



Canadian Institute for Health Informat
Better data. Better decisions. Healthier Canadians.

CIHI Accessibility Audit

Current Reality and the Future

6975801 Canada inc.
Kodi Lavergne
March 2021



Canadian Institute for Health Informat
Better data. Better decisions. Healthier Canadians.

CIHI Accessibility Audit

CIHI Process

CIHI's core mandate is to deliver comparable and **actionable information to accelerate improvements** in health care, health system performance and population health across the continuum of care.

Stakeholders use the broad range of health system databases, measurements and standards, together with evidence-based reports and analyses, in their decision-making processes.

CIHI protects the privacy of Canadians by ensuring the confidentiality and integrity of the health care information.

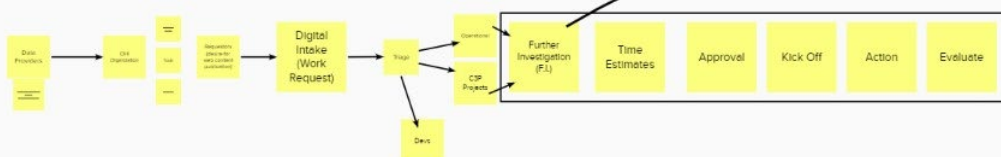
CIHI produces various reports to support policy makers and health systems research.



CIHI Accessibility Audit

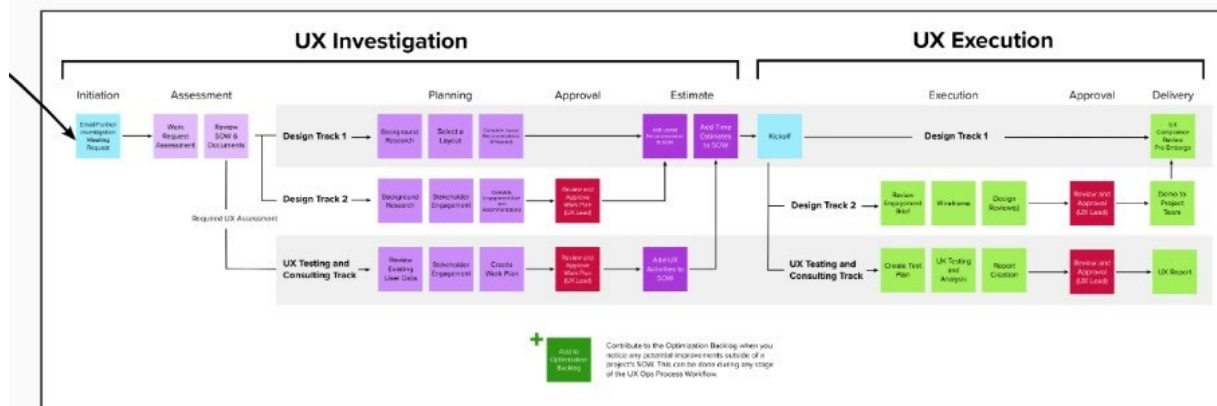
CIHI Process

Digital Intake Process



The UX team has compiled a large volume of solid policy for the CIHI. That meets and exceeds several issues for accessibility, but I feel a HTML component should be added to the design process.

