Ontario

Routine Notification Metrics

Routine Notification Rate (RNR) measures a hospital's compliance with reporting all deaths and patients at high risk of imminent death to Trillium Gift of Life Network (TGLN), in accordance with the Trillium Gift of Life Network Act. Contributing to the variation in hospitals' RNR is the extent to which hospitals have established policies and procedures to facilitate referrals, and whether the referral process has been integrated into end-of-life care.

TGLN collaborates with individual hospitals to gather and validate information with its own records.

1. The purpose of this document is to provide a detailed list of transactions to create the routine notification rate metrics. These transactions are listed in Appendix 1. Appendix 1 is organized into the four distinct phases of the metric generating process (data gathering, data reconciliation and correction, review and publishing)

2. Data gathering, reconciliation and correction occurs on a monthly basis by the designated personnel identified in Appendix 1.

3. Review and publishing of data only occurs on a quarterly basis.

Appendix 1: Public Reporting User Transactions for Routine Notification Rate
 * If date of transaction falls on the weekend the transaction should be completed by the next business day

Stage	Step #	Roles Involved	Transaction	Duration of Transaction	Outcome
Data Collection	1	Hospital Operational Lead (or designate)	Hospital generates death list using template • Using first 9 columns of the template • Tenth column is for TGLN# which may be left blank	By the 10th day of the month	Death list generated by Hospital
	2	Hospital Operational Lead (or designate)	Hospital uploads Excel spreadsheet to sFTP server	On the 10th day of the month	Death list available on sFTP server
	3	Network Services	sFTP server automatically moves file from server to I:\RNR_Public_Report\processing\Submission	On the 10th day of the month	Submitted file in I: drive designated folder
	4	Data Warehouse/ Cognos Specialist (DWCS)	DWCS checks file uploaded to Informatics/Innovasium Activity for correct file type (extension), that template has correct number of columns and reviews for death date discrepencies. • DWCS prepares ETL 1: Checks format and if death dates are valid (e.g. no death dates in the future) • If the preparation for ETL 1 is unsuccessful, the DWCS lets PRL know which files are invalid. If the preparation is successful, go to Step 8.	Between the 11th and 23rd day of the month	DWCS determines if there are any problem files (i.e. incorrect file format or template)
	5	DWCS/Public Reporting Lead (PRL)	If there is a problem with the file uploaded the DWCS notifies PRL. If there is no problem, proceed to step 7	Between the 11th and 23rd day of the month	PRL receives notification from DWCS

Stage	Step #	Roles Involved	Transaction	Duration of Transaction	Outcome
Data Collection	6	PRL/Hospital Operational Lead (or designate)	PRL informs hospital of problem and asks them to reload the file. Process goes back to step 1.	Between the 11th and 23rd day of the month	Operational Lead (or designate) receives notice that file uploaded was invalid and is asked to re-upload it.
Data Reconciliation	7	DWCS	DWCS moves file to monthly submission folder: I\RNR_Public_Report\processing\Month_by_month_files\YYYY-MM\Submission	Between the 11th and 23rd day of the month	File moved to designated folder on I: drive
	8	PRL	PRL reviews files submitted to date to determine if correct number of corporations have submitted their files.	Between the 11th and 23rd day of the month	PRL determines if they need to follow up with any Hospital Operational Leads to obtain files
	9	PRL	If files are missing the PRL checks other folders or archive to see if file was accidently uploaded and misplaced.	Between the 11th and 23rd day of the month	PRL determines if files were accidentally misplaced
	10	PRL/DWCS	If the file is found, the PRL alerts the DWCS that the file has been moved to the appropriate location and to prepare the file for ETL1	Between the 11th and 23rd day of the month	DWCS receives notice that another file requires preparation
	11	PRL	If the file remains missing after the search the PRL contacts hospital for file with late notice PRL escalates late notice if not received after first notice to hospital leads and hospital CEO if necessary.	Between the 11th and 23rd day of the month	Hospitals that are late receive notices requiring them to upload their file. If the first notice is not acted on, a second notice goes to the Hospital Management Team.

