

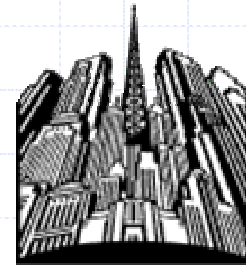
# Using MapInfo for Business Intelligence

Carl Richardson

BI Project Manager , MassHousing

# About MassHousing

- ❖ The state's affordable housing bank
- ❖ Serve low-and moderate-income residents
- ❖ Self-supporting, independent public authority
- ❖ 9.9+ billion investment in housing since 1970
  - Over 88,000 apartments
  - Over 55,000 home mortgages



# Our BI Evolution (in a nutshell)

- ❖ Started as an IT Project driven by our Deputy Director
- ❖ Eventually Became a BI Department
- ❖ Became the De-facto BICC for all corporate information
- ❖ Lead in employing a “Service-Oriented Architecture”

# Role of BI Team

- ❖ Define the BI strategy
- ❖ maintain standards and best practices
- ❖ Be a bridge between IT and business
- ❖ integrate operational data into the BI environment
- ❖ Work with the business community to ensure proper delivery of information
- ❖ Communicate the benefits of the BI to executives and users

# Answering the need

- ❖ Developed an EIS system based upon Series 7 enterprise tools (PowerPlay and IWR)
- ❖ Deployed IWR as the Corporate reporting tool of choice covering 90% or better of all operational reporting
- ❖ Strategic deployment of Cognos 8

# Using MapInfo

- ❖ Created Maps using MapInfo Pro
- ❖ Users requested training to develop maps
- ❖ needed to find a way to make map use easier
- ❖ tried various solutions Discovery etc.
- ❖ adopted the use of MapInfo LIC

# SOA Example: Integrating IBM COGNOS 8 and MapInfo LIC

## Challenge:

Need to to access Maps related to data in C8

## Solution:

Connection C8 to maps using MapInfo LIC in the portal

## The SOA difference:

Cognos 8 and MapInfo become a combined tool available to all levels of users.

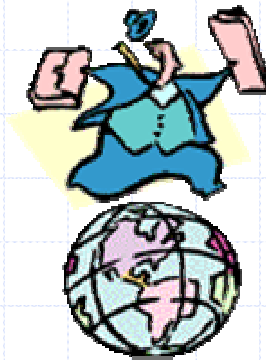
# Summary

- ❖ Maintain a deployment of the client tool
- ❖ integrating LIC with Cognos BI
- ❖ continuing enhancement with mapping across the agency

