

What's in this Issue

- Results from the 2014 User Satisfaction Survey!
- Developing recommendations to improve palliative care and outpatient mental health intake at CAMH
- Downtime Advisory (April 10-11, 2015)
- Subcommittee Updates

Results from the 2014 User Satisfaction Survey!

What is a Relationship Management Initiative



Started in September 2014, the objective of the Relationship Management Initiative is to **annually measure and track user satisfaction** with 5 Key Satisfaction Indicators (KSI) of the RM&R program. Through the RM&R User Satisfaction data, the program will work collaboratively with participating organizations to improve identified gaps.

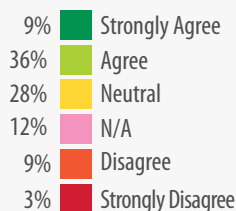
*Data listed below are averages of each Key Satisfaction Indicator

Survey Respondents



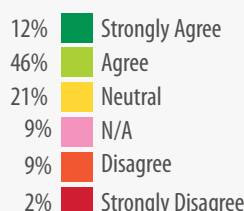
Training Satisfaction

N 1022

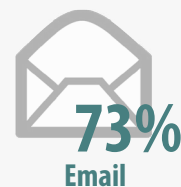


Downtime Satisfaction

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How do you receive information about RM&R?

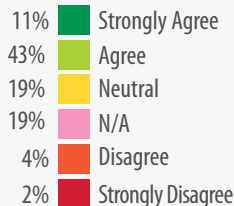


Do not receive information



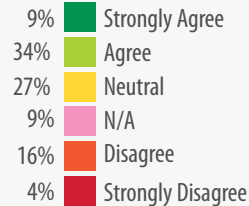
Help Desk Satisfaction

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Feedback Satisfaction

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[Click here to view the full Relationship Management Initiative Report](#)

Find out how satisfied users are from your organization!

Developing Recommendations to Improve Palliative Care and Outpatient Mental Health Intake at CAMH

Studying Palliative Care in Toronto Central LHIN

- Between January and March 2015, the RM&R program conducted a study to determine opportunities to align the adult inpatient palliative care pathway to Toronto Central LHIN's Palliative Care Strategy.
- After discussions with palliative care subject matter experts and RM&R users, the program compiled a list of recommendations to Toronto Central LHIN to increase transparency around palliative care referrals.



Studying how to improve access to Mental Health in Toronto Central LHIN

- Access CAMH is a centralized intake process for the Centre for Addictions and Mental Health outpatient mental health referrals.
- Between January and March 2015, the RM&R program conducted a study to understand Access CAMH's workflow and common issues encountered. The program developed a report, highlighting opportunities to incorporate Access CAMH into the RM&R consortium.



Scheduled Downtime between April 10-11, 2015 (8 p.m. to 6 a.m.)

Users will notice no change to the RM&R application.

RM&R's Subcommittee Updates

RM&R User Group (RUG)

- The March 18, 2015 RUG meeting was cancelled. Instead RUG members were provided with a summary of project updates.
- If you have any questions, comments or concerns please do not hesitate to contact the RM&R Program at RMR_Program@uhn.ca.

Contact Us

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



RMR_Program@uhn.ca

