



**Rehabilitative  
Care Alliance**

**Rehabilitative Care  
Performance Dashboard:  
Guide**

January, 2022

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## INTRODUCTION

The Rehabilitative Care Alliance (RCA) is pleased to share the Rehabilitative Care System Performance Dashboard.

The dashboard is one component of a package of information that includes:

- [Performance Dashboard](#) with all data presented graphically to show site and organization level data, in addition to trends and regional variability
- [Summary report](#) provides a high-level overview of performance and summarizes trends
- [Technical manual](#) provides substantial background, glossary of terms, indicator definitions and more

These documents provide additional context and should be reviewed for further details on the performance data in the dashboard.

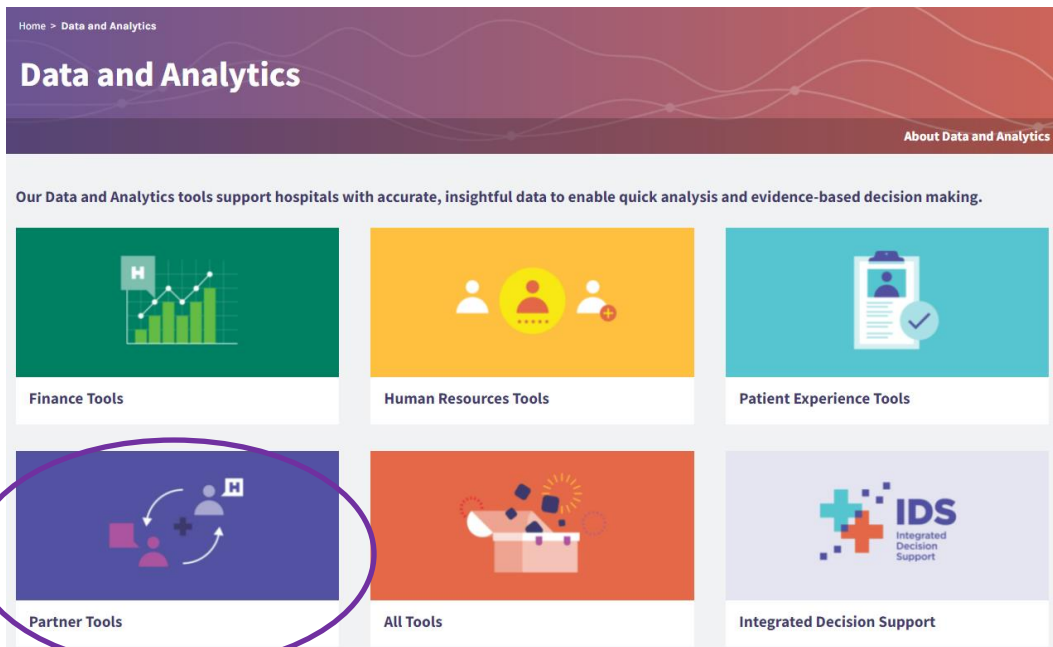
## ACCESS THE DASHBOARD

The RCA Performance Dashboard is hosted on the Ontario Hospital Association (OHA) website. You can access the dashboard via the link below:

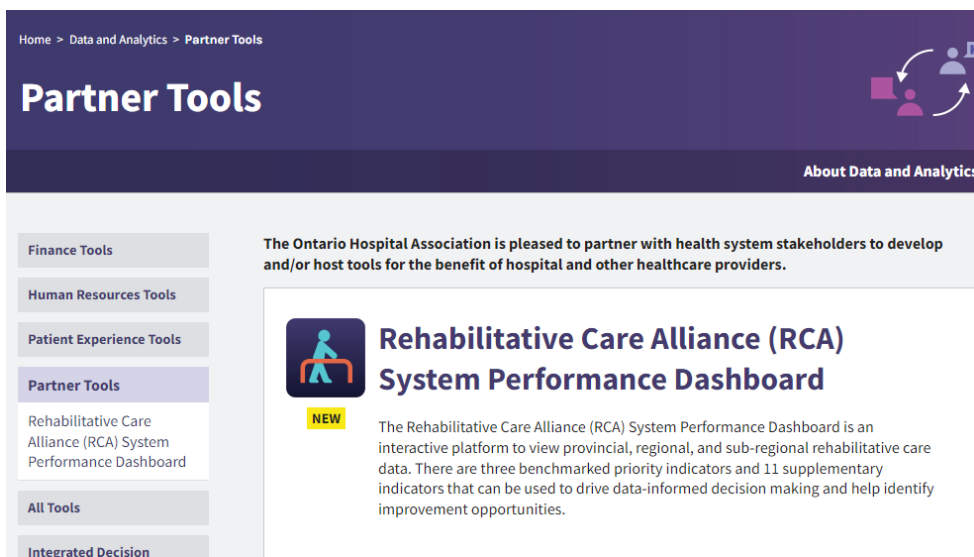
- [www.rehabcarealliance.ca/dashboard](http://www.rehabcarealliance.ca/dashboard)

**Note: use Google Chrome, Firefox or Edge for optimal dashboard performance**

The URL takes you to [the OHA Data and Analytics](#) landing page and navigate to the **Partner Tools** tab.