# Questions

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# iPort™ Access

## THE NEXT PHASE IN WAIT TIME REPORTING

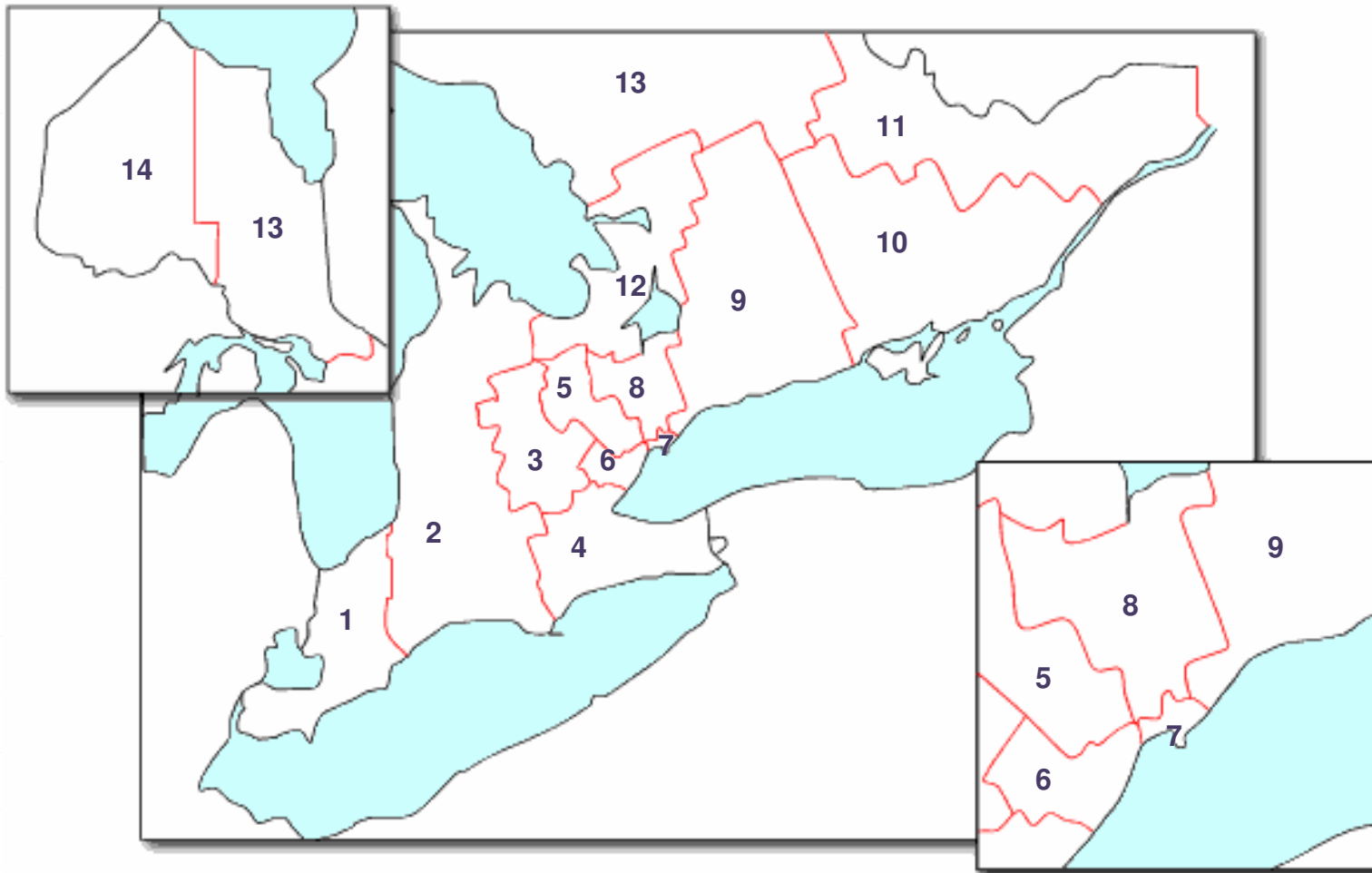
MapWorld May 2008

Location Intelligence & Business Intelligence for  
Government Applications

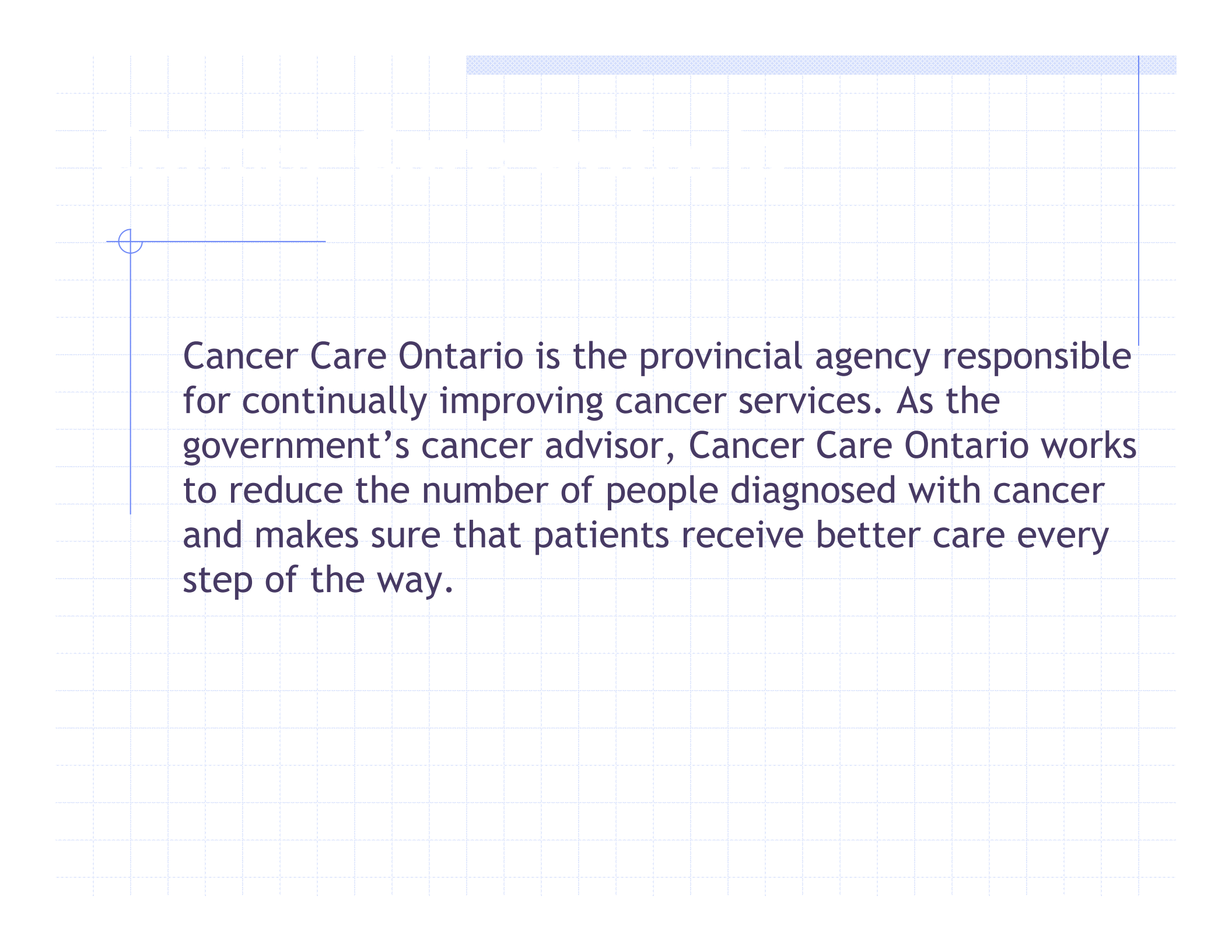
Lori McKinnon, Project Manager, BI Tool Integration

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- Ontario Healthcare System
    - Cancer Care Ontario
    - Wait Time Strategy
    - Wait Time Information System (WTIS)
    - Business Intelligence Initiative
    - iPort™ Access
    - Spatial/Location Intelligence
    - Future Development

- Publicly funded healthcare system run by Ministry of Health and Long Term Care (MOHLTC)
- April 2006, province divided into 14 Local Health Integration Networks (LHINs)
  - Work with local health providers and community members to determine health service priorities of regions and integrate services
  - Based on principle that local people are best able to determine health service needs
- LHINs responsible for allocating funds and monitoring performance of healthcare Facilities



1. Erie St. Clair
2. South West
3. Waterloo Wellington
4. Hamilton Niagara Haldimand Brant
5. Central West
6. Mississauga Oakville
7. Toronto Central
8. Central
9. Central East
10. South East
11. Champlain
12. North Simcoe Muskoka
13. North East
14. North West



Cancer Care Ontario is the provincial agency responsible for continually improving cancer services. As the government's cancer advisor, Cancer Care Ontario works to reduce the number of people diagnosed with cancer and makes sure that patients receive better care every step of the way.

