

Toronto Central Referral Service Report Mid-Year 2017/18

April 1 , 2017 - Sept 30, 2017

Purpose of this Report

The purpose of this report is to share Toronto Central Referral Service (TCRS) utilization statistics to support:

1. Identification of TCRS service utilization patterns over time by all key stakeholders
2. Evaluation of collaborative outreach initiatives across programs in this region
3. Evaluation of TCRS service and identification of areas for future improvement

More detailed referral information regarding your program/organization may be requested from the TCRS.

Common Terminology Used in this Report

TCRS	Toronto Central Referral Service (visit www.TorontoDiabetesReferral.com for more information)
DEP	Diabetes Education Program (visit www.TorontoDiabetesReferral.com for more information)
DPP	Diabetes Prevention Program (visit www.TorontoDiabetesReferral.com for more information)
SMP	Self-Management Program (visit www.TorontoDiabetesReferral.com for more information)
Method of Referral Submission	The way that referrals are submitted to the TCRS (e.g. by fax, on-line etc.)
Referring Organization/Person	The individual and/or organization that submits a referral to the TCRS (e.g. John Doe or Dr. Jill Smith)
Type of Referring Organization/Person	The category that the referring person/organization fits into (e.g. person living with or at risk of diabetes(self-referrals) or primary care provider)
Referral Destination	The diabetes program (or central referral service) that the referral is forwarded to by TCRS
Type of Referral Destination	The type of program that the referral is sent to (e.g. DEP, DPP, etc.)
LHIN	Local Health Integration Network. Ontario is divided into 14 LHINs defined by geographical boundaries that plan, integrate and fund local health care.

Programs Supported by the TCRS

The TCRS processes referrals to the following programs:

Across Ontario:

1. **Diabetes Education Programs (DEPs)** - healthcare provider-led programs supporting type 2 diabetes management & prevention. There are 17 community diabetes education programs within the TC LHIN Region. When connecting to programs outside of the TC LHIN region the TCRS uses existing central referral services in other LHINs.

Across the TC LHIN Region:

1. **Teleophthalmology Program**, - a program that uses telemedicine to do yearly diabetes eye screening for people with type 2 diabetes
2. **Choose Health Self-Management Program (SMP)** – peer-led support for improving people’s skills around self-management
3. **Diabetes Prevention Programs (DPPs)** – healthcare provider-led group programming that supports diabetes prevention. There are three different DPPs each with a unique population focus.

Visit www.TorontoDiabetesReferral.com for detailed program information and/or contact the TCRS directly for referral process information

Large Scale Outreach Initiatives in the TC LHIN Region

Initiative #1 (April 2013): TCRS Mail-out to all MDs/NPs in the Toronto Central LHIN region (included referral forms for DEP, DPP, & Teleophthalmology and Toronto Central LHIN Diabetes Program Flyers)

Initiative #2 (January 2015): TCRS partnered with Eat Right Ontario (ERO) to allow ERO to connect callers to DEPs anywhere in Ontario

Initiative #3 (Spring/Summer 2015): TCRS Evaluation (survey outlining TCRS service and programs supported (DEP, DPP, & Teleophthalmology) was faxed to all MDs in the Toronto Central LHIN region)

