

# HSI platform

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September 20, 2024

**Note:** We will be recording today's session



**Ontario Health**  
Mental Health and Addictions  
Centre of Excellence

# Agenda

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1. Health System Insight (HSI) Platform Overview (3 min)
2. HSI Platform Access and Registration (35 min)
3. Resources (2 min)
4. Questions (10 min)
5. Next steps and Reminders (5 min)
6. Quick Mental Health and Addictions dashboard demo (5 min)

# Health System Insight (HSI) Platform: Overview

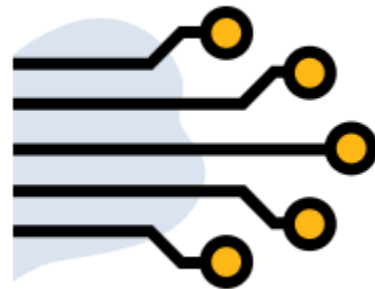
# Health System Insights Platform



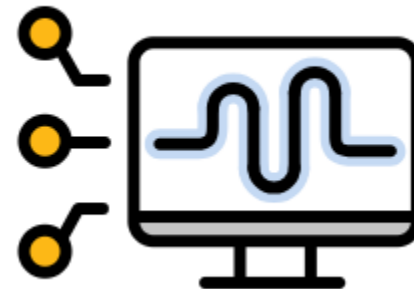
- HSI is an innovative and agile business intelligence tool that informs health system planning by visualizing meaningful and actionable insights into the current state of the health system.



Identify service gaps



Understand service use



Visualize your client base



Review your data

# HSI: MHA Dashboard

Guiding principle: Keep the dashboard simple to start and expand over time to meet the needs of the users

Current State	Future Iterations
<ul style="list-style-type: none"><li>• Focuses on active clients</li></ul>	<ul style="list-style-type: none"><li>• Expand to other dashboards:<ul style="list-style-type: none"><li>• data quality, wait-time, referrals, discharges</li></ul></li></ul>
<ul style="list-style-type: none"><li>• Aggregate data</li></ul>	<ul style="list-style-type: none"><li>• Row-level data/own data back<ul style="list-style-type: none"><li>• pending privacy and security approval</li></ul></li></ul>
<ul style="list-style-type: none"><li>• Monthly refresh</li></ul>	<ul style="list-style-type: none"><li>• Real time data</li></ul>

**Stay Tuned: We hope to engage users directly on what data they want to see**



# Health System Insight (HSI) Platform: Access and Navigation

# HSI: Access and Navigation

Today we will be leveraging the following existing and basic training:

1. HSI FRA: covers roles and responsibilities, OneID and registration
  - [2 HSI FRA and ONEID LRA What Who How v08292022 - TechSmith Screencast](#)
2. Workflow: Enabling and disabling access
  - [3 Enable and Disable Access to the HSI v08262022 - TechSmith Screencast](#)
3. FRA Tool: Demo
  - [4 Demonstration of the HSI FRAT, resource called HSI FRA online Help v08292022 - TechSmith Screencast](#)