Stage	Step #	Roles Involved	Transaction	Duration of Transaction	Outcome
Data Reconciliation	12	DWCS	DWCS on every 23rd of the month runs ETL1 based on files in I:\RNR_Public_Report\processing\Month_by_month_files\YYYY-MM\Submission	On the 23rd of every month	ETL1 completed on data files.
	13	DWCS	DWCS generates validation file per hospital (Excel spreadsheet) to include TGLN numbers	On the 23rd of every month	Validation spreadsheet is generated
	14	DWCS	DWCS copies validation file to I:\RNR_Public_Report\processing\ValidationFiles	On the 23rd of every month	Validation file is made available to the SFTP server to upload
	15	Network Services	sFTP server moves file from I:\RNR_Public_Report\processing\ValidationFiles to the server for Hospital to download	N/A	File becomes available on the sFTP server
	16	Hospital Operational Lead (or designate)	On the 24th of the month, Hospital validates and modifies file if necessary • Adds missing TGLN#'s and/or corrects data • Identifies cases to be excluded for age • Identifies cases added in error Provides date/time information for notifications with no TGLN #	N/A	Hospital Operational Lead (or designate) downloads file to validate and modify it where necessary
	17	Hospital Operational Lead (or designate)	Hospital uploads reviewed/revised file within 5 business days	By the end of the month/ beginning of the following month	File is uploaded to the sFTP site
	18	Network Services	FTP server places file into I:\RNR_Public_Report\processing\Submission folder	By the end of the month/ beginning of the following month	File is available in the designated folder on the I: drive
	19	DWCS	DWCS checks for validation files	By the end of the month/ beginning of the following month	File format is checked to make sure it is acceptable

Stage	Step #	Roles Involved	Transaction	Duration of Transaction	Outcome
Data Reconciliation	20	DWCS	DWCS moves validation file to I:\RNR_Public_Reporting\Month_by_month_files\YYYY-MM\validation	By the end of the month/ beginning of the following month	File is made available for PRL
	21	PRL	PRL takes validation file and makes a copy of it in the HD Validation folder (I:\RNR_Public_Report\processing\Month_by_month_files\YYYY-MM\HD Validation) prior to editing it☐	N/A	TGLN Validation working copy is available for edits
	22	PRL	PRL compares original hospital validation file with received validation file to: • Ensure that returned validation file has same number of patients • Identify changes made Confirm whether the change made is valid	N/A	Invalid hospital changes are identified
	23	PRL/Hospital Operational Lead (or designate)	If the change made is not valid, the PRL deletes the entry and does follow up with the hospital to discuss declined changes for education purposes	N/A	Invalid entries are removed and hospitals are notified of these occurrences for education purposes
	24	PRL	PRL highlights all changes in yellow	N/A	Valid changes are highlighted
	25	PRL	PRL manually searches iTx for remaining TGLN number misses and documents any found in the TGLN number field. Inappropriate referrals are documented as "0" in the TGLN number field and as "199999" where TGLN has not provided a TGLN number where required.	N/A	Cases that were identified as misses are verified in iTx

Stage	Step #	Roles Involved	Transaction	Duration of Transaction	Outcome
Data Reconciliation	26	PRL	PRL saves file to I:\RNR_Public_Report\processing\Month_by_month_files\YYYY-MM\HD Validation	N/A	Validated file is placed in the designated folder
	27	DWCS	DWCS generates RNR data set for specific quarter	N/A	DWCS generates spreadsheet
	28	DWCS/PRL	DWCS provides dataset to PRL	N/A	PRL receives amended dataset
	29	DWCS	ETL 2 generates two files. Invalid TGLN# Duplicate entries	N/A	ETL2 generates 2 files
	30	DWCS/PRL	DWCS sends PRL invalid files to investigate (See #28 for investigation process)	N/A	PRL receives files to investigate
	31	PRL/DWCS	PRL sends corrected file to DWCS	N/A	DWCS receives corrected files
	32	DWCS	DWCS uses script to update RNR dataset based on corrected files from PRL	N/A	Updated dataset
	33	PRL	PRL reviews: • Cases with no TGLN# • Cases to exclude for age PRL makes changes based on HD Validation files: • Inserts Time of Death and highlights in yellow	N/A	PRL identifies cases which require modification
	34	PRL/DWCS	PRL sends corrected file to DWCS		
	35	DWCS	DWCS makes changes to dataset		
	36	PRL/DWCS	DWCS sends updated dataset to PRL		
	37	PRL	If PRL determines the dataset requires modification (further exclusions, data entry errors, etc.), the PRL will modify the spreadsheet (and highlight the changes)	N/A	Dataset is modified which changes highlighted
	38	PRL/DWCS	PRL sends modified file to DWCS	N/A	DWCS receives modified file

