

Toronto Central Referral Service

Year-End Report

2015 to 2016

(April 1, 2015 to March 31, 2016)



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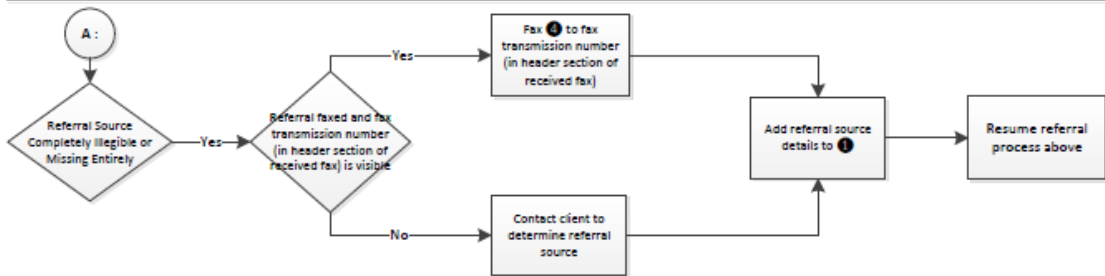
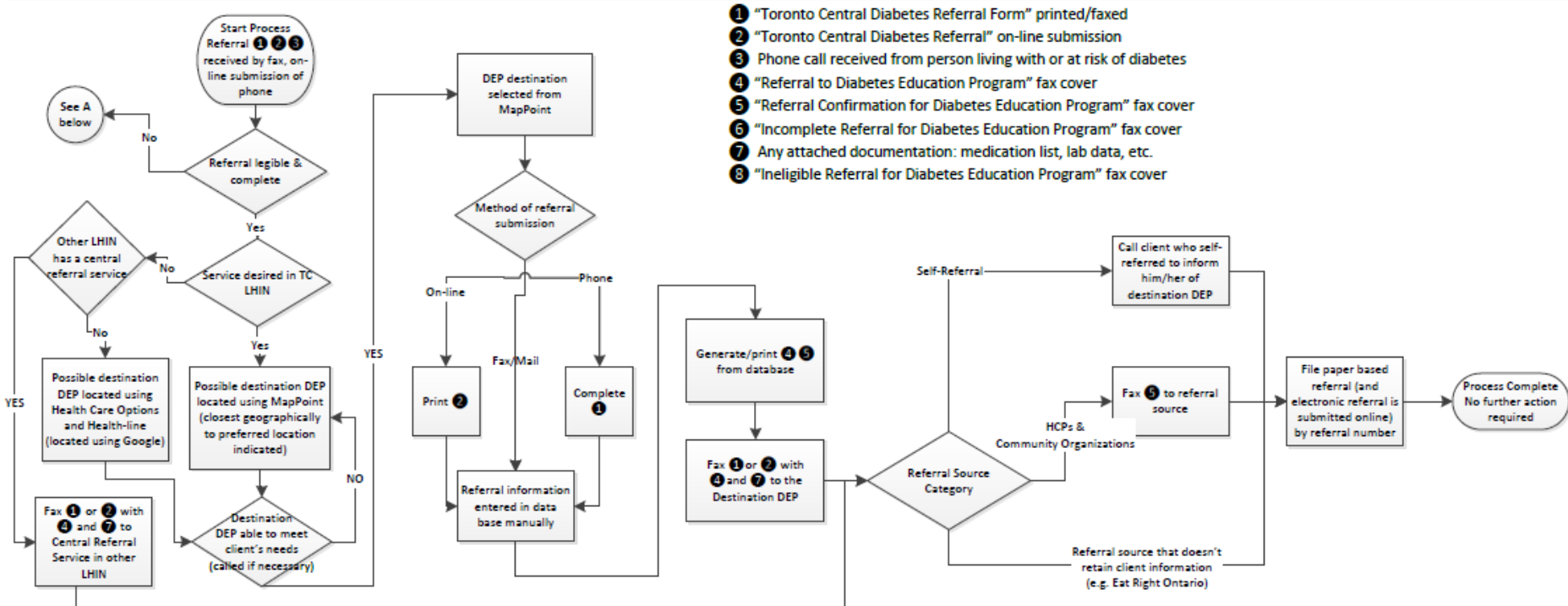
Purpose of this Report

1. To support efforts of all stakeholders to connect individuals living with or at risk of type 2 diabetes to team-based care.
2. To build stronger linkages between diabetes services in the region
3. To support quality improvement initiatives relating to improving access to diabetes programs and services.

