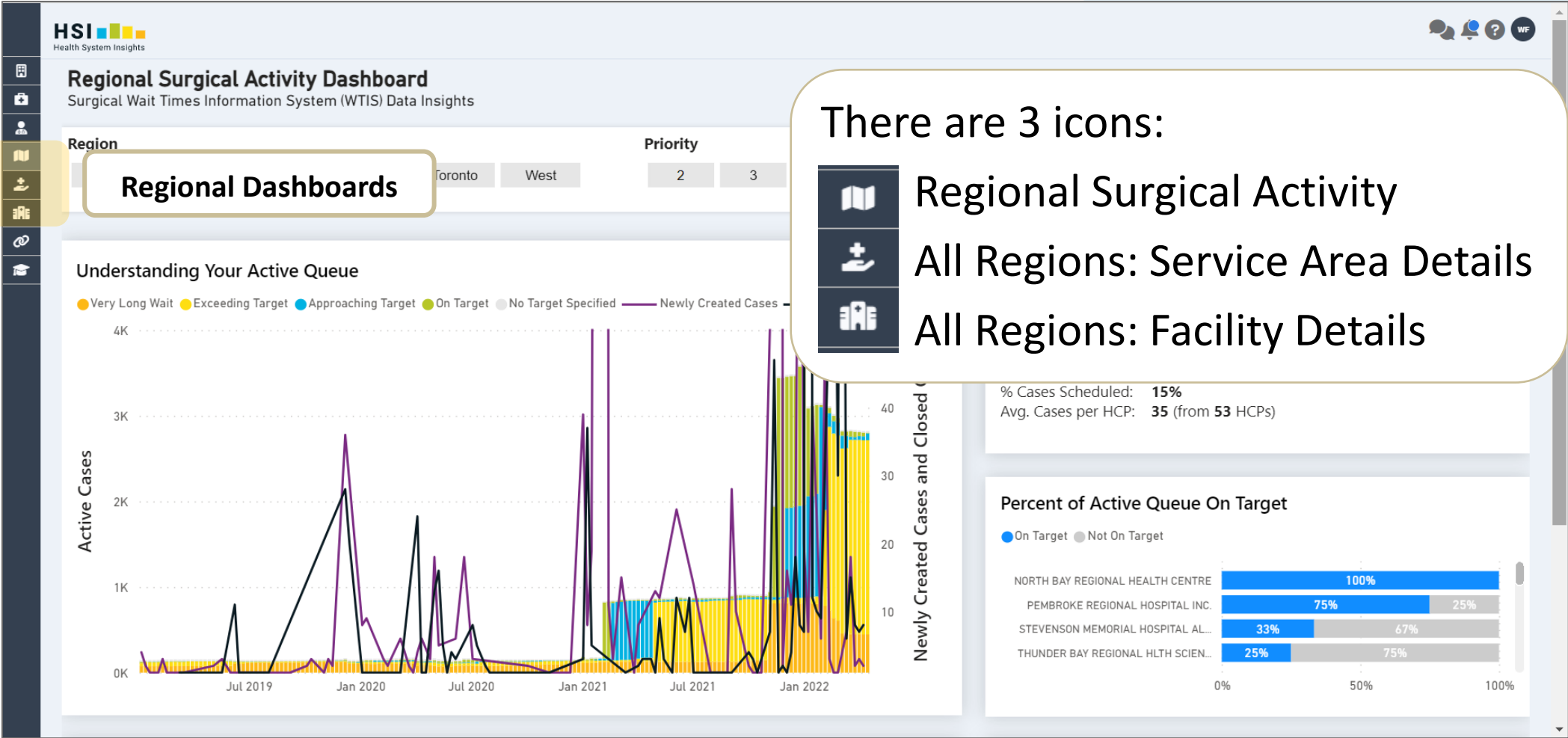
Regional Views



There are 3 regional dashboards:

- Regional Surgical Activity
- All Regions: Service Area Details
- All Regions: Facility Details

Regional Dashboards



There are 3 icons:



- Regional Surgical Activity
- All Regions: Service Area Details
- All Regions: Facility Details

Working with Dashboards

- ✓ Facility Views
- ✓ Regional Views



Resources

HSI Online Help

Access by:

- Clicking on 'How to Register' on log in screen
-  icon once logged in



Ontario Health's new Health System Insights Platform is an innovative and agile business intelligence tool that informs health system planning by visualizing meaningful and actionable insights into the current state of the health system.

Key Benefits Future Iterations Support **How to Register**



HSI Online Help

Search

About the Surgery Dashboards

First launched August 2022, the Surgery dashboards displays visualized real-time data from the [Wait Time Information System \(WTIS\)](#).

Help topics covered include:

- Surgery [Chart Definitions and Models](#).
- [Procedures Breakdown](#).
- [Indicator Methodology](#), and
- Information on platform [visualization features and components](#).

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Questions?



We are happy to answer your questions



Thank you