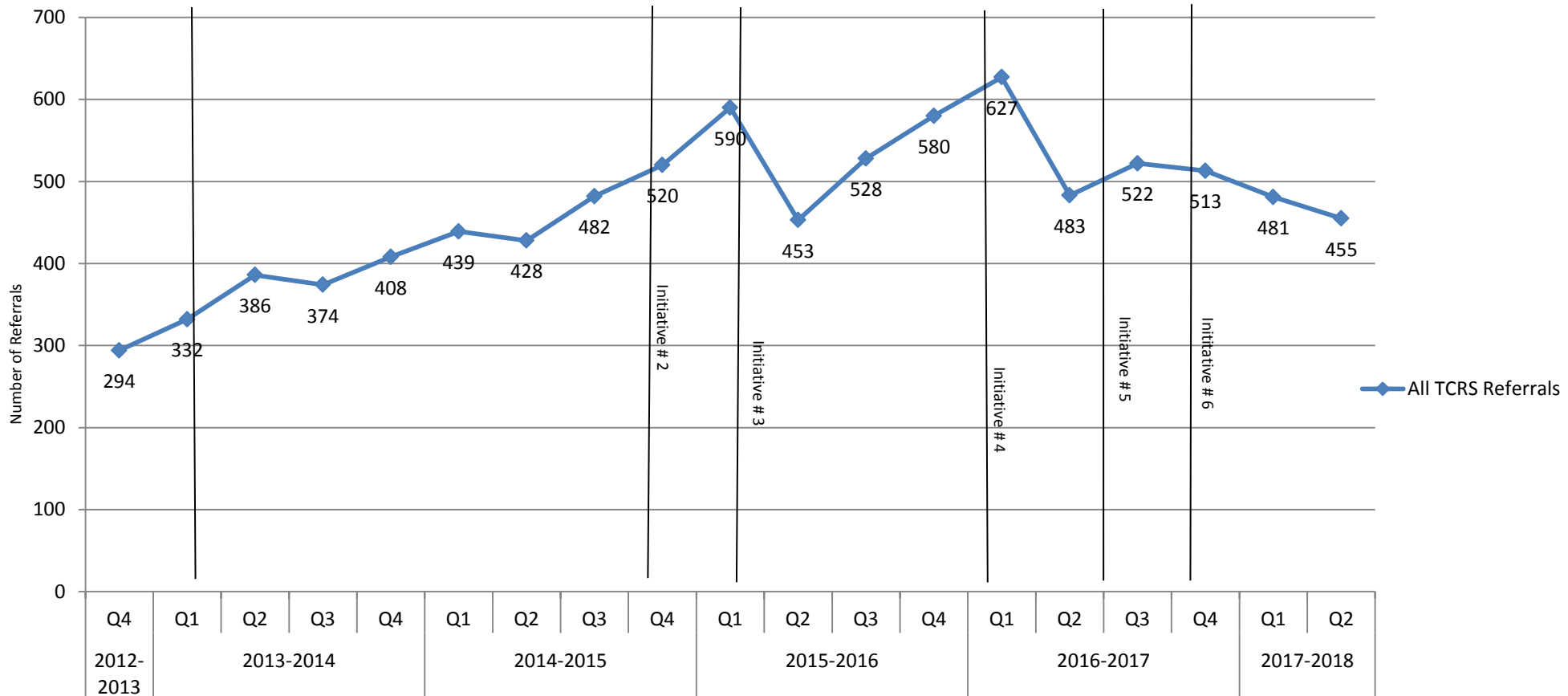
Initiative #4 (Spring/Summer 2016): West Toronto Diabetes QI Project (a project of Unison Health & Community Services) focused partly on increasing awareness and access to diabetes-related support by directing people to www.TorontoDiabetesReferral.com

Initiative #5 (Fall 2016): Two large scale collaborative public outreach events – CDA Expo Oct 2016 & World Diabetes Day Nov 2016 encouraging people to connect to support via www.TorontoDiabetesReferral.com

Initiative #6 (Spring 2017): On-bus TTC campaign in north west part of the region using regional outreach poster encouraging people to visit www.TorontoDiabetesReferral.com

Volume of Referrals

(# of all referrals processed by TCRS by quarter)



Descriptions of the large-scale outreach initiatives noted in the graph above can be found on the slide # 5