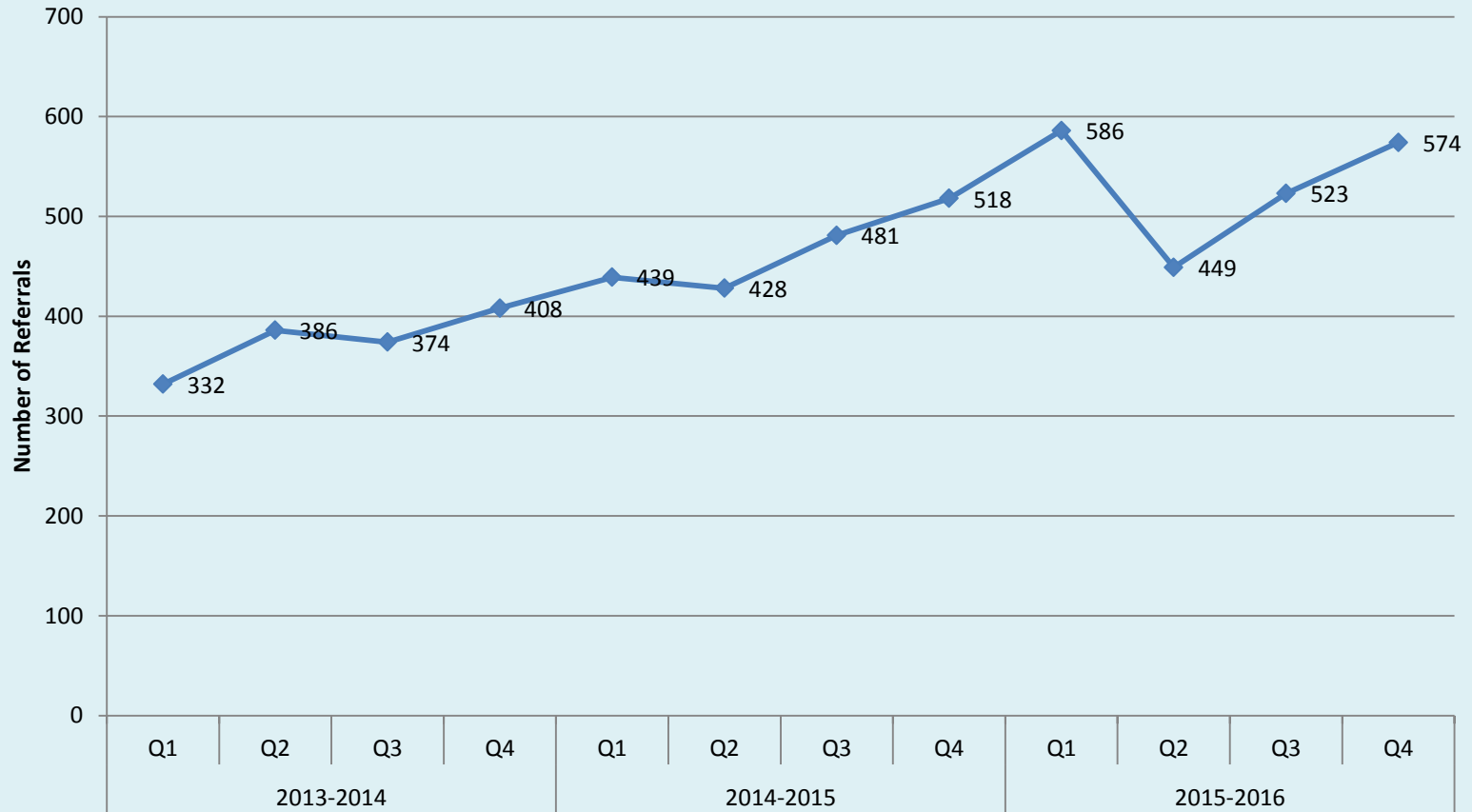
Referral Service Process

Toronto Central Diabetes Referral Service Process

June 2015

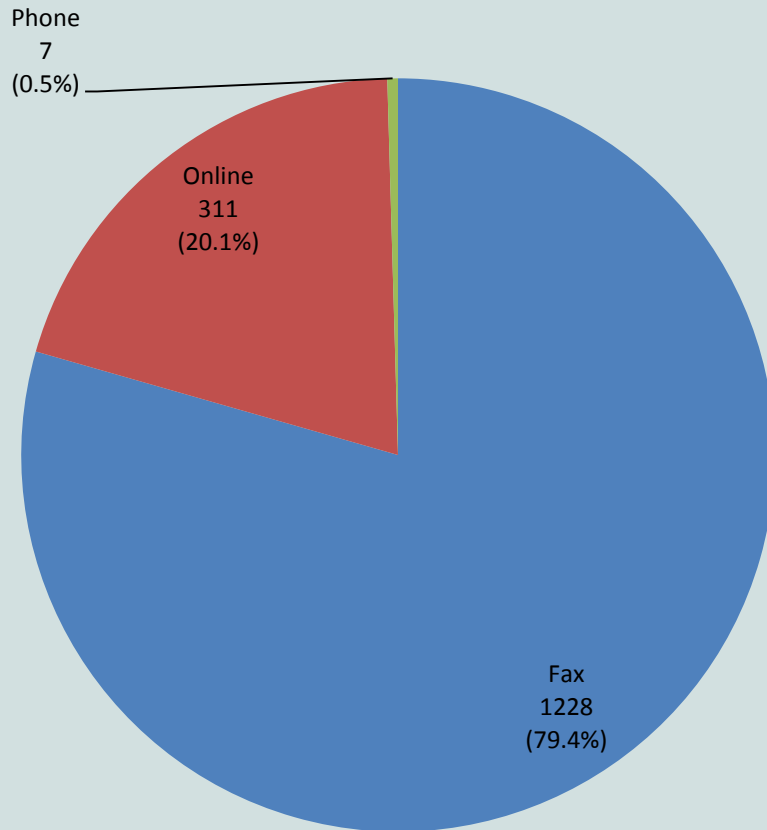


TCRS DEP Referrals



	2013-2014	2014-2015	2015-2016	Grand Total
Number of Referrals	1500 (27%)	1866 (34%)	2132 (38%)	5498

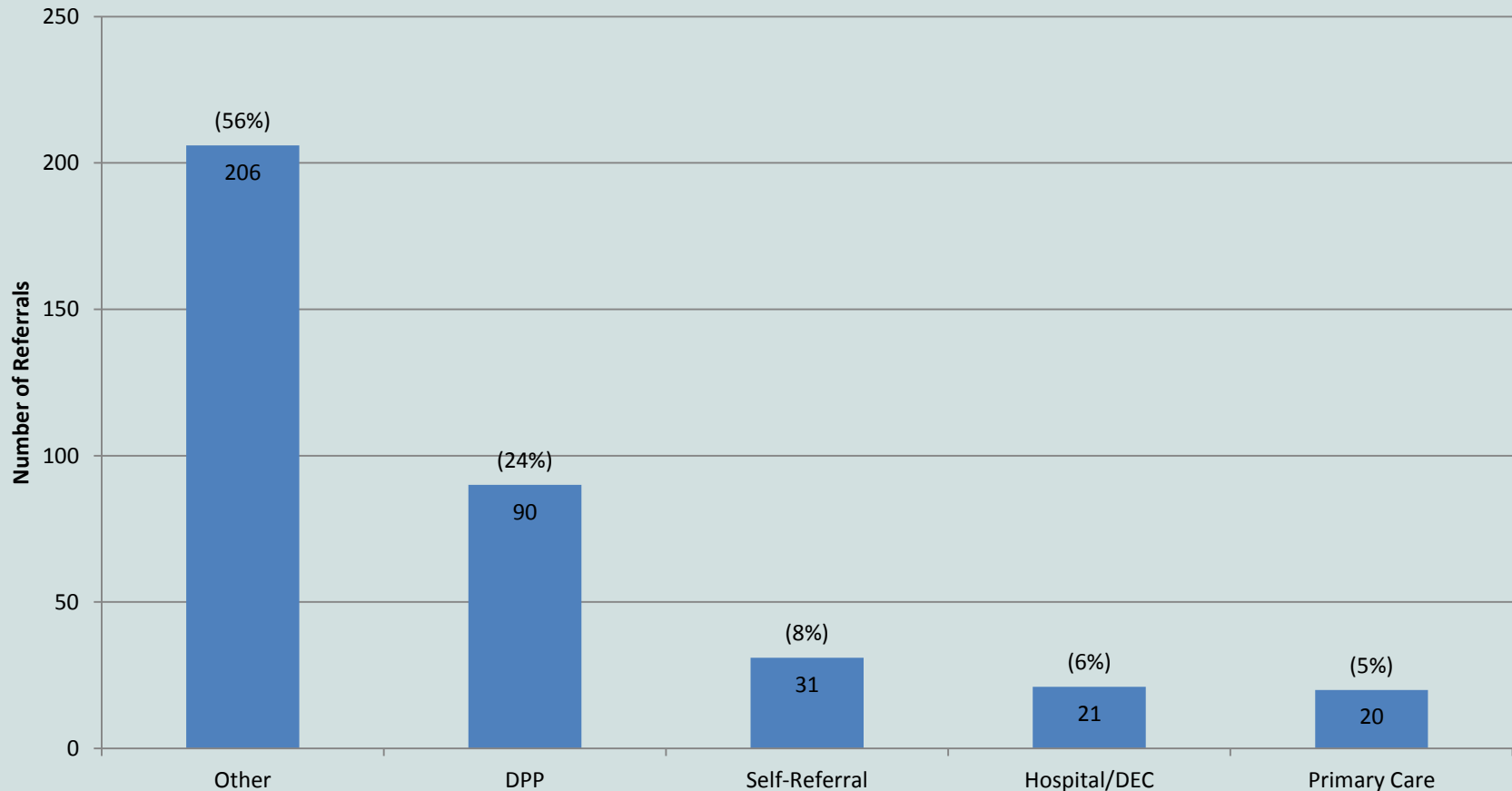
TCRS Method of Referral (Total Referrals for 2015/2016)*



	2015/2016		
	Q2	Q3	Q4
Fax	367	412	449
Online	81	106	124
Phone	≤5	≤5	≤5

*Data regarding method of referral was not available until Q2, 2015/2016.

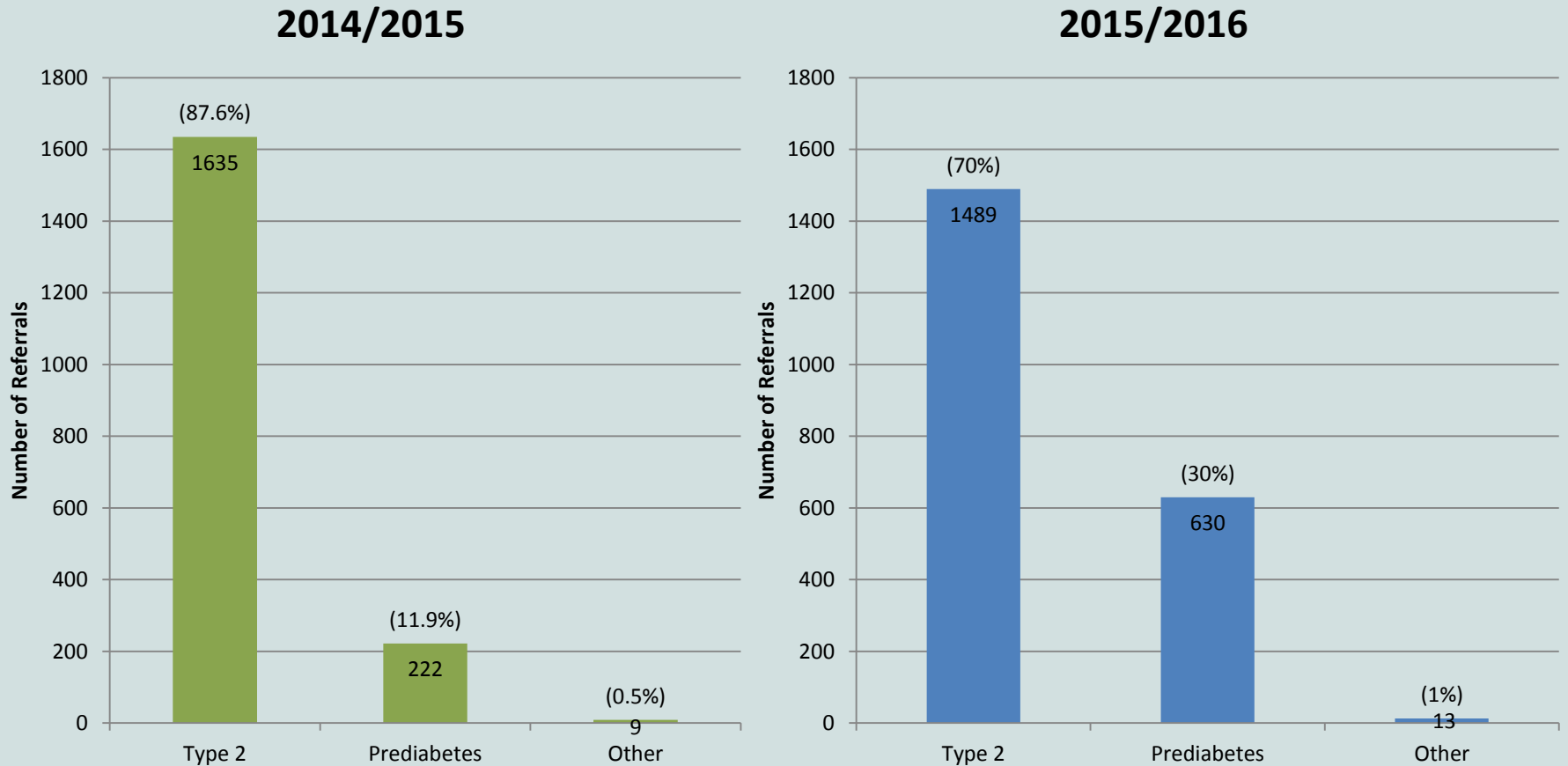
TCRS Online DEP Referrals by Referral Source Type for 2015/2016*



*Quarterly data regarding method of referral was not available until Q2, 2015/2016.

