

WTIS ALC Onboarding 25-26

Performance Indicator Overview
& HSI (Health System Insights)
Training

June 18, 2026



**Ontario
Health**

Session Logistics



Intended Audience

- Facility resources who will access the Health System Insights Platform's ALC Performance Report Dashboard



This session is being recorded



Press  to mute. Press  to unmute.

Agenda



Learning Objectives:

- Health System Insights (HSI) Overview
- Platform Access and Navigation
- ALC Data and HSI
- Support and Resources

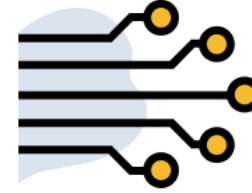
Health System Insights



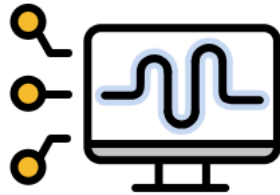
**Visualize
Patient Queue**



**Identify
Service Gaps**



**Support Load
Management**



**Visualize
Performance
Indicators**



**Real-Time Health
System Data**

Key Benefits for ALC

- ✓ Understand current bed utilization, patient flow, and resource allocation
- ✓ Identify service gaps
- ✓ Support active management of obstacles impacting patient discharge
- ✓ Visualize, monitor and manage KPI performance
- ✓ Review health system data in real-time



Platform Access

- Registration Process
- Logging into the HSI platform

Gain Access to the HSI Platform

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

- Navigate to:
<https://hsi.ontariohealth.ca>
- Click ONE® ID button and log in with ONE® ID credentials
- Complete the HSI Welcome Wizard
 - Acknowledge the End User License Agreement
 - Complete profile details and select dashboards

Contact your HSI FRA

- New and existing HSI Users must contact the facility HSI Facility Role Administrator (HSI FRA) to approve access to requested dashboards



Note: For contact information about your facility's ONE® ID LRA or HSI FRA, please contact: itservicedesk@ontariohealth.ca

Accessing the HSI Platform

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



Login with your ONE® ID Credentials



Secure access to Ontario
Health's digital services

Log in

Login ID

No need to add '@oneid.on.ca'

First.Last@oneid.on.ca

Password

••••••••



☐ Remember me 

Log in

[Forgot my password](#)

[Forgot my login ID](#)

[Terms of use](#) 