Stage	Step #	Roles Involved	Transaction	Duration of Transaction	Outcome
Data Reconciliation	39	PRL/DWCS	DWCS runs script to modify dataset and process goes back to step 38. If no modifications to the dataset are required, the PRL notifies DWCS to run report	N/A	Modified dataset generated. DWCS receives notification that data set is ready for report generation
	40	DWXS/PRL	DWCS runs RNR Cognos report by: • Region • Region CEO's	N/A	PRL receives Cognos report
Review	41	PRL	PRL reviews reports	N/A	Any issues with report are identified
	42	PRL/DWCS	If problems exist with the report, the PRL works with the DWCS to rectify.	N/A	Identified issues with report are addressed
	43	IA	IA converts spreadsheets to XML (by either saving the file as XML or transcribing the data into the previous XML template)	N/A	XML versions of the templates
	44	IA	IA places the XML file and PDFs (by region only) into a shared folder on the I: drive	N/A	Files for upload to Innovasium are in the appropriate location
	45	IA/Innovasium	IA emails Innovasium to notify them that the files are ready for the test site	N/A	Innovasium receives notice that files are ready for uploading
	46	Network Services	TGLN has a scheduled job set up by IS at 7 am to upload the files from the I: drive to the FTP site	N/A	File gets transferred automatically to the FTP site
	47	Innovasium	Innovasium has a scheduled job at 8 am to download the file from the FTP site	N/A	Innovasium receives file from FTP site and updates test website

Stage	Step #	Roles Involved	Transaction	Duration of Transaction	Outcome
Review	48	IA/PRL	Both IA and PRL checks the test site	N/A	Determines if any corrections need to be made to the website
	49	PRL/IA/PRL	If the site needs correction, the PRL/IA determine the nature of the mistake and act accordingly: • If there is a typo, the PRL notifies DWCS of corrections needed If there is a problem with the website the PRL follow's up with IA. IA will follow up with Innovasium.	N/A	Necessary data corrections are made and corrected information is posted to the test website.
	50	PRL/VP, CDS	PRL sends the VP, Clinical Donation Services the following: • A hardcopy printout of the website A hardcopy printout and XML of the templates (2 Quarterly and 2 Historical – in English and French)	N/A	Information for posting is approved by VP, CDS
	51	PRL/VP, CDS	If the VP, CDS requests changes to the information, PRL makes changes and sends only changed files to the VP, Clinical Donation Services to review	N/A	VP, CDS approves amended changes
Publishing	53	PRL/IA	PRL emails IA to give them the go ahead to publish the information to the live website	N/A	IA receives email to publish information to the live website
	54	IA	IA changes XML filename on I: Drive (this indicates the file is the final version for posting to the live site)	N/A	Final Version of data is ready for publishing
	55	IA/ Innovasium	IA sends email to Innovasium to let them know that the file is ready for publishing to the live site	N/A	Innovasium receives email that data is ready for publishing to live site

Stage	Step #	Roles Involved	Transaction	Duration of Transaction	Outcome
Publishing	56	Innovasium	Innovasium has a scheduled job at 8 am to download the file from the FTP site	N/A	Innovasium obtains XML files for live site
	57	IA/ Innovasium	IA re-emails the PDF files to Innovasium for the live site	N/A	Innovasium obtains PDFs for live site
	58	PRL/IA	PRL and IA checks live website to ensure everything is okay	N/A	PRL/IA verify live site looks as expected
	59	IA/PRL/ Innovasium	If something doesn't look as expected on the live website, IA and PRL works with Innovasium to ensure the website looks as expected	N/A	PRL/IA work with Innovasium to get site looking as expected, if required.