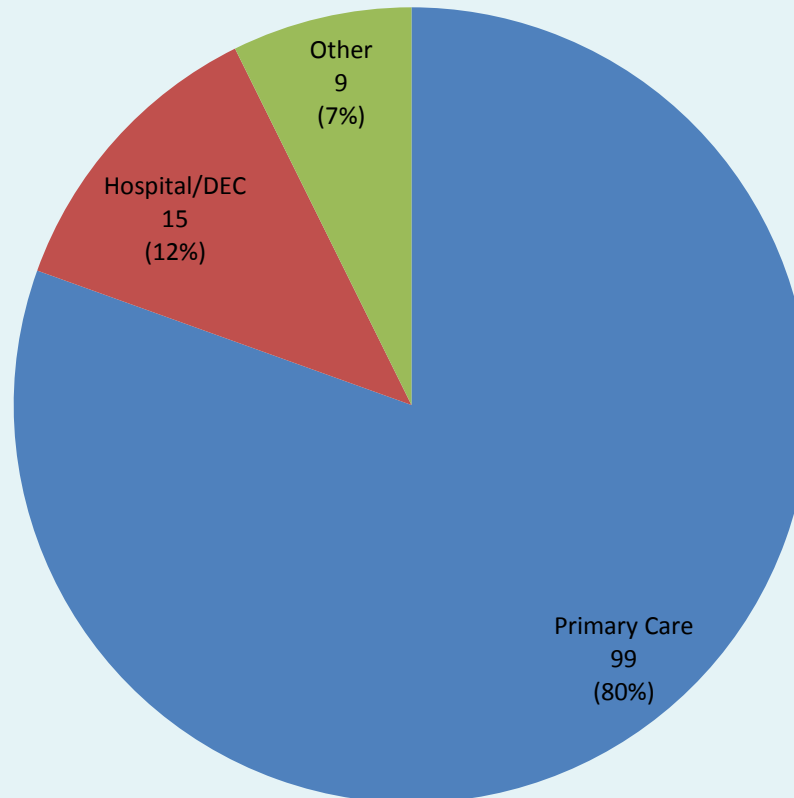
The category "Other" are referrals primarily from Eat Right Ontario, but also includes referrals from CDA, CAMH, Mississauga Central Intake, TPH, etc. Some referral source types where referrals were less than 5 were not included.

TCRS DEP Referrals – Type of Diabetes*



*Other category includes: Type 1, GDM, and undiagnosed.

TCRS Unique Referral Sources by Source Type (2015/2016)*

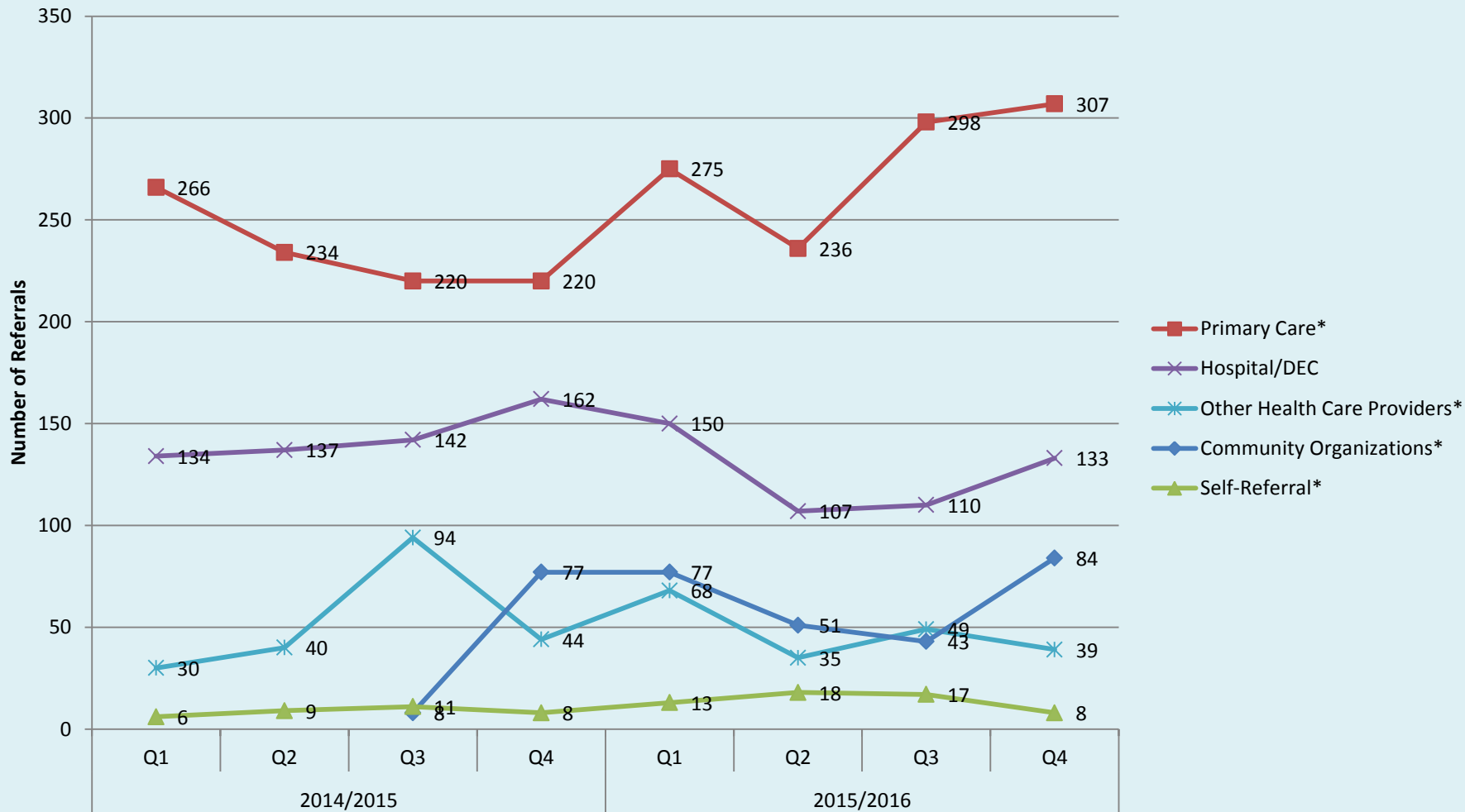


*Referral source types with numbers less than or equal to 5 were excluded from the graph.

Other category includes: ERO, CDA, CAMH, TPH, Mississauga Central Intake, COTA, First Family Wellness Ltd., Community Living Toronto, and Amputee Rehab Service.

Each organization has been counted as 1 unique referral source regardless of the number of referral sources from within.

TCRS DEP Referrals by Source Type*



*Pharmacists and DEPs/DPPs are included in the *Other Health Care Providers* category.

