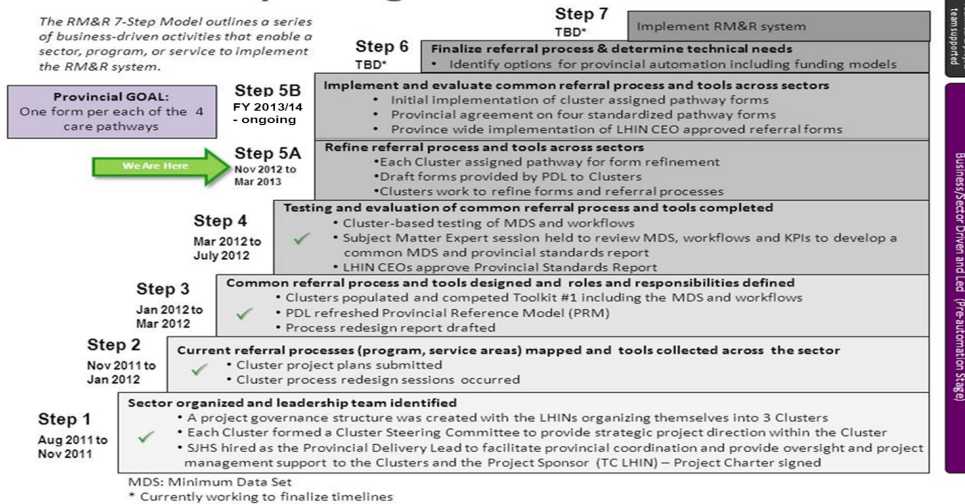


Project Bulletin

Winter 2013

The Value of the Current Phase, Step 5A

RM&R 7-Step Change Model



In the current phase, Step 5A of the project, the Clusters are working to refine the standard forms and referral process for their assigned care pathways. This is important work as research shows that when process or patterns of care are divergent, clinical outcomes and patient experience suffer. Standardizing process and care pathways across organizations facilitates improved collaboration and service delivery, resulting in better care outcomes and an improved patient experience for Ontarians.

The RM&R project continues to support key government initiatives like the Ontario Senior Care strategy. As such, standardizing referral process was one of the key recommendations highlighted in Dr. Sinha's report submitted to the Minister of Health and Long-Term Care and the Minister Responsible for Seniors—*Living Longer, Living Well*—recommendations to inform a Seniors Strategy for Ontario in January 2013: *"The Ministry of Health and Long-Term Care and its Local Health Integration Networks (LHINs) should require that health, social, and community services providers streamline their assessment and referral processes to: a) avoid duplication and burden for patients and clients, and b) to promote greater efficiency in the delivery of services."* Dr. Sinha's recommended this as a key enabler to support his strategy.

The standardization of referral terminology, forms, and process is a critical step towards automation and is consistent with best practices in change management and the future implementation of electronic solutions (pending approval).

What is ALC RM & R?

ALC RM&R stands for Alternate Level of Care Resource Matching and Referral and is a program that began as a way to help streamline the complex patient referral system across Ontario.

Once fully implemented, it will benefit patients, health service providers and health planners. Through increased collaboration, standardized referrals and a shared commitment to project success, ALC RM&R will result in more efficient, equitable and client-centred care. Supported by the Ministry of Health and Long-Term Care, this initiative is considered a priority for all 14 Local Health Integration Networks.

The in-scope care pathways have been defined as **Acute to Rehab, Acute to Complex Continuing Care, Acute to Long-Term Care and Acute to CCAC in-home services**. ALC RM&R supports the Ministry of Health and Long-Term Care ER/ALC Strategy, the Senior's Care Strategy, the Excellent Care for All Strategy, and the Ontario eHealth Strategy.

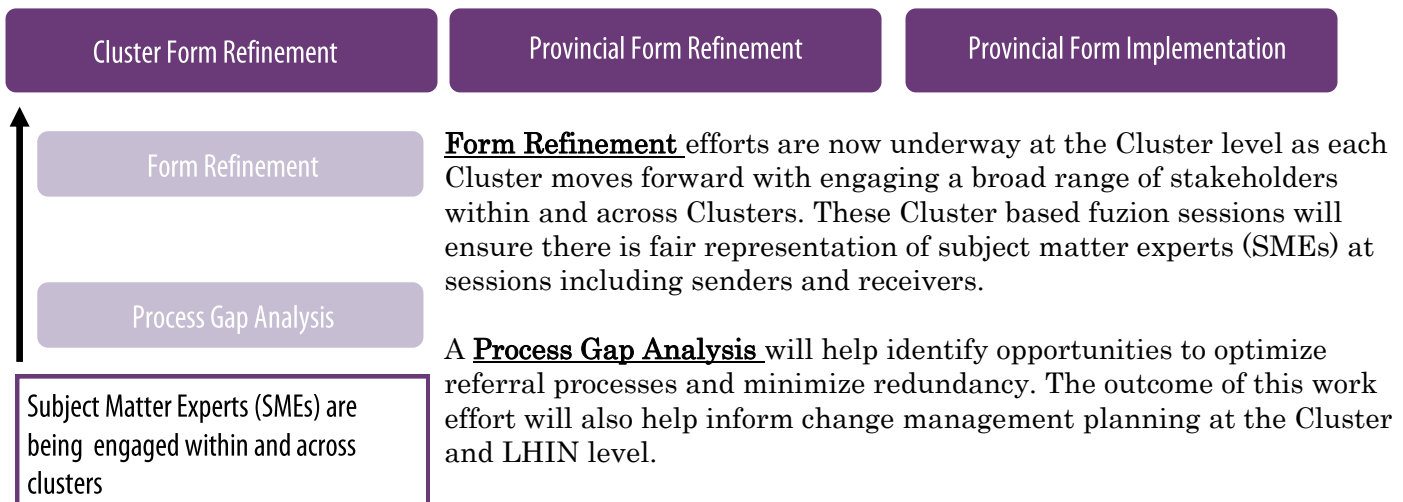
The Process to Arrive at one Provincial Form



Key Project Updates

As we move forward with Step 5A, it is important to reflect upon the lessons learned, and feedback from the work completed to date. From now until the end of March, Clusters will be engaging in two significant work efforts that are critical to the development of Cluster based referral workflows and Provincially standardized referral forms.

2012/13-2013/14



Key Dates

LHIN Fusion Sessions

ESC Jan 30
WW Feb 4
SW Feb 6
HNHB Feb 13

Cluster Consensus Session

Feb 28 London SW
CCAC Office

Cluster Corner

The Cluster 1 delivery team has been involved in several activities since early January with a focus on maximizing stakeholder engagement. Stakeholder Fusion sessions have been held in each of the four LHINs. The purpose of these sessions was to review the Provincial Acute to CCAC In-Home referral form template and make recommendations on the revision of the form to support the goal of developing a standardized referral form that meets the needs of both sending and receiving organizations. Participants included front-line staff and managers from many of the acute care hospitals, and CCAC staff and leaders from across the LHIN. A cross-section of participants will be asked to return to participate in the Cluster Consensus Session. The goal of the consensus session is to finalize a single and standardized Acute to CCAC In-Home referral form and address gaps between current and future state referral processes.

This bulletin summarizes key messages from Provincial Project Team meetings and highlights upcoming project activities. These messages are provided to keep you informed of the project's progress and activity.