- Reducing wait times for key health services one of Ontario government's top priorities and important part of strategy to transform healthcare system
- Cancer Care Ontario was contracted by the Ministry of Health and Long Term Care to lead the development and deployment of the Wait Time Information System (WTIS)
- Focus began with five key areas for adult patients
  - Have begun expansion activities to capture All Surgery and Paediatric Surgical procedures
- Wait time is defined as the time between a specialist's and patient's mutual decision to treat, and the actual provision of the treatment

- Online tool used as a wait time collection tool and wait list management system for health care providers and facilities
  - Basic, Standard, and Complex levels of submission
- 82 Facilities currently using WTIS
  - 2,600 clinicians, 1.6 million procedures (07/08)
- Allows for collection of patient unavailable days and cases closed due to procedure no longer required

## ■ WTIS Reporting:

- Wait Time Information System (WTIS) not designed to include full Business Intelligence Tool
  - Current capacity and design allows users to run simple reports
  - Users request additional reports through the request for information process
- 
- MOHLTC Wait Time Strategy Team and LHIN Performance Planners do not have access to WTIS:
    - Receive regular reports from Wait Time Information Office (WTIO)
    - No access to timely data required to make planning and wait time funding decisions

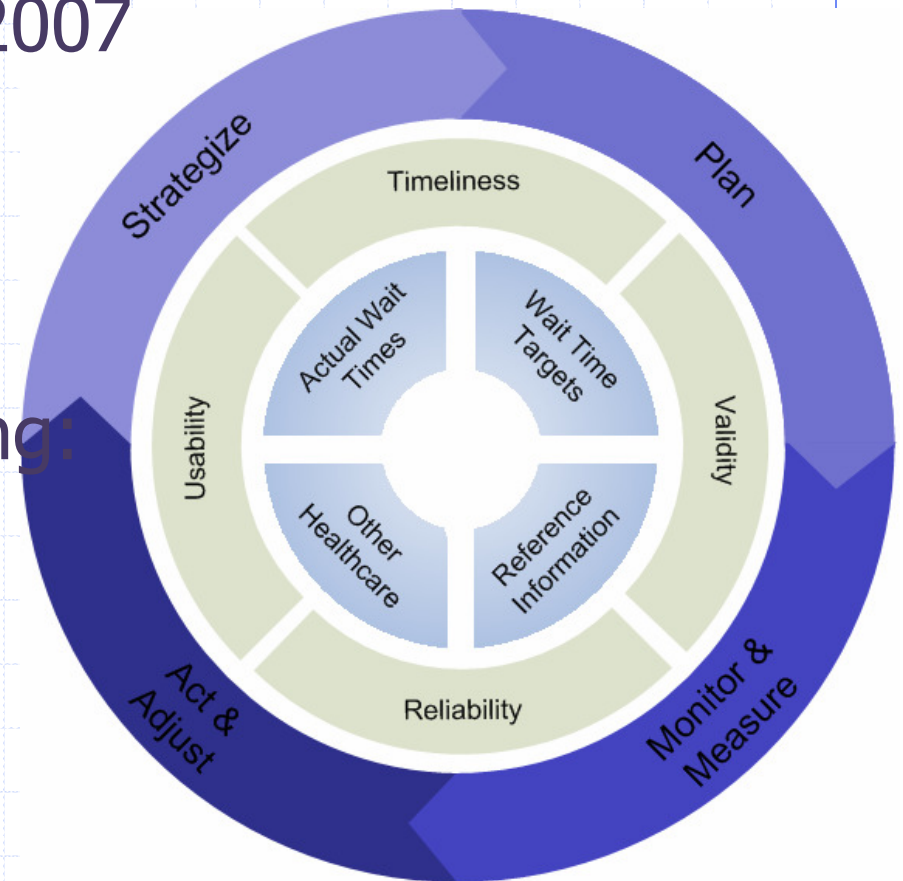
◆ Planning began in May 2007

◆ Release: May 12, 2008

◆ Near real-time data

◆ Informed decision making:

- Throughput/wait list demand,
- Patient distribution,
- Wait time comparisons,
- Patient-centred delays,
- Cancelled cases



Results

Shared Reports My Reports Create Report Create Document My Subscriptions History List Preferences Search iPort Help Logout

WTIO BI Tool QA > Shared Reports > Quick Facts > Performance > QPE110 Performance Summary Surgery (Completed Cases)