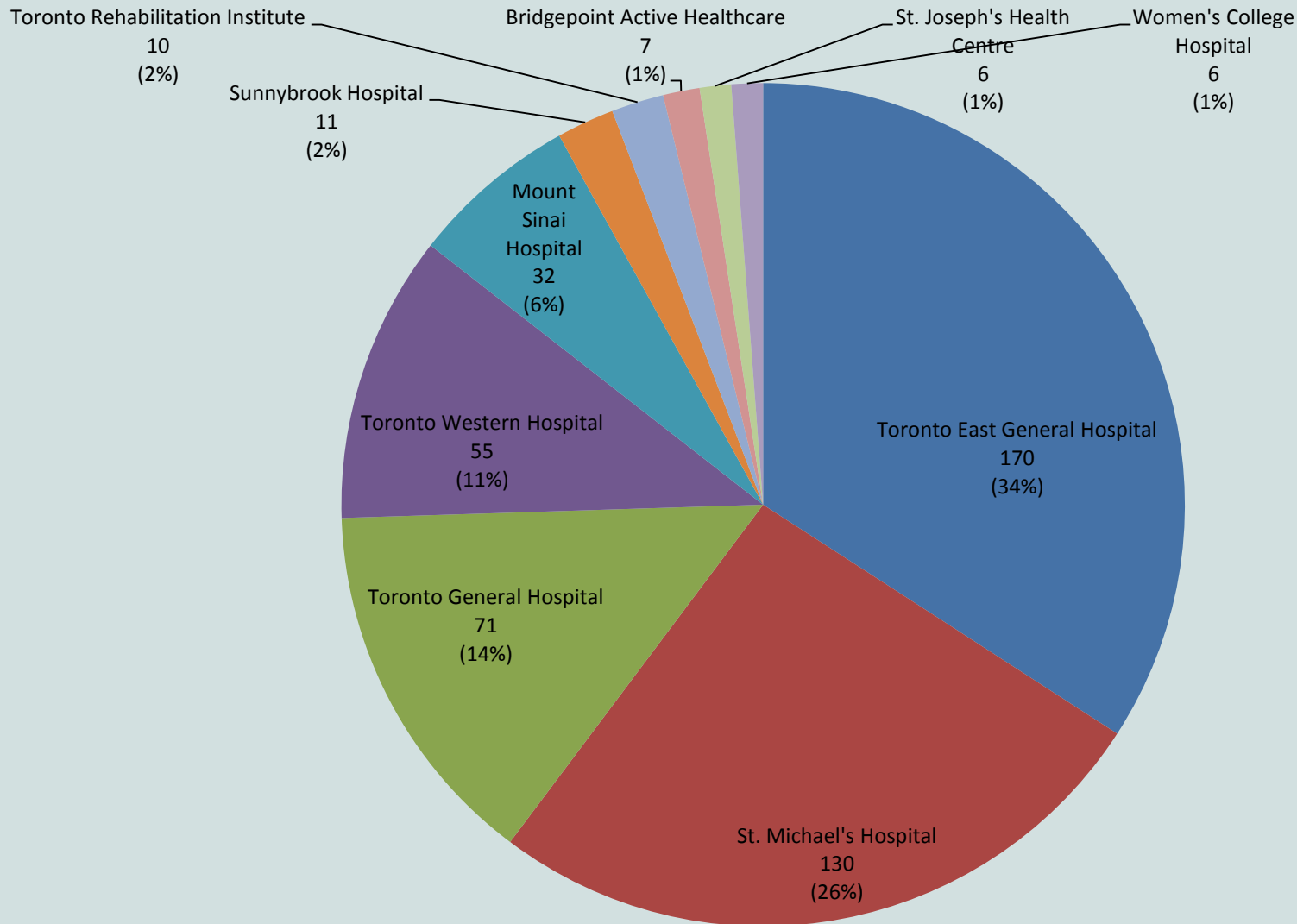
Physicians, RNs, RDs, and Endocrinologists are included in the *Primary Care Providers* category.

Community Organizations data for Q1 and Q2, 2014/15 are missing due to volumes of less than 5.

Community Organizations include: ERO, CDA, CAMH, Mississauga Central Intake, TPH, etc.

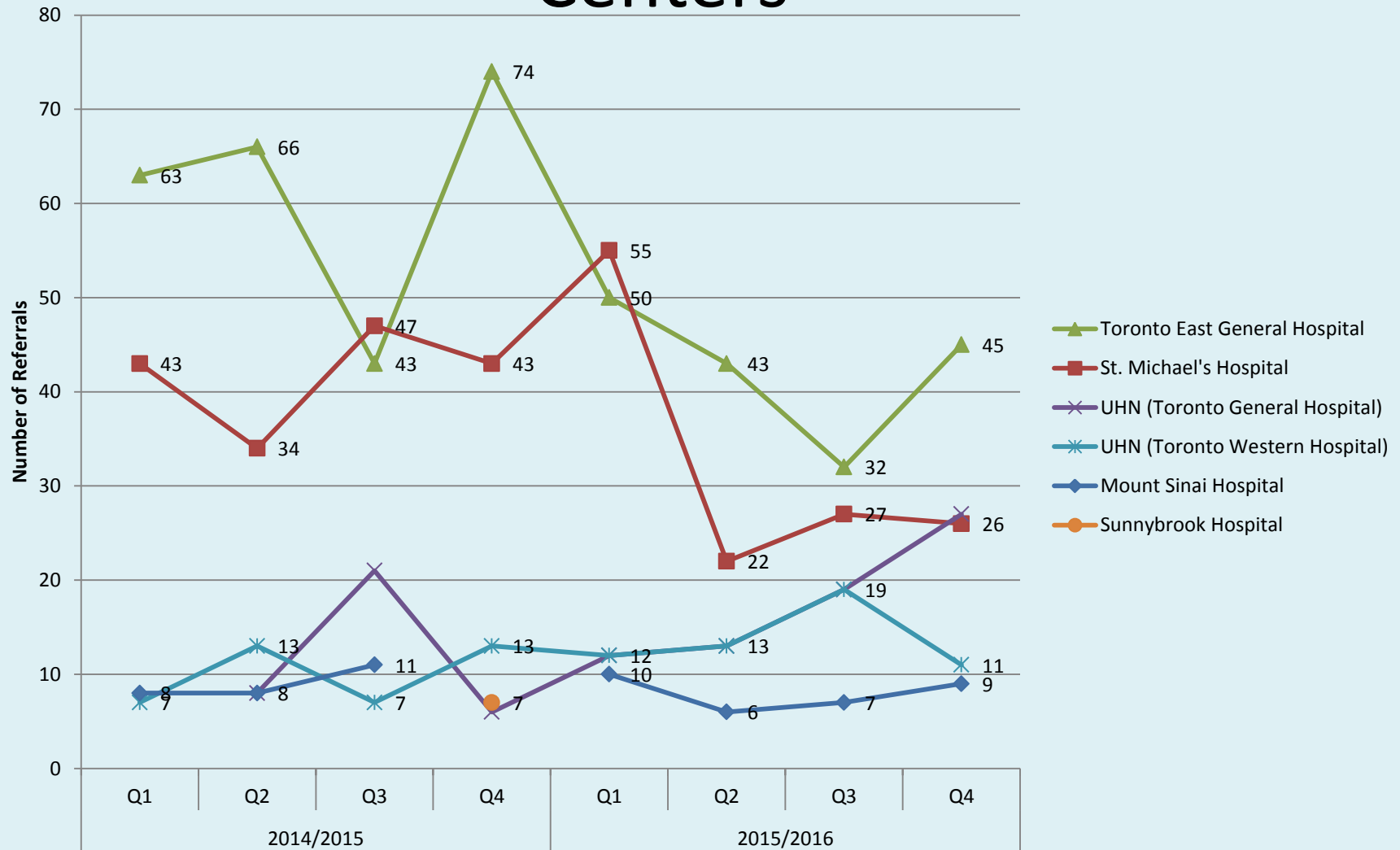
CCACs, blanks, and unknowns were less than 5 and were excluded from the graph. Thus the numbers above do not represent all DEP referrals.

TCRS DEP Referrals from Tertiary Care Centers (2015/2016)*



*Princess Margaret Hospital's DEP referral number was omitted because it was less than or equal to 5.