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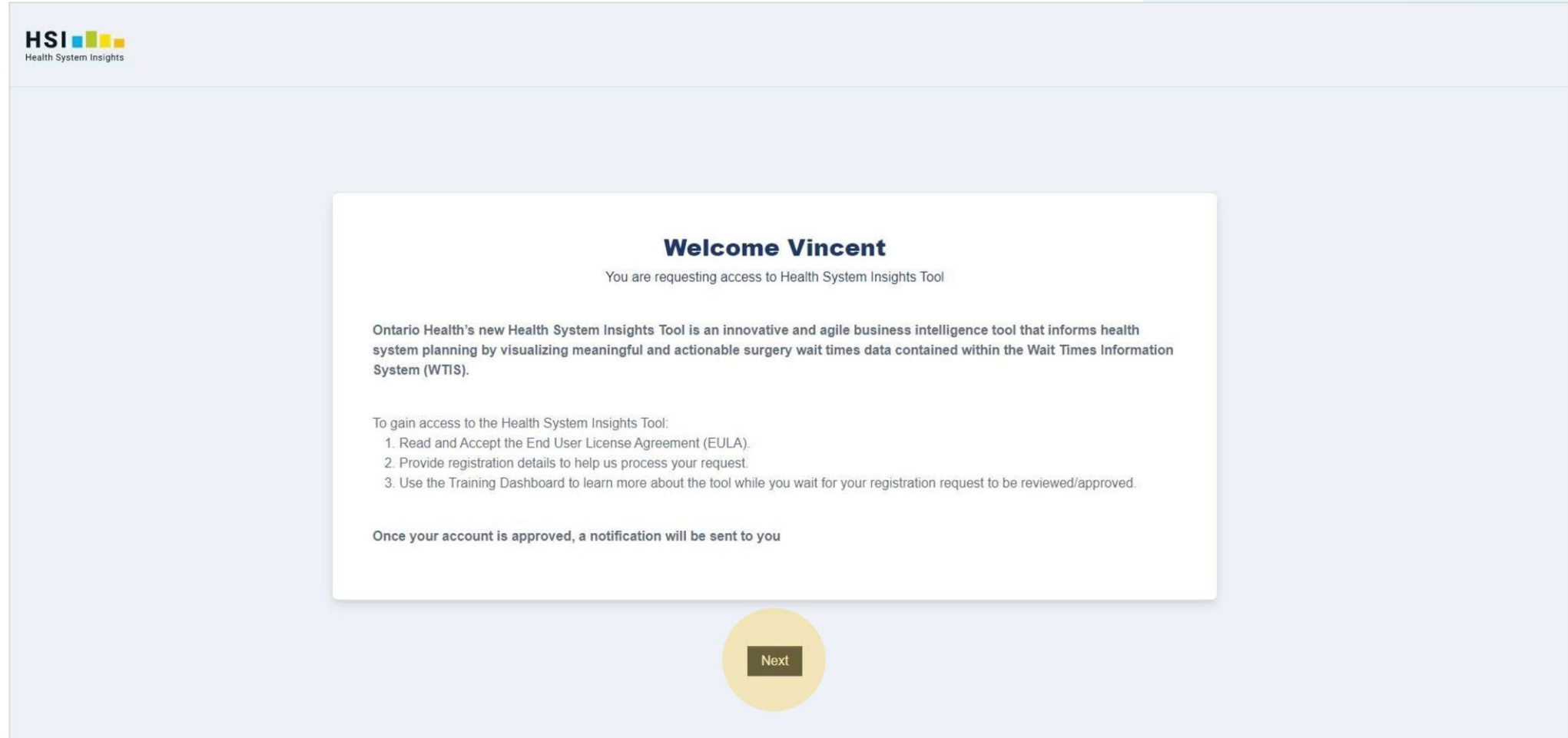
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Welcome page



Accept the End User License Agreement

HSI Health System Insights

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

End-User License Agreement (EULA) of My App

This End-User License Agreement ("EULA") is a legal agreement between you and My Company

This EULA agreement governs your acquisition and use of our My App software ("Software") directly from My Company or indirectly through a My Company authorized reseller or distributor (a "Reseller").

Please read this EULA agreement carefully before completing the installation process and using the My App software. It provides a license to use the My App software and contains warranty information and liability disclaimers.

If you register for a free trial of the My App software, this EULA agreement will also govern that trial. By clicking "accept" or installing and/or using the My App software, you are confirming your acceptance of the Software and agreeing to become bound by the terms of this EULA agreement.

If you are entering into this EULA agreement on behalf of a company or other legal entity, you represent that you have the authority to bind such entity and its affiliates to these terms and conditions. If you do not have such authority or if you do not agree with the terms and conditions of this EULA agreement, do not install or use the Software, and you must not accept this EULA agreement.

This EULA agreement shall apply only to the Software supplied by My Company herewith regardless of whether other software is referred to or described herein. The terms also apply to any My Company updates, supplements, Internet-based services, and support services for the Software, unless other terms accompany those items on delivery. If so, those terms apply.

License Grant

Complete your Profile Details

HSI Health System Insights

Step 1 User Agreement Step 2 Profile Details Step 3 Training

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.

