



**Rehabilitative
Care Alliance**



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Service Duration Attendances and
Minutes in NACRS Clinic Lite

August, 2018





Why is Workload and Activity Important?

- ▲ Consistent, comparable activity & workload data:
 - provides meaningful comparisons of productivity & efficiency; and
 - is used to help determine service and funding levels.

- ▲ The data is provided to MOHLTC and the Canadian Institute of Health Information, where it informs reciprocal billing rates and indicators such as the cost of a standard outpatient episode of care.



Definition of Attendance Days

- ▲ An attendance day(s) is the number of service delivery day(s) (count once per 24-hour calendar day) during which service recipient activities are provided face-to-face or by videoconference, on an individual or group basis to a service recipient and/or significant other(s) and are provided for longer than five minutes.
- ▲ Only one attendance is recorded regardless of the number of family members present.
- ▲ When a group session is held, an attendance is recorded for each individual.

Source: Ontario Healthcare Reporting Standards (OHRs) V10.2 – Chapter 8 – Hospitals (Health System Information Management & Investment Division - Health Data Branch, Data Standards Unit), MOHLTC, Pg.83-84, April 2018



Definition of Attendance Days

- ▲ Attendance days reflect the number of days that service was provided longer than 5 minutes. This is a 24-hour statistic for an individual functional centre.
 - Only one attendance day per patient may be reported for each functional centre per day.
 - If two therapists in the same functional centre provide care to an individual patient during the same 24-hour period, only ONE attendance day is recorded.
 - If two therapists from different functional centre provide care to an individual patient during the same 24-hour period, an attendance day is recorded in each functional centre.
 - If a therapist provides care to a patient on more than one occasion during a day, only one attendance days is reported

Source: Ontario Healthcare Reporting Standards (OHRS) V10.2 – Chapter 8 – Hospitals (Health System Information Management & Investment Division - Health Data Branch, Data Standards Unit), MOHLTC, Pg.83-84, April 2018



Definition of Visit

- ▲ Reported to the MOHLTC for nursing care only.
A visit is recorded when a uniquely identified service recipient is present to receive service from an organization's employees as face-to-face or by videoconferencing on an individual basis. This includes service to the service recipient and/or significant other(s) in attendance on behalf of the service recipient. The service is documented according to the health care organization's policy and is provided for longer than five minutes.

Source: Ontario Healthcare Reporting Standards (OHRs) V10.2 – Chapter 8 – Hospitals (Health System Information Management & Investment Division - Health Data Branch, Data Standards Unit), MOHLTC, Pg.65-66 and 77-78, April 2018



Definition of Visit

- ▲ A visit is each occasion when a service recipient/significant other(s) is provided service in a functional center for longer than 5 minutes.
- ▲ When a service recipient is present to receive service more than once on the same calendar day in the same functional centre for the same need, purpose or condition/treatment, only 1 visit is reported.

Source: Ontario Healthcare Reporting Standards (OHRs) V10.2 – Chapter 8 – Hospitals (Health System Information Management & Investment Division - Health Data Branch, Data Standards Unit), MOHLTC, Pg.65-66 and 77-78, April 2018



NACRS Clinic Lite Service Duration

- ▲ In NACRS Clinic Lite Data Content Specs: “All service duration workload is recorded as **service recipient minutes** - showing the actual time spent on activities performed during worked hours. Worked hours may include hours that are worked outside regular working hours.”



Service Recipient Definition

- ▲ **Service Recipient:** A service recipient is the consumer of service activities of one or more functional centres of the health service organization. Service recipients include individuals (e.g., inpatients, residents, clients) and their significant others, and others as defined by the health service organization.

Source: MIS Standards 2016 (Standards for Management Information Systems in Canadian Health Service Organizations), 2016



Service Recipient Activities

Service Recipient Activities: Service Recipient Activities are those **assessment/evaluative, therapeutic and consultation activities** which are provided to or on behalf of a specific registered service recipient(s).

▲ Assessment

- Assessment refers to a series of activities/interventions conducted for the purpose of:
 - evaluating the need for services
 - assessing an individual's physical, psycho-social, emotional and cognitive health status
 - identification of service recipient goals and expected outcomes
 - identification of diagnosis and consequences of health conditions and the extent of services required
- Includes associated clinical documentation



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▲ Therapeutic Intervention

- Therapeutic intervention refers to all activities carried out with a service recipient and/or significant other(s) that are aimed at health promotion and disease prevention, improving/maintaining health status, or minimizing the impact of deterioration on function and quality of life.
- Therapeutic interventions are often individually designed and supervised by the service provider for a specific service recipient or group of service recipients.
- Includes the associated clinical documentation



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▲ Collaboration / Consultation

- Consultation/collaboration refers to contact with other service providers or other organizations, the community or other agencies for discussion regarding specific service recipients. The purpose of the consultation may be focused on the needs of a specific service recipient/family or on improving the effectiveness of a system/environment. Discussions may be formal or informal.
- Includes clinical documentation in this category



Non-Service Recipient Activities

Non-service recipient activities are activities performed by unit-producing personnel that are integral to the service area's operations, but do not involve the delivery of services to service recipients and/or their significant others.

- ▲ Functional Centre (Department) Activities
 - Program management; Staff meetings; Caseload management; Maintenance of equipment
- ▲ Quality management
- ▲ Travel to/from where Service Recipient activities are provided
- ▲ Organization / Professional Activities
 - Committee meetings & functions; Program-related activities; Professional activities
- ▲ Teaching / In-Service
- ▲ Research