TCRS DEP Referrals from Tertiary Care Centers*

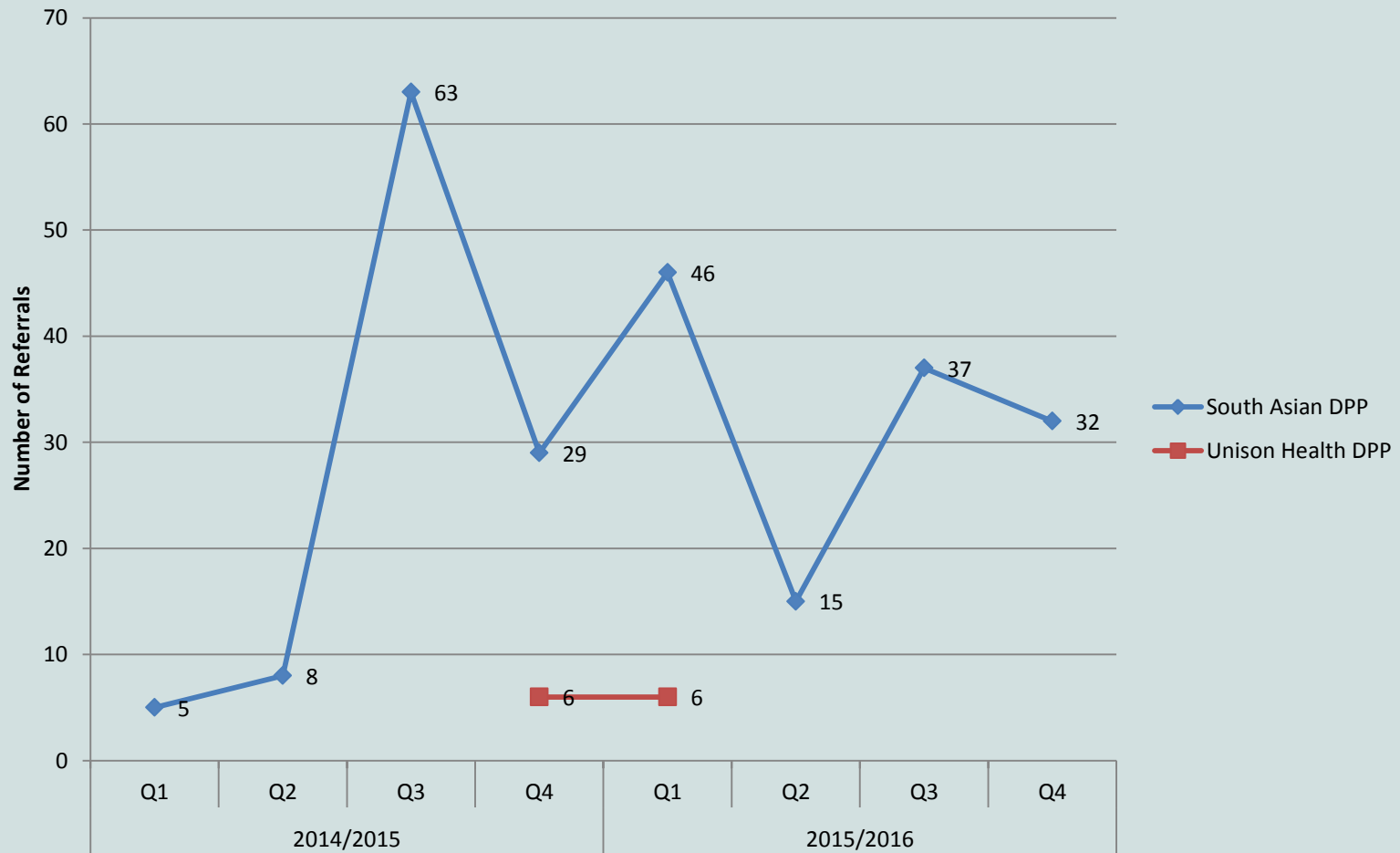


*Tertiary care centers where referrals were less than 5 were not included.

Mount Sinai Hospital data for Q4, 2014/15 , and UHN (Toronto General Hospital) Q1, 2014/15 data are missing due to volumes of less than 5.

Most of Sunnybrook Hospital's quarterly data are missing due to volumes of less than 5 except for Q4, 2014/15.

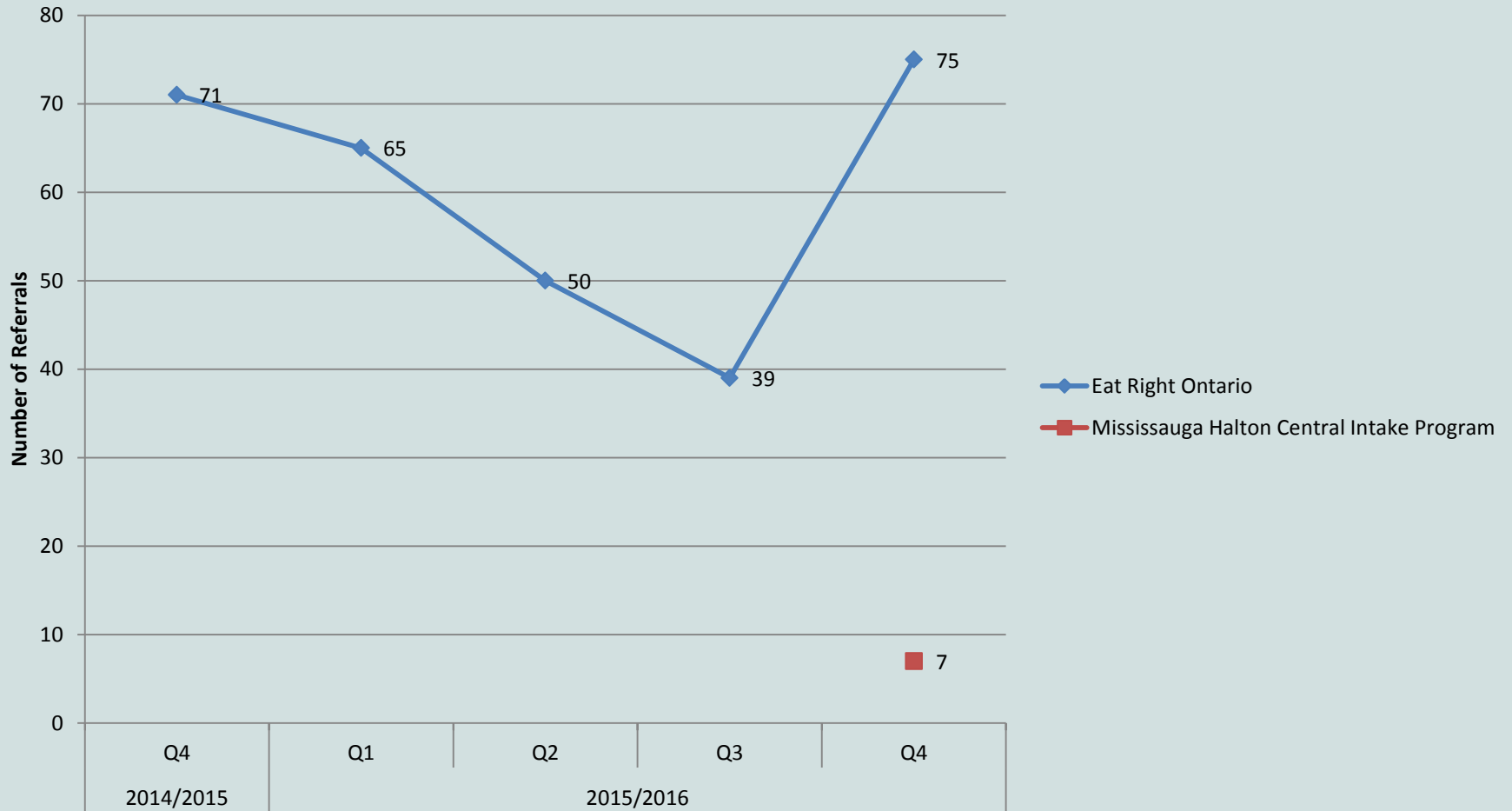
TCRS DEP Referrals from Diabetes Prevention Programs*



*Anishnawbe Health DPP numbers were omitted because they were less than or equal to 5.

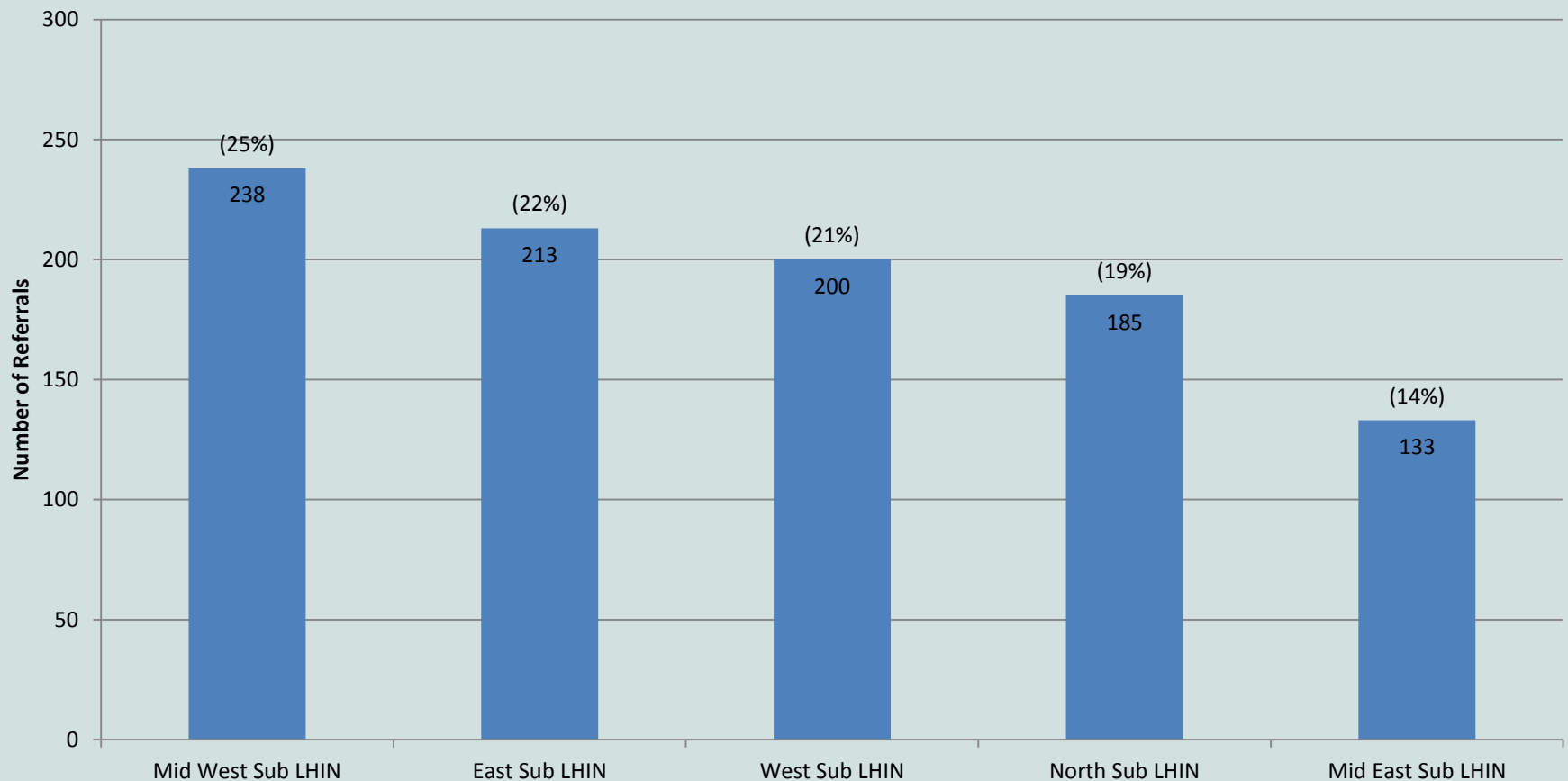
Unison Health and Community Services DPP data were omitted for Q1-Q3, 2014/2015, and Q2-Q4, 2015/2016 because they were less than or equal to 5.12