Volume of Referrals by Program Type

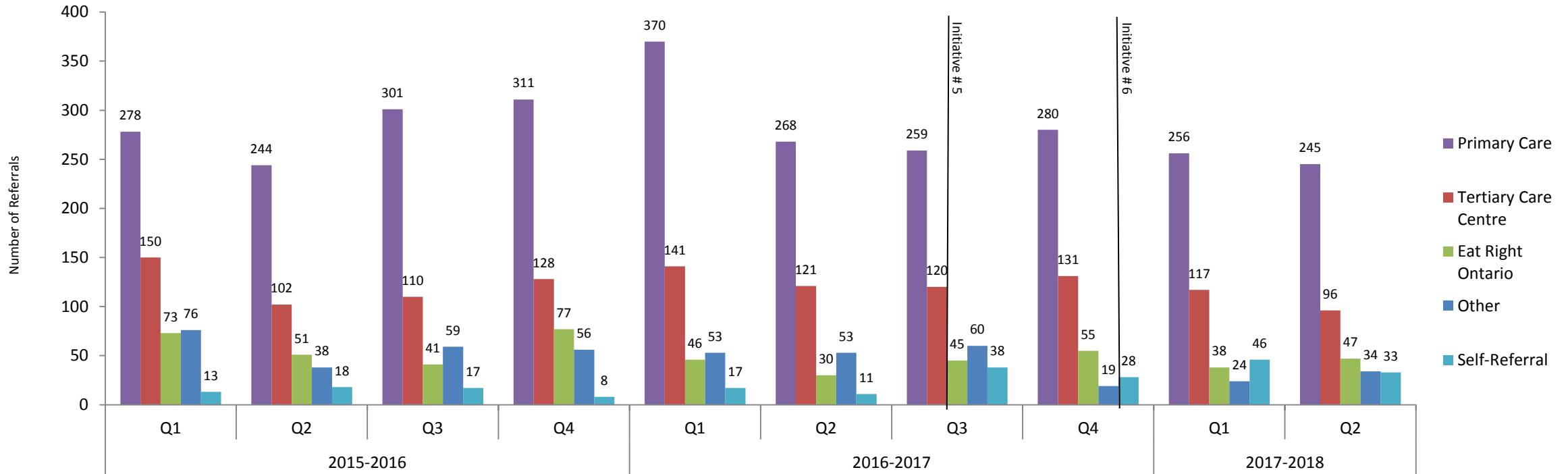
(for each fiscal year)

Type of Referral Destination	2014-2015	2015-2016	2016-2017	2017-2018 (YTD)
All TCRS Referrals	1869	2148	2145	936
DEP Referrals	1866	2130	2113	918
DPP Referrals	<5	18	32	13
Choose Health SMP Referrals	0	0	0	<5
Teleophthalmology Referrals	0	0	0	<5

If referral volumes were less than or equal to 5 the volume is shown as ≤5 in the table above.

Who are the referrals being made by?

(# of referrals by type of referring organization/person)



The other category includes Pharmacies, TC LHIN Home & Community Care, DPP's, DEP's, Other Central Referral Services, Toronto Public Health, and Family Health Teams
 Descriptions of the large-scale outreach initiatives noted in the graph above can be found on the slide # 5

Referrals from Tertiary Care Centre's

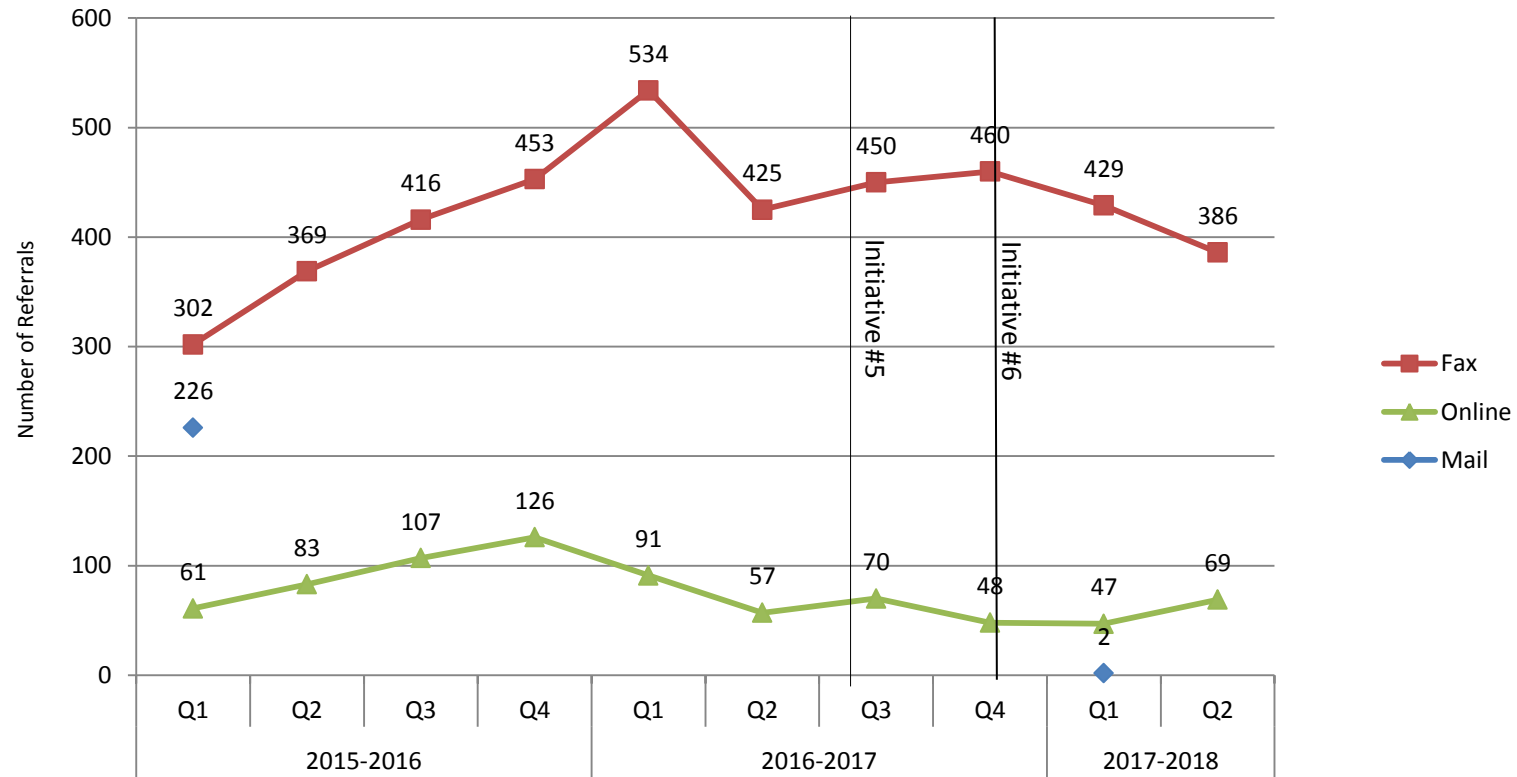
(# of referrals from each tertiary care centre in the TC LHIN)