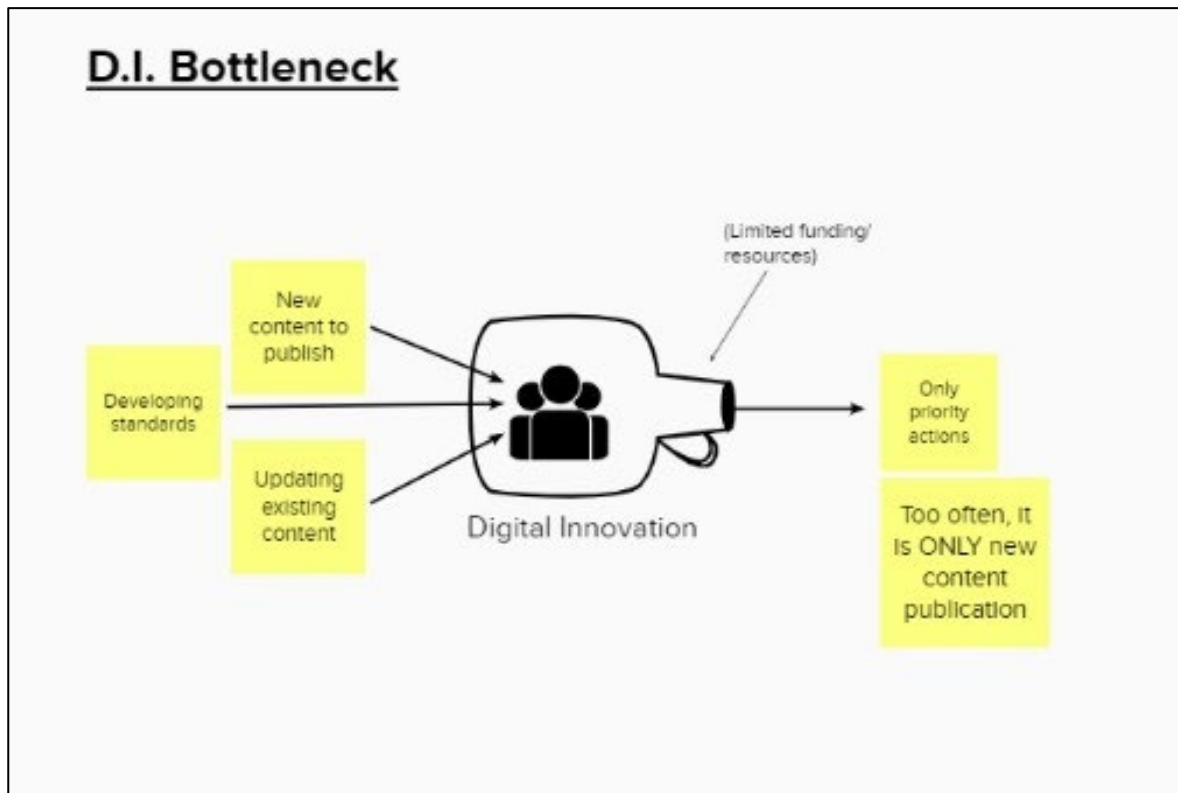
UX Operations Process





CIHI Accessibility Audit

CIHI Process (cont.)



This Bottleneck for New vs Existing pages to meet new UX guidelines older pages are missed Due to volume of older pages. And a volume of new pages so pages will be missed.

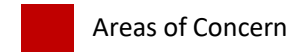
I suggest you start archiving pages with a standard banner stating they are not accessible.



Canadian Institute for Health Information
Better data. Better decisions. Healthier Canadians.

CIHI Accessibility Audit

Current methodology



Areas of Concern

These principles guide everyone who creates and delivers CIHI's digital products and services. They articulate CIHI's design values and intended outcomes. As such, they help to guide decision-making and to ensure a focus on creating maximum value and impact for our users.

1. Start with users and their needs

First, identify and prioritize the target users of the product or service. Then take the time to learn about their problems, processes, goals, preferences, abilities and environments. Talk to the users to understand their needs and why they're interacting with the information. Use previous project insights and established user knowledge. See the [Persona Framework](#).

2. Ideate, validate and iterate

Explore ideas and possible solutions through collaboration. Test design concepts with the target users. Iterate based on user test results, not hunches and guesses.

3. Make it usable

Create functionality that aligns with users' core needs and that is easy to use and learn. Apply usability best practices. See the [UX requirements](#) and [CIHI usability heuristics](#).

4. Make it findable

Design all information to be quick and easy to find. With a solid hierarchy and definitive labels, the path to a destination will be clear. Navigation patterns should encourage users to explore and discover content.



CIHI Accessibility Audit

Current methodology

5. Make it accessible

Make products and services accessible to everyone, despite any differences in their environments or capabilities. See the [Accessibility for Ontarians With Disabilities Act](#) (AODA) and the [accessibility checklist for design](#).

6. Deliver clear and focused content

Design content (text, images, videos, visualizations, documents, etc.) and layouts to provide value to the target users. See the [Persona Framework](#) and [CIHI's Writing and Editing Guide](#).