On the [Partner Tools](#) landing page you will see the RCA System Performance Dashboard description:



Users must be registered with the OHA prior to be granted access to the dashboard. Once you are registered with the OHA, access is automatic for Ontario hospitals, Ministry of Health, legacy Local Health Integration Network and Ontario Health staff. If you are not a member of the aforementioned organizations, email [info@rehabcarealliance.ca](mailto:info@rehabcarealliance.ca) to request access. Access is only granted to those with an organizational email account. **Personal email accounts will not be approved.** For new users, there is a 24-hour waiting period to access the tool and users must accept the [Terms and Conditions](#) as outlined on the OHA website.



## Log in

Your account with the OHA means you have instant access to valuable content from oha.com . Your account will also make purchasing learning materials much faster.

Email

Password

Keep me signed in

Sign In

[Forgot password?](#)

Don't have an account with OHA? [Register](#)

The Ontario Hospital Association is pleased to partner with health system stakeholders to develop and/or host tools for the benefit of hospital and other healthcare providers.



NEW

### Rehabilitative Care Alliance (RCA) System Performance Dashboard

The Rehabilitative Care Alliance (RCA) System Performance Dashboard is an interactive platform to view provincial, regional, and sub-regional rehabilitative care data. There are three benchmarked priority indicators and 11 supplementary indicators that can be used to drive data-informed decision making and help identify improvement opportunities.

 [Login to Access](#)

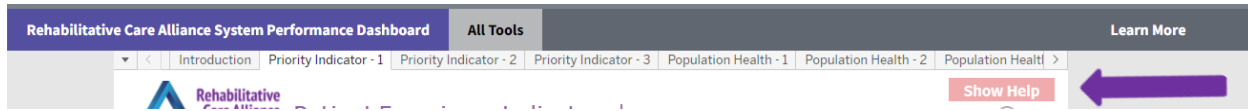
[Learn more](#)



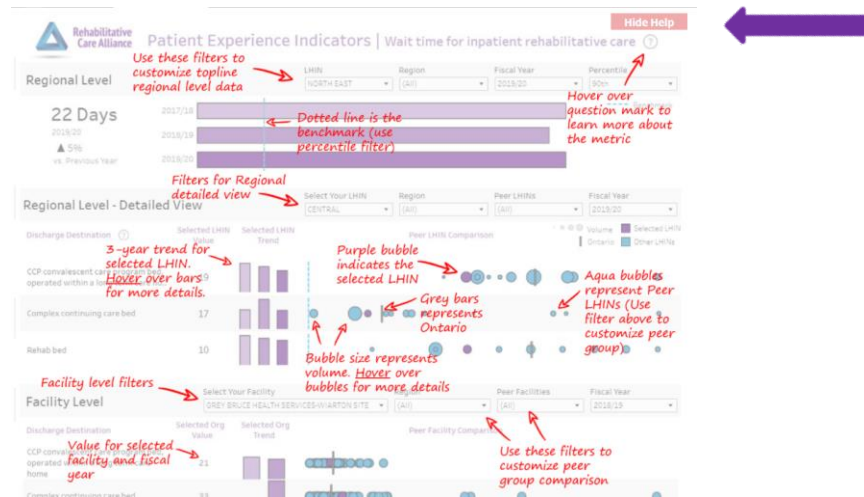
To access the dashboard you need to login to the OHA website by clicking on Login to Access.

## HELPFUL DAHSBOARD TOOLS:

The **Show Help** feature provides an overlay with quick tips on how to use the dashboard



After clicking Show Help, a red overlay of tips appears on the screen. Here's an example of the Show Help feature:



To remove the feature, click the **Hide Help** button in the top right corner.



### Other Tools

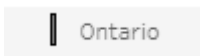
**Grey Question Mark** is a help hover feature. Hold your cursor over the grey question mark icon and a pop up will display with more information about that indicator. Move cursor away and it will close



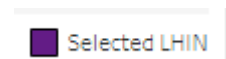
**Gray circles** represent the volume. The larger the circle the larger the patient volume



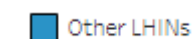
**Gray bar** represents the Ontario average



**Purple box** represents the legacy LHIN data you are interested in viewing



**Blue Box** represents the legacy LHIN that you are comparing

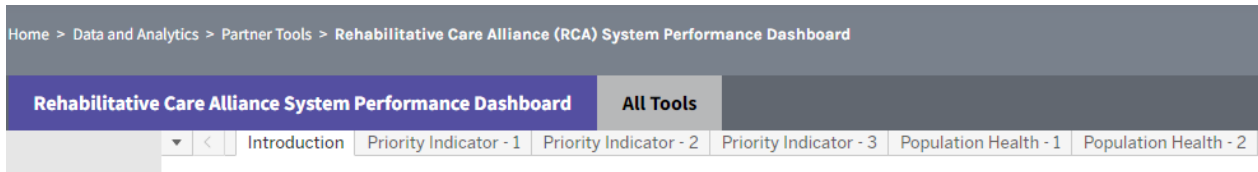


**Blue dotted line** represents the benchmark for the priority indicators

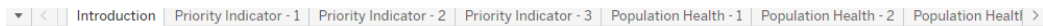


## NAVIGATION:

The dashboard consists of an **Introduction Tab**, **10 Indicator Tabs** and an **Indicator Summary Tab**.



