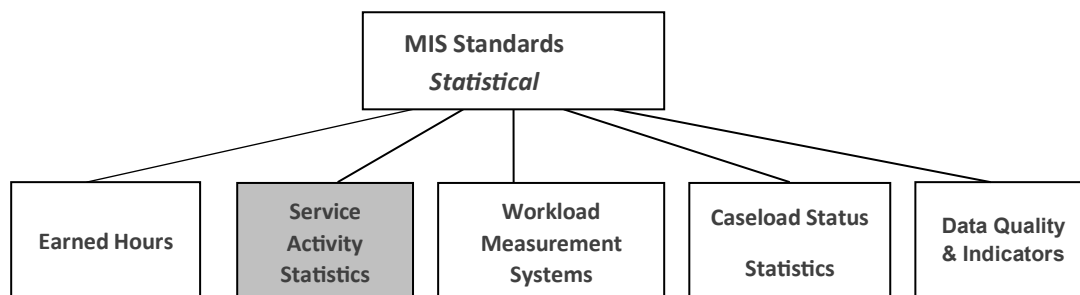


July 2020



Service Activity Statistics

Service Activity statistics are captured by diagnostic services and they identify the volume of services provided to or on behalf of specific service recipients. Service Activity Statistics supplement workload information by enabling clinicians/managers to identify the resources required for specific activities (i.e. how much time is spent per exam or procedure).

The requirements for the collection and reporting of Service Activity statistics are based on the Standards for Management Information Systems in Canadian Health Service Organizations (MIS Standards, © 2019, the Canadian Institute for Health Information, Ottawa, Canada). These national standards tell us what data to collect and report for each type of service and how to use that data.

The Facts

The most common Service Activity statistics collected by Diagnostic Services are:

In-House Procedures– Diagnostic—The times a defined diagnostic activity is performed in-house for inpatients, clients, or referred-in patients.

For use by 71 4 10 Clinical Laboratory Functional Centres, 71 4 10 90 Multi-Functional Laboratories (Core Lab), 71 4 10 91 Multi-Functional Laboratories (Core Lab) for Community Clinics.

In-House Exams– Diagnostic—The defined diagnostic examinations performed by the health service organizations personnel.

For use by 71 4 15 Diagnostic Imaging, 71 4 15 18 Radiography, 71 4 15 20 Mammography, 71 4 15 23 Interventional/Angiography, 71 4 15 25 Computed Tomography, 71 4 15 30 Ultra-sound, 71 4 15 40 Nuclear Medicine, 71 4 15 55 Cardiac Catheterization Diagnostic Services, 71 4 15 61 Positron Emission Tomography/Computed Tomography (PET/CT), 71 4 15 70 Magnetic Resonance Imaging, 71 4 25 Electrodiagnostic Laboratories, 71 4 30 Non-Invasive Cardiology and Vascular Laboratories Functional Centres, 71 4 15 80 Multi-Functional Medical Imaging.

Procedures/exams are collected in the Meditech system automatically when the procedure/exam is ordered.



Some diagnostic services also collect:

Attendance Days-Face-to-Face (Optional) The calendar days, during which services are provided face-to-face or by video conference on an individual or group basis. These services are documented according to the health service organization's policy and are provided for longer than five minutes.

Attendance Days– Non Face-to-Face (Optional) The calendar days during which services are provided to service recipients or significant others by means other than by face-to-face. i.e. telephone, email or other forms of electronic communication, either on an individual or group basis. These services are documented according to the health service organization's policy and are provided for more than 5 minutes.

- Service Activity statistics are reported separately for each Category of Service Recipient (i.e. Inpatients, Residents, Clients, Facility/Organization/Citizen Partnership and Service Recipient No Uniquely Identified). This allows managers and clinicians to identify utilization of services for these groups.
- Service Activity statistics should be reported on a monthly basis.

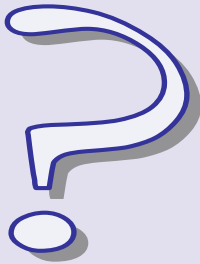
Manager's responsibilities:

- Ensure the accurate collection and reporting of the appropriate service activity statistics by functional centre and by category of service recipient.
- Provide on-going feedback to staff on the collection/use of statistics
- provide leadership/implementation
- ensure data quality; investigate sources of inconsistent data
- ensure that ongoing maintenance/monitoring is taking place
- use the data to support decision-making
- liaise with MIS coordinators/IT Support

Unit Producing Staff responsibilities:

- Record data, procedures and/or exams accurately to quantify services provided
- Accurately measure the resource requirements of their patients
- Understand the service activity statistics applicable to their work area
- Share knowledge with new staff





Did you know?

- When answering telephone requests from the general public for information about the service your department provides, the time is recorded as Non-Service Recipient: Organizational/Professional Activities, *but no activity statistic is recorded.*
- The reporting of Service Activity statistics for each diagnostic area is both a provincial and national requirement.
- More detailed Service Activity statistical collecting/reporting requirements and definitions can be found in the MIS Standards & Workload Measurement System 'Implementation Recommendations & Reference Guide' published by each discipline.
- A Provincial Data Quality and Reporting MIS Committee exists to address application of the MIS Standards, data quality issues, and monitoring of reporting within the province. Each region is represented, as well as the DHCS and the Centre.
- A Provincial Health Information Services MIS Committee exists to address application of the MIS Standards, data quality issues, and monitoring of reporting of coding, registration and health records services within the province. Each region is represented, as well as the Centre.
- A provincial discipline-specific MIS contact list is maintained by the Centre to facilitate education and information sharing regarding MIS Standards. It is comprised of regional representatives and MIS Standards Consultants from the Centre.
- MIS information is used by the MIS staff of the Centre and by Financial Information Services at the DHCS. This data is used to answer requests from the RHAs and other divisions within the DHCS, to verify report results from the Canadian Institute for Health Information (CIHI) and to provide indicator reports and data quality reports to provincial users.
- Performance Indicator Reports linking the financial and statistical information can be produced from this data. All reports must be requested either through the Information Request at the Centre (Information Requests @ InfoRequests@nlchi.nl.ca) or the Financial Information Services division at the DHCS.
- CIHI supports and maintains the MIS Standards and offers educational support for the Standards through e-learning programs and instructor-lead workshops. Further information is available on CIHI's website at www.cihi.ca.
- The Centre for Health Information's MIS Guidelines Consultants provide educational workshops, consultation and assistance with information analysis. – www.nlchi.ca.

Help us help you

Has this Fact Sheet been helpful in raising your awareness of Service Activity Statistics and the MIS Standards? Do you have other suggestions for how we can increase staff knowledge and use of Service Activity Statistics and other MIS data? Please send your comments and/or questions to Kathy Stein at Katherine.stein@nlchi.nl.ca or Marie Strang at marie.strang@nlchi.nl.ca.

April 2020

Future Editions

Future editions of "Diagnostic Services and the MIS Standards Fact Sheet " will be released and each edition will focus on a different aspect of the MIS Standards as they relate to Diagnostic Services.

About the Centre for Health Information

The Centre was established to provide quality information to health professionals, the public, researchers and health system decision-makers. Through collaboration with the health system, the Centre supports the development of data and technical standards, maintains key health databases, prepares and distributes health reports, and supports and carries out applied health research and benefits evaluations. The Centre's mandate also includes the development and implementation of a confidential and secure provincial electronic health record, including the change management required to support adoption by end user clinician.