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Improving the RM&R Application through Your Feedback

Over the past few months, the RM&R team has been working closely with RUG members and clinicians to develop enhancements for the RM&R application. The following enhancements will be included in the Usability Release (Version 9.2) scheduled to go live in the coming weeks.

#1. Streamline Clinician Sign-Off tab

To streamline the referral process, all users will enter their clinical designation only once, after their first login. This clinical designation will appear in many timestamps. For example, it will appear in the 'Physician/Nurse Practitioner Signoff' tab in the CCAC Referral Pathway. The RM&R application will also clearly prompt the Physician/Nurse Practitioner user, prior to signoff, with the 'Please ensure the prescription is included with this referral' message.

#2. Confirmation of Updates to Sent Referrals

Sending users will now receive a confirmation message on the 'Send & Manage Referrals' tab and the 'Active Referrals' dashboard when an update has been saved (sent) to a sent referral. They will also receive a confirmation message when the update has been reviewed by the receiver.

#3. Start a New Referral from Add Care Type Page

Users can now start a new referral, for patients with previous referrals of the same care type, from the 'Select Care Type' page by clicking the 'Start New Referral' button.

#4. Updated Terminology

Changes to the Patient Transfer Statuses

Old Terminology	New Terminology
Delay	On Hold
Disable	Deactivated
In Process	Start new Referral

#4. Updated Terminology

Changes to the Referral Statuses for the CCAC In-home care pathway

Old Terminology	New Terminology
Pending (status)	Sent to CCAC
Accepted (status)	Received by CCAC
Admitted (status)	Placed in CCAC Service Plan
Disable (button)	Deactivated (Sender Change) Cancelled (Receiver Change)

Governance Refresh Almost Complete!



To meet the evolving needs of the RM&R Program, we are updating our governance memberships. The program is currently working with **Long-Term Care Homes** to identify representatives. Visit www.resourcematchingandreferral.com/rmr-governance/ for more details.

If you have not already done so, please send RM&R your site's outstanding contacts to RMR_program@uhn.ca

Building a New Palliative Care Referral Pathway

- ☞ The RM&R Program is currently working on building a new Palliative Care Referral Pathway.
- ☞ Upon completion in Fall 2014, users will be able to send inter- and intra-facility referrals to Adult Inpatient Palliative Care Units in Toronto Central LHIN.
- ☞ Project kick-off meetings were held with all participating sites and the analysis of data collected from the Current State Assessment Toolkit is underway.
- ☞ The Current State Assessment Toolkit will help the team understand palliative care workflows at the participating sites, assess potential risks and program matching criteria.
- ☞ The Palliative Care referral form in the RM&R application will be based on the existing paper Palliative Care Common Referral Form. The team is working with palliative care subject matter experts to configure the electronic referral form.

Who is Participating in the Project?

Baycrest
Bridgepoint Health
Kensington Hospice
Mount Sinai Hospital
Providence Healthcare
Runnymede Healthcare Centre
St. Joseph's Health Centre
St. Michael's Hospital
Sunnybrook Health Sciences Centre
Toronto Central CCAC
Toronto East General Hospital
Toronto Grace Hospital
Toronto Rehabilitation Institute
University Health Network
West Park Healthcare Centre



Giving LTC Homes and CSS Agencies cGTA Access

- ☞ **What is ConnectingGTA?**
The ConnectingGTA Provider Portal is a regional electronic health record that will provide users access to Personal Health Information from multiple provincial data repositories and Health Information Systems
- ☞ **How will my site benefit from ConnectingGTA Viewing?**
Through the One Network Gateway Portal, eligible Long-Term Care (LTC) Homes and Community Support Services (CSS) agencies in Toronto Central LHIN will be able to view patient information like: Clinical reports, Diagnostic images and reports, Lab results etc.

Viewing access to ConnectingGTA will deliver many benefits: a.) Reduce back-and-forth between senders and receivers, b.) Reduce denied referrals resulting from incomplete or outdated information and c.) Allow for earlier preparation of patient transfers to LTC Homes and CSS Agencies.

- ☞ **What Happens Next?**
The RM&R team, via the site privacy and security assertion surveys, is currently determining which LTC Homes and CSS Agencies are eligible for ConnectingGTA Viewing.

Updating RM&R's Privacy & Security Standards

- ☞ In Winter 2014, LTC Homes and CSS Agencies completed privacy and security assertion surveys, to determine compliance with RM&R agreements and possible eligibility to participate in the ConnectingGTA Viewing project.
- ☞ The RM&R program will engage Acute and Rehab/Complex Continuing Care organizations to complete privacy and security assertion surveys to finalize the environmental scan of compliance with PHIPA and the RM&R Data Sharing Agreement.
- ☞ The RM&R program has drafted program-wide RM&R privacy and security policies. These policies will be tested and discussed during Summer 2014.
- ☞ RM&R's Privacy and Security Working Group will launch in May with sector representatives identified by the Business Advisory Council.
- ☞ The RM&R program will be available quarterly 'RM&R Privacy and Security Audit Reports' for sites to manage privacy risks surrounding appropriate access to patient health information.

Contact Us

We would love to hear from you!
Please send us your ideas, suggestions, questions or concerns.



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