



Starting in August, 2017, OTN started producing summaries of telemedicine video events for members, allowing for greater transparency in data access. The implementation of greater reporting options is being released in phases.

Phase 1 was excel-based and included:

- **TM Activity Report** provides a summary of the clinical, administrative, and educational activity for each member organization
- **Event Connection Report** shows both sides of all telemedicine events, allowing for visibility into the networks being created.

These reports were limited to including a quarter's worth of information at a time, due to file size.

Phase 2 is being launched on January 31st, and will be supported through a Microsoft PowerBI reporting tool on the OTNhub. These reports will replicate the information found in the excel reports, but will include a much longer timeframe for data.

How I can access these reports?

The excel reports continue to be hosted on dropbox, with the links provided in OTNupdate. The PowerBI reports can be found at: <https://otnhub.ca/member-utilization-report>

Do I need a password?

No. The excel reports can be downloaded directly from dropbox, while the current PowerBI reports do not require login to the OTNhub.

What is coming next for reporting?

Phase 3 of our member reports will include drill-down capability into organization-specific data. It will include consultant-level information for a more detailed analysis of utilization and connections. OTN also continues to work to enable greater functionality in these reports, ensuring that members will be able to download and export the information found.

How often will the data be updated?

The excel reports will be updated approximately 1½ months after a quarter ends, reflecting the activity from that quarter. PowerBI reports will be updated each month approximately two weeks after a month ends.

The data doesn't match what I see in nCompass. Why is that?



There are a number of transformations that OTN performs on the raw data, including logic changes and data cleansing. Therefore, the results in these reports may vary from NCompass reports, due to a number of reasons (including, but not limited to):

- Only scheduled/completed events are included
- Clinical events with zero patients are excluded
- Clinical events with multiple patients are split into multiple events
- Aboriginal and Corrections Canada (both Federal and Provincial) sites are excluded
- To protect confidentiality of providers, all Solo Organizations with individual names have been renamed to “Solo Practitioner Organization”, however the data field “CRM ORG ID” is included in the report to count unique organizations.

I’ve updated the data, why has it not been included?

The excel reports are static, and historical reports will not be refreshed. PowerBI reports show up-to-date information as of the refresh date (approximately the 10th of each month). Changes to the data after this cutoff will only be reflected in the subsequent monthly refresh. Changes to a previous year’s data made after April of each year will not be reflected.

How do I use the PowerBI reports?

There are two different reports found within the webpage (utilization and connections), with each report having separate tabs. On each page of the report, there are a number of slicers that can be selected in order to change the data shown on the page. Page 1 of each report is designed to provide a high-level overview of the data, while page 2 of each report provides a more detailed view.

Can I download and/or modify these reports?

The current implementation of PowerBI does not support downloading of the data contained within the reports. This functionality will be implemented with a future release. The excel reports can be downloaded or modified by adding or removing fields from the data source or adding other slicers.

Our organization is more involved in telemedicine, but I don’t see our other activity.

These reports reflect videoconferencing activity only. Other methods of virtual care, such as eConsult, telederm, teleophthalmology, telehomecare, etc. are not included.

Who do I contact if I have a problem accessing these reports, using the reports, or if I have further questions?



For connection issues with the website, please call our customer care team at 1-855-654-0888 and press 2. For questions related to use of the reports or the data contained, please send an email to analytics@otn.ca.

How do I make comments or suggestions?

OTN would appreciate any feedback received from the Members. Please send an email to analytics@otn.ca.

While new data will be released monthly, feedback will be reviewed to enhance and optimize our reports in the future.