VL Vincent

Access was granted to the following locations:

- CAMBRIDGE MEMORIAL HOSPITAL

Additional Details

Select your title

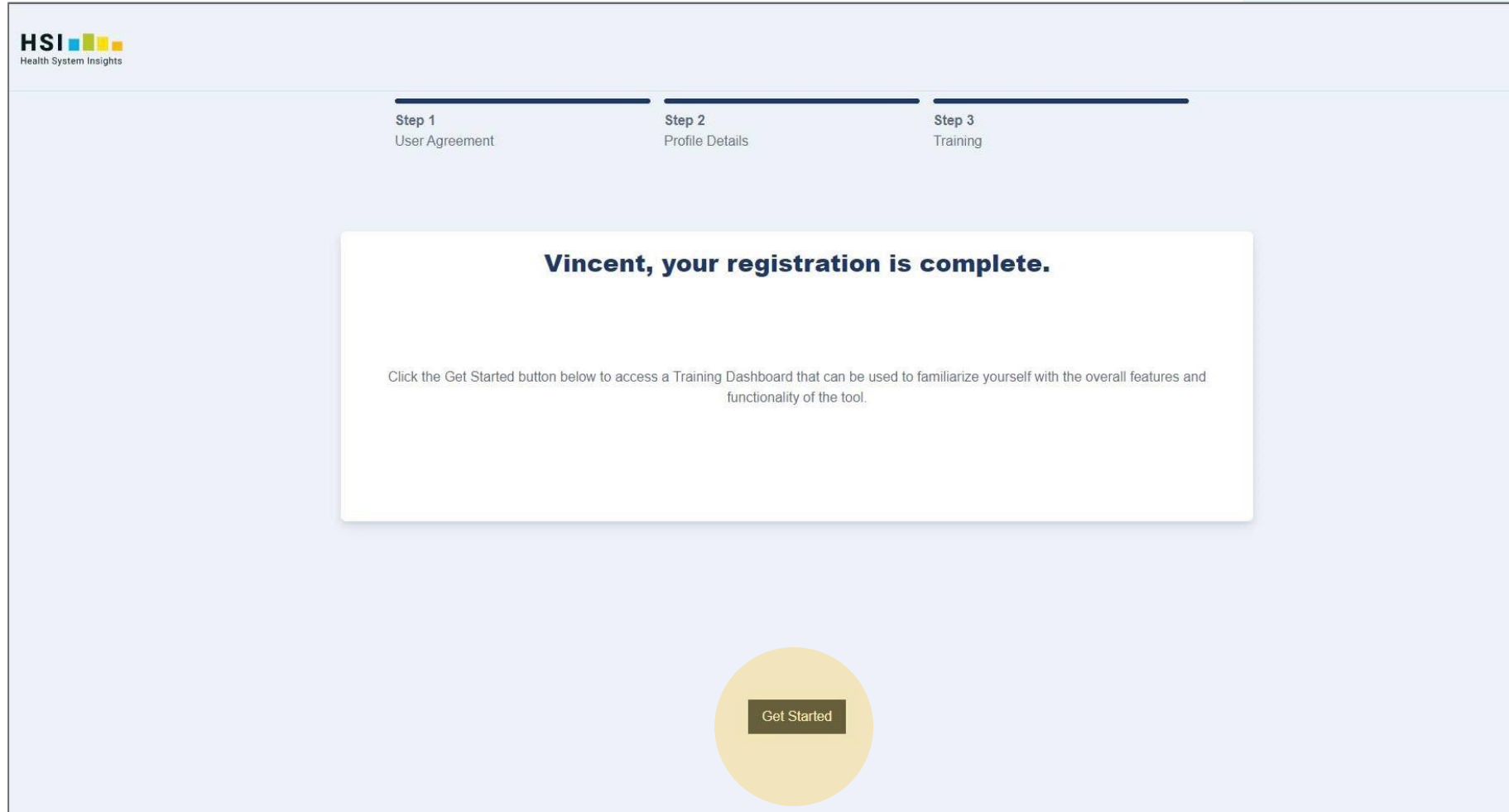
Enter your preferred name

*optional

Next

- Title
- Preferred Name (optional)

Acknowledgement



Important: Access to dashboard(s) will remain in a pending status until your facility's HSI FRA approves your request.