7. Consider context

Understand the user's environment and contexts of use. Consider how the user interface and experience will adapt across devices and technologies.

8. Include privacy and security by design

Uphold CIHI's reputation for trust, privacy and security while accounting for the privacy and security needs of users and their organizations. See [CIHI's privacy and security resources](#).

9. Support the ecosystem

Design products and services in a way that makes them easy to build, maintain, operate, scale and evolve. Establish how they fit in CIHI's digital ecosystem and, if applicable, make the fit seamless. Create an on-brand, consistent and intuitive experience to help users feel oriented and confident. See [CIHI's Design System](#).

10. Measure and improve

Set measurable objectives and track how the released product or feature is performing through usability testing, analytics, in-app feedback and user experience (UX) surveys. Evolve the product or service through data-based decision-making. Capture insights for future use.



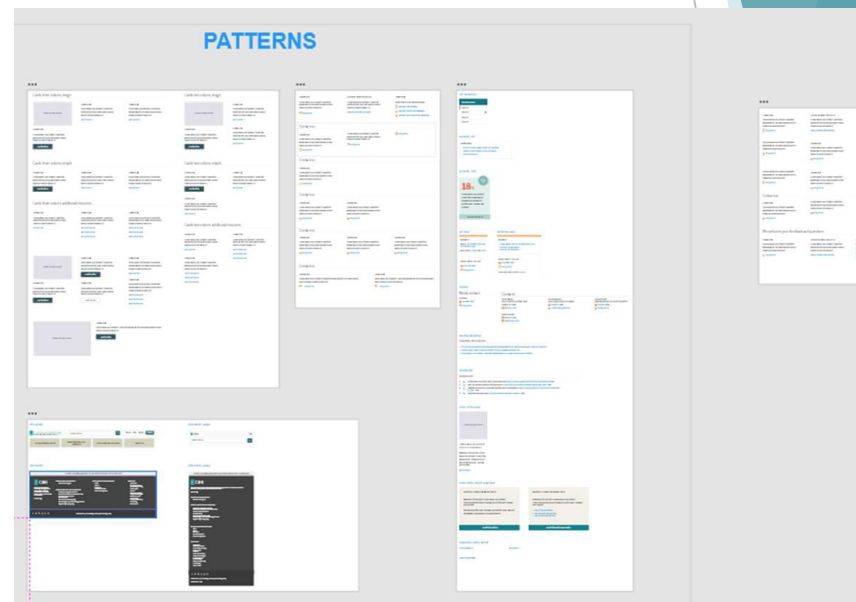
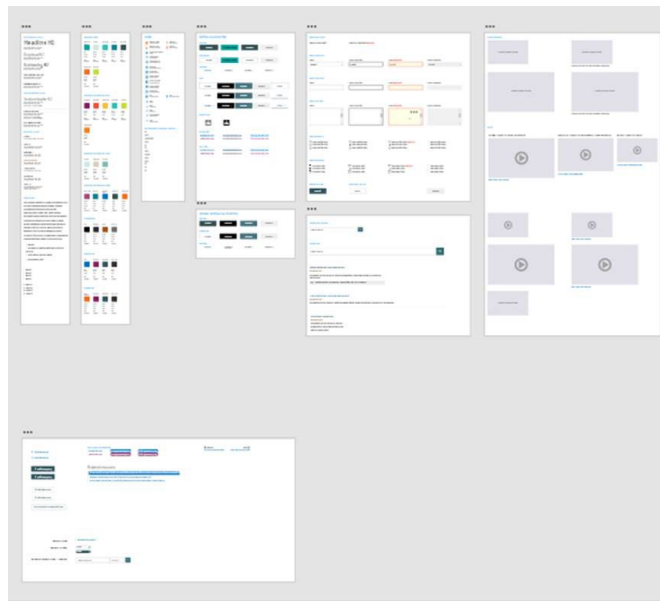
CIHI Accessibility Audit

Current XD templates

The templates are fragmented into components....?

Is it mix and match when a client choses a component they need?

I would think the template would be the full page once chosen items needed?