File View Data Format

Row Axis Values Font Size B I U \$ % .00 .00

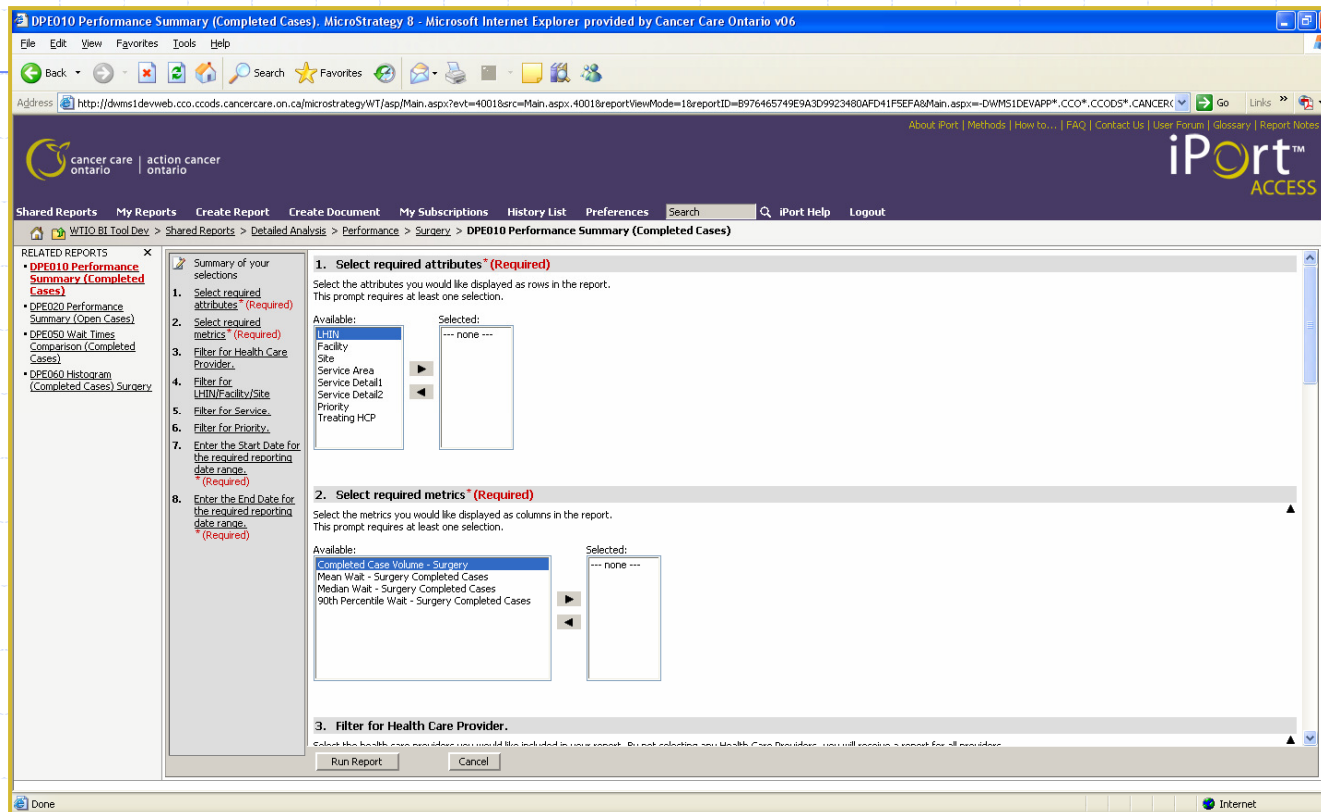
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Service Area	Service Detail1	Service Detail2	Metrics	Completed Case Volume - Surgery	Mean Wait - Surgery Completed Cases	Median Wait - Surgery Completed Cases	90th Percentile
Ophthalmic Surgery	Cataract	Bilateral		2,130	47	30	41
		Left Eye		5,222	61	36	41
		Right Eye		1,205	55	34	40
	Cornea - Other	Bilateral		1	17	27	27
		Left		2	75	34	34
	Cornea - Transplant	Right		7	74	55	55
		Left		1	122	82	82
	Glaucoma - Filter/Seton	Right		13	100	100	100
		Left		23	61	64	64
	Glaucoma - Other	Right		23	63	23	23
		Left		2	35	35	35
	Ocular Trauma	Right		1	46	36	36
		Left		2	1	1	1
			Bilateral		1	6	6