Platform Access and Navigation

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

ALC Data and HSI

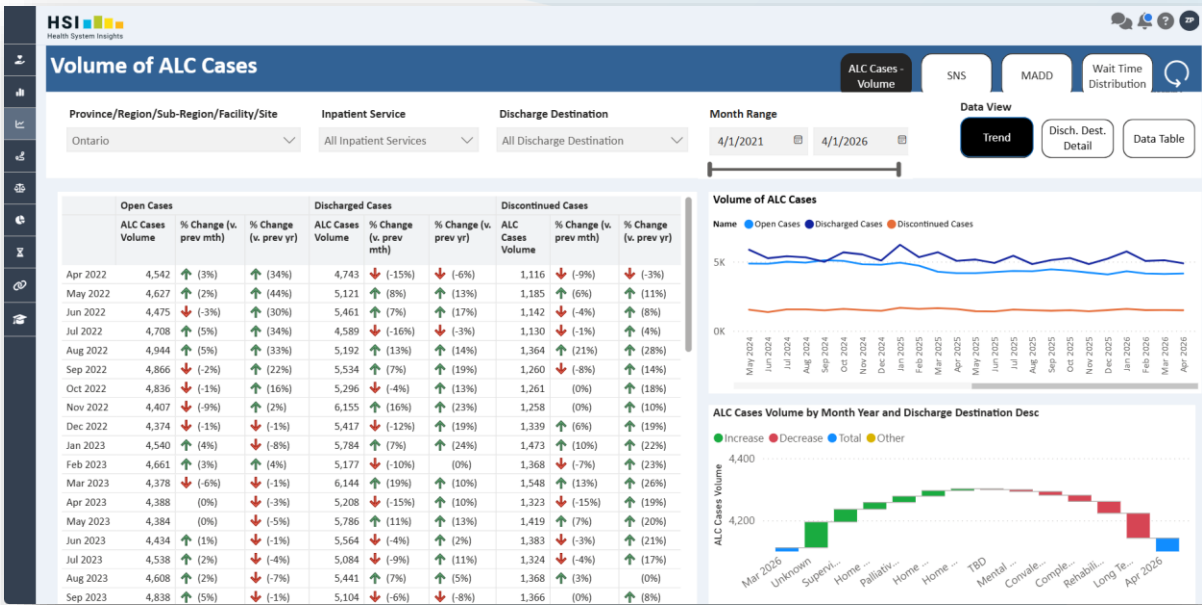
- ALC Performance Dashboards

ALC Volumes



Definition

The number of ALC cases at a specified point in time or over a specified period of time



Volume of Open Cases	The number of patients designated ALC waiting for an alternate level of care at a specified point in time (typically the last day of the reporting month)
Volume of Discharged Cases	The number of patients designated ALC discharged to an ALC Discharge Destination within a specified period of time (i.e. removed from the Wait List)

