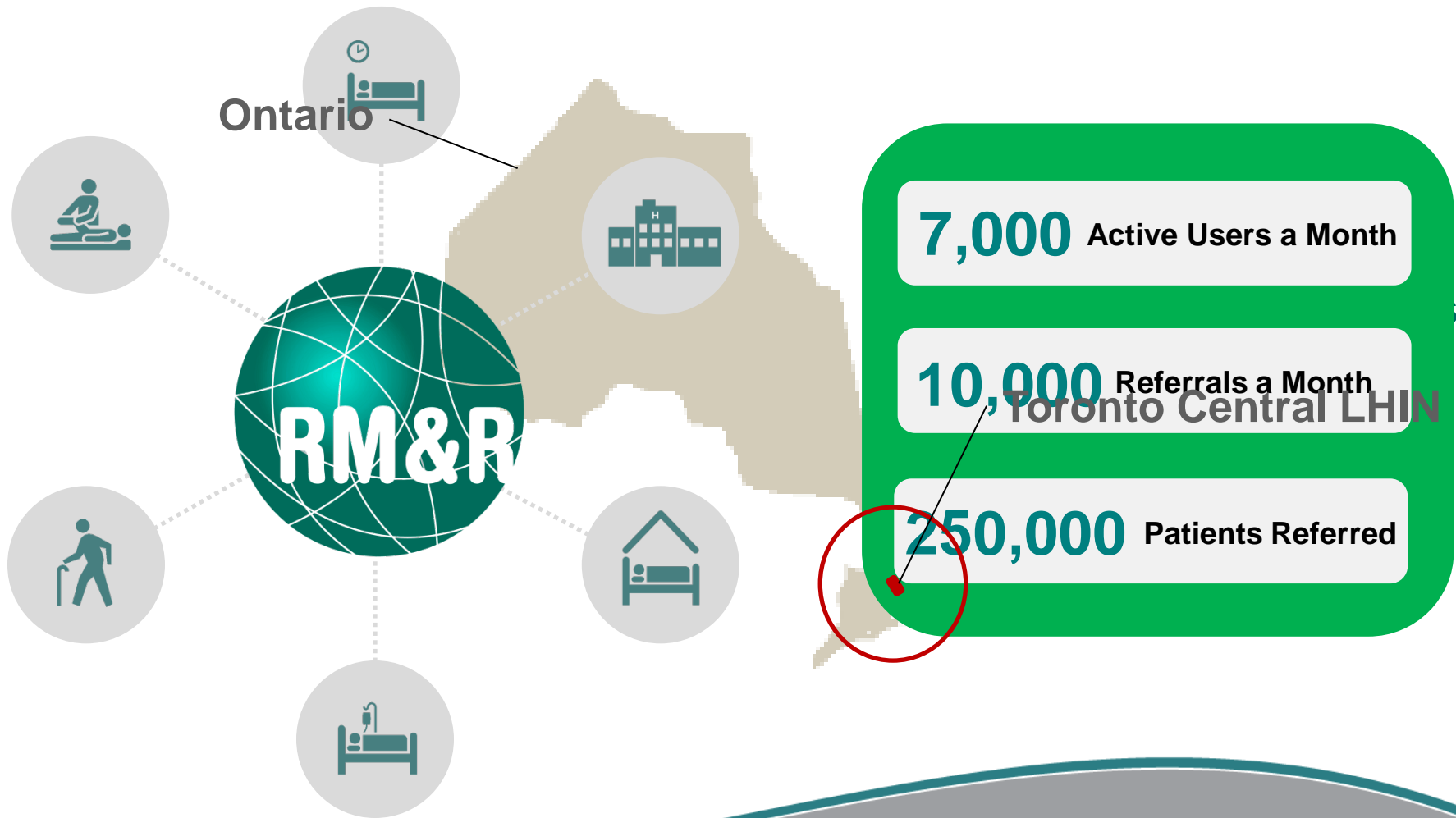


Resource Matching and Referral

Streamlining Community Support Service Referrals in
TC-LHIN to Increase Clinician Adoption

Katie Fong
University Health Network

What is Resource Matching & Referral (RM&R)?

