



## FACT SHEET

### A new approach to data at Community Health Centres

The Non-Operational Reporting and Analytics (NORA) work stream is a group of interrelated projects to integrate data from multiple systems and provide Community Health Centres (CHCs) with a holistic view of operations and clients served. NORA is powered by the Business Intelligence and Reporting Tools (BIRT) Solution, a bilingual, centrally-hosted system that consolidates data and enables robust data analysis using business intelligence tools.

Within the next three months, the BIRT Solution will be available at your CHC. If you're involved in health planning, data management or information technology, you'll notice some changes.

#### BIRT Phases

The BIRT Solution uses a phased approach, meaning each new phase will provide additional value. BIRT is currently in Phase I, focused on establishing technical infrastructure (the BIRT Solution) and exporting data from Purkinje and local management information systems into the BIRT Solution.

#### New Business Intelligence Software

The BIRT Solution is centrally hosted by Connex Ontario Health Services Information, a non-profit provider of health data reporting services. Connex uses IBM Cognos business intelligence software for the creation of queries, dashboards and reports. Over time, this software will replace Hummingbird, the previous product.

#### Will everyone who used Hummingbird have access to the BIRT Solution?

Not necessarily. CHCs must purchase a Cognos license in the name of each CHC staff member authorized to access the BIRT Solution to run or download reports. However, one licensed CHC staff member may run reports and distribute them to others for review. This means not all staff who review reports require licenses.

#### When will the BIRT Solution be implemented at my CHC?

The BIRT Solution will be implemented at more than 60 CHCs across Ontario from October to December 2011. Implementation at each centre is being managed by BIRT Solution coordinators. A staff member at your centre, your Coordinator is working with the Association of Ontario Health Centres (AOHC) to ensure a smooth transition to the BIRT Solution.

#### How do I access to the BIRT Solution?

All authorized users of the BIRT Solution are required to sign an Authorized User Agreement and an Acceptable Use Policy agreement, available through your BIRT Solution Coordinator. Executive director approval is required for all staff who will access BIRT.

#### As an authorized user of the BIRT Solution, how will I be supported?

All authorized users of the BIRT Solution will be trained on the use of Cognos business intelligence software prior to system implementation. Once the BIRT Solution has been implemented at your CHC, local IT support or the BIRT Solution Coordinator will be available to assist you on an ongoing basis.

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Every day, Ontario's CHCs gather valuable data to support the work they do in multiple local information systems. From the number of client visits, to medical conditions seen, to treatments prescribed, information used to support operations and the delivery of service and care is collected in disparate clinical, financial, HR, and other systems.

Although functional, this silo-system approach prevents CHCs from having a holistic view of their operations and the clients they serve. NORA aims to address this gap by consolidating key data gathered from these diverse systems, and presenting it in an integrated and easy-to-analyze manner.

### Facts about NORA and the BIRT Solution

#### Privacy and Security

CHCs will continue to own their data and be responsible for data accuracy and quality. Only authorized users will be able to access the BIRT Solution.

Personal health information (PHI) is not included in Phase I.

#### M-SAA Indicator Reporting

Starting April 2012, the BIRT Solution will be the only option for Multi-Sectoral Accountability Agreement (M-SAA) indicator reporting by CHCs.

### What are the benefits of NORA and BIRT?

#### Community Health Centres

NORA and the BIRT Solution will provide CHCs with better analytical tools to look at data across multiple programs, drive quality improvement, and make strategic planning decisions. Through NORA, CHCs will also be able to look at data across the sector and benchmark performance (i.e., by peer group, LHIN, or program).

#### Other Organizations

In the future, the Ministry of Health and Long-Term Care and Local Health Integration Networks will benefit from NORA through reliable, quality-assured data to support planning in the areas of efficiency, accountability, access, and quality.

[www.aohc.org/ims](http://www.aohc.org/ims)

NORA is one of four work streams of the Information Management Strategy (IMS), managed by the Association of Ontario Health Centres on behalf of Community Health Centres across Ontario. For detailed information about NORA, download the *NORA Briefing Book*, available on the AOHC website.