



Resource Matching & Referrals



CE LHIN ehealth Team

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Feb 17, 2010



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What is RM&R?

The Resource Matching and Referrals is a key recommendation from the provincial ALC strategy of moving patients to alternate level of care (ALC) settings in a timely, appropriate and efficient manner from acute to defined post-acute facilities.

What is the Project?

- The RM&R Project is a three year (2012), phased initiative to automate ALC referrals
- 7 LHINS are collaborating (Central, Central West, Mississauga Halton, North Simcoe Muskoka, South East and Toronto Central)
- Phase I (*Dec – Mar 31, 2010*) will gather data to determine current state of referrals including: process, tools and volumes
- Scope - initially limited to capture majority of volume:

Adult (Medical / Surgical) Patients in 4 main referral pathways:

1. Acute to LTC
2. Acute to Complex Continuing Care
3. Acute to Rehabilitation
4. Acute to In-Home Services

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Who is Involved?

- LTC, CCAC, and Hospitals for Phase I
- Staff involved in referrals (discharge, social work, intake specialists, physicians, CCAC)
- Overall Project Mgmt (7 LHINS) by SIMS (UHN) and karol.eskedjian@lhins.on.ca coordinating for the CE LHIN

What are the Outcomes and Benefits?

Implementation of an RM&R solution by the LHINs will lead to:

- ✓ Automated Matching of patient ALC resource needs with available resources
- ✓ Electronic information sharing between providers involved in patient care/referral
- ✓ Health care providers making more informed referral decisions to improve the delivery of care
- ✓ Reduction in ALC days within health care system
- ✓ Improved patient experiences

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What are we doing in Phase 1? (Dec – March 31, 2010)

- Data Collection - to document and understand what we do currently through types of data:
 - ✓ Current Capacity and Referral volumes (08/09)
 - ✓ How referrals are done – process maps (both sending and receiving)
 - ✓ What Forms and electronic Tools are used currently
 - ✓ Technical infrastructure and connection to eHealth Ontario (eHO) secure Network
- Workshops (FUZION sessions) to evaluate and determine data “rolled up” to one process map per pathway and discuss the “future state” of the CE LHIN ALC referral process
- Report of consolidation of 7 LHINS on current state and future suggestion

How are LTC organizations involved?

- Communication - Newsletters to senior leaders bi-weekly
- Teleconference - overview sessions (*Jan 27/10*)
- Validate process map from CCAC to LTC and add processes within your organization (*Feb 16-19/10*)
- Telephone questions regarding technical information (e.g. Secure connection, support staff) (*Feb 16/10*)
- Provide forms used internally as reference
- Senior Leader overview session (web meeting) (*Feb 25/10 – 3pm – 4pm*)
- Participate in the FUZION sessions involving LTC pathways

Project Initiation
& Planning

Formal Kick-off &
Stakeholder Engagement

Inter-LHIN & Intra-LHIN
Current State Analysis

Fuzion

Future State
Considerations

Wrap-Up &
Project Bridge

Next Steps?

- Stay tuned to the communication information
- Participate in the process
 - Validation of the process (Feb 16-18)
 - Telephone survey completion on Technical infrastructure (Feb 16/17)
 - Participate in the Leadership overview AND Fuzion Session (Mar 2 and Mar 5/10)
- Stay Tuned for the results to be communicated back (April 2010) and Phase II

Questions?

For more Information:

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