# Resource Matching and Referral

## Which Key Performance Indicators Should I Use?

Helping organizations use data for business process improvements

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# What is Resource Matching & Referral?



RM&R

**27,587** Registered users

**80,581** Logins a month

**109,995** Clients referred

# Turning Referrals into Data



**What is Reporting & Analytics**

Reporting & Analytics is a team within the Resource Matching & Referral program that provides referral data to **facilitate evidence based decision making**.

# What is a Key Performance Indicator?

**What is a Key Performance Indicator**

**?**

A Key Performance Indicator (KPI) is a factor used to measure and explain progress towards an identified program goal.

Monitor

Evaluate

Improve

Compare

Inform

# How Do You Build Effective KPIs?

**#1** **Identify the Stakeholders**

**#2** **Engage with the Stakeholders**

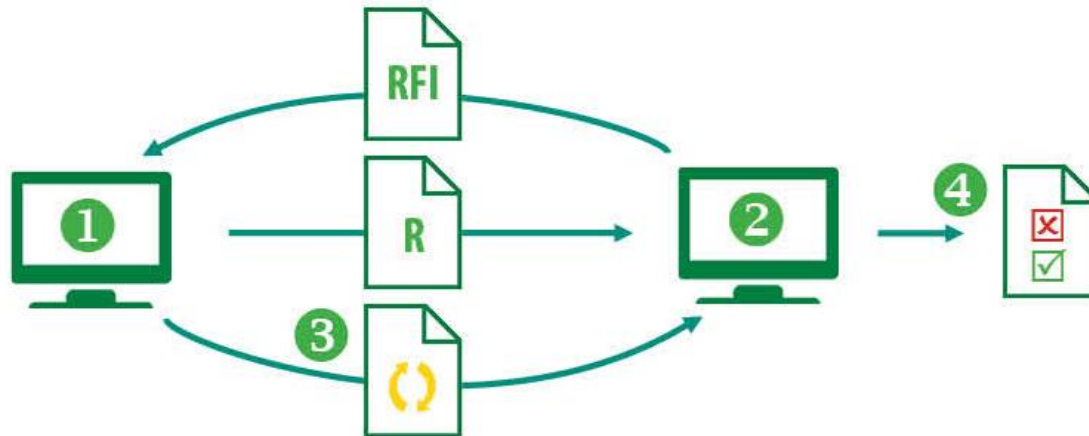**#3** **Align KPIs to Program Goals**

# *What is Online Referral Business Intelligence Tool (ORBIT)?*

ORBIT is a BI tool that transforms raw referral data into meaningful information. Listed below are 4 **primary benefits** of the ORBIT tool.
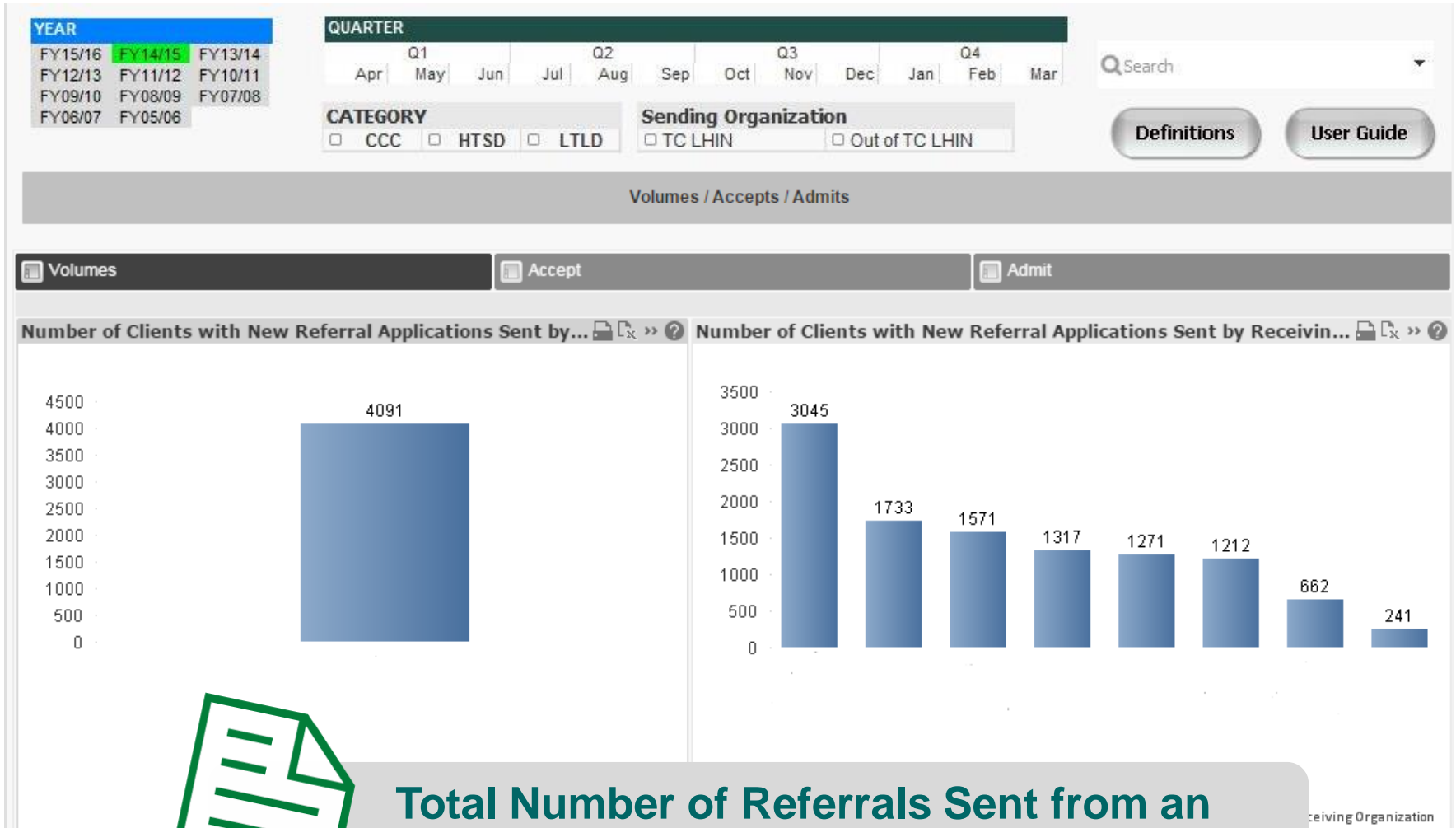
**1** Access to **real-time** referral and wait-time information