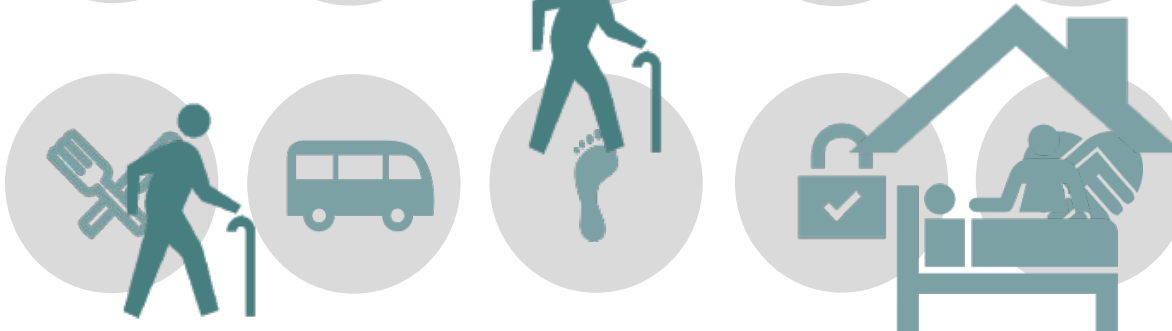


What are Community Support Services (CSS)?

Referral Workflow



Patient Journey



What was the Objective of the CSS Enhancements Project?

Objective

Increase Adoption of RM&R



#1

Understanding the Current Issues



#2

Addressing the Pain Points

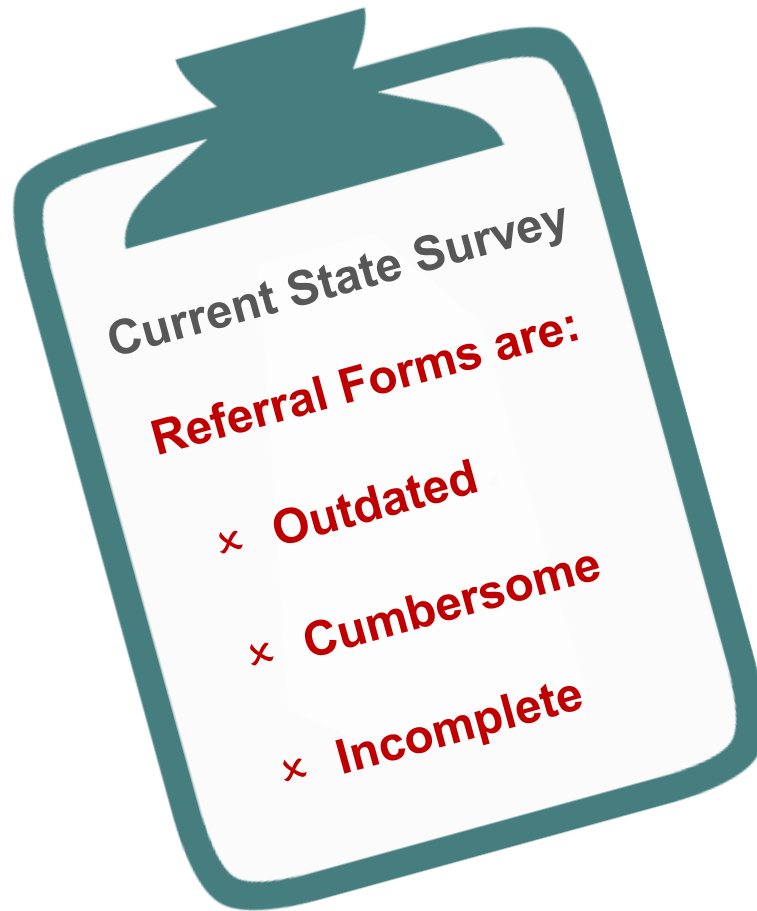


#3

Implementing the Changes



Step #1: Understanding the Current Issues



Shadowing Sessions

Referral Senders:



