

Products and Services Guide

2019–2020



Canadian Institute
for Health Information

Institut canadien
d'information sur la santé

Production of this document is made possible by financial contributions from Health Canada and provincial and territorial governments. The views expressed herein do not necessarily represent the views of Health Canada or any provincial or territorial government.

All rights reserved.

The contents of this publication may be reproduced unaltered, in whole or in part and by any means, solely for non-commercial purposes, provided that the Canadian Institute for Health Information is properly and fully acknowledged as the copyright owner. Any reproduction or use of this publication or its contents for any commercial purpose requires the prior written authorization of the Canadian Institute for Health Information. Reproduction or use that suggests endorsement by, or affiliation with, the Canadian Institute for Health Information is prohibited.

For permission or information, please contact CIHI:

Canadian Institute for Health Information

495 Richmond Road, Suite 600

Ottawa, Ontario K2A 4H6

Phone: 613-241-7860

Fax: 613-241-8120

cihi.ca

copyright@cihi.ca

ISBN 978-1-77109-829-8 (PDF)

© 2019 Canadian Institute for Health Information

How to cite this document:

Canadian Institute for Health Information. *Products and Services Guide, 2019–2020*.

Ottawa, ON: CIHI; 2019.

Cette publication est aussi disponible en français sous le titre *Guide des produits et services, 2019-2020*.

ISBN 978-1-77109-830-4 (PDF)

Table of contents

Products and Services Guide.....	4
Core Plan.....	4
Our products and services.....	5
Analytical plan.....	5
Quick Stats.....	5
eStore.....	5
Education.....	6
eQuery.....	6
Privacy at CIHI.....	6
Data and information quality.....	6
Your CIHI account.....	6
Additional resources.....	6
Appendix A.....	7
Appendix B.....	10

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 This PDF version of the 2019–2020 edition is for historical reference only.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 workshops. 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

Most Canadian health facilities have access to a set of CIHI’s information products and services. These are part of a Core Plan subscription with us, which is provided through bilateral agreements between CIHI and ministries of health. In addition, we offer many products and services through the Core Plan at no additional charge to regional health authorities (or similar organizations) and ministries of health.

Under the plan, facilities receive the set of products and services for a fixed price. Core Plan subscribers generally have unlimited online access to standards-related products in PDF and HTML formats.

Users who are not covered through the Core Plan pay per service/product. Products in electronic format will normally be less expensive than the equivalent paper products.

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. In addition, most of our products are available in electronic format and can be accessed from our website.

See additional information on pricing, administration and access to CIHI’s products and services in [Appendix A](#).

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 data holdings, analyses, tools, standards and methodologies in the following categories:

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

The summary table focuses on the products that are part of the Core Plan.

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.

You can also view CIHI's [recent](#) and [upcoming releases](#) on our website.

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 educational courses on our databases, methodologies and reports, as well as on many topics of interest, in different formats (online, web and video conferences). 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 \(login required\)](#).

Privacy at CIHI

We're committed to protecting the privacy 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, as well as to users of our website.

We have a comprehensive Privacy Program, and we review and update our privacy and security policies annually. 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](#) on CIHI's website.

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. To learn more about obtaining an account profile, visit the [Your CIHI Account page](#).

Additional resources

[Archives of past Products and Services Guides](#)

Appendix A

Accessing CIHI's products and services

Core Plan organizations

CIHI and Canada's ministries of health are happy to provide Canadian health care facilities and regional health authorities (or similar organizations, such as local health integration networks) with access to many products and services at no additional cost (up to certain maximums for many products). This access is referred to as CIHI's Core Plan. 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 pricing

For each product and service, prices are listed 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.

Distribution

Health facilities access quantities of Core Plan products and services according to their size (small, medium or large), which is determined based on the health facility type and the total number of beds/annual volume of case abstracts, as applicable. Some Core Plan products and services are subject to confidentiality and privacy restrictions.

