



Preparation of Public Reporting Data for Release to Hospital Chief Executive Officers

Public reporting has been identified as a means for Trillium Gift of Life Network (TGLN) and participating hospitals to demonstrate their commitment to honour the public's intent to donate. It is a clear method to share donation performance to patients on transplant waitlists and provide knowledge on donation activities to the greater Ontario public. The public reporting principles are:

- focus on the critical aspects of performance to enable understanding of system requirements and identify opportunities to improve patient outcomes
- standardize reporting requirements and definitions for all centers
- ensure that the data is credible, validated, auditable and consistently reported across each center and TGLN
- acknowledge the capacity and capability of each center to ensure the data is utilized in an appropriate and comparable manner.
- acknowledge the different values placed on donation by different communities and individuals
- system performance is a shared accountability between TGLN, system partners and the public
- provide comparative information and establish benchmarks to enable the end user to understand the data
- disclose the purpose of reporting

Donation performance metrics are updated each quarter and shared publicly on TGLN's website and is accompanied by a media release or media advisory.

1. The Public Reporting Lead (PRL) will notify the Executive Assistant (EA) for the Vice President, Ontario Renal Network (ORN) & Trillium Gift of Life Network (TGLN), that the public reporting approval process is underway and the advise of the timelines (deadline is generally 2-3 weeks prior to posting).
2. Once the data package is approved by the Senior Director, Donation Services (as per CPI-9-1400 and CPI-9-1401), the Public Reporting Lead (PRL) will send an email to the EA containing the following year to date reports:

- Conversion Rate (CR) by Hospital Region (both English and French versions)
 - Eligible Approach Rate (EAR) by Hospital Region (both English and French versions)
 - Routine Notification Rate (RNR) by Hospital Region (both English and French versions)
 - Timeline for completion of letter templates and mailings
 - Date of media release
 - Reporting quarter
 - PRL Contact Information
3. The PRL will notify Director, Hospital Programs, Performance and Evaluation that the data has been checked between preliminary data results and final data results, and if there is a significant change in Public Reporting Metrics from the previous quarter.
 - a. The Director, Hospital Programs, Performance and Evaluation will notify Ontario HealthCommunications Advisor, whether or not there is a significant change in Public Reporting Metrics from the previous quarter.
 4. The EA will complete the CEO letter templates that will accompany the data sent to each hospital CEO by updating the highlighted areas. Samples are found at [S:\Hospital & Professional Services\Public Reporting](#). There are two letter templates in total. See Exhibit 1 for example:
 - CEO letter to hospitals with Level III Intensive Care Units
 - CEO letter to hospitals with Level II Intensive Care Units (addresses the RNR only as this is the sole metric for which hospitals with Level II Intensive Care Units report)
 5. Once the letter templates are completed, the EA will confirm the contact in SharePoint for each Hospital site is accurate by referencing the Hospital's website. The EA will send the completed packages to the Vice President, ORN & TGLN for approval (Please see previous reports on the TGLN website for examples of the formatting of the sample packages).
 6. The PRL will inform the EA of the deadline for the Vice President signature completion. The EA will provide draft copies of the reports to the Vice President, ORN & TGLN for final sign off. The Director of Hospital Programs, performance and Evaluation and Senior Director, Donation Services will be notified of any unexpected delays.
 7. Once reviewed by the Vice President, ORN & TGLN, the letter templates will be sent back to the EA to perform a mail merge and will include the Vice President's electronic signature.
 8. Each letter will be saved to the common drive with the respective CEO's name and Hospital in the file title.
 9. The EA will prepare the Hospital CEO packages for email distribution to include English and French for all reports (RNR, CR, EAR). The packages must be sent from the Vice President's email account. A list of Hospitals that the reports are sent to, is available.
 10. The Hospital CEO packages will be sent in accordance with the Public Reporting timeline as provided by the PRL. The PRL is copied on each package and will follow up with the EA on the day prior to the due date if the packages have not been sent.