Step #1: Understanding the Current Issues

Improvement Opportunities



Delayed or No



#1

Streamlining the Referral Forms



Time away from



#2

Refreshing the CSS User Base



Misinformed System Planning

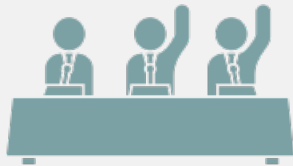


Step #2: Addressing the Pain Points

Define a Structure to Facilitate Decision-Making



Project Subcommittees



Senders



Receivers

Project Working Group



Senders & Receivers

Project Steering Committee

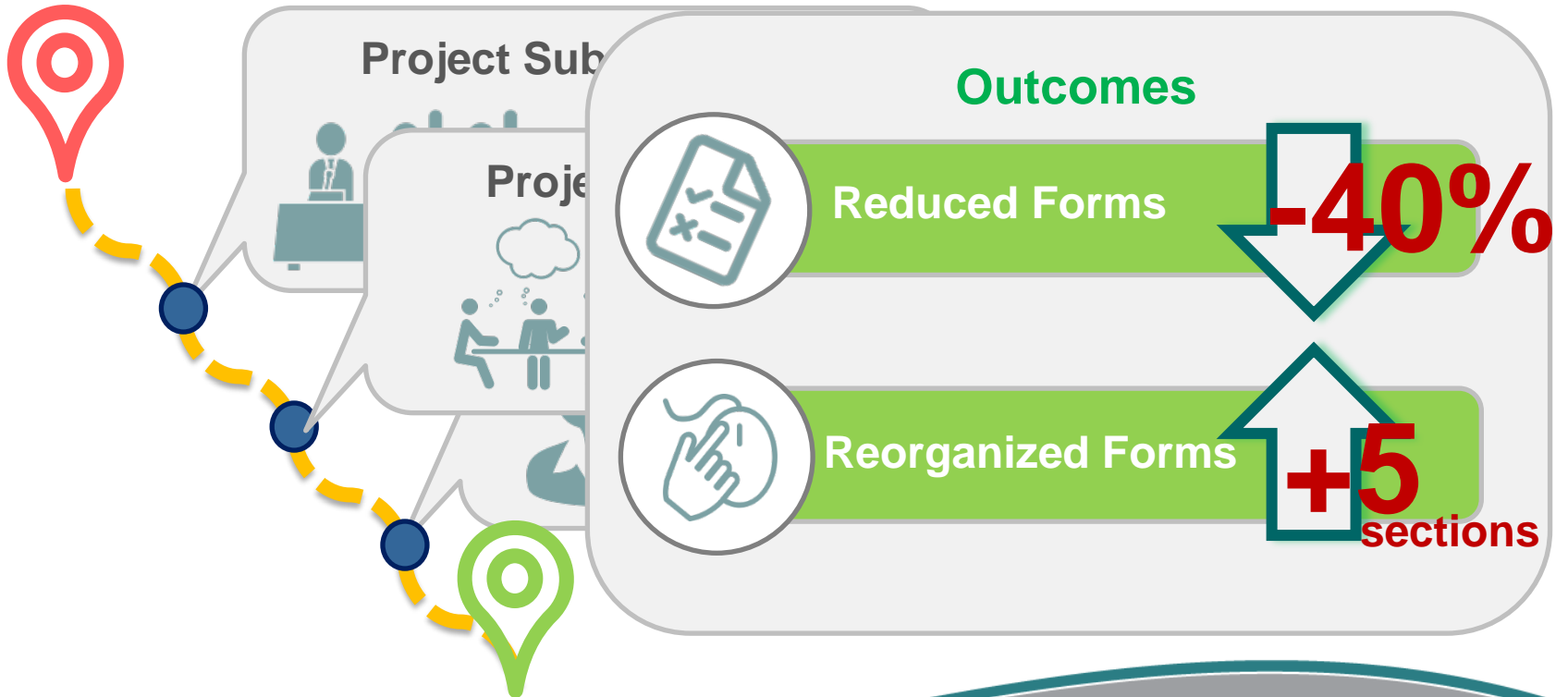


Sector Leadership

Step #2: Addressing the Pain Points



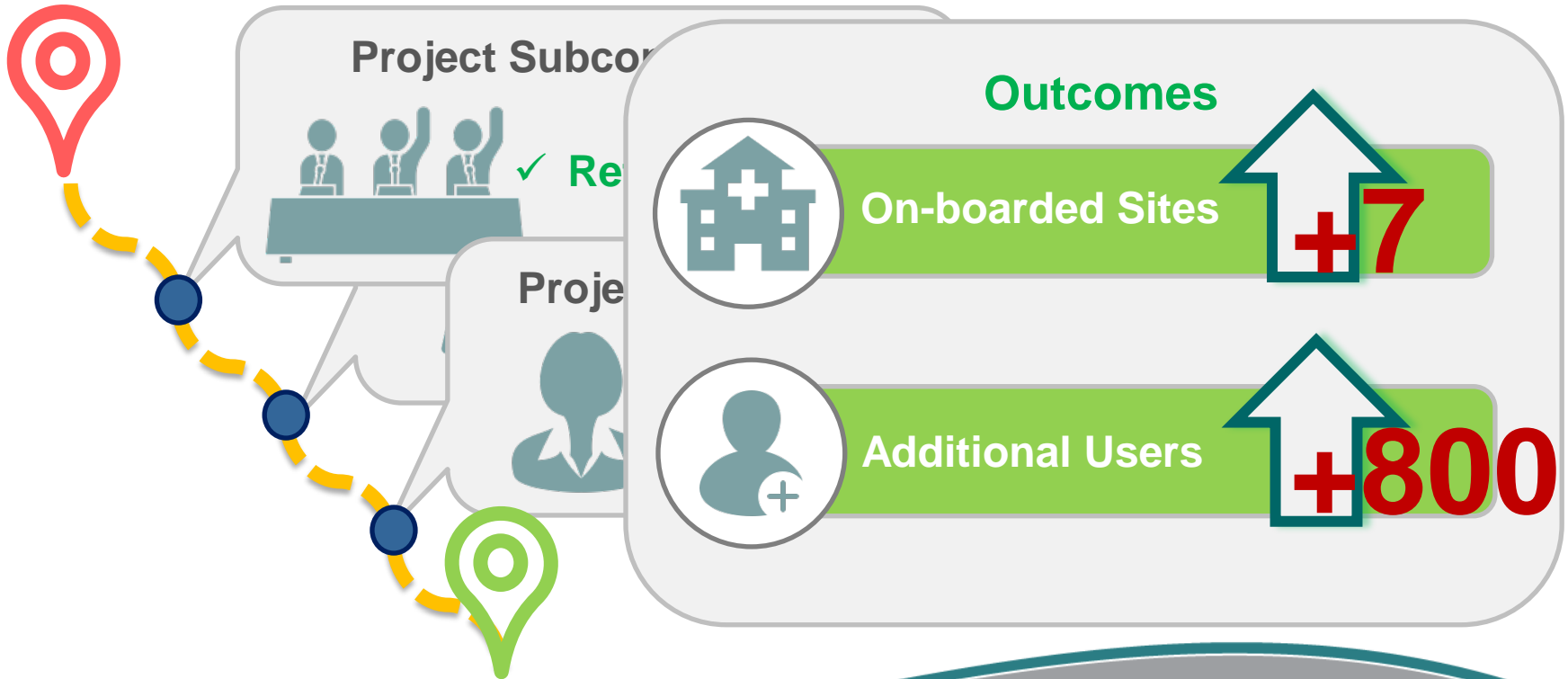
Streamlining the Referral Forms



Step #2: Addressing the Pain Points



Refreshing the CSS User Base



Step #3: Implementing the Changes



Effectiveness of Streamlining the Referral Form

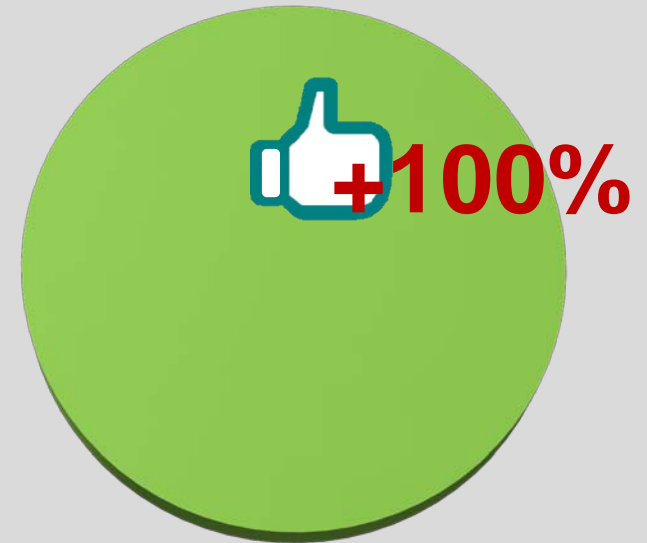
Time to Complete and Send a CSS Referral



