



Q. What is the Rehabilitative Care System Performance Report?

The RCA is working with stakeholders across the five Ontario Health regions to establish the standardized evaluation of rehabilitative care services at the legacy LHIN, regional and provincial levels. The system performance report is an annual assessment of rehabilitative care provided across the province and consists of a [summary report](#), a system [performance dashboard](#) and a [technical manual](#).

Q. Why is it significant?

Performance indicators for rehabilitative care in Ontario are defined so data can be collected and reported in a standardized way. That means that performance can be measured against benchmarks, across legacy LHINs and the newly formed OH regions, and at a provincial level — an important step in supporting evidence-based practice and quality improvement.

Q. What is being evaluated?

The [RCA's Rehabilitative Care System Evaluation Framework](#) uses performance indicators to evaluate performance in the four quadrants of the Quadruple Aim: population health, patient experience, care-team well-being and value/efficiency. The RCA is currently reporting on three priority and 11 supplementary indicators. These 14 indicators were selected because the data for them is both available and reliable.

Q. Where is the data for the report coming from?

Performance data is obtained from the following data sources:

- Complex Continuing Care Reporting System (CCRS-CCC)
- National Ambulatory Care Reporting System (NACRS)
- IntelliHealth
- Wait Time Information System (WTIS)
- Client Health and Related Information System (CHRIS)
- Local Health Integration Network (LHIN) database
- Registered Persons Database files (RPDB)

Q. How were the benchmarks established?

Setting benchmarks establishes an important standard of quality. These annual reports mark the first time that provincial benchmarks for rehabilitative care system indicators have been developed and reported against. Benchmarks were established for the three priority indicators by an expert panel based on evidence and current performance across the province. The benchmarks reflect top performance while being achievable and acceptable to stakeholders.

Q. What are the priority indicators and what are their benchmarks?

The three priority indicators are: wait times for inpatient rehabilitative care, wait times for in-home rehabilitative care and repeat ED visits due to falls. They were selected from the performance indicators by an expert panel based on strategic alignment, reliability, actionability, timeliness and clarity.

Indicator	Recommended Benchmarks
Wait time for inpatient rehabilitative care: time from most recent discharge destination determined from acute care to discharge date	3 days
Wait time for in-home rehabilitative care services: time from service authorization to date of first visit by regulated health professional	5 days
Repeat ED visits for falls in the past 12 months at the beginning of the rolling 12-month period per 100,000 people aged 65 years and older*	624 repeat visits per 100,000 people aged 65 years and older

* The benchmark is calculated using the Achievable Benchmarks of Care (ABC) methodology¹. The principle of the ABC methodology is that the benchmark is based on data from the top performers. To calculate a benchmark using the ABC methodology, the average is calculated from the results of the top performing legacy LHINs (representing the top 20% of the total population included in this indicator).

Q. Are more benchmarks being developed?

Not at the moment and there are no immediate plans to develop more. These are early days for the implementation of the evaluation framework and the annual system performance reports. The immediate focus is on helping organizations and regions to achieve the three established benchmarks. The RCA is also working with stakeholders to continue to refine the process of collecting and reporting data.

Q. What does the system performance dashboard look like?

The annual system performance report provides a user-friendly, interactive performance [dashboard](#) that is supported by source data, technical definitions summary and analysis. In 2022, the RCA partnered with the Ontario Hospital Association (OHA) to host the dashboard on the OHA website to improve access.

Q. When will the report be released and how widely it being shared?

The [performance report](#) and [dashboard](#) are released annually and available to RCA stakeholders, including RCA committees, Ontario Health Teams, health service providers, regional rehabilitation committees, the MOH and other provincial stakeholders and organizations. The RCA is committed to transparency and continues to work with our stakeholders to improve the reporting process and annual report.

Questions?

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¹ Kiefe et al, International J in Health Care 1998;10 (5):443-447
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