List of Hospitals

Hospital	RNR Data	CR Data	EAR Data
Alexandra Marine and General Hospital	X		
Alexandra Hospital Ingersoll	X		
Almonte General Hospital	X		
Blanche River Health	X		
Bluewater Health	X	X	X
Brant Community Healthcare System	X	X	X
Brockville General Hospital	X	X	X
Cambridge Memorial Hospital	X	X	X
Carleton Place and District Memorial Hospital	X		
Chatham-Kent Health Alliance	X	X	X
Children's Hospital of Eastern Ontario	X	X	X
Collingwood General & Marine Hospital	X	X	X
Cornwall Community Hospital	X	X	X
Erie Shores Healthcare	X		
Georgian Bay General Hospital	X	X	X
Grand River Hospital	X	X	X
Grey Bruce Health Services	X	X	X
Guelph General Hospital	X	X	X
Halton Healthcare	X	X	X
Hamilton Health Sciences	X	X	X
Hanover & District Hospital	X		
Hawkesbury and District General Hospital	X		
Headwaters Health Care Centre	X		
Health Sciences North	X	X	X
Hôpital Montfort	X	X	X
Humber River Hospital	X	X	X

Hospital	RNR Data	CR Data	EAR Data
Huron Perth Healthcare Alliance	X	X	X
Joseph Brant Hospital	X	X	X
Kingston Health Sciences Centre	X	X	X
Kirkland and District Hospital	X		
Lake of the Woods District Hospital	X		
Lakeridge Health	X	X	X
Lennox & Addington County General Hospital	X		
London Health Sciences Centre	X	X	X
Mackenzie Health	X	X	X
Middlesex Hospital Alliance	X		
Muskoka Algonquin Healthcare	X	X	X
Niagara Health	X	X	X
Norfolk General Hospital	X		
North Bay Regional Health Centre	X	X	X
North York General Hospital	X	X	X
Northumberland Hills Hospital	X		
Oak Valley Health	X	X	X
Orillia Soldiers' Memorial Hospital	X	X	X
Pembroke Regional Hospital	X	X	X
Perth & Smiths Falls District Hospital	X		
Peterborough Regional Health Centre	X	X	X
Queensway Carleton Hospital	X	X	X
Quinte Health Care	X	X	X
Renfrew Victoria Hospital	X		
Ross Memorial Hospital	X		
Royal Victoria Regional Health Centre	X	X	X
Sault Area Hospital	X	X	X

Hospital	RNR Data	CR Data	EAR Data
Scarborough Health Network	X	X	X
Sinai Health System	X	X	X
Southlake Regional Health Centre	X	X	X
South Bruce Grey Health Centre	X		
St. Francis Memorial Hospital	X		
St. Joseph's General Hospital, Elliot Lake	X		
St. Joseph's Healthcare Hamilton	X	X	X
St. Mary's General Hospital	X	X	X
St. Thomas Elgin General Hospital	X	X	X
Sunnybrook Health Sciences Centre	X	X	X
Temiskaming Hospital	X		
The Hospital for Sick Children (SickKids)	X	X	X
The Ottawa Hospital	X	X	X
Thunder Bay Regional Health Sciences Centre	X	X	X
Tillsonburg District Memorial Hospital	X		
Timmins and District Hospital	X	X	X
Toronto East Health Network	X	X	X
Trillium Health Partners	X	X	X
Unity Health Toronto	X	X	X
University Health Network	X	X	X
University of Ottawa Heart Institute	X	X	X
West Nipissing General Hospital	X		
West Parry Sound Health Centre	X		
William Osler Health System	X	X	X
Winchester District Memorial Hospital	X		
Windsor Regional Hospital	X	X	X
Woodstock Hospital	X	X	X

Sample Letter



Date (Month DD, YYYY)

Dear XXX,

Re: Public Reporting Results QX 20XX-20XX and Fiscal Year 20XX-20XX

Enclosed please find the QX 20XX-20XX and Fiscal Year 20XX-20XX results for all Ontario hospitals participating in the public reporting of donation performance. These results will be posted to the Trillium Gift of Life Network (TGLN) website during the week of Month DD, YYYY.

Please note that although Total Deaths are displayed in the Routine Notification Rate attachment for information purposes, these deaths will not be posted to the TGLN website.

The following materials are enclosed for QX 20XX-20XX and Fiscal Year 20XX-20XX:

- Routine Notification Rate
- Conversion Rate
- Eligible Approach Rate

Your local media may be interested in your results. For any questions or concerns regarding media relations, please direct them to mediainquiries@ontariohealth.ca.

For any questions or concerns regarding the performance indicators, please contact Elizabeth Henry, Health Information Management Specialist, TGLN at Elizabeth.henry@ontariohealth.ca.

Trillium Gift of Life Network is most appreciative of your hospital's continued partnership and support in continuously striving to maximize donation performance to save and enhance more lives.

Yours truly,

Rebecca Cooper, LLB, PMP
Vice President, Ontario Renal Network & Trillium Gift of Life Network
Clinical Institutes and Quality Programs