TCRS DEP Referrals by Other Sources*



*Other referral sources with numbers less than or equal to 5 were excluded from the graph, and included: CE CCAC, TC CCAC, CDA, TPH, CAMH, Community Living Toronto, COTA, First Family Wellness, and Amputee Rehabilitation Service. Other referral sources with more than 5 referrals did not start until Q4, 2014/2015.

TCRS DEP Referrals by Sub LHIN of CLIENT in 2015/2016*

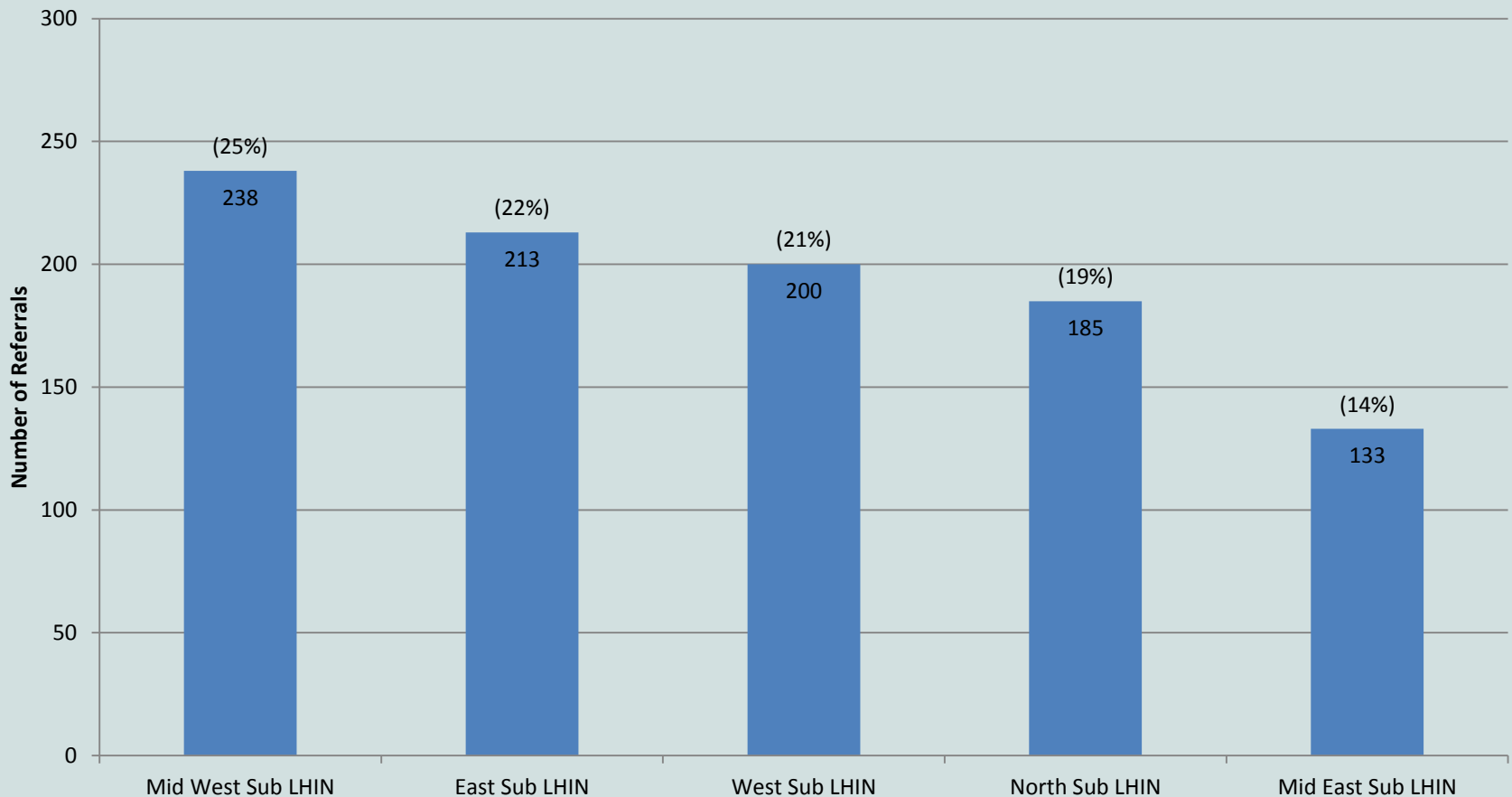


*Division by Sub LHIN are **estimations** based on combining Health Links. Please see notes.

More accurate Sub LHIN boundaries will be used in the future when available.

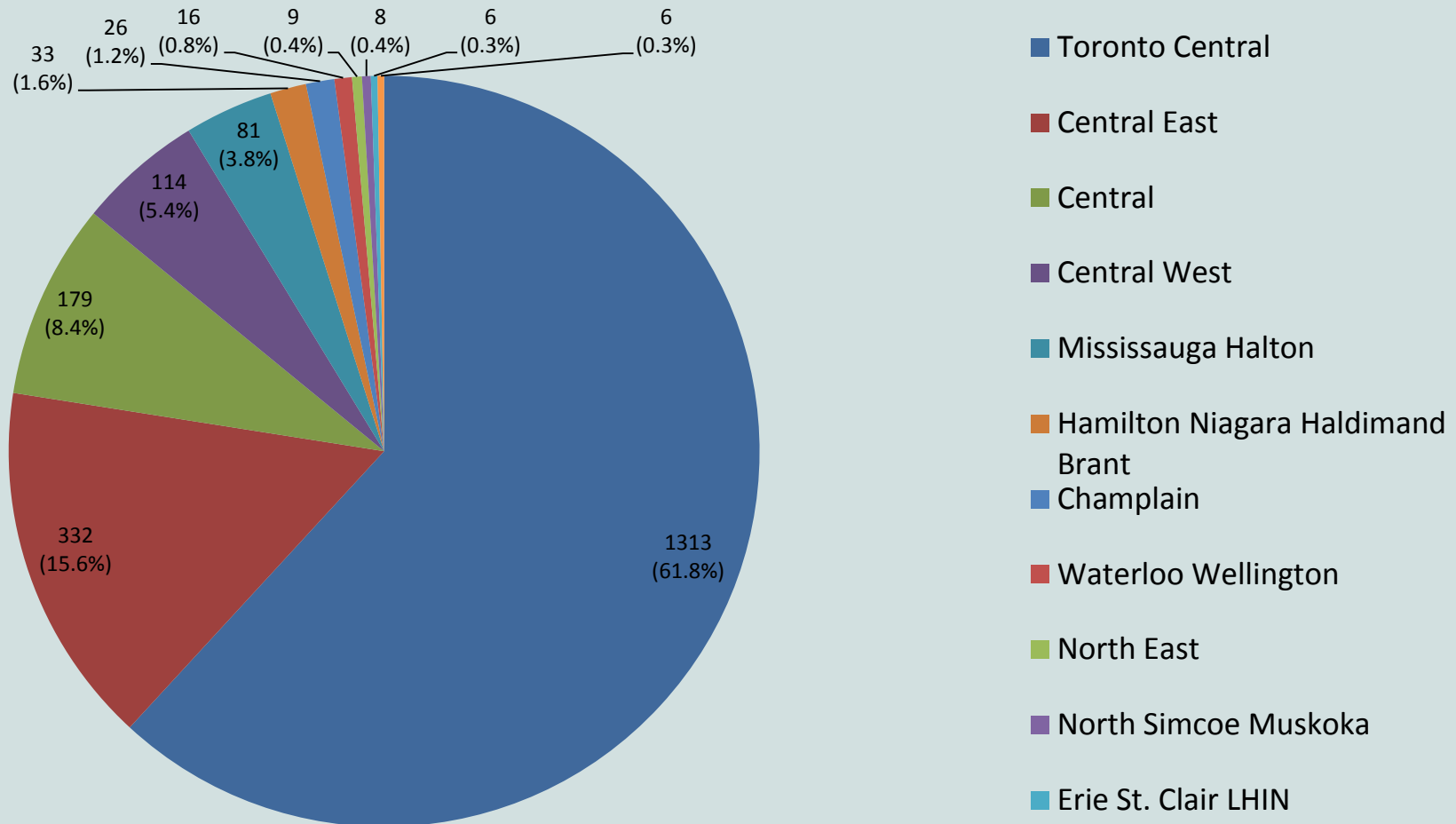
The data above does not represent all referrals as some clients are located outside of Toronto or their postal code was provided.

