Products and Services Guide

2020–2021

Canadian Institute for Health Information
Institut canadien d'information sur la santé

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Table of contents

Products and Services Guide 4

Core Plan subscriptions 4

Non-Core Plan users 5

Product and standards specifications 5

Our products and services 6

Privacy and security at CIHI 7

Data and information quality 8

Your CIHI account 8

Additional resources 8

Appendix A 9

Appendix B 12

Products and Services Guide

Home to more than 30 valuable data holdings, CIHI continues its tradition of delivering unbiased, credible and comparable health information.

Note: This guide is updated every year on CIHI's website in an HTML format. This PDF version of the 2020–2021 edition is for historical reference only.

We collect, store, analyze and disseminate pan-Canadian health data in accordance with one of the strongest privacy, security and data quality programs in Canada. This enables us to protect the confidentiality and security of our collective data.

In addition to our data holdings, CIHI produces a wealth of reports, analyses, publications, data standards and education products. These are all in keeping with our mission to help inform decision-making, strengthen Canada's health care systems and improve the health of Canadians.

Core Plan subscriptions

Most Canadian health care facilities and regional health authorities (or similar organizations) have access to a set of CIHI's products and services (up to a maximum entitlement for certain products). This access is referred to as CIHI's Core Plan and is provided through bilateral agreements between CIHI and provincial/territorial ministries of health. Some Core Plan products and services are subject to confidentiality and privacy restrictions and may require the signing of a service agreement with CIHI. To find out whether your organization is entitled to access products through the Core Plan, please email help@cihi.ca or call 613-241-5543.

Core Plan subscribers generally have unlimited online access to publications and education products in a variety of formats (e.g., HTML, PDF, online modules). Entitlements to other products and services (e.g., MIS Standards, ICD-10-CA) are provided to facilities based on their size (small, medium or large). Core Plan clients who wish to access products or services above their entitlements are eligible for Price A, as noted in the Non–Core Plan Users section below. Core Plan clients who wish to access products and services excluded from their jurisdiction's bilateral agreement are charged Price B for that particular product or service.

For more information on accessing Core Plan products and services, see Appendix A.

Non-Core Plan users

Users who are not covered through the Core Plan pay per product/service.

For each product and service, prices are listed in CIHI's eStore or on other CIHI web pages as either Price A or Price B:

- **Price A** applies to Canadian health facilities, governments, not-for-profit health agencies, universities, health professionals and researchers from the public sector.
- **Price B** applies to private commercial operations (including but not limited to software vendors and consultants), foreign customers and others who do not qualify for Price A.

Most of our products and services are available in electronic format and can be accessed directly from our website.

To increase public awareness of Canada's health systems, CIHI makes its publications and reports that contain national health information available for free online to all users.

Product and standards specifications

CIHI makes products, standards, specifications, documentation, software and other materials and related services (products) available to customers (commercial and non-commercial) for use in Canada's health care systems. Access to and use of these products is governed by CIHI's Health Information Standards and Specifications Agreement (HISSA). Authorized customers with a signed HISSA are able to subscribe to CIHI's suite of products; access is revisited on an annual basis, though not all products have annual revisions. Subscription for non-commercial customers is free of charge. To find out whether your organization already has a subscription, please email help@cihi.ca or call 613-241-5543.

The following is a comprehensive view of the products and services CIHI has to offer.

Our products and services

In Appendix B, view a summary table of selected CIHI products in the following categories:

- Hospital care
- Community care
- Specialized care
- Pharmaceuticals
- Patient safety
- Patient experience
- Workforce
- Spending
- International comparisons
- Health system performance/factors influencing health
- Tools, standards and methodologies

The summary table is divided into products/resources that are part of the Core Plan and those that are outside of the Core Plan.

Additional products and services are noted below.

Analytical plan

We respond to health care systems' needs and challenges by providing relevant, timely information that supports better decisions. The analytical plan is reviewed and updated twice annually based on stakeholder feedback. Recent and upcoming releases stemming from the analytical plan are on our website.

Health indicators

CIHI develops and reports on numerous health indicators. This information and data, which is free and publicly available through a variety of tools, aims to support the provinces and territories, regional health authorities and health care facilities as they monitor the health of their populations and track how their local health systems function. Unless otherwise indicated, the original data is provided to CIHI by Canada's provinces and territories.

Quick Stats

Quick Stats are a series of free, publicly available reports that provide aggregate-level data about health care in Canada. Unless otherwise indicated, the original data is provided to CIHI by Canada's provinces and territories.

eStore

Our eStore offers access to CIHI's products, publications, instruction manuals and other tools. Access to some products is restricted to clients whose organizations have signed a service agreement with us.