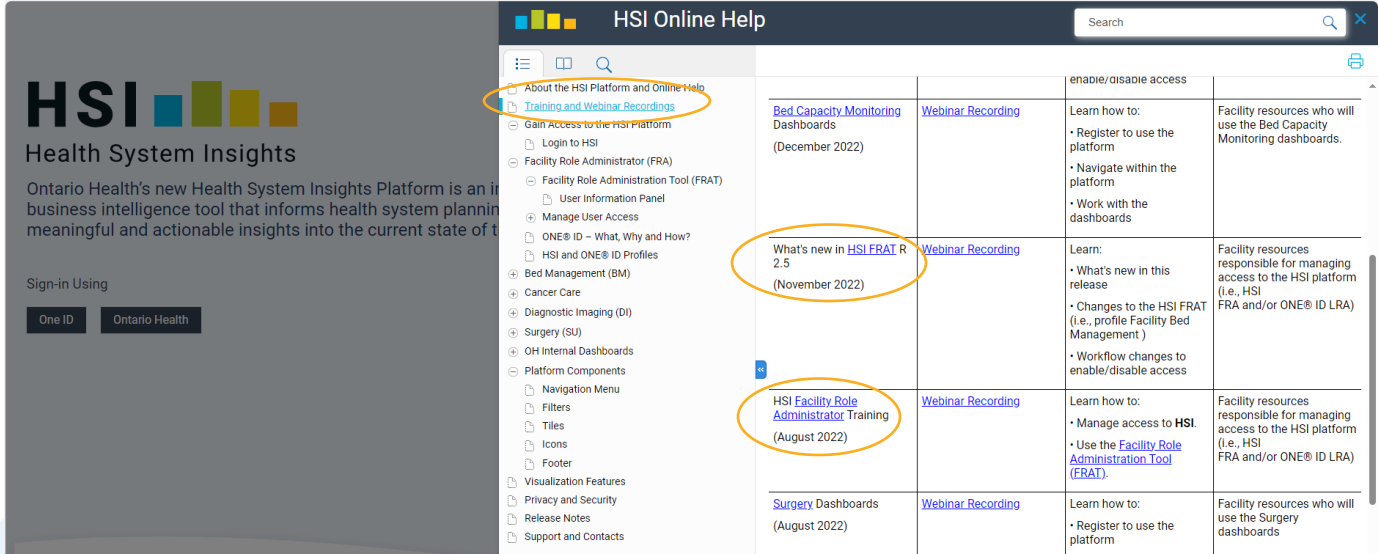
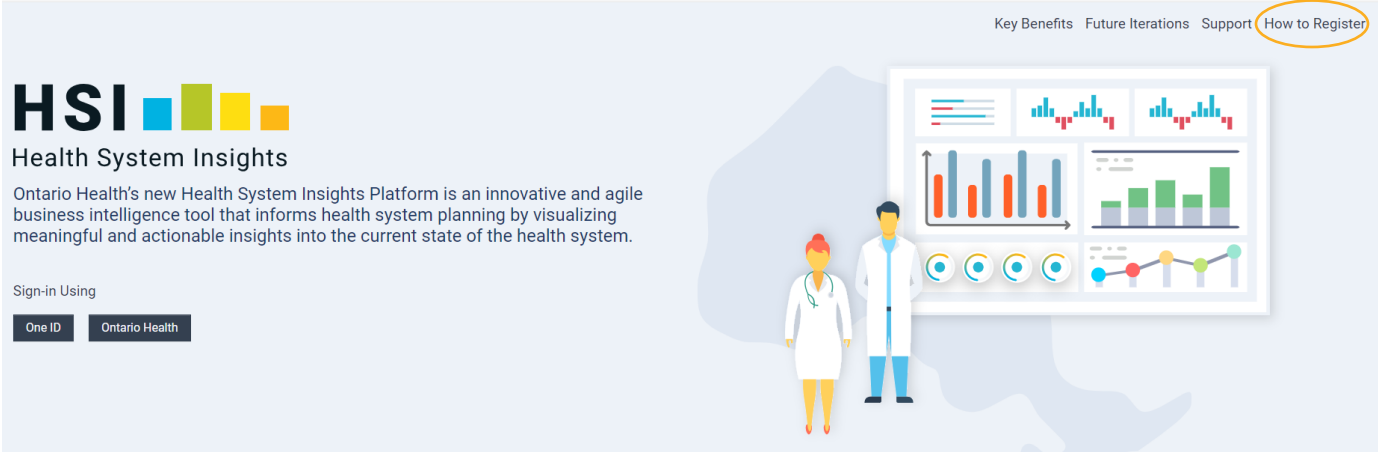
**Note:** Ignore references to other programs and URLs. You will see Mental Health and Addictions and the website is now, <https://hsi.ontariohealth.ca/>. Some development features have been deployed to the platform

# Health System Insight (HSI) Platform: Resources



# FRA Training Materials

- All FRA training materials are available online on the HSI platform: <https://hsi.ontariohealth.ca/>
- Click on “How to Register” at the top right
- Select Training and Webinar Recordings tab for access to the FRA and FRAT video recordings



# HSI: Additional Resources

- Recommendations:
  - Review updates to the FRAT: [HSI FRAT R 3.0 - Screencast - TechSmith Screencast](#)
    - Important to understand how to edit a role and new features/buttons
  - Use the HSI Online Help Resources!
  - MHA dashboard tab
    - \*NEW\* to be added on Sept 26
    - Outline of the dashboard
    - Links to indicator methodology
    - Links to MHA dashboard specific support
    - Links to contact us

The screenshot displays the HSI Online Help interface. The top navigation bar includes the HSI logo, the title 'HSI Online Help', and a search field. A sidebar menu on the left lists various help topics, with 'Approve/Reject Access Request' highlighted in blue and circled in yellow. The main content area shows the article 'Approve or Reject Access', which explains that all new HSI dashboard user requests require action from the HSI FRA. The article provides a four-step process: 1. Log into the HSI FRAT, 2. Click the Pending Role Approval button, 3. Search for the user and view their User Information Panel, and 4. Take appropriate action from the User Roles section. It also includes instructions on how to approve or reject access requests, with checkboxes for 'Approve' and 'Reject'. At the bottom, a user profile card for Alexander Douglas is visible, showing his contact information and current status as 'Open'.