**2** **Intuitive, dynamic** and **user-friendly** data visualizations

**3** Provides users with **organization, unit and or program** level information

**4** **Shorten lag time** between data analysis and decision making

# A Brief Description of the Rehab/CCC Pathway in RM&R



1. **Referral sent to Rehab/CCC facility**
2. **Rehab/CCC facility requests RFI**
3. **Sending facility updates referral**
4. **Updated referral is either accepted or denied**

# *Effective Use of KPIs: Organizational Dashboard*
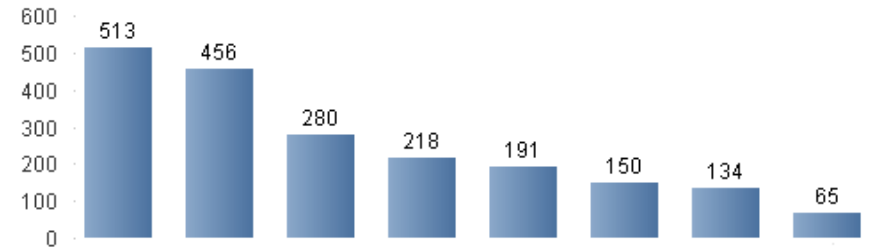


**Total Number of Referrals Sent from an Acute Care Hospital**

# *Effective Use of KPIs: Organizational Dashboard*



Number of RFIs Received by Sending Organization

Number of RFIs Issued by Receiving Organization

**RFI**

**Total Number of Request For Information Received by Acute Care Hospital**

# Effective Use of KPIs: Organizational Dashboard



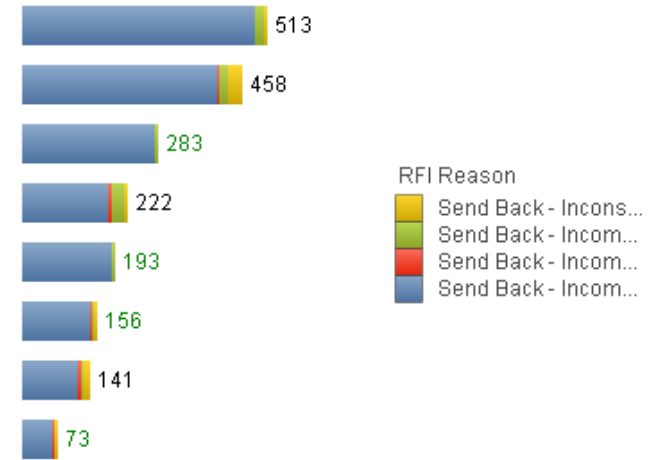Number of RFIs Received by Sending Organization by RFI ...
Sending Organization

2007

RFI Reason
- Send Back - Inco...
- Send Back - Incom...
- Send Back - Incom...
- Send Back - Incom...