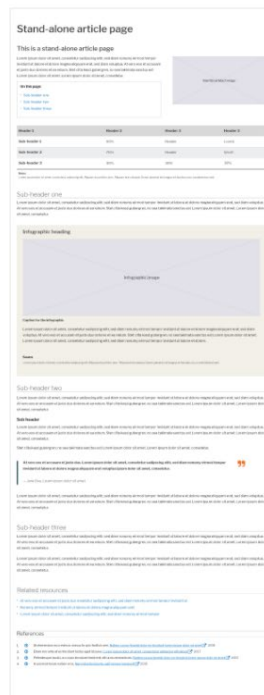


CIHI Accessibility Audit

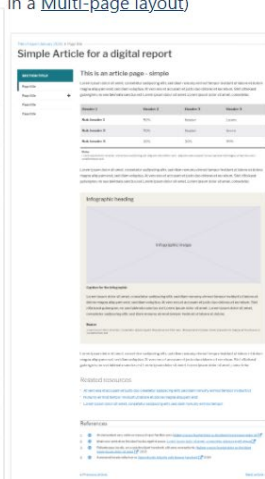
UX /XD templates

In your documentation you indicate your layouts like this but not see that in DX components
Does the Drupal team have templates like this to readily to help with bottle necks?

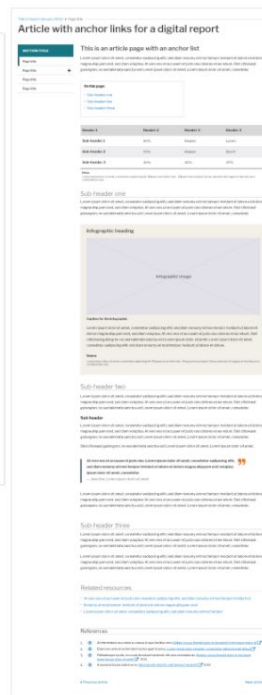
Stand-alone article



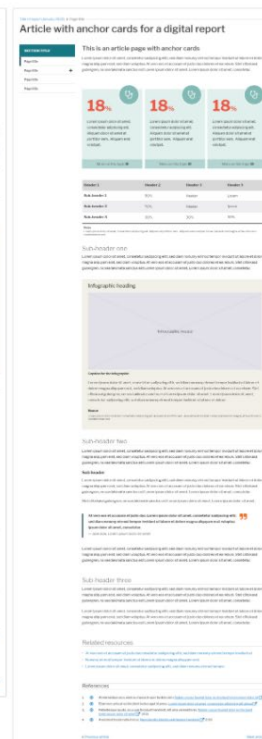
Article with left navigation (e.g., in a Multi-page layout)



Article with On this page links



Article with On this page cards





Canadian Institute for Health Information
Better data. Better decisions. Healthier Canadians.

CIHI Accessibility Audit

Current methodology Observations on Policy

- Detailed Documentation on Branding and Look and feel.
- A great passionate team of UX designers and developer.
- Current updates and modifications to existing policy
- A support mechanism with management
- The Digital intake process seems sound enough with good coms with the stake holders and clients.
The details of this process always some form of issue but that is what a design process is about, and is chameleon of change.



Canadian Institute for Health Information
Better data. Better decisions. Healthier Canadians.

CIHI Accessibility Audit

Condition of Demo Pre-Published pages



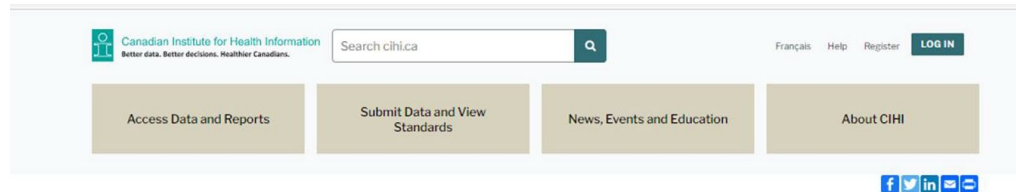
Canadian Institute for Health Information
Better data. Better decisions. Healthier Canadians.