Core Plan: Acute care hospitals

Hospital size is based on the total number of beds and 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), Continuing Care Reporting System (CCRS).

Core Plan administration

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

Core Plan: Continuing and rehabilitation facilities

Under the Core Plan, continuing care/rehabilitation facilities receive products and services relevant to CCRS 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 (which serves as an indication of the volume of case abstracts), as follows:

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

In-house education services

CIHI's in-house education services help individual facilities and their staff better use CIHI's various tools for effective management. This unique service allows clients to focus on their individual education needs and to create an agenda that will target specific areas where detailed education is needed.

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 education products and services, visit CIHI's [Learning Centre](#) or send an email to education@cihi.ca.

Software vendors

Vendors must sign a licence agreement to receive CIHI's products and services. See more [information for vendors](#).

CIHI service agreement

All organizations need to sign a CIHI service agreement. This agreement outlines the terms and conditions for accessing and using restricted services. You will need to designate an organizational contact from your organization to be responsible for managing access to CIHI's restricted services. To find out whether your organization already has a service agreement in place, please email help@cihi.ca or call 613-241-5543.

Appendix B

Partial list of data holdings and products

Table B1 CIHI data holdings and products (partial list as of April 1, 2019)

See [CIHI's Access data and reports page](#) for related publications and more.

Core Plan resources

Data holdings and products, by category	Topic
Hospital care	
Discharge Abstract Database (DAD)	Inpatient; day surgery
National Ambulatory Care Reporting System (NACRS)	Emergency department visits; day surgery; outpatient clinics
Hospital Morbidity Database (HMDB)	Inpatient; 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 (MHDB)	Inpatient care
Canadian Organ Replacement Register (CORR)	Dialysis; transplant
Canadian Joint Replacement Registry (CJRR)	Specialized care
Pharmaceuticals	
National Prescription Drug Utilization Information System (NPDUIS)	Prescription claims
Patient safety	
National System for Incident Reporting (NSIR)	Medication incidents

Data holdings and products, by category	Topic
Workforce	
National Physician Database (NPDB)	Physicians: demographic characteristics, payments and level of activity
Scott’s Medical Database (SMDB)	Physicians: distribution, demographic, education and migration information
Health Workforce Database (HWDB)	30 groups of health care providers: supply, geographic distribution, education and employment information
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	Patient and provider experience
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	Definitions and links to CIHI health indicators and metadata
Your Health System	Web-based tool with an array of health system data
Wait Times	Acute care (8 priority procedures)
Health inequalities	Measuring and reporting on health inequalities

Data holdings and products, by category	Topic
Standards and methodologies	
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	<i>International Statistical Classification of Diseases and Related Health Problems, 10th Revision, Canada</i> (ICD-10-CA) applies to diseases, injuries and causes of death; <i>Canadian Classification of Health Interventions</i> (CCI) applies to therapeutic and diagnostic interventions and other health care interventions
Case Mix Group+ (CMG+)	Aggregation of acute care inpatients based on clinical and resource-utilization characteristics
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 Plus (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
Population Grouping Methodology	Approach to building clinical and demographic profiles of individuals to determine expected health care needs
Standards for Management Information System	National standards for gathering, processing and reporting financial and statistical data

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)*	Inpatient acute care
Patient Reported Outcome Measures	Specialized care, joint replacement, standards
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.



CIHI Ottawa

495 Richmond Road
Suite 600
Ottawa, Ont.
K2A 4H6
613-241-7860

CIHI Toronto

4110 Yonge Street
Suite 300
Toronto, Ont.
M2P 2B7
416-481-2002

CIHI Victoria

880 Douglas Street
Suite 600
Victoria, B.C.
V8W 2B7
250-220-4100

CIHI Montréal

1010 Sherbrooke Street West
Suite 602
Montréal, Que.
H3A 2R7
514-842-2226

cihi.ca

20035-0519

