

Resource Matching and Referral

Translating Strategy into Tactics

Implementation of Provincial Referral Standards in
Toronto Central Local Health Integration Network

What is Resource Matching & Referral?



27,587 Registered Users

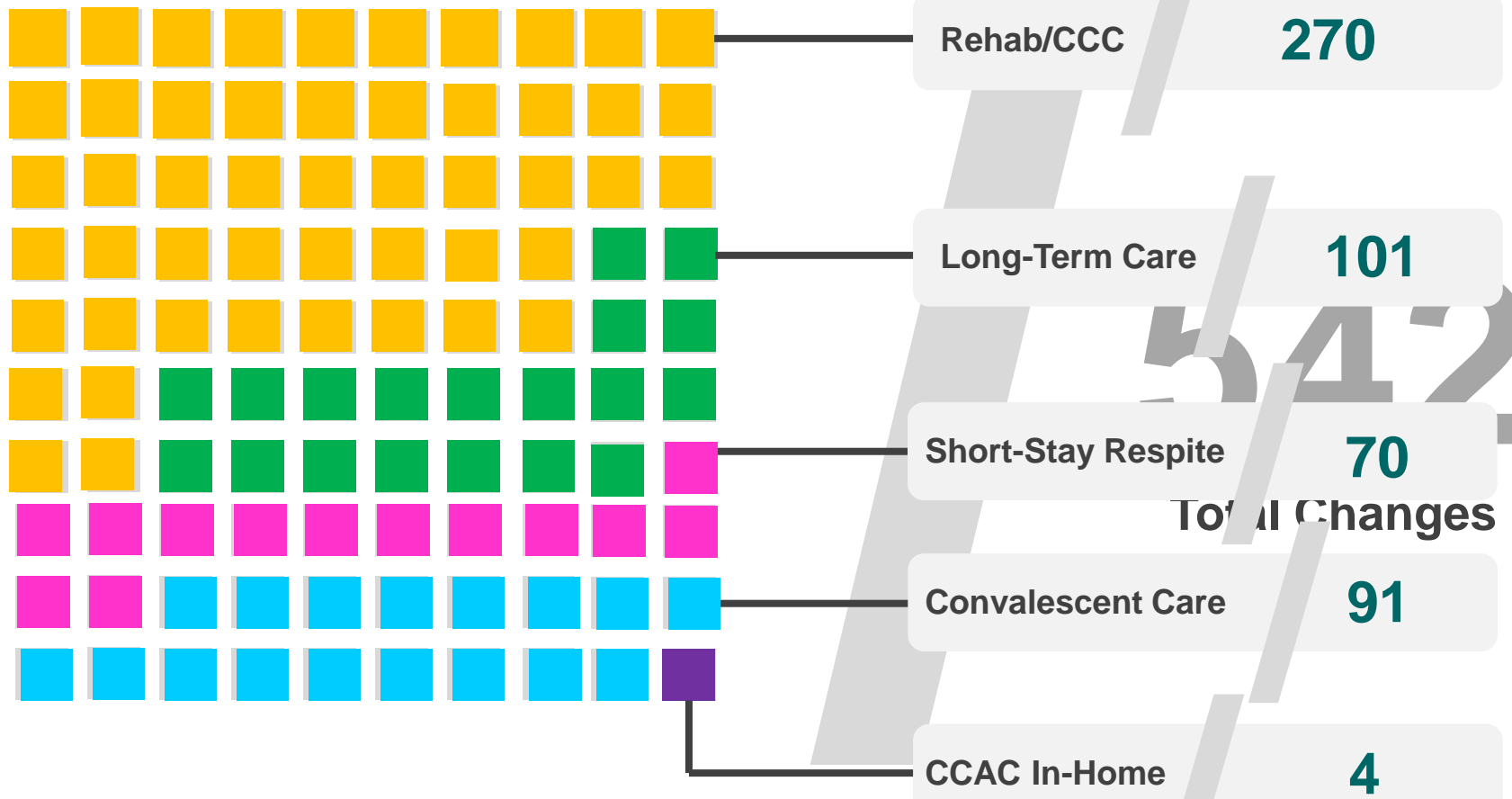
80,581 Logins a month

109,995 Patients referred

What are the Provincial Referral Standards?



How many changes resulted from PRS?



How could PRS affect the RM&R application?