CIHI Accessibility Audit

Current methodology

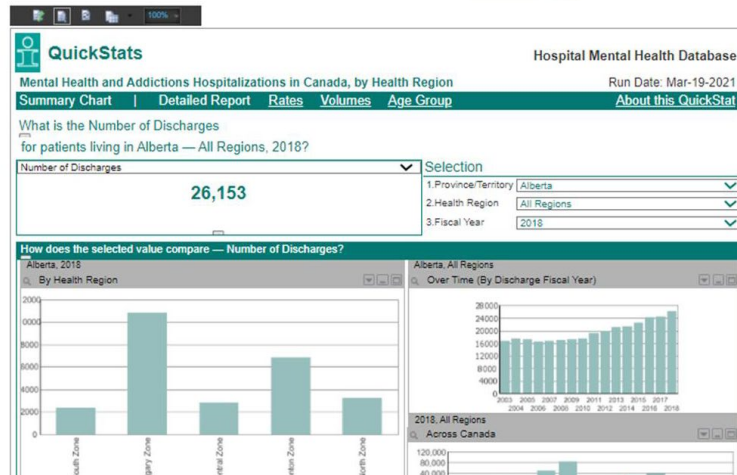
CIHI public facing pages.

- No H1
- Skip nav going to H2
- Or to a paragraph text based on page
- No title tags on iframe scrolls. Use **scroll="noScroll"** generally opening paragraph is in the div that holds the iframe
- Tab order for the top of page should be left to right currently:
 1. Login
 2. Help
 3. Registration
 4. Language choice
- Having links Breach your fire wall
- Outdated Metadata
- The link for the PDF is not Identified
- The other links the page it goes to does not reflect the link title
- Main content in iframe
Screen readers fail to read theses correctly and are NOT accessible.



Mental Health and Addictions Hospitalizations in Canada, by Health Region, 2018–2019

If you have a disability and would like CIHI information in a different format, visit our [Accessibility page](#)

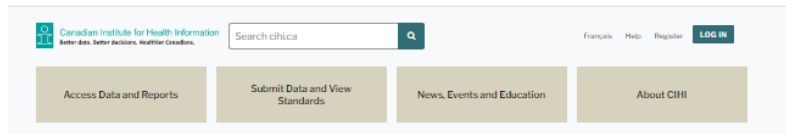




Canadian Institute for Health Information
Better data. Better decisions. Healthier Canadians.

CIHI Accessibility Audit

Current methodology



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.

You can view this data in two different ways:

- An interactive format lets you manipulate how you see the health system information. Choose from specific time frames, diagnosis groups, hospital types and so on.
- A static format has information in tables that are easy to print.

On mouse over this button color and it mouse over black text on dark green that in your own guidelines?

Filter by: Search by:

Type	Data Holdings	Title	Primary Theme
Pre-formatted Table	HCRS	Profile of Clients in Home Care, 2019-2020	Seniors and Aging
Pre-formatted Table	CMWF	How Canada Compares: Results From the Commonwealth Fund's 2020 International Health Policy Survey of the General Population in 11 Countries — Data Tables	International Comparisons
Pre-formatted Table	CMWF	How Canada Compares: Results From the Commonwealth Fund's 2020 International Health Policy Survey of the General Population in 11 Countries — Quick Stats	International Comparisons
Pre-formatted Table	DAD, NACHRS	Induced Abortions Reported in Canada in 2019	Hospital Care
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series D2	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series E6	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series E1	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series H	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series C	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series E4	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series D3	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series F	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series A	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series E2	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Appendices A to D	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series D1	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series E5	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series D4	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series G	Health Spending
Pre-formatted Table	NHEX	National Health Expenditure Trends, 2020: Data Tables — Series B	Health Spending

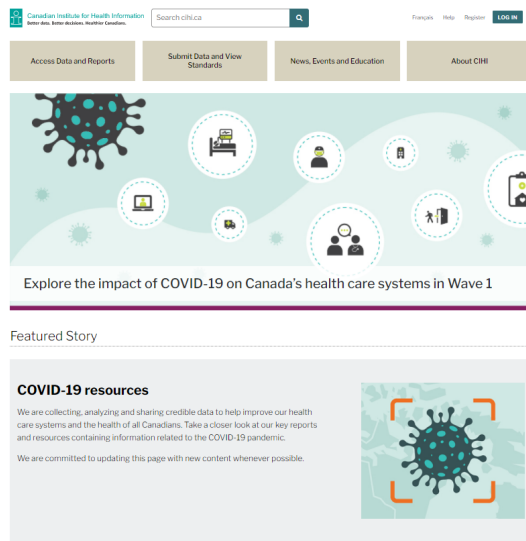
CIHI inner Demo Pages.