## Quick Facts Reports

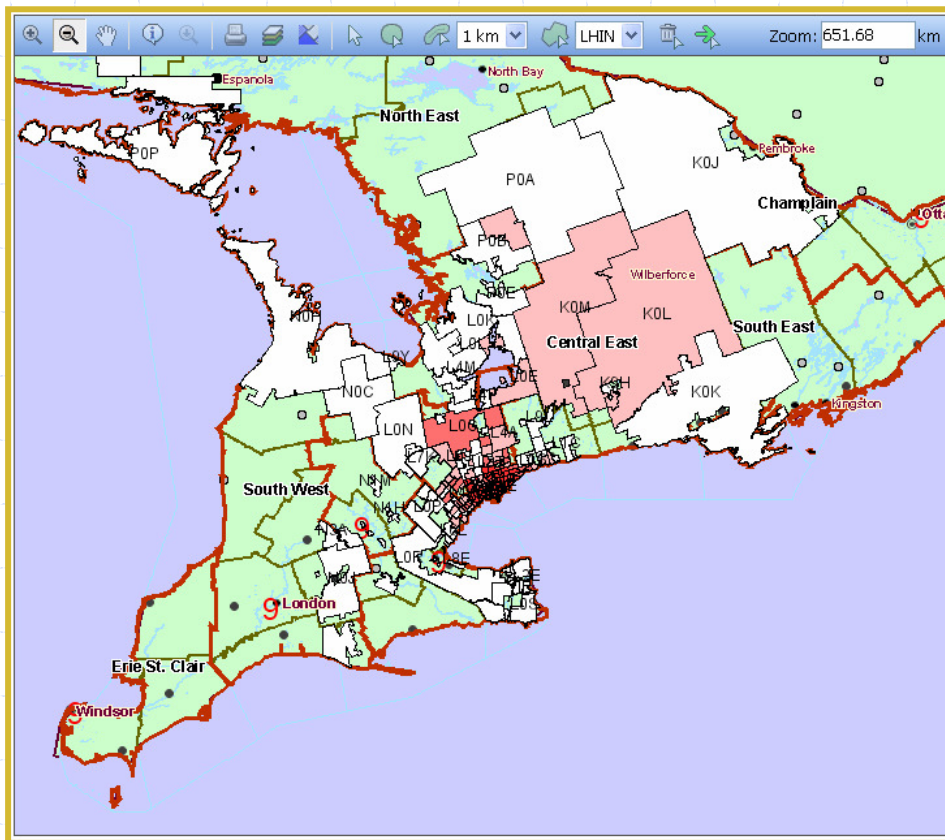
- ◆ Snapshot of current performance
- ◆ Provincial view
- ◆ User can drill down for LHIN and Facility information

