

August, 2009

Coming Soon - New and improved CritiCall Reports

You've been waiting patiently for the return of your CritiCall Ontario Reports and we have good news. Reports are coming back soon and they will be better than ever. That's because we've spent the last two months redeveloping our Reports so we can provide you with data that is easier to access, understand and use.

Sharing data within the health care system is an important component of CritiCall's service. While we have been doing this for many years through our Reports, we recognized that we could be doing an even better job. With that in mind, earlier this year we held several focus groups to discuss our Reports and what we could be doing differently to improve the product for our clients.

Based on client feedback and the capabilities of the new technology now in place within our Call Centre, we have built a new suite of Reports that captures the data collected through CritiCall's service. These data help hospitals and other health care partners understand how critical care resources are being accessed and used at the local, LHIN and provincial level. Through our new Reports, we will be providing you with the data you have always received from CritiCall but also adding some new fields and features so you can access the kind of data and detail you need whenever you need it.

We will be phasing in this new Report Suite and here's what you can expect over the next several months:**By the end of August, 2009**

Your Account Manager will be sending you Specialty and Hospital Reports (these include acceptance: what you accepted via CritiCall; and non-acceptance: what you weren't able to accept via CritiCall) for May, June and July 2009. These Reports will appear in a new format and contain new fields including year-to-date totals and percentages. After August, your Account Manager will continue to send you your reports by the middle of each month until the end of this calendar year. You will also receive Referral Reports (patients referred from your hospital through CritiCall) from your Account Manager and we are targeting early Fall for release.

By January, 2010

Early in the New Year, hospitals and other stakeholders who require access to CritiCall's data will have the ability to generate their own reports at their convenience. Through a password protected web-portal, stakeholders will be able to log onto our system and enter the data fields that interest them. Data can be pulled according to many different criteria including date, case type, accepting hospital or LHIN, and more. You will also be able to create trending analysis graphs based on the data you select. All of this information will be readily accessible within 72 hours (weekends excluded) of the close of a case. This is simply to give our Analysts time to verify the data.

Your Account Manager will be providing you with detailed information and education related to accessing and using CritiCall's new Reports. In the interim, if you have any questions or require additional information, please contact your CritiCall Ontario Account Manager.

*If you require additional information about CritiCall Ontario or our services,
please contact your Account Manager or visit our website at www.criticall.org*