TCRS DEP Referrals by Sub LHIN of REFERRER in 2015/2016*



*Division by Sub LHIN are **estimations** based on combining Health Links. Please see notes.
More accurate Sub LHIN boundaries will be used in the future when available.
The data above does not represent all referrals as some referrers are located outside of Toronto

Destination DEP for Referred Clients, by LHIN (2015/2016)*



*LHINs with less than 5 referrals were not included.

LHINs listed in the legend are organized based on the number of referrals received with the Toronto Central LHIN listed at the top with the most number of referrals and Erie St. Clair LHIN listed at the bottom with the least number of referrals. The LHINs in the pie chart are also organized from largest to smallest in a clockwise direction starting with Toronto Central LHIN on the right-hand side.

TCRS DEP Referrals – Program Destinations*

Diabetes Education Program	2014/2015				2015/2016			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
West Sub LHIN								
Parkdale CHC	12	6	8	8	16	7	15	9
WTDEP	31	36	48	46	65	41	55	60
Mid-West Sub LHIN								
Central Toronto CHC	11	8	7	12	20	11	15	17
Mount Sinai Academic FHT	8	10	9	12	14	7	≤5	6
Taddle Creek FHT	10	15	7	12	11	14	15	8
North Sub LHIN								
Anne Johnston Health Station	10	9	5	12	9	12	19	30
Sunnybrook FHT (SUNDEC)	7	≤5	≤5	7	≤5	≤5	≤5	≤5
Unison Health & Community Services	75	59	70	75	61	72	81	72

*Any data where referrals for the quarter were less than or equal to 5 are shown in the table as ≤5.

Some DEPs have satellite locations in more than one sub LHIN: West Toronto CHC, South Riverdale CHC, and Unison Health CHC.

West Toronto and South Riverdale CHC are categorized under a Sub LHIN with the highest number of their satellite locations, and Unison Health CHC is categorized under a Sub LHIN with their largest site.

TCRS DEP Referrals – Program Destinations (cont.)*

Diabetes Education Program	2014/2015				2015/2016			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Mid-East Sub LHIN								
Regent Park CHC	10	17	16	9	19	11	12	10
Sherbourne FHT	22	21	17	16	23	19	23	17
East Sub LHIN								
Bridgepoint FHT	8	≤5	≤5	≤5	≤5	7	≤5	8
Don Mills DEP	43	35	37	31	45	35	50	46
South Riverdale CHC (DECNET)	47	48	70	73	55	30	32	52
Population-Based Programs								
Anishnawbe Health Toronto	≤5	≤5	≤5	≤5	≤5	≤5	≤5	≤5
Centre Francophone de Toronto	≤5	≤5	≤5	≤5	≤5	≤5	≤5	≤5
Women’s Health in Women’s Hands CHC	≤5	≤5	≤5	≤5	≤5	9	8	≤5

*Any data where referrals for the quarter were less than or equal to 5 are shown in the table as ≤5.

Some DEPs have satellite locations in more than one sub LHIN: West Toronto CHC, South Riverdale CHC, and Unison Health CHC.

West Toronto and South Riverdale CHC are categorized under a Sub LHIN with the highest number of their satellite locations, and Unison Health CHC is categorized under a Sub LHIN with their largest site.

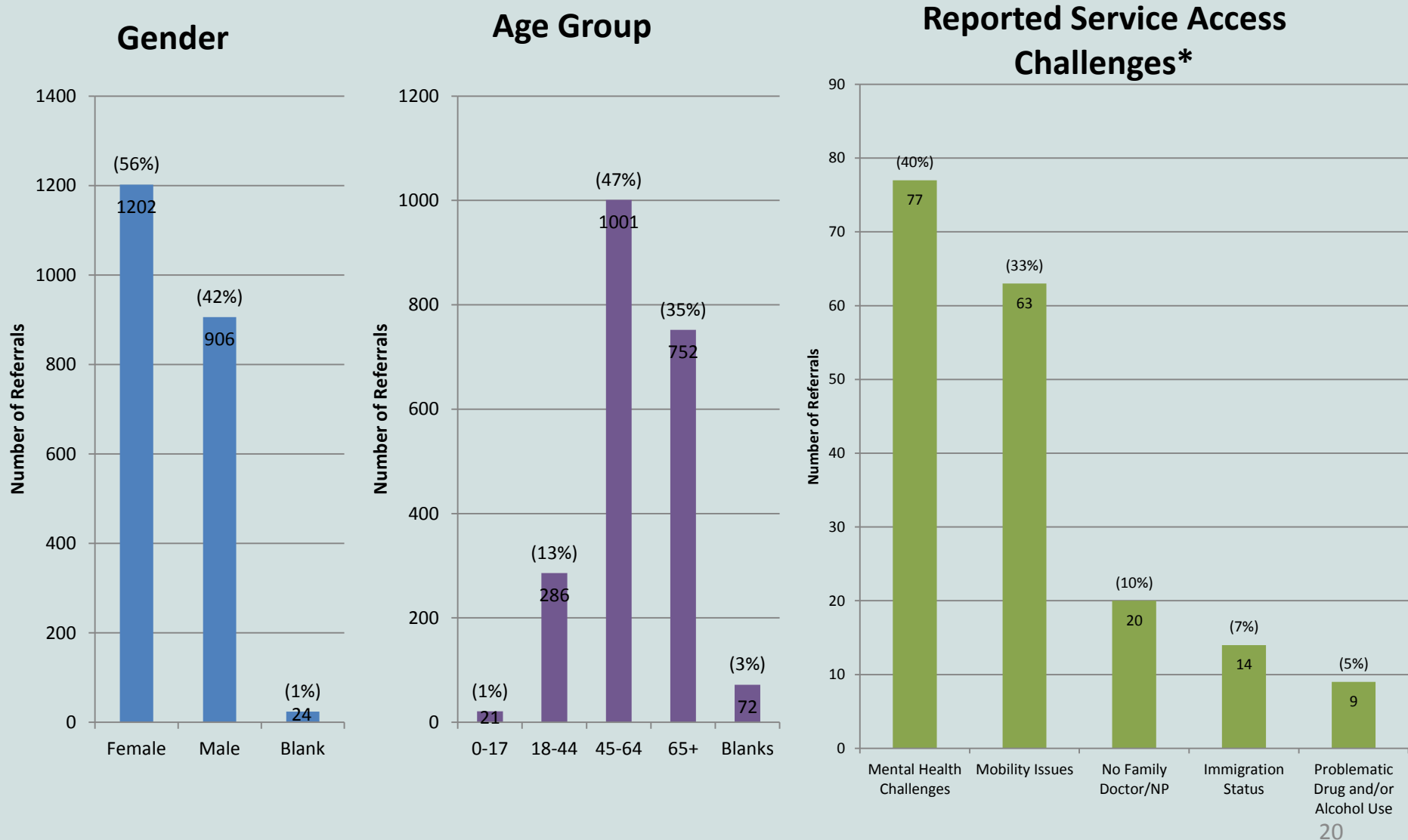
TCRS DEP Referrals – Preferred Language*

Language Preferred	2014/2015 Total	As a % of Total Referrals in 2014/2015	2015/2016 Total	As a % of Total Referrals in 2015/2016
English	1757	94%	1865	87%
Cantonese and/or Mandarin	33	2%	49	2%
Tamil	13	1%	30	1.4%
Dari and/or Farsi	≤5	-	24	1.1%
Spanish	≤5	-	24	1.1%
Hindi, Urdu, and/or Gujarati	13	1%	23	1.1%
Punjabi	≤5	-	18	0.8%
Portuguese	≤5	-	16	0.8%
Tagalog	≤5	-	15	0.7%
Italian	7	0.4%	11	0.5%
Other	28	2%	45	2%
Total	1866		2132	

*Languages that had less than or equal to 5 are shown in the table as ≤5.

