**CYMH BI Solution KPI Descriptions & Formulas**

The following table outlines descriptions and formulas for key performance indicators found in the Ontario Ministry of Health’s (MOH) Child and Youth Mental Health Business Intelligence Solution (CYMH BI Solution). These formulas continue to undergo changes as the sector adopts this platform. The accuracy of Compass’s CYMH BI Solution Dashboard is dependent on Compass’s business processes aligning with MOH definitions, data is entered correctly, data is submitted to the BI Solution without issue, and the BI Solution is processing and presenting data correctly.

**Created**: September 7, 2021

**Last Updated**: November 18, 2021

| **CYMH BI Solution –Graphic** | **Description** | **Formula / Details** |
| --- | --- | --- |
|  | Total number of unique children deemed eligible before the reporting end period and not closed prior to the report start date |  |
|  | Total number of unque children with an intake completed within the reporting period by age | If a client has multiple intakes cross an age threshold they are counted once in each group (e.g., a child that is 10 receives an intake and is discharged and returns at age 11 for another intake – they are counted once in 6-10 and once in 11-14) |
|  | Proportion of children/youth by each core service, as a percentage of all children/youth served during the reporting period | Number of (unique) children/youth by each core service served during the reporting period  ÷  Number of (unique) children/youth served during the reporting period |
|  | The average length of time between service start date and service end date, by service | Length of time between service start date and service end date, by service. The service end date must be during reporting period.  ÷  Number of (unique) children/youth, by service, that ends the service in the re  porting period |
|  | The average no. of direct service hours received by child/youth per active children/youth (per core service) | The number of direct service hours clients received, by each core service, during reporting period  ÷  Number of (unique) children/youth served, by service, during reporting period |
|  | Average length of time that children/youth waited to start services during reporting period [[1]](#endnote-1) | Total number of calendar days children/youth have been waiting (i.e., from initial contact date to service start date) for each service that started during the reporting period (exit cohort from waiting list)  ÷ Number of (unique) children/youth waiting for specific treatment services during the reporting period |
|  | The average amount of time that clients were on waitlists, for services that started during the reporting period [[2]](#endnote-2) | Total number of calendar days children/youth have been on the waitlist (i.e., from waitlist in date to waitlist out date) for each service that started during the reporting period  ÷  Number of (unique) children/youth that were on the waitlist and started to be served during the reporting period |
|  | The unique number of children/youth on a service wait list during reporting period |  |

1. *Currently under review* [↑](#endnote-ref-1)
2. *Currently under review* [↑](#endnote-ref-2)