The **Introduction Tab** provides background on the RCA System Evaluation initiative and the indicators in the dashboard.



## Performance Dashboard Introduction

The Rehabilitative Care Alliance (RCA) developed the **Rehabilitative Care System Evaluation Framework** to support a standardized approach to evaluating system performance across the rehabilitative care continuum. This standardized approach is intended to support evidence-based practice and system-wide improvement, including the prioritization of regional and provincial quality improvement opportunities. Furthermore, it will allow health system planners, health service providers and other stakeholders to demonstrate the contribution of rehabilitative care to overall health care system objectives.

The development of the performance report and dashboard was conducted in several stages, with provincial stakeholders engaged in all aspects of this work.

Below are the key principles that have guided, and continue to guide, the group's work:

- » Utilize data derived from existing and reliable data sources
- » Share performance data with stakeholders intentionally and sensitively
- » Utilize existing targets and benchmarks where available and appropriate
- » Be transparent in the methodology used
- » Calculate benchmarks for indicators to drive change, when the desired change is both meaningful and the impact of the change is understood
- » Include patients and caregivers in the benchmarked indicator selection process

The RCA's **System Performance Report** is an annual assessment of the current performance of rehabilitative care provided across the province. It consists of a Summary Report, an electronic Dashboard published via Tableau, and a Technical Manual.

The Summary Report is based on the RCA's Rehabilitative Care System Evaluation Framework, which includes indicators to evaluate performance based on the **Quadruple Aim Framework** that includes:

- » **Population Health:** Improving the health of populations by enhancing equitable access to rehabilitative care that is integrated with other services and support
- » **Patient Experience:** Improving the patient and caregiver experience by providing rehabilitative care that is patient-centred and flexible to individual needs
- » **Care Team Wellbeing:** Improving the work life of rehabilitative care providers
- » **Value/Efficiency:** Services are delivered in a way that reflects value – better outcomes are achieved for our health care dollars

The RCA currently reports on three priority and 11 supplementary indicators, selected because the data for them is both available and reliable. Benchmarks were established for the three priority indicators by an expert panel based on evidence and current performance across the province. These benchmarks are regularly reviewed and recalculated as needed to reflect current performance across the province.

Performance data for this report is provided by Health System Performance and Support, Ontario Health (Home Care data), UHN Decision Support team (IntelliHEALTH data) and ICES (NARCS, RPOB data). A full Technical Manual is available and the definitions for the indicators ensure the data is pulled consistently to allow for reliable comparison of data.

**Please note: The data presented in the dashboard comes from several different data sources. Every effort has been made to present hospital names consistently, but please let us know if any corrections are required.**

## PRIORITY INDICATORS 1 – 3:

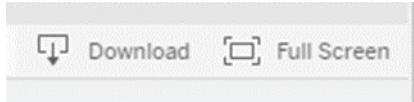
The Priority Indicator Tabs are the indicators that have benchmarks. In addition to seeing the established benchmarks, performance can be compared to peer legacy LHINs, Ontario Health regions and the provincial average.

## INDICATOR TABS:

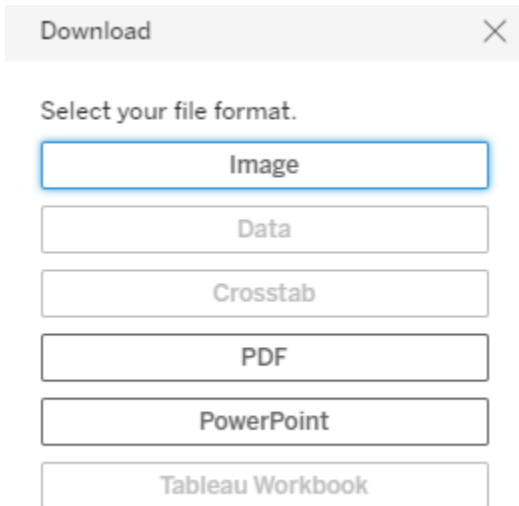
All other tabs are labelled according to their alignment with the Quadruple Aim. Please note that more than one indicator may be presented per tab.

### DOWNLOAD THE INDICATOR SCREEN:

If you wish to download or print an indicator screen, scroll to the bottom of the page and click the download button.



The download button opens a menu. You can choose to download the indicator screen as an image (png), PDF, or PowerPoint file.



If you have any comments or questions about the indicators or the data, please contact [info@rehabcarealliance.ca](mailto:info@rehabcarealliance.ca)





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