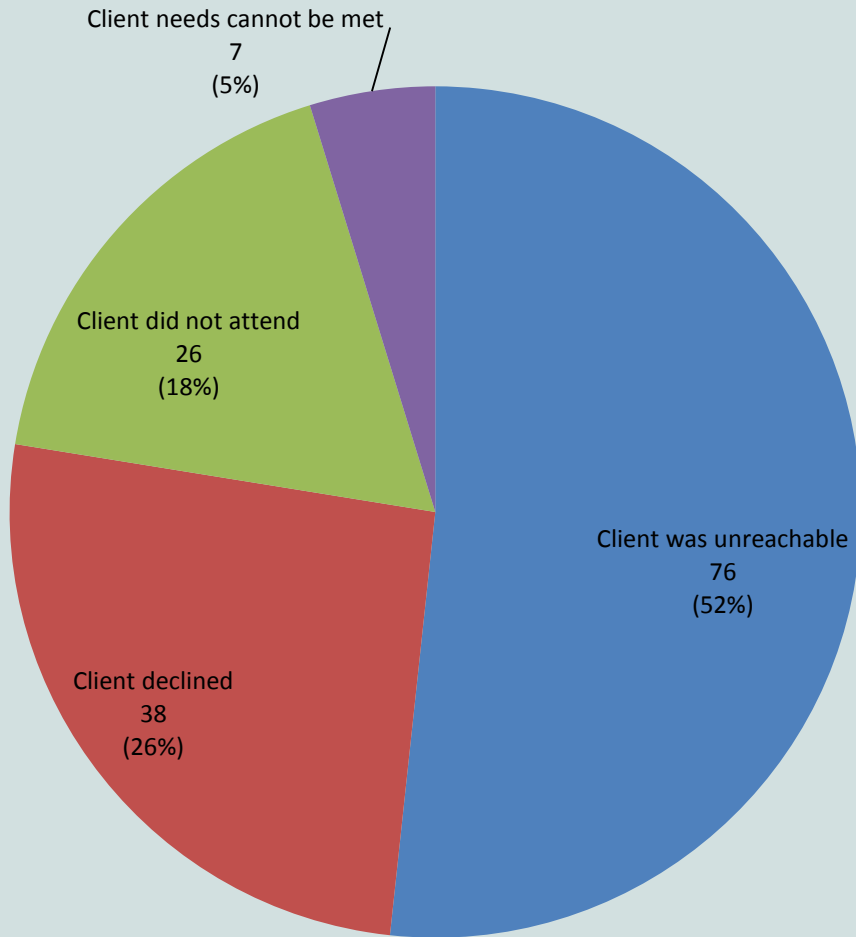
Languages included in the *Other* category for 2015/2016 are: Albanian, Amharic, Arabic, Azerbaijani, Bengali, Croatian, Filipino, French, Greek, Hebrew, Hungarian, Korean, Ormo, Persian, Polish, Russian, and Serbian.

TCRS DEP Referrals by Gender, Age, and Reported Service Access Challenges (2015/2016)



*Service access challenges with referrals less than or equal to 5 were not included.

TCRS DEP Referrals Not Resulting in an Appointment (2015/2016)



Reasons	2014/2015 Total	2015/2016 Total
Total	22	147
Total DEP Referrals	1866	2132
As a % of all DEP Referrals	1.18%	6.90%

TCRS

DPP Referral Statistics

TCRS DPP Referrals*

DPP Referrals *	2014/2015 Total	2015/2016 Total
Total Referrals	≤5	18

TCRS DPP Referrals – Destination DPP

Destination DPP*	2014/2015 Total	2015/2016 Total
Anishnawabe	≤5	≤5
Flemingdon Health Centre	≤5	≤5
Unison Health & Community Services	≤5	15

*TCRS began collecting DPP referrals in Q3 of 2014/2015.

TCRS DPPs – Unique Referral Sources*

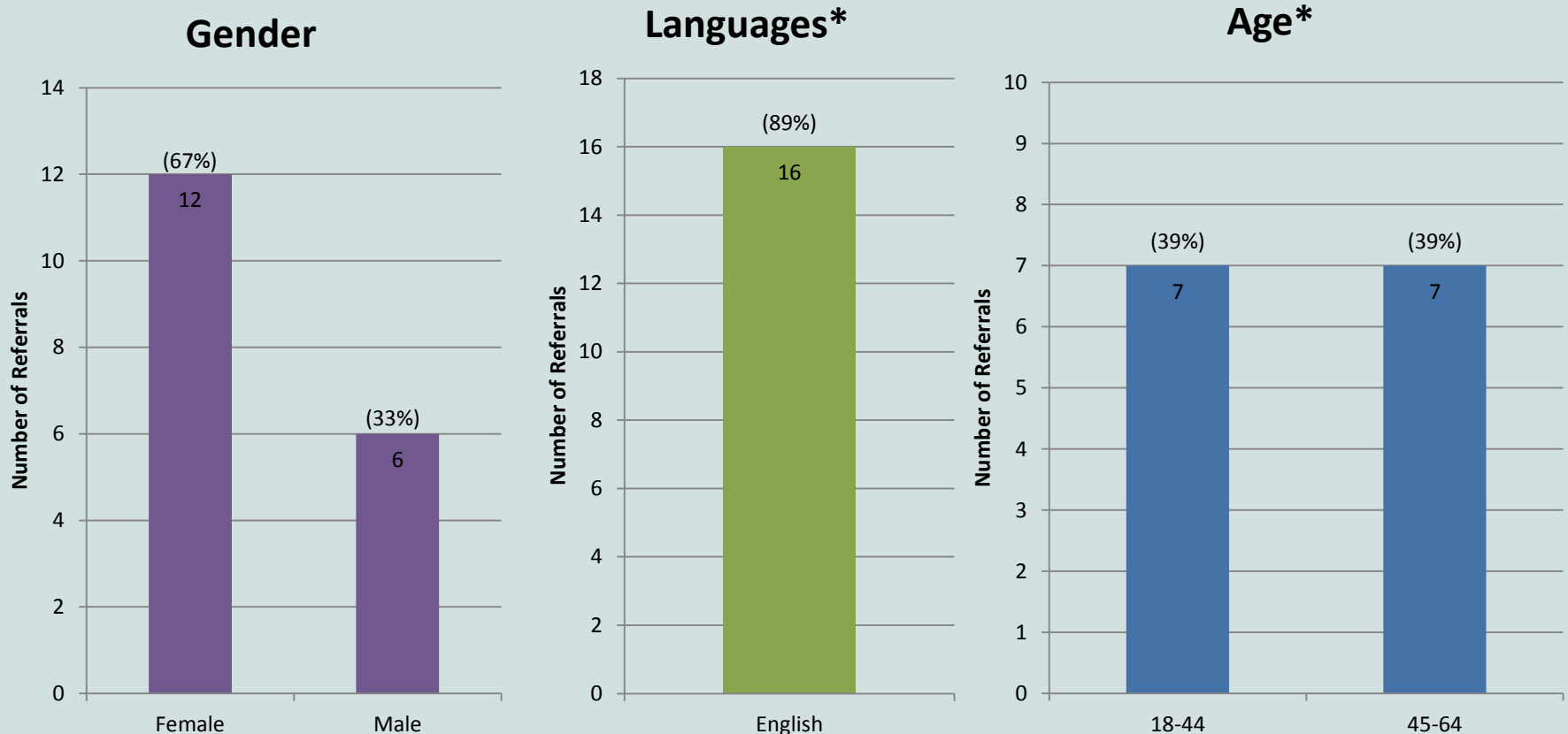
Unique Referral Sources*	2014/2015 Total	2015/2016 Total
New	≤5	13
Total (in database)	≤5	16
Active (used referral service within the last 6 months)	≤5	≤5

Referral Source Type*	2014/2015 Total	2015/2016 Total
Primary Care Providers (Physicians)	≤5	11
Hospital/DEC	≤5	≤5
Community Organizations (TPH)	≤5	≤5
Self-Referral	≤5	≤5

*TCRS began collecting DPP referrals in Q3 of 2014/2015.

Unique referral sources and referral source types with numbers less than or equal to 5 are shown as ≤5.

TCRS DPP Referrals – Gender, Languages, and Age (2015/2016)*



*TCRS began collecting DPP referrals in Q3 of 2014/2015.

*Languages and age groups with less than or equal to 5 referrals were not included.

TCRS Updates

Changes Made in Q4

- Toronto Central Self-Management Program was added to the services supported by the TCRS.
- A Quality Improvement Plan was created by the Toronto Central Diabetes Program to support increased access to diabetes programs and services.

Plans for Q1, 2016/2017:

- TCRS referral process will be revised in collaboration with key stakeholders to ensure that the individual being referred is connected to the most appropriate program to meet his/her needs.

TCRS Contact Information

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