Tertiary Care Centre's	2015-2016	2016-2017	2017-2018
Michael Garron Hospital	155	128	78
Mt. Sinai Hospital	32	31	16
Princess Margaret Hospital	<5	5	0
St. Josephs Health Centre	7	14	7
St. Michael's Hospital	128	145	51
Sunnybrook Hospital	11	11	9
Women's College Hospital	13	16	16
Toronto General Hospital	65	68	5
Toronto Western Hospital	55	62	16

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

How are referrals being submitted?

(# of referrals by each method of referral submission)



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

Descriptions of the large-scale outreach initiatives noted in the graph above can be found on the slide # 6

Referral Submission Patterns

(# of referrals by each method of submission for each type of referring organization/person)

	2015-2016	2016-2017	2017-2018
Primary Care Providers	1128	1183	501
Fax	1003	1149	486
Online	24	33	14
Phone	0	<5	0
Mail	101	0	<5
Eat Right Ontario	242	176	85
Fax	11	36	22
Online	206	140	62
Phone	0	0	0
Mail	25	0	<5
Self-Referrals	56	94	79
Fax	12	58	65
Online	31	28	11
Phone	7	8	<5
Mail	6	0	0
Other	725	692	271
Fax	514	626	242
Online	116	65	29
Phone	<5	<5	0
Mail	94	0	0

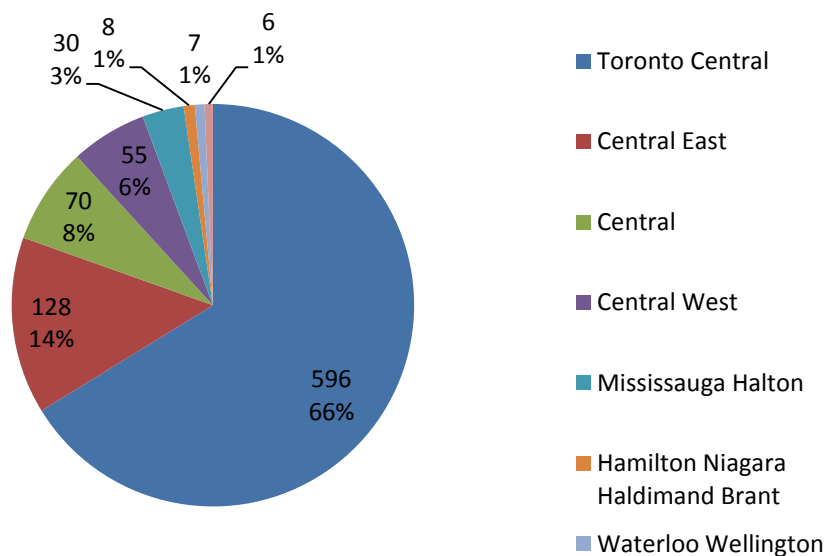
If referral volumes were less than or equal to 5 the volume is shown as ≤5 in the table above.

