



CIHI Portal — Frequently Asked Questions

About CIHI Portal

What organizations currently participate in CIHI Portal?

Organizations from across Canada participate in CIHI Portal, including ministries of health, regional health authorities, hospitals and other health care organizations. For a complete list of these organizations, please visit the [Community tab](#) of Portal's web page.

What are the benefits to my facility of using CIHI Portal?

CIHI Portal offers 3 key features: access to enhanced pan-Canadian CIHI data, a user-friendly way to build reports and perform complex analyses, and an easy way for users and communities of practice to share new information and knowledge with peers. In addition, CIHI Portal offers an education program and customized solutions to help meet client needs.

What is “business intelligence”?

Business intelligence (BI) refers to skills, knowledge, applications and practices used to help a business acquire a better understanding of market behaviour and commercial context. This is accomplished by collecting, integrating, analyzing, interpreting and presenting business information.

BI applications provide historical, current and predictive views of business operations, most often using data already gathered into a data warehouse or a data mart. Software supports the use of this data by assisting in the extraction, analysis and reporting of information. Common functionalities of BI applications include reporting, analytics, dashboards, scorecards, data mining, corporate performance management (CPM) and predictive analysis.



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Sharing and protecting information

What are the rules around sharing data obtained from Portal with people outside of my organization?

Per the CIHI Portal Service Agreement, all information obtained through Portal is confidential and must be kept confidential. Therefore, you must take care to protect the identities of both individuals and organizations (regional health authorities, local health integration networks [LHINs], individual facilities, etc. [see Section 2.1.4 of the service agreement]) when considering the release of data from Portal.

The data/information can be shared internally (within your organization with authorized people, including the Board of Directors) and externally with other Portal subscribers (see sections 2.1.1 and 2.1.2). It can even be

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What does “drilling down” mean?

Drilling down means that you can go to different levels of information. For example, if a report is produced using province-specific information and a given fiscal year, you can drill down to a specific hospital within that province and a specific quarter or month within that fiscal year.

My query returned unexpected results or an error that mentions an “incorrect join.” What is the problem?

The query you created may be attempting to join data from multiple fact tables in 1 report (i.e., it is a multi-fact query). If you have attempted to mix attributes from the DAD Diagnosis Analysis and DAD Procedure Analysis folders or any other 2 fact tables, you will experience issues with your query (trying to combine CMG information from DAD Discharge Analysis and one of the All Diagnosis or All Proce



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Can I have access to current open years of data?

Yes, open-



Cost

Is there a cost to my facility for using CIHI Portal?

Yes, there is an annual cost associated with CIHI Portal. Details are contained in each separate service agreement. The cost is based on the number and types of CIHI Portal users included in the service agreement for your facility.

Education

Why do CIHI Portal users have to complete a basic level of education before accessing CIHI Portal?

Completing a basic level of education is required to ensure that the tool is used properly for analysis and that the results of data analysis are interpreted correctly, to facilitate sound decision-making.

What are the basic education requirements for CIHI Portal users?

Analyst users must complete CIHI Portal self-directed eLearning modules.

Note: Once this basic training is complete, analysts are required to complete more advanced training in an intensive instructor-led training workshop, which provides detailed information on both the data included in CIHI Portal and the analytical tool.

Information consumer users are required to complete self-directed eLearning modules.

Find a complete overview of our education products on the [Training tab](#) of Portal's web page.

Is there a limit on the number of hours of technical support I can expect from CIHI Portal?

The CIHI Portal Service Agreement states that each facility can expect up to 15 hours of technical support for the first analyst and 7.5 hours for each additional analyst per year. Users can also attend the User Community meetings that are held monthly, request a one-on-one session with a Portal Services analyst for support and use the eQuery tool for their technical support requests.

CMDB in Portal

What data is included?

The data mart for CMDB eReports and CMDB in Portal contains hospital data from all jurisdictions that submit MIS data to the Canadian MIS Database (CMDB). Non-hospital data is excluded from this data mart.



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Both CMDB eReports and CMDB in Portal use the same data mart. Included in the data are identifiers for year, province, region and hospital, as well as data elements for supplier primary accounts, national primary accounts, supplier secondary accounts (both financial and statistical), national secondary accounts (both financial and statistical), sector code and quantity.

Users of CMDB eReports have access to only the latest 5 years of data due to formatting constraints that are specific to this product.

The data itself is refreshed once a year; the schedule depends on the availability of the source data from the jurisdictions. At present, the data for any one particular year is available approximately 16 months after the reporting period closes.

How is the data transformed?

The raw data from the CMDB is transformed to address re.008 Tc-.013 Tw-10.399999618 -2(4(7aoduc)-1.1(t)13.3(i)3



What is the maximum number of rows my query can return?

The maximum number of rows a query can return is 200,000. The default maximum numbers of rows and columns to be displayed on a page of the grid are 50 rows and 10 columns. These default values can be modified by going into Preferences > Grid Display.

How many reports can I run at the same time in CIHI Portal?

You can run a maximum of 4 reports at the same time. If you attempt to run additional reports, they will wait in a queue until your initial jobs are complete.

What are the minimum technical requirements for accessing CIHI Portal and exporting data?

CIHI Portal is optimized to work with Internet Explorer; you may experience problems with other browsers. The latest version of Adobe Flash Player must be enabled as an add-on in your browser.

The minimum technical requirements for accessing CIHI Portal are as follows:

- Web browser (Windows computer)
 - Microsoft Internet Explorer 11.x
 - Mozilla Firefox
 - Google Chrome
 - Microsoft Edge
 - Adobe Flash Player
- Web browser (non-Windows computer)
 - Mozilla Firefox
 - Safari 7.x, 8.x
 - Google Chrome
 - Adobe Flash Player

The minimum requirements for exporting data are as follows:

- Adobe Acrobat Reader 10.x, 11.x
- Microsoft Office for Mac 2011 SP4
- Microsoft Office 2013 SP1
- Microsoft Office 2010 SP2
- OpenOffice.org Calc 3.3.0, 4.x

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