

## **Resource Matching & Referral**

Enabling the timely transition of patients to the right care

# February 2016

# What's in this issue...

- Community Support Services (CSS) Enhancements Project
- Total Joint Replacement (TJR) Project
- RM&R Privacy & Security Attestations

### **CSS Enhancements Project**

**We are live!** Users can now send CSS referrals via the RM&R system with the new streamlined CSS referral forms. Approximately 650 senders were on-boarded to the Community pathway and over 10 training sessions were offered in preparation for the changes.

Benefits of this enhanced process includes:



#### **Patients**

- Functionality promotes better matching of patients to appropriate services
- · Access to referral history enables better identification of patient trends & risks
- Real-time updates allow information to be moved securely with the patient



#### **Providers**

- Improved one page electronic form is streamlined and is updated in real-time
  - Information is stored electronically in a centralized place for ease of follow-up
- Streamlined process encourages efficient use of clinician's time with patients



#### **Health System**

More accurate reporting to identify system-level gaps and barriers

We would like to thank all participating sites for making this a successful implementation.











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## **Total Joint Replacement (TJR) Project**

On January 29, the TJR Outpatient Rehabilitation (TJR OP Rehab) Pathway has gone live.

This means all new TJR OP Rehab referrals between TC- LHIN Acute and Rehab sites will be initiated, sent and managed electronically. Referrals sent prior to January 29 will be processed and closed-off following the previous paper/fax process.

On February 12, support for the RM&R TJR OP Rehab pathway has been transitioned to operational processes. Training support for this pathway is available on the RM&R website at http://www.resourcematchingandreferral.com/training

The project team would like to thank all participating sites, site coordinators and subject matter and technical experts who contributed to this project. Your efforts and feedback were key to the success of this implementation.

## **Privacy and Security Attestations**

The deadline to submit the RM&R Privacy and Security (P&S)
Attestations is now closed. Please contact the RM&R Program at
RMR Program@uhn.ca if you have yet to submit your Attestations or
have any questions overall regarding next steps. A friendly reminder that results of
the completed Attestations will be used to document and track site compliance with
RM&R's Privacy and Security Policies and Procedures.