The other category includes referrals received from Tertiary Care Centres, TC LHIN Home & Community Care, Family Health Teams, Pharmacies, and Toronto Public Health

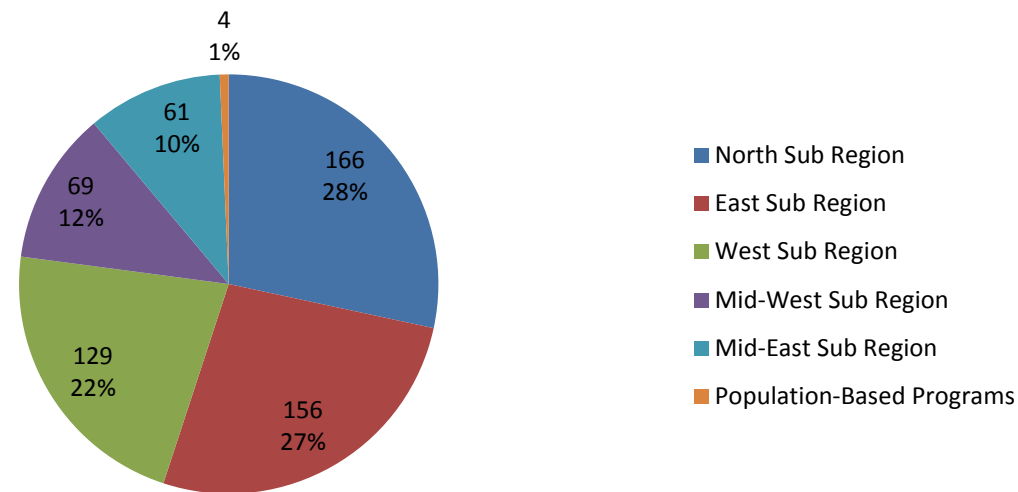
Where do people being referred live?

(# of referrals for people living in each LHIN and each sub-region within the TC LHIN)

Referrals (#/%) from each LHIN within Ontario:



Referrals (#/%) from each Sub-Region within the TC LHIN:

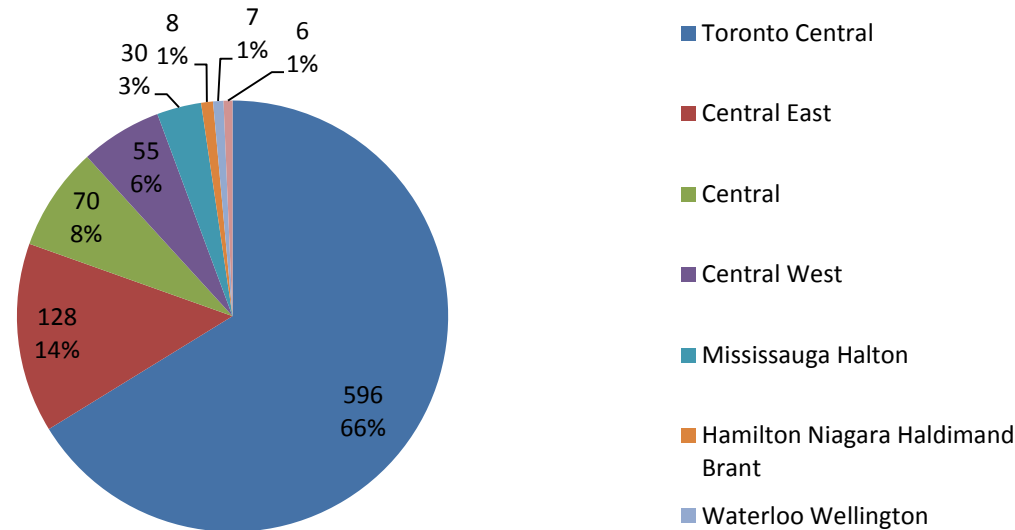


The location of person being referred is determined by which LHIN (and Sub-Region within TC LHIN) the postal code of the current address of the person being referred. At this time DEP referrals are the only referrals that can be processed for programs outside of the TC LHIN.