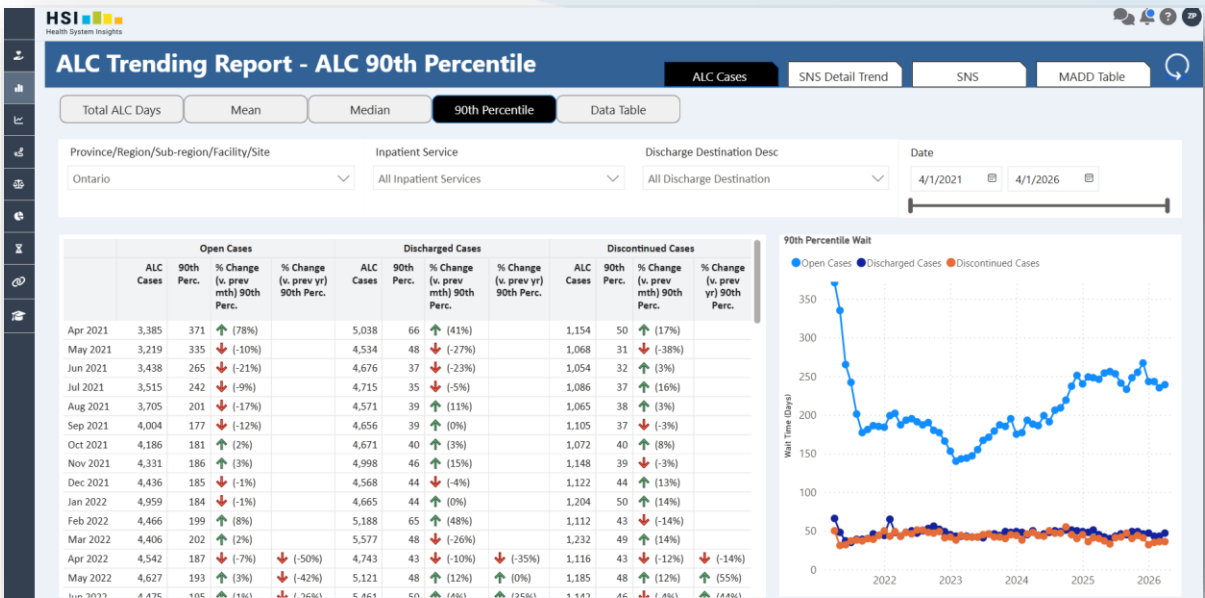
ALC Wait Times



Definition

The number of days from ALC designation date to a specified point in time

**Acute Care Episode (ACE) periods are subtracted from the wait time*



Wait Time for Open Cases	The number of days patients designated ALC are <i>waiting</i> for an ALC Discharge Destination (from ALC Designation Date to a specified point in time, typically the last day of the reporting month)
Wait Time for Discharged Cases	The number of days patients designated ALC <i>waited</i> for an ALC Discharge Destination (from ALC Designation Date to Actual Discharge Date)
90 th Percentile Wait Time	The maximum ALC wait time 90% of patients (i.e. 9 out of 10 patients) have been waiting (open cases) or have waited (discharged cases) for the next level of care

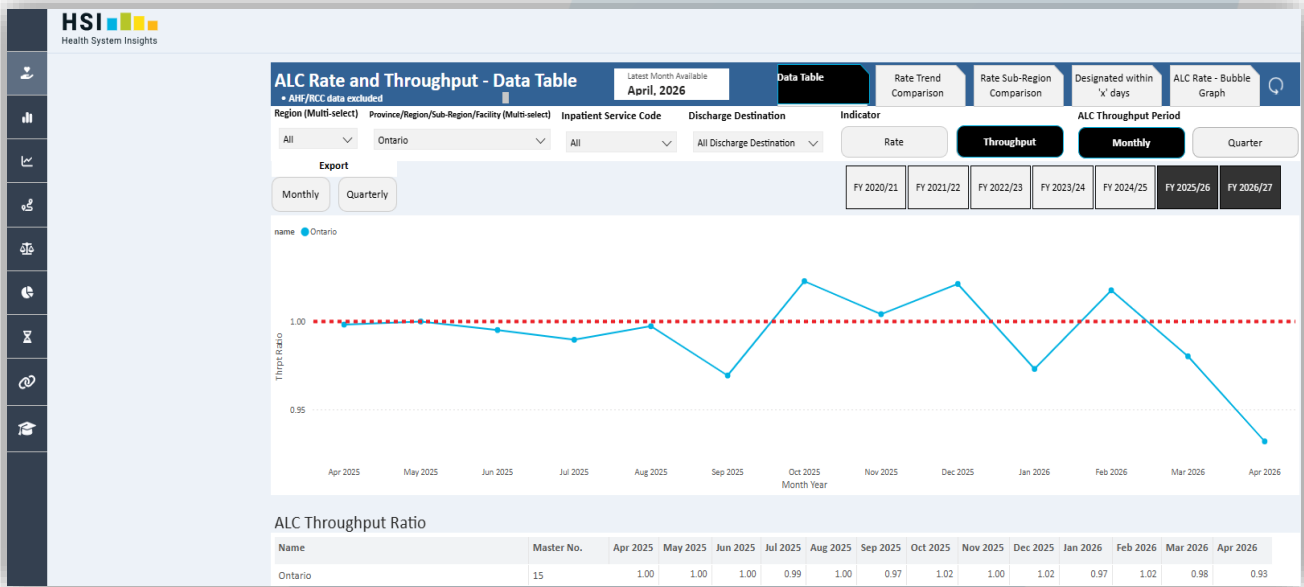
ALC Throughput Ratio: Patient Flow



Definition

The ratio of the number of discharged ALC cases to newly added ALC cases within a specified period of time