Increase Completion Time



**Adversely Affect
Matching Algorithms**



Increase Requests for Information



Building a Structure that Facilitates Dialogue



Translating Strategy into Tactic



Translating Strategy into Tactic

Provincial Referral Standards

Resource Matching & Referral

Did not Adversely Affect Matching Algorithms



- VRE
- MRSA
- Tuberculosis

- VRE
- MRSA
- Tuberculosis

Translating Strategy into Tactic

Provincial Referral Standards

Resource Matching and Referral

Did Not Increase Requests for Information

RFI

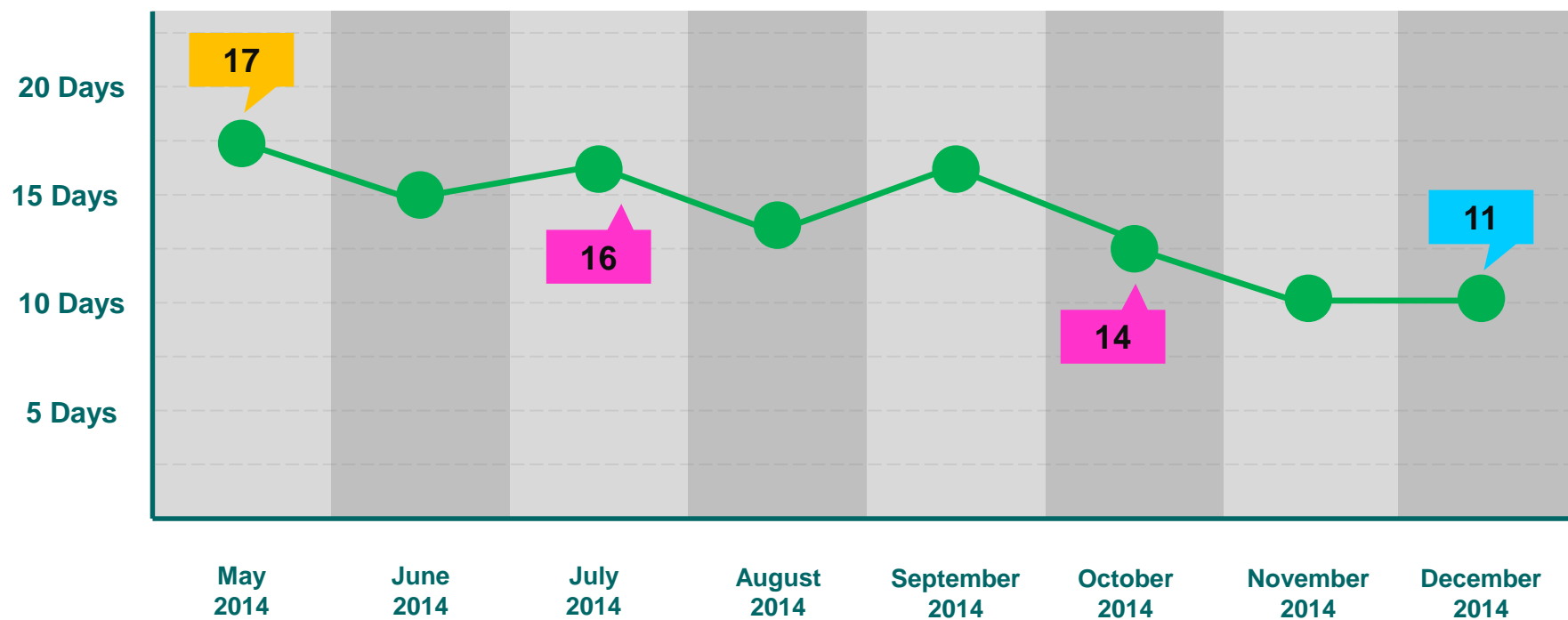
Patient Goals

Physio

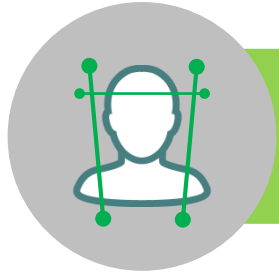
Speech Language Pathology