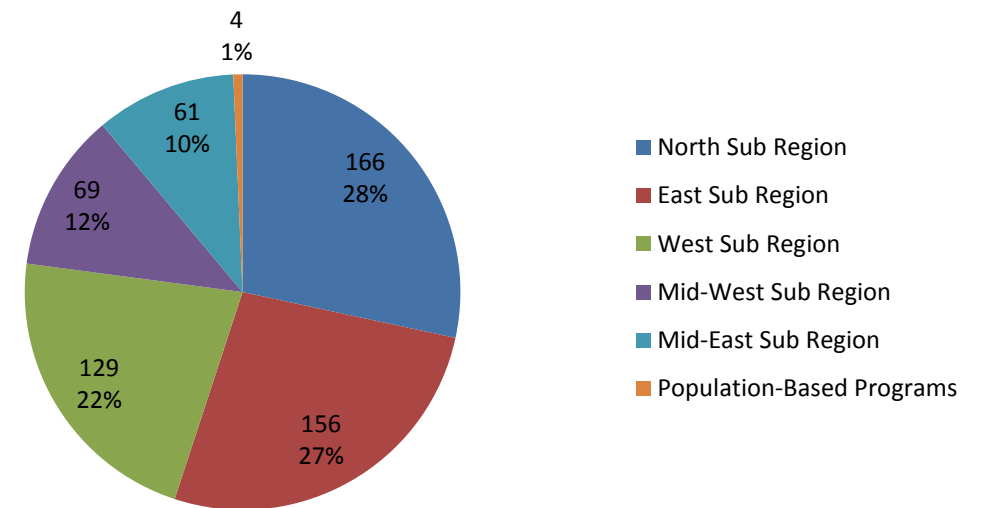
Where are people accessing support?

(# of referrals to programs within each LHIN and each sub-region within the TC LHIN)

Referrals (#/%) from each LHIN within Ontario:
(For 2017/2018 Q1/Q2)



Referrals (#/%) from each Sub-Region within the TC LHIN:
(For 2017/2018 Q1/Q2)



Where people access support is determined by which LHIN (and Sub-Region within TC LHIN) the postal code of referral destination is in. At this time DEP referrals are the only referrals that can be processed for programs outside of the TC LHIN. LHINs with less than 5 referrals were not included.

Which DEPs are people being connected to by the TCRS?

(# of referrals to each program within the TC LHIN through the TCRS)

Diabetes Education Program	2014-2015				2015-2016				2016-2017				2017-2018	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
North Sub Region	92	70	80	94	37	17	21	33	40	20	24	14	86	80
Anne Johnson Health Station DEP	10	9	5	12	9	12	19	30	34	18	21	14	20	17
Sunnybrook DEP	7	<5	5	7	<5	<5	<5	<5	6	<5	<5	<5	<5	<5
Unison Health and Community Services	75	59	70	75	61	72	81	72	84	75	65	61	64	60
Mid-West Sub Region	29	33	23	36	45	32	32	31	58	45	35	32	38	31
Parkdale Queen West CHC DEP (QW Site)	11	8	7	12	20	11	15	17	24	13	13	8	17	14
Mount Sinai Academic FHT	8	10	9	12	14	7	<5	6	17	12	8	<5	<5	6
Taddle Creek FHT DEP	10	15	7	12	11	14	15	8	17	20	14	19	21	11
West Sub Region	43	42	56	54	37	7	15	9	20	5	<5	15	68	61
Parkdale Queen West CHC DEP (Parkdale Site)	12	6	8	8	16	7	15	9	20	5	<5	15	9	11
LAMP CHC (West Toronto DEP)	31	36	48	46	65	41	55	60	62	47	38	55	59	50

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

DEPs with satellite locations in more than one sub LHIN (West Toronto CHC, South Riverdale CHC, and Unison Health CHC) are included in the Sub-Region where the majority of their services are delivered.

