

Bulletin

May 2014

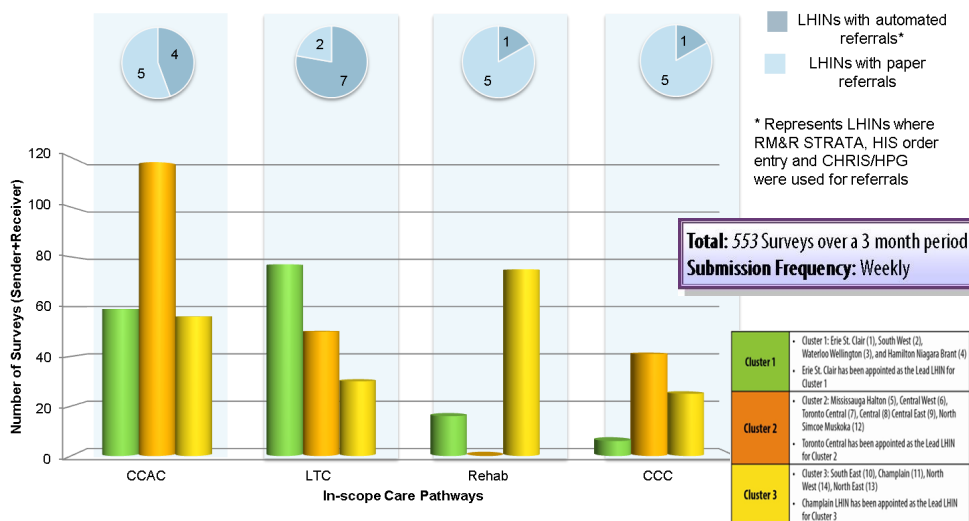
Celebrating the Successful Completion of a Major Milestone!

The RM&R BTI team wishes to express sincere thanks and congratulations to all of the Health Service Providers (HSPs), Cluster Delivery Teams (CDTs), and Local Health Integration Networks (LHINs) that participated in the Initial Implementation of the Provincial Referral Standards. The dedication and commitment from staff within over 360 participating HSPs has enabled us to complete a thorough process to test and validate the Provincial Referral Standards before provincial roll out across all HSPs.

Thank You!

We are pleased to announce that LHIN CEOs have formally approved the Final Provincial Referral Standards for Provincial

Provincial Evaluation:



- ⇒ Over **360 HSPs** participated in the Initial Implementation Phase
- ⇒ **Extensive variation** in who completes and sends referrals
- ⇒ **No impact** to patient safety/quality was noted throughout the provincial evaluation
- ⇒ Overall **appreciation and acknowledgement** of the benefits of Provincial Referral Standards
- ⇒ **Education and training are paramount** to ensure referrals are being completed appropriately
- ⇒ Sites that used automated referrals reported **system efficiencies** through the use of a **lean referral process**

What is ALC RM&R BTI?

The Alternate Level of Care Resource Matching and Referral Business Transformation Initiative (RM&R BTI) was a program that began as a way to streamline the complex patient referral environment across Ontario. Supported by the Ministry of Health and Long Term Care, this initiative has been a priority for all 14 Local Health Integration Networks (LHINs).

Through the development and implementation of Provincial Referral Standards, RM&R BTI has supported the streamlining of the referral environment for the following four care pathways: Acute to CCAC; Acute to LTC; and Acute to Rehab, and Acute to CCC.

What's Next?

Now that LHIN CEOs have formally approved the Provincial Referral Standards, individual LHINs are implementing the Referral Standards at all remaining HSPs within their LHIN.

To help support LHINs as they work to implement this change, a RM&R Provincial Standards Sustainability Office (PSSO) has been established to help coordinate LHIN efforts by monitoring ongoing implementations, and providing ongoing management

Why Implement Provincial Referral Standards?

The current referral environment across the province relies on multiple faxes and phone calls between health service providers, as the information needs to transition a patient safely vary by facility. These inefficient processes impact patient wait times and can have an effect on quality of care.

The use of Provincial Referral Standards improves business process efficiencies and ensures standardized information follows the patient across the province, helping Ontarians receive the right care, at the right place, and at the right time. Through standardizing referrals, RM&R BTI aims to improve access and equity, as well as enhance safety and quality of care as patients transition through the care continuum.

Exactly What has Been Standardized?

Acute to CCAC	Referral data sent by Acute in-patient (medical /surgical) units to the CCAC in order to trigger a patient assessment for CCAC services.
Acute to CCAC to LTC	Referral data in the application cover sheet sent by all CCAC to LTC Homes to help the LTC Home in making acceptance decisions. All other attachments are standardized through either the Ministry or the CCAC sector.
Acute to Rehab and CCC	Referral data sent by Acute in-patient (medical/surgical) units to Rehab and CCC facilities to help the Rehab and CCC facilities in making program /service acceptance decisions.

Next Steps for FY 2014/15

Now that LHIN CEOs have formally approved the Provincial Referral Standards, individual LHINs are implementing the Referral Standards at all remaining HSPs within their LHIN by end of FY 2014/15. A RM&R Provincial Standards Sustainability Office (PSSO) has been established to help coordinate LHIN efforts by monitoring implementations and providing ongoing management and maintenance of existing Provincial Referral Standards.

Taking Part in Making a Difference

The implementation of the Provincial Referral Standards is a change that without your help, cannot be successfully implemented. Front line staff are vital in promoting change management across the HSP sites and ultimately, directly impact the province's ability to successfully implement at every HSP across the province. Some points to consider for FY 2014/15:

- ⇒ Consider being a champion for the use of Provincial Referral Standards within your organization. Acting as a champion is beneficial to everyone because it promotes best practice and ensures consistency in the standardized referral process
- ⇒ If you have questions about the use of the Provincial Referral Standards or any other general inquiries, please contact your designated LHIN representative as indicated the LHIN Corner below.

Cluster 1 Corner

Now that the Provincial Referral Standards has been approved our task is to implement/roll-out the Referral Standards within each Health Service Providers in Cluster 1 for FY 2014/15 that was developed through RMR BTI. Cluster 1 team will be in contact with each HSPs to discuss next steps and plan for implementation.

If you have any questions please feel free to contact your local LHIN lead or
Abbas Alimorad (Abbas.Alimorad@Transformsso.ca) Cluster 1 Project Manager.



Provincial Delivery Lead

This Bulletin is in addition to any LHIN specific communications and is intended to summarize key messages from the

RM&R Provincial Standards Sustainability Office (PSSO).

Please forward your comments or questions to your LHIN Contact



RM&R Provincial Standards Sustainability Office (PSSO)