**BI Start Date:** April 1, 2021

**BI End Date:** March 31, 2022

**Prepared:** May 6, 2021

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The following tables summarize values from the Ontario Ministry of Health’s (MOH) Child and Youth Mental Health Business Intelligence Solution (CYMH BI Solution). In an attempt to validate the CYMH BI Solution and identify technical and business process errors[[1]](#footnote-1), values from the CYMH BI Solution are compared to values calculated from data extracted directly from EMHware by Compass and processed in alignment with CYMH BI Solution filters and formulas. Differences exceeding 5% have been highlighted in orange. The CYMH BI Solution formulas continue to undergo changes as the sector adopts this platform. Please note only metrics from the first page of the dashboard are included. Before validating other KPIs in the dashboard, Compass values should be within 5% of CYMH BI Solution values for the total unique clients deemed eligible for service.

**CHYMH BI Solution Error Messages**

|  |  |
| --- | --- |
| **Total Number of Client Files Rejected:** | 0 |
| **Total Number of Client Files with Warnings:** | 4 |
| **Reason for Warnings**  Multiple Same-Day Intakes | 4 |

**CHYMH BI Solution Data Validation**

| **Metric Name** | **CYMH BI Solution Value** | **Compass Manually Calculated Value** | **Difference** | **Previously Recorded Diff** |
| --- | --- | --- | --- | --- |
| Number of Unique children/youth Deemed Eligible for Service | 1,946 | 1,805 | 8% | 13% |
| Children/youth Deemed Eligible for Service by Gender Identity – Male | 797 | 745 | 7% | 13% |
| Children/youth Deemed Eligible for Service by Gender Identity – Female | 958 | 905 | 6% | 10% |
| Children/youth Deemed Eligible for Service by Gender Identity – Another Gender Identity | 89 | 85 | 5% | 9% |
| Children/youth Deemed Eligible for Service by Age Group – 0-5 | 101 | 102 | -1% | 0% |
| Children/youth Deemed Eligible for Service by Age Group – 6-10 | 585 | 560 | 4% | 10% |
| Children/youth Deemed Eligible for Service by Age Group – 11-14 | 624 | 583 | 7% | 13% |
| Children/youth Deemed Eligible for Service by Age Group – 15-17 | 533 | 490 | 9% | 13% |
| Average Age at Intake | 11 | 11 | ~0% | ~0% |
| Number of Unique children/youth by Age Group – 0-5 | 107 | 108 | -1% | -2% |
| Number of Unique children/youth by Age Group – 6-10 | 405 | 412 | -2% | -2% |
| Number of Unique children/youth by Age Group – 11-14 | 414 | 415 | ~0% | 0% |
| Number of Unique children/youth by Age Group – 15-17 | 312 | 312 | 0% | 0% |

**Identified Issues Related to the CYMH BI Solution**

|  |  |  |
| --- | --- | --- |
| **Issue** | **Reporting Impacts** | **Action Plan** |
| When a client is discharged from Compass BI Outcomes are completed – however it appears there is a technical issue preventing them from reaching the BI Solution and ‘Lead Agency’ sites making it appear as though they are still open to Compass. | Artificially Inflated Children/Youth Deemed Eligible for Service | A support ticket has been submitted to EMHware to investigate the issue  **Update - May 6, 2022**  This issue persists and EMHware is aware and actively working on it |
| Compass does not enter initial needs assessments in EMHware for the BI Solution. | Initial Needs Assessment Fields Appear as Missing/NA for all Clients | The EMHware Community of Practice is working with EMHware to have the initial needs assessment automatically completed based on standardized tools used within EMHware (e.g., interRAI, MHQ-CY).  **Update - May 6, 2022**  The CoP has successfully mapped these tools onto the BI Solution categories but is now waiting for EMHware to develop options for auto-populating these fields |
| At Compass the ‘Receiving Services’ date is always completed with the date assignment or date they are closed from a waitlist, if applicable. However, the MOH expects that the ‘Receiving Services’ date is the date of the first clinical session. If the client does not materialize or declines services the receiving services should be blank and the client not counted towards individuals served – this has *not* been Compass’s practice. | Artificially Reduced Waittime  Artificially Inflated Days of Service  Artificially Inflated Number of Clients Served  Impacts both TPON & BI Solution | On hold - any changes will likely require additional time from clinical staff completing administrative tasks  **Update - May 6, 2022**  Though addressing this issue is still on hold the Access/Intake project may address some of these concerns |

1. Please note that this validation will miss a number of end-user accuracy errors that cannot be identified without knowing ‘true values’ (e.g., inputting wrong program history dates, incorrect time entry). [↑](#footnote-ref-1)