Ontario
Trillium Gift of Life Network

Operations Process Instruction Manual

Data Request Process Instruction

Policy:

TGLN collects data from various aspects of its activities. The Informatics Department is the custodian of this data and shares the responsibility of providing reports from this data with the departmental Senior Health Informatics Analysts. Research requests are handled by the Research Department and is not covered by this process instruction.

For the purposes of this procedure, a data requester can either be an internal person or an external stakeholder.

Process:

1. The Data Requester (DR) obtains the *Data Request Form* from the Online Resource Centre (ORC) or TGLN's website and completes it. See Exhibit 1.

2. If the DR is from the Transplant Department, the following steps must occur:

    2.1. The DR submits the form to the Manager, Transplant Performance, Measurement and Evaluation (PME) for review. The Manager, Transplant PME determines if the request is valid. If the request is not valid, the Manager, Transplant PME informs the DR that their request will not proceed any further.

    2.2. If the Manager, Transplant PME determines the request is valid, then they determine if the Transplant Senior Health Informatics Analyst can fulfill the data request. If so, this is indicated on the *Data Request Form*.

3. The DR submits the completed form to ServiceDesk once completed and vetted by the Manager, Transplant PME, where applicable.

4. ServiceDesk assigns the ticket to the Informatics Department for logging and processing.

5. The Informatics Intake Coordinator (IIC) or designate logs the data request and reviews the form for completeness. If the form is incomplete, the form is returned to the data requestor to complete the form.

6. The IIC or designate determines if the data request is for the Informatics Department or if the request can be directed to a departmental Senior Health Informatics Analyst. In the case of a

directed request, the IIC logs the request and directs it to the appropriate department and the following steps occur.

6.1. The IIC or designate requests the Senior Health Informatics Analyst informs them when the request is completed.

6.2. The Senior Health Informatics Analyst completes the request and informs the ICC or designate.

6.3. The Senior Health Informatics Analyst provides their working files and a copy of the final report to the IIC or designate for archiving.

6.4. The Senior Health Informatics Analyst provides the report to the data requestor.

6.5. The IIC or designate closes the request and archives the provided files.

7. The IIC or designate reviews the request for clarity. If the request is not clear, the IIC or designate contacts the data requester to clarify the data request.

8. The IIC or designate determines if the data request is truly a data request or if it is actually a research request. If it is a research request, the IIC or designate requests the data requester to the TGLN website to download the research request form and follow the online instructions for submission.

9. The IIC or designate determines if the data request is not feasible (e.g., data does not exist or the work effort will be too onerous). If deemed not feasible, the IIC or designate will inform the data requestor that the data request cannot be fulfilled.

10. The IIC or designate determines if the data request is an ad-hoc request or a project based on the information provided. If it is determined to be a project, the following steps occur:

10.1. The IIC or designate assigns the ticket to a Senior Business Consultant (SBC).

10.2. The SBC reviews the request to determine if it is a change to an existing self-serve report or if a new self-serve report will be created.

10.3. The SBC adds the project to the Informatics Prioritization Sheet.

10.4. The SBC reviews the Informatics Prioritization Sheet with Clinical Leaders to determine priority. The Clinical Leaders assign priority to the projects on the sheet.

10.5. The SBC works on the requirements document when resources are available and the project moves to the top of the queue.

10.6. The SBC reviews the requirements document with the Requestor.

10.7. The Requestor works with the SBC until they can approve the requirements document.

10.8. The SBC determines timelines with the Requestor.

10.9. The SBC assigns an Informatics Analyst (IA) to develop the report.

10.10. The IA develops the report in the Development Environment. Once they are satisfied with their work, they test the report in the Quality Assurance (QA) environment. Once the report functions as expected, it is deployed into the User Acceptance Testing (UAT) environment for testing.

10.11. The Requestor tests the report in the UAT environment. Any deficiencies are identified are resolved by the IA. Step 10.10 repeats until the Requester approves the report.