Questions?

# Reminders: To access HSI you will need to...

## 1. Sign the Federation Agreement

- This agreement outlines responsibilities in accessing, and administering access to, the Electronic Health Record and Health System Insight platform, both of which may contain PHI.
- Letter sent to the authorized representative in July to sign this form and confirm the LRA

## 2. (If needed) submit Local Registration Authority form to ONE ID Business Support team for your FRA

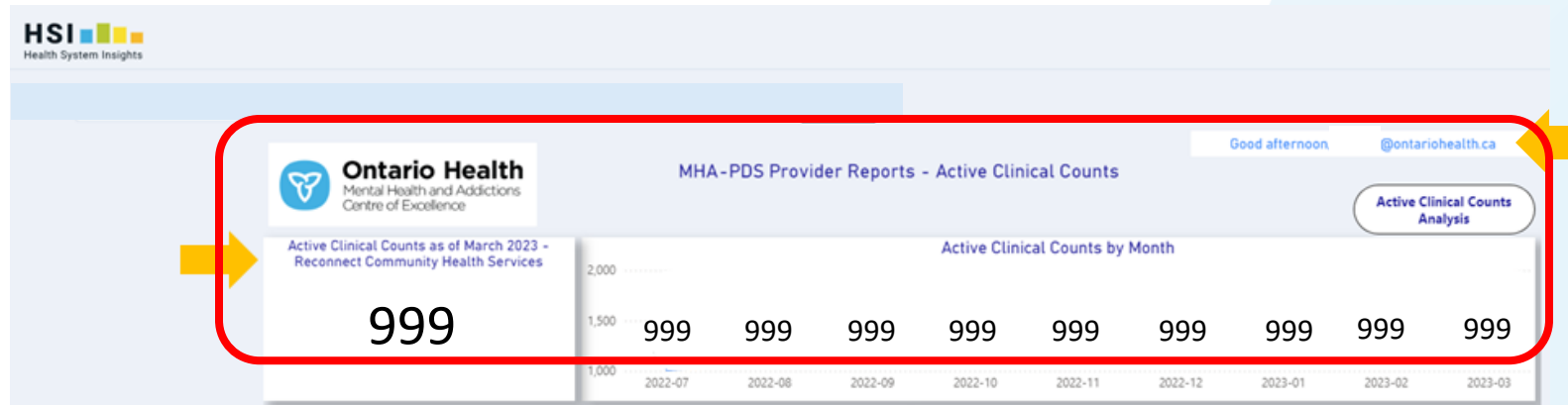
- Register and create an OneID account
- New LRAs will have to pass a short online training to complete enrollment
  - **Reminder:** Provide your shipping address (for your RSA token)
  - **Reminder:** Submit your online training certificate to [ONEIDBusinessSupport@ontariohealth.ca](mailto:ONEIDBusinessSupport@ontariohealth.ca)!

## 3. Select a Facility Role Administrator (FRA) and submit screenshot

- This staff person will be responsible for completing training and managing user accounts
- Recommend that the LRA also serves as the FRA
- FRAs must submit a screenshot of their HSI platform front page to the DDI inbox in order to “go-live”
- FRAs should also be HSI users in OneID if they want to see their facility data

# Submit Screenshot to DDI inbox

- Log into the HSI platform to confirm user access to the correct facility/clinic in the MHA dashboard



- Note: Data in the MHA dashboard will be blank or dummy data (e.g. “999”) upon first access
- **Submit screenshot that contains the sections in red to the DDI inbox** cc: mhaddi@ontariohealth.ca
- This is a trigger for OH to switch the data in the MHA dashboard to go-live
- **The FRA will receive an email back when their report has been switched over to contain actual HSP data. The FRA should add ONEID users to the HSI platform thereafter**

# MHA Dashboard: Demo

# Contact Us Page

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- **For support with the following feel free to contact us at:**
  - LRA/OneID: [ONEIDBusinessSupport@ontariohealth.ca](mailto:ONEIDBusinessSupport@ontariohealth.ca), (copy: [mhaddi@ontariohealth.ca](mailto:mhaddi@ontariohealth.ca))
  - HSI platform FRA: [itservicedesk@ontariohealth.ca](mailto:itservicedesk@ontariohealth.ca) (copy: [mhaddi@ontariohealth.ca](mailto:mhaddi@ontariohealth.ca))
  - MHA agreements and dashboard: [mhaddi@ontariohealth.ca](mailto:mhaddi@ontariohealth.ca)
- For more information on the **Data Reference Group** and joining, please email [mhaddi@ontariohealth.ca](mailto:mhaddi@ontariohealth.ca)