Decrease in Completion Time

Total Number of Days taken to Complete a Long-Term Care eReferral in RM&R



Improved Matching Algorithms



Special Equipment

25 Programs accept HALO

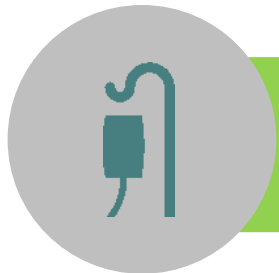
+45%



Infection Control

*24 Programs accept
Tuberculosis Patients*

+43%



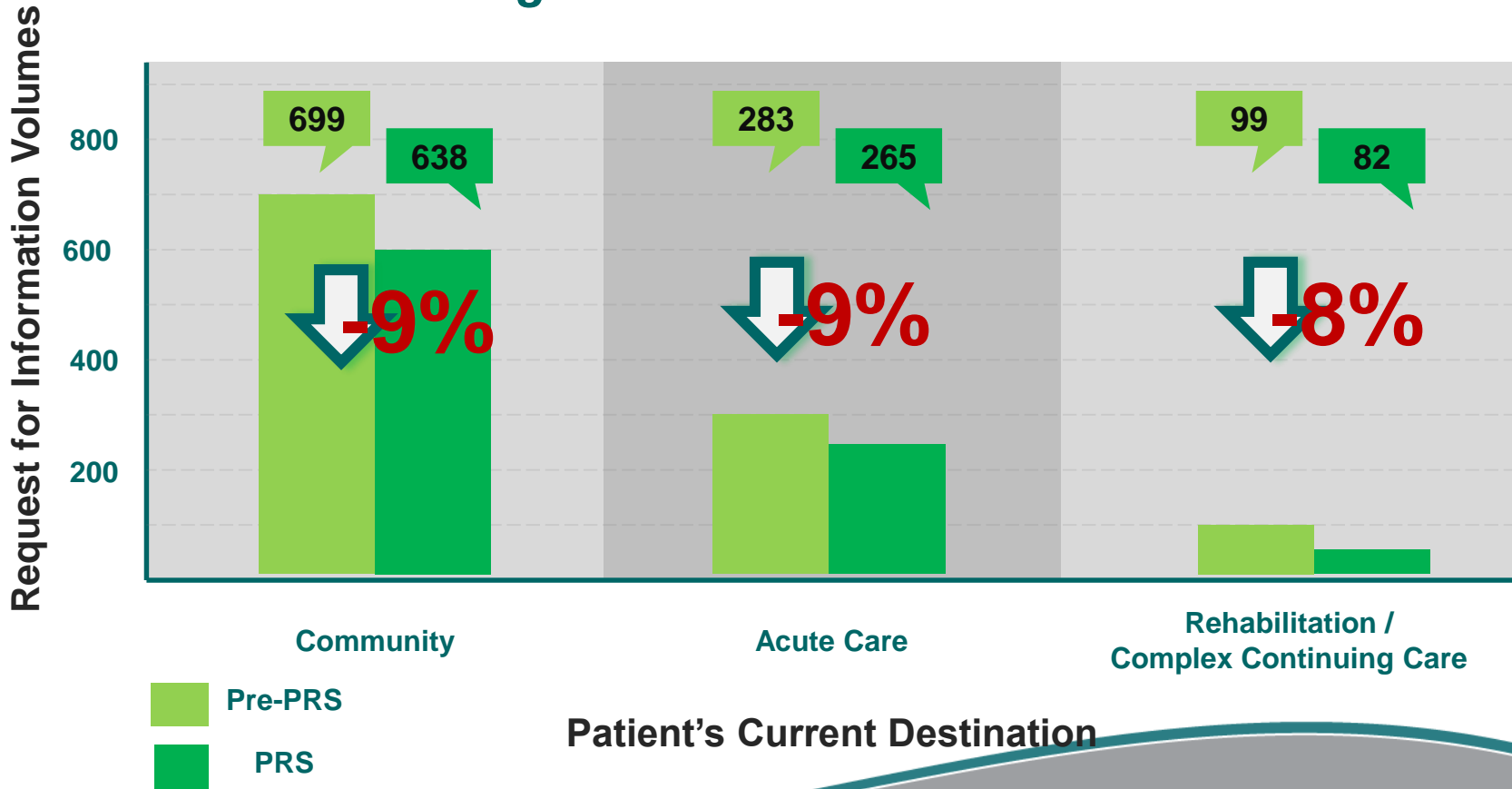
Enteral Feeding

*23 Programs accept
Other Tube*

+41%

Reduction in Request for Information

Total Volume of RFIs Received for Long-Term Care eReferral in RM&R



Recommendations

#1

Identify the right audiences



#2

Frequent and ongoing dialogue is the key to successful implementation



Questions?