10.12. The IA informs the SBC that the report is ready to be promoted into the production environment.

11. The IIC or designate determines if the ad-hoc report will be shared with external stakeholders. If it will be shared, the following steps occur:

11.1. The IIC or designate assigns the ad-hoc report to two IAs.

11.2. The IAs independently develop the report and compare their results. If the reports generated are identical, then the report is sent to the IIC by the first IA. If the reports do not agree, then the IAs work to resolve the discrepancies between the two generated reports.

11.3. The IIC or designate sends the draft report to the DR for review. The Data Requester reviews the draft report for accuracy and validity. If there are any issues the Data

Requestor works with the first IA to resolve issues. Issues identified are shared with the second IA and steps 10.1 to 10.3 are repeated until the DR is satisfied with the result.

11.4. The DR must obtain permission from their manager to share the report externally. If permission is not granted, the data will not be shared.

12. For reports not shared with External Stakeholders, the IIC or designate assigns the report to the IA and the following steps occur:

    12.1. The IA designs the report and provides their code to a second IA for review.

    12.2. The second IA reviews the code for correctness. If the second IA disagrees with how the code was developed, the second IA informs the first IA who then redesigns the report. This process repeats until both IAs agree with the code developed.

    12.3. The IA provides the report to the IIC or designate who sends the draft report to the DR for review for validity and accuracy. If the data requestor finds the report invalid or inaccurate, they inform the IIC or designate. The IIC or designate liases with the IA who developed the report with the data requester's concerns to redevelop the report. Steps 11.1 to 11.3 repeat until the report is acceptable.

    12.4. Once the report is accepted by the data requestor, the report is finalized and provided to them by the IIC or designate.

13. The IIC or designate ensures all files used to create reports and the report itself is archived and closes the ticket for the request.

Trillium Gift of Life Network

Operations Process Instruction Manual

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Records:

Record Name	Form No. (if applicable)	Record Holder	Record Location	Record Retention Time (as a minimum)
Data Request Form	OSF-9-2	Informatics Department	Informatics Department	16 years
Report code files	--	Informatics Department	Informatics Department	16 years
Reports	--	Informatics Department	Informatics Department	16 years

References:

- None

Operations Process Instruction Manual

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Exhibit 1: Sample Data Request Form
Page 1

Trillium Gift of Life Network

Data Request Form

OSF-9-2

Instructions:

SECTION A. EXPECTED DUE DATE:
Enter the date you expect to receive results from Informatics. Once the form is received, it will be reviewed by Informatics. Due to the complexity and volume of requests received, consultation may be required to determine a reasonable due date and the estimated work effort.

SECTION B. REQUESTOR CONTACT INFORMATION:
Provide your contact information. This will be used to contact you if Informatics has any further questions.

SECTION C. DESCRIPTION OF DATA REQUESTED:
Provide the purpose and a brief description of the information you require. Not limited to, but can include:
- What are the grouping elements, if appropriate? (e.g., by hospital, hospital status, transplant centre)
- What other filtering criteria should be used, if any? (e.g., age, gender, organ type)
- What is the preferred report format? (e.g., table, graph, slide)
- What is the data source? (e.g., TOTAL, iTransplant, HRR)

SECTION D. REPORTING PERIOD (Please select reporting time period(s) that applies and provide "From Date" and "To Date"):
Select whether you would like calendar year, fiscal year, or a custom time period. Please note that multiple reporting periods can be selected. For a custom time period, be sure to include day, month, and year in both "from date" and "to date" fields.

SECTION E. REPORT TYPE:
Select whether you would like the report to include raw data (data extracted where no manipulations and/or calculations have taken place), record level data (data extracted where manipulations and/or calculations are done), or aggregate data (data is gathered and expressed in summary form). If you are not sure, Informatics will consult with you.

SECTION F. HOW WILL DATA BE USED:
Please state whether the data is for personal use or if the data is being requested for someone else. If data will be shared with external stakeholders outside TGLN, please review the provided report and seek approval prior to distribution.

SECTION G. INTENT TO PUBLISH AND/OR PRESENT DATA:
Please complete this section to indicate whether data will be published or presented. Agreement to acknowledge TGLN is required if data will be published or presented.

May 22, 2019