Decreased or
Remained the Same

Increased

Satisfaction with Information Received

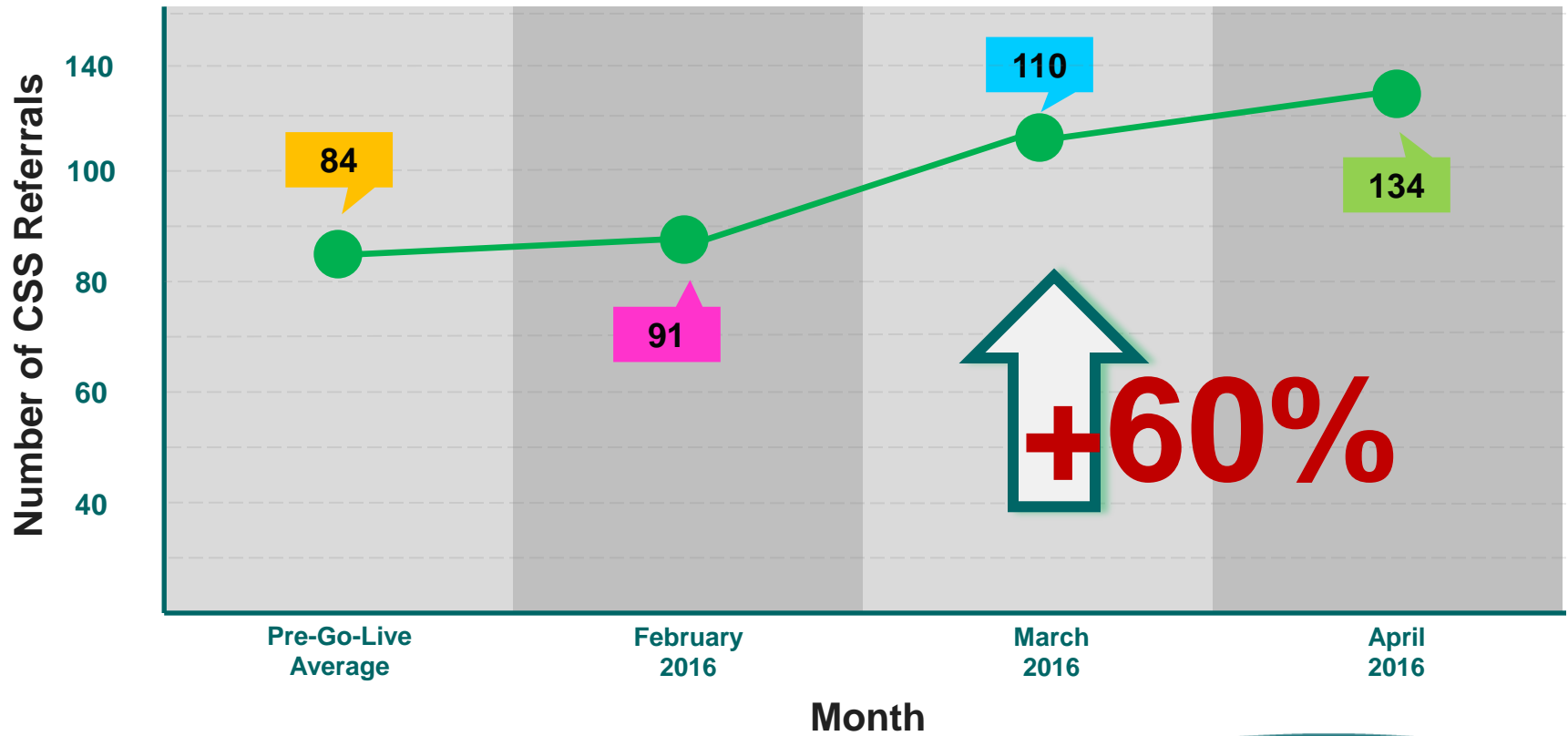


Satisfied

Unsatisfied

Effectiveness of Refreshing the CSS User Base

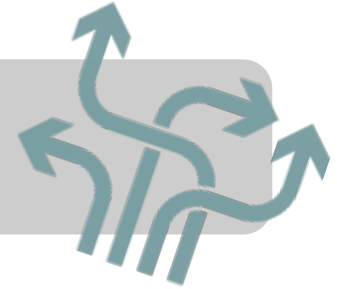
Monthly CSS Referral Volumes



Key Recommendations

#1

Use Multiple Methods to Determine the Challenges Clinicians Face



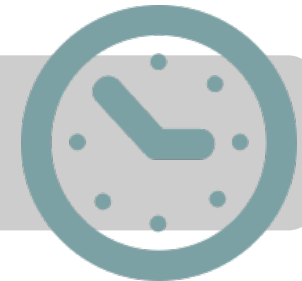
#2

Include all Levels of Business to Solidify Buy-in



#3

Optimize Go-Live Schedule to Maximize Adoption Opportunities



Questions

Katie Fong

University Health Network

Katie.Fong@uhn.ca