Education

We offer education products that support the understanding and use of our databases, standards and methodologies. We also offer products that facilitate the application of health information in Canada's health care systems. These products are available in a variety of formats (e.g., in-person workshops, web conferences, online packages). Visit our Education page to learn more.

eQuery

Search our repository of answers on data-related topics, or submit your questions about many of our products and services from our eQuery page (login required).

Data requests

Researchers, decision-makers and health managers can request specific data from 1 or more of CIHI's databases. Data can be retrieved at an aggregate or record level.

Privacy and security at CIHI

We're committed to protecting the privacy and security of Canadians and ensuring the security of their personal health information. We also maintain the confidentiality of health care records. Our commitment extends to all the information in our databases.

We have a comprehensive Privacy and Security Program, and we review our privacy and security policies annually to ensure they are consistent with industry best practices. For more information, visit our Privacy and Security page.

Data and information quality

CIHI's Data and Information Quality Program is recognized internationally for its comprehensiveness and high standards. We work with our data suppliers and users to ensure we continue to be a trusted source of health information that meets the broadening needs of our stakeholders.
Find out more in *CIHI's Information Quality Plan*.

Your CIHI account

Your CIHI account provides you with access to information, manuals, reports and learning resources. Access to some CIHI services is limited to ministries of health, certain health organizations and organizations that submit data to us. Learn more about obtaining an account profile.

Additional resources

Archives of past Products and Services Guides

Appendix A

Accessing Core Plan products and services

Access according to organization size

Health facilities can access specific quantities of non-education Core Plan products and services according to their size (small, medium or large). Size is determined based on the total number of beds and/or the volume of case abstracts submitted to any of these CIHI data holdings: Discharge Abstract Database (DAD), National Ambulatory Care Reporting System (NACRS), National Rehabilitation Reporting System (NRS) or Continuing Care Reporting System (CCRS).

More information on organization size and entitlements according to size is noted below.

Hospitals

Under the Core Plan, hospitals receive products and services relevant to the data holdings they submit to, as well as other health information publications and reports of general interest. A hospital's size is determined by its total number of beds and the volume of case abstracts submitted to the CIHI data holding it participates in, as follows:

- Small hospitals: 1 to 199 beds and a volume of no more than 50,000 case abstracts annually
- Medium hospitals: 200 to 399 beds and a volume of no more than 100,000 case abstracts annually OR 1 to 199 beds and a volume of 50,001 to 100,000 case abstracts annually
- Large hospitals: 400 or more beds or more than 100,000 case abstracts annually

Continuing care and rehabilitation facilities

Under the Core Plan, continuing care/rehabilitation facilities receive products and services relevant to CCRS (RAI-MDS 2.0 ©, interRAI LTCF ©) and NRS, as well as other health information publications and reports of general interest. A continuing care/rehabilitation facility's size is based on its total number of beds as follows:

- Small facilities: 1 to 30 beds
- Medium facilities: 31 to 99 beds
- Large facilities: 100 or more beds

Home care organizations

Under the Core Plan, home care organizations receive products and services relevant to HCRS (RAI-HC ©, interRAI HC ©), as well as other health information publications and reports of general interest. Due to the home-based nature of their operations, home care organizations are deemed to be small for the purposes of receiving products under the Core Plan.

Table A1 Quantities of specific products and services provided to health organizations (according to their size), regional health authorities (or similar) and ministries of health

Products and services	Health organization: Small	Health organization: Medium	Health organization: Large	Region	Ministry of health
MIS Standards*	1	1	2	1	2
ICD-10-CA/CCI†	1	1	1	1	1
Disease/ intervention classifications derivatives	1	1	1	1	1
Data set and grouping methodology standards tables	1	2	3	1	3
Publications (electronic)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Education (participant)	Unlimited (based on availability)	Unlimited (based on availability)	Unlimited (based on availability)	Unlimited (based on availability)	Unlimited (based on availability)

Notes

* Based on a licence for 5 concurrent users.

† Based on a licence for 100 concurrent users.

In-house education services

CIHI's in-house education services help individual facilities and their staff better use CIHI's various standards, databases and tools. This unique service allows clients to focus on their specific learning objectives to create an agenda that addresses these areas.

In addition, all of CIHI's regularly scheduled workshops can be presented as in-house sessions. Scheduling for in-house education services is subject to CIHI's availability. For more information about CIHI's in-house education services, visit CIHI's Learning Centre or send an email to education@cihi.ca.

Appendix B

Partial list of data holdings and products

Table B1 CIHI data holdings and products (partial list as of April 1, 2020)

See CIHI's Access data and reports page for related publications and more.