- No id on H1
- No Subtitle h2 to represent the link title.
- Skip nav going to paragraph text inside the iframe
- Tab order for the top of page should be left to right currently:
 - Login
 - Help
 - Registration
 - Language choice
- Search button does not follow CIHI color specifications fails contrast 2.65
- The table has some questionable tabbing order once in content only tabs to the link column.

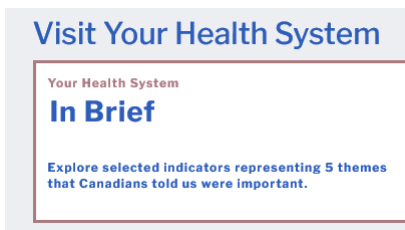
CIHI Accessibility Audit





Current Public facing pages

It is an effort to reduce the impact of COVID-19. CIHI staff are working from home for the time being. While we will make every effort to maintain our high level of service, we ask for your patience during this time. If you have any questions, please email web@cihi.ca.



Contrast Issue



Foreground color (hex.)		Background color (hex.)	
 #A3687C		 #FFFFFF	
14pt	14pt bold	18pt	
Size	Contrast	AA	AAA
small	4.34	✗	✗
Large	4.34	✓	✗

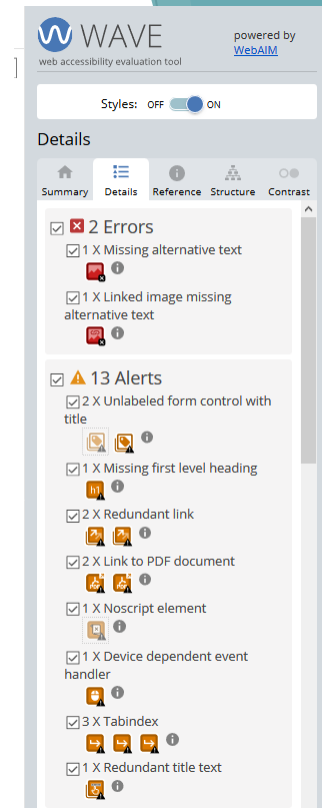
CIHI public facing pages.

- No H1
- Skip nav going to H2
- Images that seem to have meaning have no alt text.
- Tab order for the top of page should be left to right currently:

- Login
- Help
- Registration
- Language choice

- Duplicate id's on page
- Mouse overs are different on simulator buttons and or graphics
- Minor contrast issue

- Recommend using full page not a third of the web space.
- 21 HTML Errors on main page. Same on the French



Nu Html Checker

This tool is an ongoing experiment in better HTML checking, and its behavior remains subject to change.

Showing results for <https://wave.webaim.org/report>

Checker input:

Show ☐ source ☐ outline ☐ image report ☐ Options

Check by

<https://wave.webaim.org/report>

Use the Message Filtering button below to hide/show particular messages, and to see total counts of errors and warnings.