Throughput Ratio =
$$\frac{\text{Volume of Discharged Cases}}{\text{Volume of Newly Added Cases}}$$



Ratio <1 indicates more newly added ALC cases than discharged indicating an **increase** in the wait list queue
Ratio >1 indicates more discharged ALC cases than newly added indicating a **decrease** in the wait list queue

Volume of Discharged Cases	The number of ALC-designated patients discharged to an ALC Discharge Destination within a specified period of time
Volume of Newly Added Cases	The number of ALC-designated patients that were designated or re-designated ALC within a specified period of time

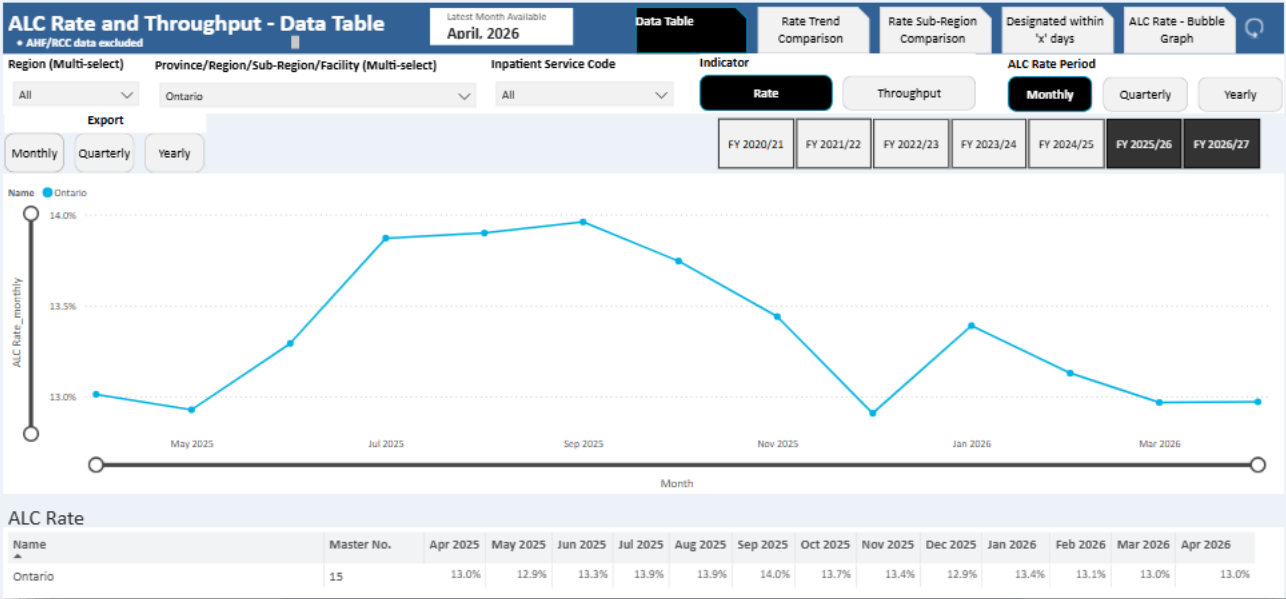
ALC Rate



Definition

The proportion of inpatient days in Acute and Post-Acute care settings that are spent designated ALC in a specified period of time

ALC Rate = $\frac{\text{Total Number of ALC Days Contributed}}{\text{Total Number of Inpatient Days}^*} \times 100\%$