Number of RFIs Issued by Receiving Organization by RFI ...
Receiving Organization

513
458
283
222
193
156
141
73

RFI Reason
- Send Back - Incons...
- Send Back - Incom...
- Send Back - Incom...
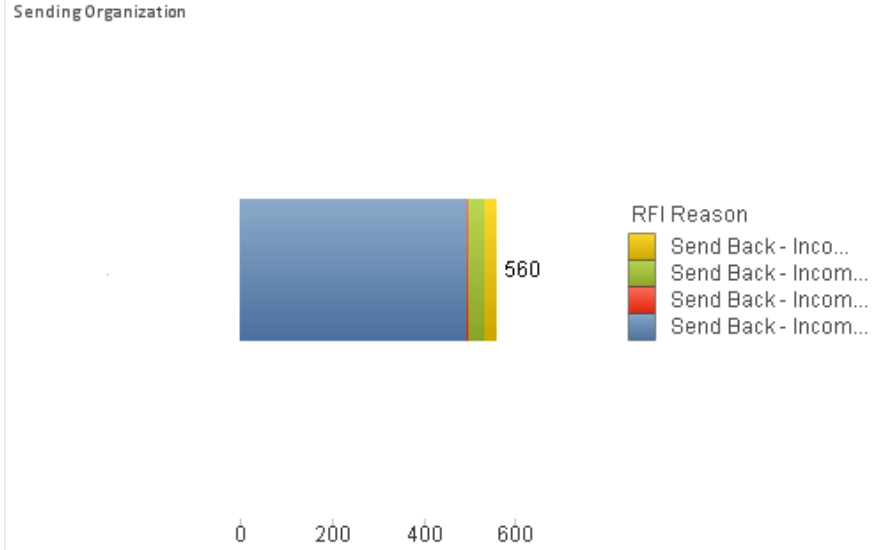- Send Back - Incom...

RFI Reason
- Send Back - Inconsistent Information
- Send Back - Incomplete: Psych Assessment / Evaluation
- Send Back - Incomplete: Behavioural Assessment
- Send Back - Incomplete Information: Other

RFI

**Request For Information Reasons from Rehabilitation/CCC Hospitals**

# *Effective Use of KPIs: Organizational Dashboard*



**Number of RFIs Received by Sending Organization by RFI ...**

Sending Organization

560

RFI Reason
- Send Back - Inco...
- Send Back - Incom...
- Send Back - Incom...
- Send Back - Incom...

0   200   400   600

**Number of RFIs Issued by Receiving Organization by RFI ...**

Receiving Organization

167
111
93
80
42
42
35
9

RFI Reason
- Send Back - Incons...
- Send Back - Incom...
- Send Back - Incom...
- Send Back - Incom...

0   50   100   150   200

RFI Reason
- Send Back - Inconsistent Information
- Send Back - Incomplete: Psych Assessment / Evaluation
- Send Back - Incomplete: Behavioural Assessment
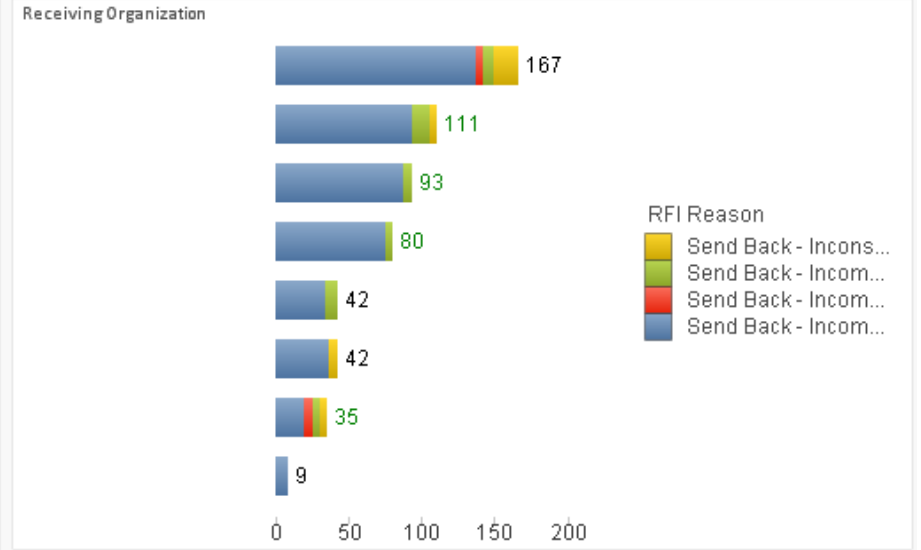- Send Back - Incomplete Information: Other

**RFI**

**Volume and Request For Information Reasons for <u>One Unit </u>at an Acute Care Hospital**

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# What Can Organizations Do with This Data?

**1**  Examine **Referral Patterns**

**2**  Amend **Business Processes**

**3**  Compare organizational referral patterns with **other organizations**

# *Recommendations*

❑ Understand your **business objectives**, translate them to measurable goals

❑ Use KPIs to **measure the performance** of each goal

❑ **Define audience** and analyze their different needs

❑ Key to success: **Keep stakeholders engaged**

❑ Design for immediate action. Use **data visualization** to gain insight into your data

❑ **Evaluate** the effectiveness of your dashboard

# *Testimonials*

"

**ORBIT has proven to be invaluable. It provides timely information that allows us to monitor our performance, identify areas for further follow up, and assist with program planning at all levels of the organization.**

"

*Donna Renzetti*
**Vice President of Program**
**West Park Healthcare Centre**

Questions?