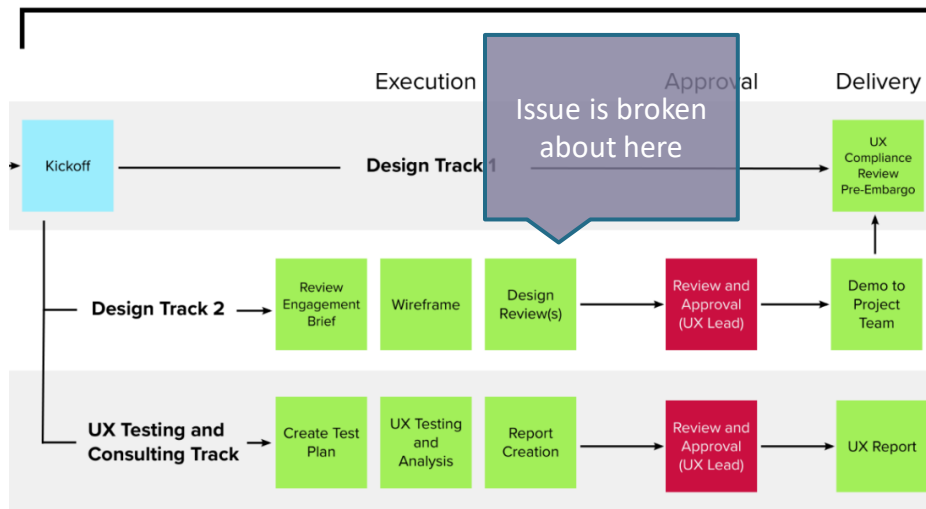


CIHI Accessibility Audit

DCCM Cooperation's for Unified UX Process

Due to Time constraints. Due to Lack of resources. Possible lack of knowledge to implement Change.
Changes would take about a day to complete.

UX Execution



CNNgo - Watch CNN TV live x CIHI2.lst - Batch Wizard Report x

File | C:/Users/6975801%20Canada%20inc

[Summary Page] Batch Wizard Report

Standard Options
Show message types: ☒ Errors ☒ Warnings ☒ Messages ☒ Comments
Show reports: ☒ Validator message ☒ Link

Standard Options
Show message types: ☒ Errors ☒ Warnings ☒ Messages ☒ Comments
Show reports: ☒ Validator message ☒ Link

3 page report: [« Prev](#) • [Summary](#) • [First](#) • [1](#) • [2](#) • [3](#) • [Last \(3\)](#) • [Next »](#)

Grand Totals Report

	# of docs with	% of docs with	Total number of
Errors	25	83.3%	234
Warnings	30	100.0%	898
No errors or warnings	0	0.0%	-
Bad links	0	0.0%	0
Total documents processed	30 documents in 8.73 seconds		
Report created	March 25, 2021 at 2:13:19 PM		

The issues that would solve CIHI issues:

- Creation or modification of the CIHI Drupal Theme.
- Removal of all Redundant CSS files Currently pointing to 24 separate files
- Removal of external links for fonts.
- 21 HTML errors common to whole site due to the poor markup in Drupal Theme.
- Buttons introduced not following your Design Guide color Pallet contrast is 2.65 (Search Button on the Quick Task pages)
- Correct all the poor markup in HTML that is generated on all pages made currently.



Canadian Institute for Health Information
Better data. Better decisions. Healthier Canadians.

CIHI Accessibility Audit

Creating Sound Drupal Themes

These links offer simple solutions is addressing several issues that plagues CIHI final output, and to present your pages correctly following the previous steps of your Organization. The client and Dev team should follow the UX side documentation and guidance. This sort of change can be very quickly removing redundant code currently in you still have.

Contributed Modules for Extending Accessibility in Drupal

Last [updated](#) on 10 March 2021

[Contributed Modules for Extending Accessibility in Drupal](#) | [Accessibility](#) | [Drupal Wiki guide on Drupal.org](#)

Creating Custom Themes in Drupal 8

[Creating Custom Themes in Drupal 8 \(opensourceforu.com\)](#)

Media Libraries in Drupal 8

At its core, Drupal 8 offers just a lonely image or file field that forces an editor to upload new media from their desktop. Thankfully, the built-in WYSIWYG editor (CKEditor) now adds the ability to caption images and there are rumblings of a core media library solution in future Drupal versions. But for now, straight out of the box Drupal 8 media implementation still seems limited and dated.

[Media Libraries in Drupal 8](#) | [Electric Citizen, Minneapolis Drupal Web Design](#)

[How to create a Custom Drupal 8 Theme in 9 Simple Steps](#) | [Specbee](#)

[How to Create a Simple Responsive Drupal 8 Theme From Scratch](#) | [WeebPal](#)