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(# of referrals to each program within the TC LHIN through the TCRS)

Diabetes Education Program	2014-2015				2015-2016				2016-2017				2017-2018	
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2
East Sub Region	51	38	42	36	69	72	86	105	99	82	117	79	83	73
Bridgepoint FHT DEP	8	<5	5	5	5	7	5	8	5	6	9	<5	<5	<5
South Riverdale CHC (DECNET)	47	48	70	73	53	30	31	52	47	46	55	37	35	32
Flemington Health Centre (DonMills DEP)	43	35	37	31	45	35	50	46	50	32	54	40	45	40
Mid-East Sub Region	32	38	33	25	42	30	35	27	27	28	33	50	<5	<5
Regent Park CHC DEP	10	17	16	9	19	11	12	10	13	9	13	16	6	6
Sherbourne FHT DEP	22	21	17	16	23	19	23	17	14	19	20	33	25	24
Population Based Programs	<5	6	<5	<5	<5	10	9	<5	6	<5	<5	5	<5	<5
Anishnawbe Health DEP	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5
Le Centre franophone de Toronto	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5
Women's Health in Women's Hands CHC DEP	<5	<5	<5	<5	<5	9	8	<5	6	<5	<5	<5	<5	<5

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

DEPs with satellite locations in more than one sub LHIN (West Toronto CHC, South Riverdale CHC, and Unison Health CHC) are included in the Sub-Region where the majority of their services are delivered.

Which DPPs are people accessing through the TCRS?

(# of referrals to each program within the TC LHIN through the TCRS)

Diabetes Education Program	2014-2015	2015-2016	2016-2017	2017-2018 YTD
Anishnawbe Health Toronto DPP	<5	<5	<5	<5
Flemington Health Centre DPP (South Asian DPP)	<5	<5	<5	<5
Unison Health and Community Services DPP	<5	15	17	<5

Any data where referrals for the quarter were less than or equal to 5 are shown in the table as ≤5.
 Unison Health & Community Services DPP stopped accepting individual referrals through the TCRS in Sept 2017

Which service languages are preferred?

(as indicated on TCRS referral form)

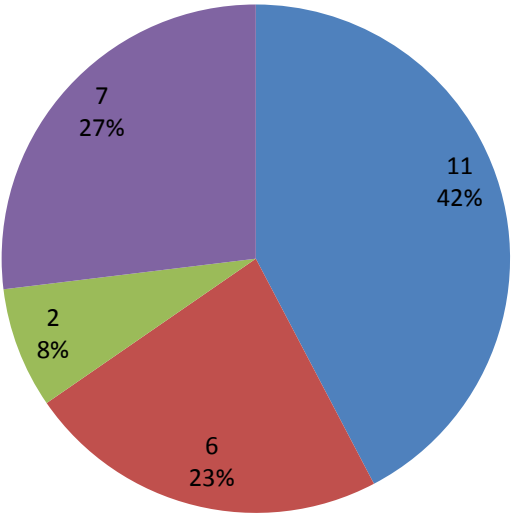
Language Preferred	2015/2016 Total	As a % of Total Referrals in 2015/2016	2016/2017 Total	As a % of Total Referrals in 2016/2017	2017/2018 YTD	As a % of Total Referrals in 2017/2018 (Q1/Q2)
English	1882	43.8%	1947	45.3%	853	16.8%
Other	97	2.3%	79	1.8%	15	0.3%
Tamil	29	0.7%	15	0.3%	7	0.1%
Spanish	24	0.6%	24	0.6%	9	0.2%
Dari and/or Farsi	24	0.6%	7	0.2%	<5	0.0%
Hindi, Gurjarati, and/or Urdo	23	0.5%	11	0.3%	7	0.1%
Punjabi	18	0.4%	<5	0.0%	<5	0.0%
Portuguese	16	0.4%	21	0.5%	<5	0.1%
Tagalog	15	0.3%	11	0.3%	<5	0.1%
Italian	11	0.3%	6	0.1%	7	0.1%
Chinese	6	0.1%	16	0.4%	<5	0.0%
Arabic	6	0.1%	7	0.2%	<5	0.1%

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

Languages included in the *Other* category for 2016/2017 are: Albanian, Amharic, Azerbanjani, Bangla, Bengali, Croatian, Eritrean, French, Greek, Hebrew, Hungarian, Korean, Ormo, Persian, Polish, Russian, Serbian, Somali, Telugu, Tibetan, Trinidad, Turkish, Ukrainian, and Vietnamese.

What factors affect referral completion?