Core Plan resources

Data holdings and products, by category	Topic/description
Hospital care	
Discharge Abstract Database (DAD)	Inpatient care and day surgery
National Ambulatory Care Reporting System (NACRS)	Emergency department visits, day surgery and outpatient clinics
Hospital Morbidity Database (HMDB)	Inpatient care and day surgery (includes records from the DAD)
National Rehabilitation Reporting System (NRS)	Functional status of adult rehabilitation patients
Community care	
Continuing Care Reporting System (CCRS)	Residential care (and hospital continuing care)
Home Care Reporting System (HCRS)	Home care
Specialized care	
Hospital Mental Health Database (HMHDB)	Inpatient care
Canadian Organ Replacement Register (CORR)	Dialysis, organ donations and transplants
Canadian Joint Replacement Registry (CJRR)	Hip and knee joint replacement
Pharmaceuticals	
National Prescription Drug Utilization Information System (NPDUIS)	Prescription drug claims
Patient safety	
National System for Incident Reporting (NSIR)	Medication incidents

Data holdings and products, by category	Topic/description
Workforce	
National Physician Database (NPDB)	Demographic characteristics and level of activity of, and payments to, physicians
Scott's Medical Database (SMDB)	Distribution, demographic, education and migration information on physicians
Health Workforce Database (HWDB)	Supply, geographic distribution, education and employment information on 30 groups of health care providers
Spending	
National Health Expenditure Database (NHEX)	Health spending
Canadian MIS Database (CMDB)	Financial and statistical operations information
Canadian Patient Cost Database (CPCD)	Patient-level cost data
Patient Cost Estimator	Average cost estimates of various services provided in hospitals
International comparisons	
Commonwealth Fund (CMWF) International Health Policy surveys	Comparable information on patient and provider experience in 11 developed countries
Organisation for Economic Co-operation and Development (OECD) Database (Canadian Segment)	Internationally comparable data on close to 1,200 variables
Health system performance/factors influencing health	
Health Indicators e-Publication	Free web-based product provides access to a large inventory of regional health indicators
Your Health System	Web-based tool with an array of health system performance indicators
Wait Times	Acute care (8 priority procedures) wait time metadata
Health inequalities	Measuring and reporting on health inequalities

Data holdings and products, by category	Topic/description
Standards and methodologies	
CIHI Reference Data Model Toolkit	Public tool with information and resources that enable common terminology and data integration, including data standards (e.g., sex and gender)
Pan-Canadian Primary Health Care Electronic Medical Record Content Standard	Primary care
Acute and Ambulatory Care Content Standard	Acute and ambulatory care
ICD-10-CA/CCI	*International Statistical Classification of Diseases and Related Health Problems, 10th Revision, Canada* (ICD-10-CA) applies to diseases, injuries and causes of death; *Canadian Classification of Health Interventions* (CCI) applies to therapeutic and diagnostic interventions and other health care interventions
Case Mix Group+ (CMG+) and Decision-Support Guide	Aggregation of acute care inpatients based on clinical and resource-utilization characteristics; summary of the methodology based on CMG classification and associated predictive indicators
DAD Resource Intensity Weights (RIW) and Expected Length of Stay (ELOS)	Explanation of the ELOS and RIW calculations for typical and atypical acute care inpatient cases
Rehabilitation Patient Group (RPG)	Categorization of inpatient rehabilitation client data
Comprehensive Ambulatory Classification System (CACS)	National grouping methodology for ambulatory care patient data
Resource Utilization Groups version III (RUG-III)	Grouping methodology for CCRS data
Resource Utilization Groups version III (RUG-III Plus)	Grouping methodology for CCRS and Integrated interRAI Reporting System data
Resource Utilization Groups version III Home Care (RUG-III-HC)	Grouping methodology for HCRS data
Standards for Management Information System	National standards for gathering, processing and reporting financial and statistical data
Indicator Library	Definitions, methodologies and characteristics for all CIHI indicators
Population Grouping Methodology	Approach to building clinical and demographic profiles of individuals to determine expected health care needs

Resources outside of Core Plan

Name	Topic
Specialized care	
Ontario Mental Health Reporting System (OMHRS)	Inpatient (not exclusively Ontario)
Ontario Trauma Registry (OTR)	Specialized care
Patient-reported experiences and outcomes	
Canadian Patient Experiences Reporting System (CPERS)*	Patient experience of inpatient acute care
Patient-reported outcome measures	Hip and knee joint replacement
Tools, standards and methodologies	
System for Classification of In-Patient Psychiatry (SCIPP)	Grouping methodology used to categorize patients in OMHRS
CIHI Portal†	Private tool with data from 4 CIHI data holdings and census information from Statistics Canada

Notes

* CPERS is free to Core Plan members once the jurisdictions pay a one-time fee to participate in CPERS.

† As part of its Core Plan, CIHI provides ministries of health with 1 registration for an analyst. Ministries can choose to offer this complimentary registration to an analyst on staff or to an analyst at any facility within their jurisdiction.

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