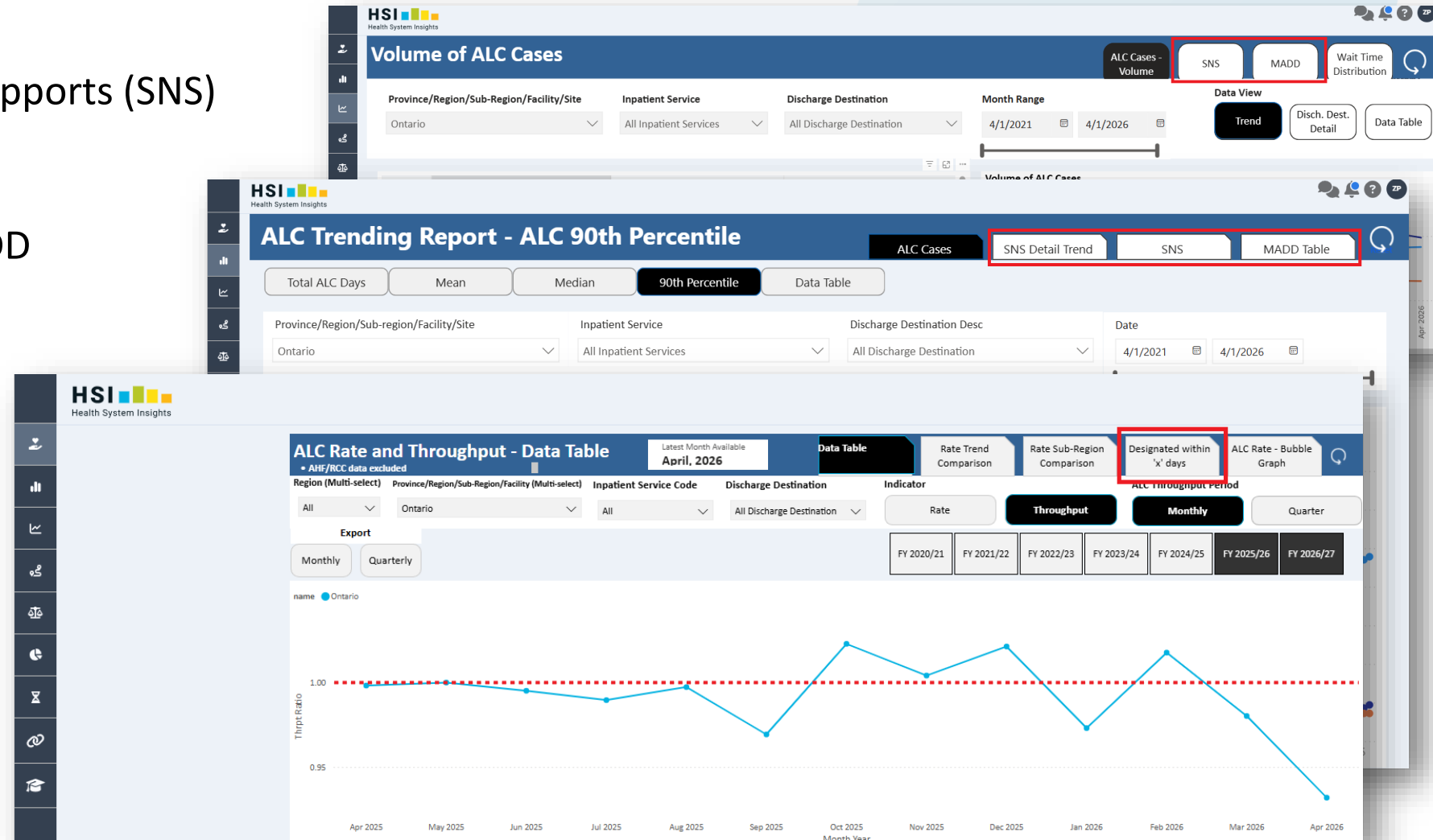


Total Number of ALC Days Contributed	The total number of days that patients spent designated ALC within a specified period of time
Total Number of Inpatient Days*	The total number of inpatient bed days contributed by patients within a specified period of time

*Data source is the Daily Bed Census Summary (dBCS)

Additional Data Characteristics

- Specialized Needs and Supports (SNS)
 - Needs vs Barriers
- DD = MADD vs DD ≠ MADD
- Designated with “x” Days



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**



Questions?



We are happy to answer your questions



Thank you