Resource Matching & Referral

Enabling the timely transition of patients to the right care

February 2015

Ontario
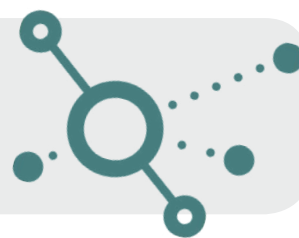Toronto Central Local Health
Integration Network

What's in this Issue

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- RM&R sub-committee updates
- Go Live updates to the Provincial Referral Standards Project
- RM&R how the community mental health and addiction sector will fit into RM&R

How can I Use ORBIT to Improve my Organization?

The Online Referral Business Intelligent Tool (ORBIT) can you help track and compare your organization's referral patterns. For a list of all referral patterns available in ORBIT please click here to view the Definitions guide. In this article the RM&R program, as a hypothetical example, will showcase how a sending organization can use ORBIT to examine why Rehabilitation / Complex Continuing Care referrals are being sent back for Requests for Information (RFI).

1 Log into ORBIT

Click here to log into ORBIT. If you do not have an account, send an email to RMR_Program@uhn.ca to start an application.

2 Click the Rehab/CCC Dashboard

A Dashboard tracks referral patterns, by care type, in the RM&R application. Please note: In ORBIT all data reported with values less than 5 are rounded up to 5.

3 Select your Organization

You can select your organization by clicking its name under the Sending Organization filter in the left side panel.

4 Select Year/Quarter/Month

You can refine your organization's data results by clicking on the Fiscal Year, Quarter or Month filters, located at the top of the page.

👁 Review Receiving Organizations

Upon selection, on the side, the dashboard will showcase the referral patterns between your organization and receiving organizations. You can view the volume of referrals sent, the number of referrals accepted and the number of referrals admitted.

5 Your Organization's RFIs

Scroll down to the RFI section. This will showcase a variety of different RFI related data. You can examine the number of RFIs sent back to your organization, review which receiving organization sent your RFIs and why the RFI was sent.

6 Filter by Service Area

Click the plus button (+) next to your organization's name to view service area data.

7 RFI Impact on Patient Care

Scroll down to the Process Efficiency section at the bottom of the page. Here you can view the impact RFIs have patient care. For example, you can view an RFIs impact on follow-up wait time.

What should I do with this data?

- ℭ Understand what missing information is causing the RFI. Understand why certain service areas, in your organization, are receiving high RFI volumes.

- ℭ Develop a Business Improvement Plan.

- ℭ Regularly track RFI data, in ORBIT, to examine if your Business Improvement Plan is working.

Go-Live Updates to the Provincial Referral Standards Project

- By February 27th, 2015 the RM&R program will update the Long-Term Care eReferral form.

- Long-Term Care senders will notice the following change: All fields currently using the word Applicant and Client will be changed to Patient, with the exception of the Health Report (Medical) tab and the Client Choice tab.

- The Provincial Referral Standards go-live for the Rehabilitation/Complex Continuing Care eReferral form has been rescheduled.

- Due to the volume of changes to the eReferral forms, the team is diligently working to ensure all technical requirements and user needs are adequately addressed.

Assessing How the Community Mental Health and Addictions Sector Will Fit into RM&R

- The RM&R program has mapped the information technology/information management infrastructure, reporting & analytics tools and privacy & security policies of three community mental health and addictions hubs (TheAccess Point, Coordinated Access to Addictions and Central Access) in Toronto Central LHIN.

- RM&R is currently mapping how addiction, supportive housing and mental health agencies receive referrals and admit patients.

RM&R's Subcommittee Updates

Reporting & Analytics Working Group (RAWG)

- On February 4, 2015 RAWG members helped refine the key themes for the Reporting & Analytics team to examine for the 2014/2015 Long-Term Care Analytics package.

- The 2014/2015 Long-Term Care Analytics package will explore the following: profiles of patients on the long-term wait list, supply and demand factors, impact of client choice on wait times and other factors that cause delays to accept a patient to a Long-Term Care home.

Contact Us

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

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