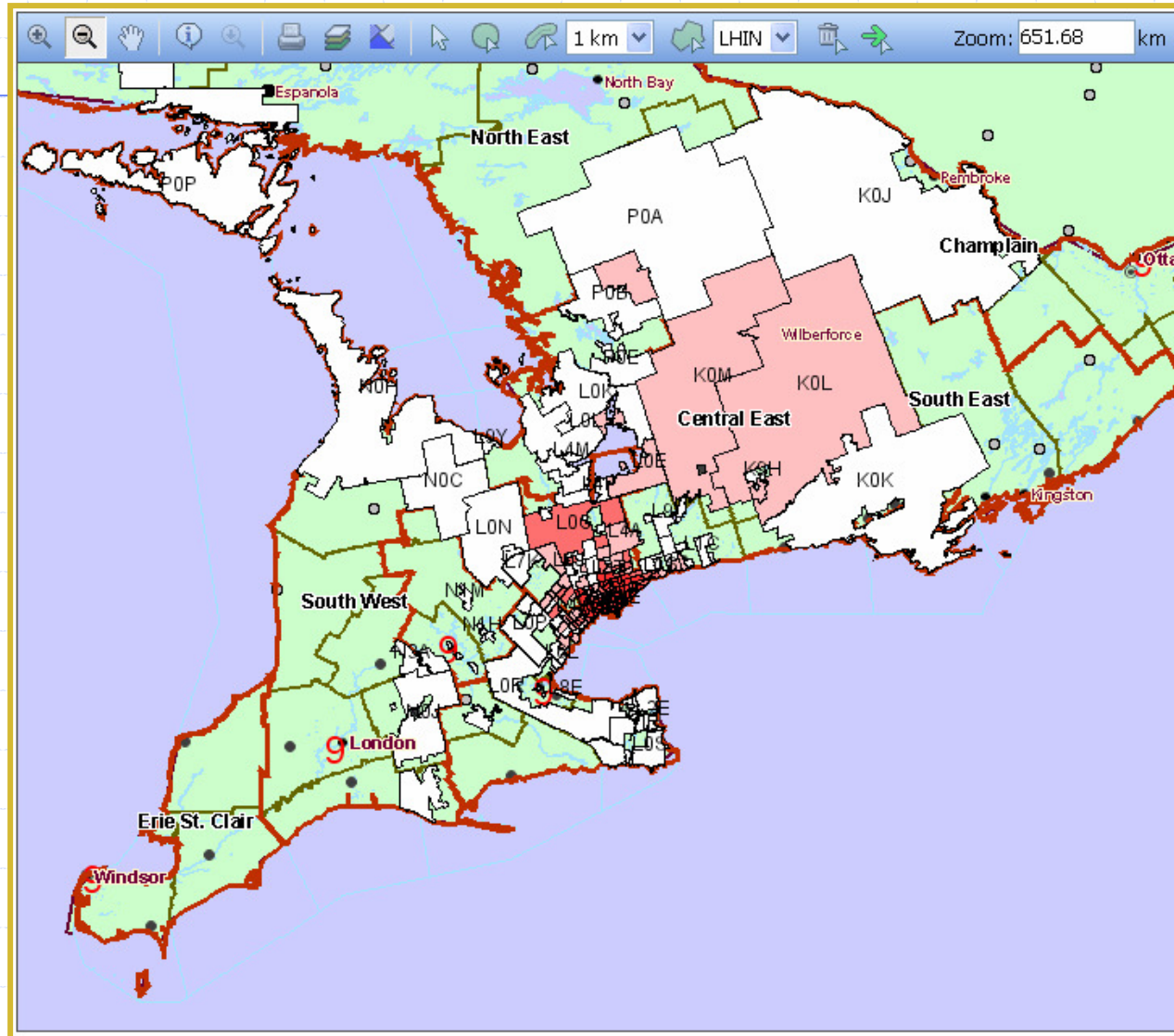


# Detailed Analysis Reports

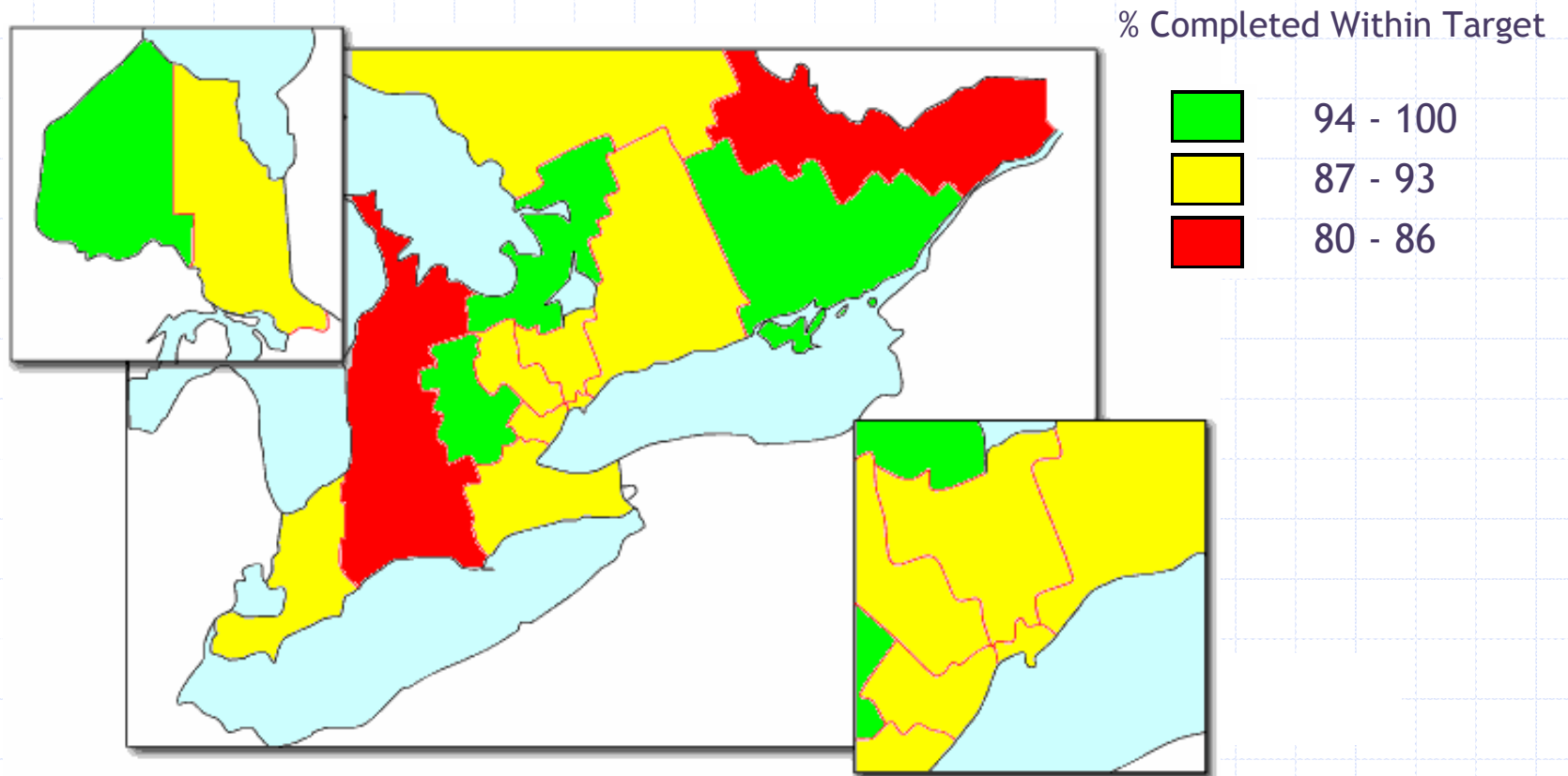
- ◆ Detailed information
- ◆ Define and customize with filtering options to get the information you need about your business priorities

- In order to properly manage wait lists and allocate funding,  
+ necessary for LHIN performance planners to have access to patient demographic information
  - Including Forward Sortation Area (FSA)





- Market share analysis: Where do patients in particular FSA receive treatment?
- Ability to colour code LHINs based on wait time performance



- Representatives from user groups have provided feedback through BI Tool Feedback group
- Future development:
  - Submit enhancement requests for additional reports
  - User group to provide feedback on enhancements

- Preliminary feedback from demos given to BI Tool Feedback Group are positive:

“Looks great! I can’t wait to use it!”

(MOHLTC representative)

“You and your team should be very proud of the work you’ve done on this BI tool - this puts WTIS in the realm of wait list “Management” above it’s current of wait list “Information” structure. Based on the demo you showed us today I can only imagine the hours and days of work that I will be saving being able to access this BI tool and the very rich reports that will be available...(e.g. Queue and Throughput analysis of our wait lists, surgeon specific wait time data, the list goes on an on)... I thank you again for sharing this...”

(Hospital representative)



- **Project Manager:**

- Passionate about project
- Optimistic about outcome

- **Team members:**

- Passionate about project
- Focused on goal to provide high quality product to users

- User feedback during development of project scope and reports essential