(#/% of referrals that the TCRS was unable to process by reason)



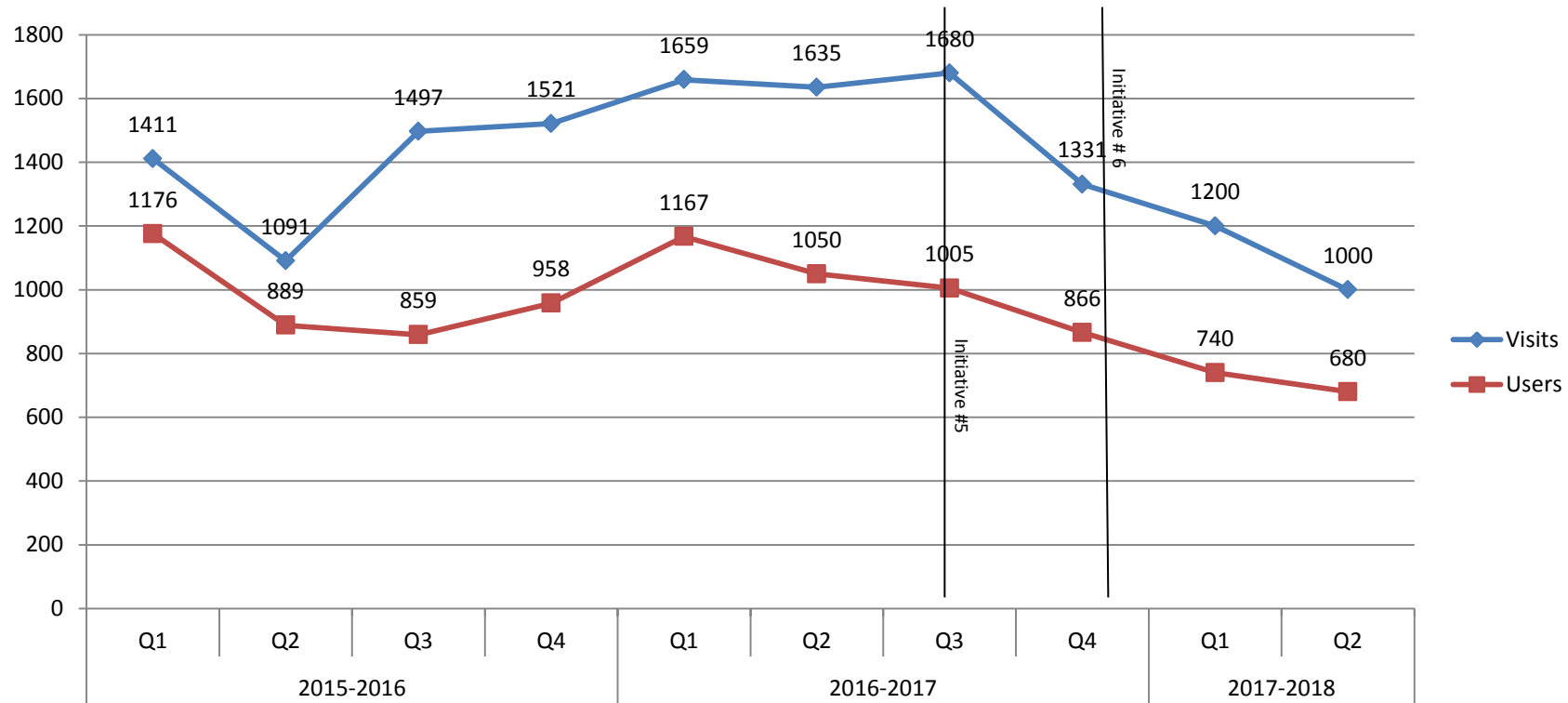
2017-2018 Fiscal Year
Q1/Q2

- Client Was Unreachable
- Client Declined
- Client Did Not Attend
- Clients Needs Cannot be Met by DEP

	2015-2016	2016-2017	2017-2018 YTD
Total Referrals Received Trough TCRS	2130	2113	935
Total #(%) of incomplete Referrals	171 (8%)	160 (8%)	26 (3%)

Regional website use

(# of visits to and users of www.TorontoDiabetesReferral.com)



Descriptions of the large-scale outreach initiatives noted in the graph above can be found on the slide # 5

Contact Information

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