

# Toronto Central Referral Service (TCRS) Year End Report

2016/2017

April 1 , 2016 to March 31, 2017



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# Purpose of Report

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

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

Note: More detailed information may be available from the TCRS. Please contact the TCRS directly if you are interested in exploring this further.

# Common Terminology Used

- TCRS: Toronto Central Referral Service
- Method of Referral Submission: refers to how referrals are submitted to the TCRS (e.g. by fax, on-line etc.)
- Referring Person/Organization: refers to the individual and/or organization that submits a referral to the TCRS (e.g. John Doe, Dr. Jill Smith, etc.)
- Type of Referring Person/Organization: refers to the category that the referring person/organization fits into (e.g. self-referrals, primary care provider referrals, etc.)
- Referral Destination: refers to the diabetes program (or central referral service) that the referral is forwarded to by TCRS
- Type of Referral Destination: refers to 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

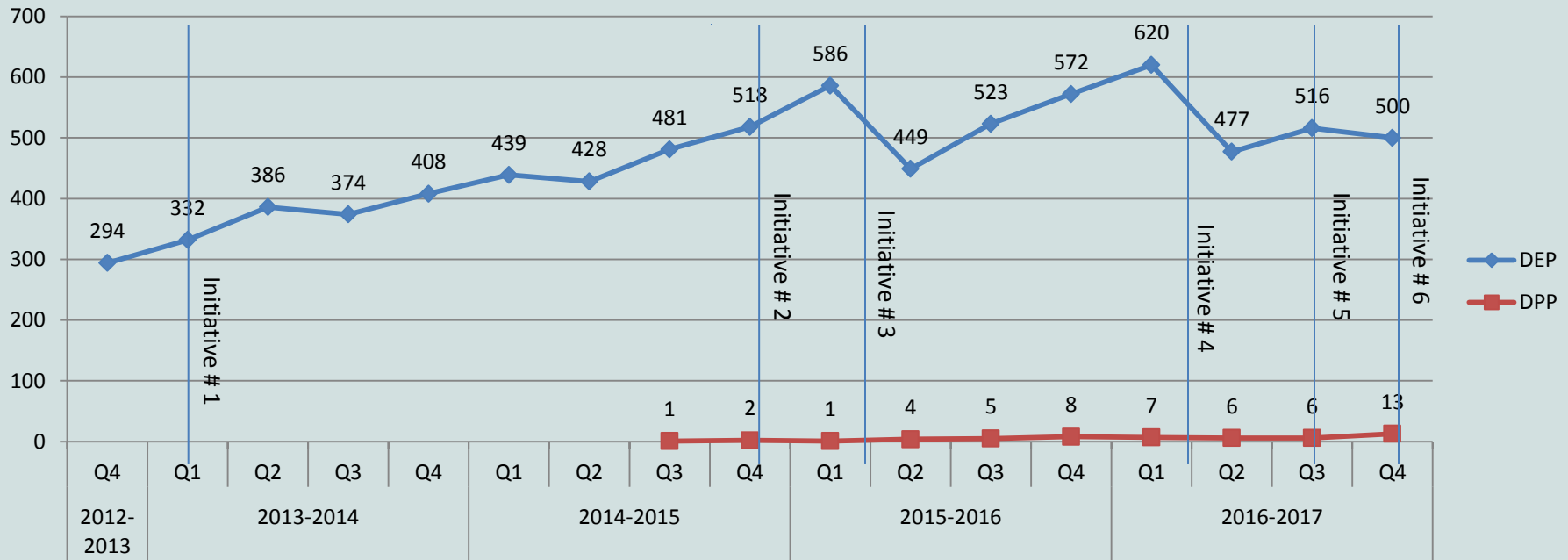
The TCRS processes referrals to the following programs:

1. **Diabetes Education Programs (DEPs) – healthcare provider-led programs supporting type 2 diabetes management & prevention**
  - Within the TC LHIN region - the TCRS connects directly to 17 community diabetes education programs
  - Outside of the TC LHIN region – the TCRS connects either directly with the diabetes program or indirectly with the central referral service for that region
  
2. **Teleophthalmology Program – a program that uses telemedicine to do yearly diabetes eye screening for people with type 2 diabetes**
  - within the TC LHIN region only
  
3. **Choose Health Self-Management Program (SMP) – peer-led support for improving people’s skills around self-management**
  1. within the TC LHIN region only
  
4. **Diabetes Prevention Programs (DPPs) – healthcare provider-led group programming that supports diabetes prevention**
  - Within the TC LHIN region only (to 3 different DPPs each with unique population focuses)

Referral processes for each of these programs is available from the TCRS

# Volume of All Referrals Processed

(for each quarter)



- **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](http://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](http://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](http://www.TorontoDiabetesReferral.com)

# Volume of Referrals by Program Type

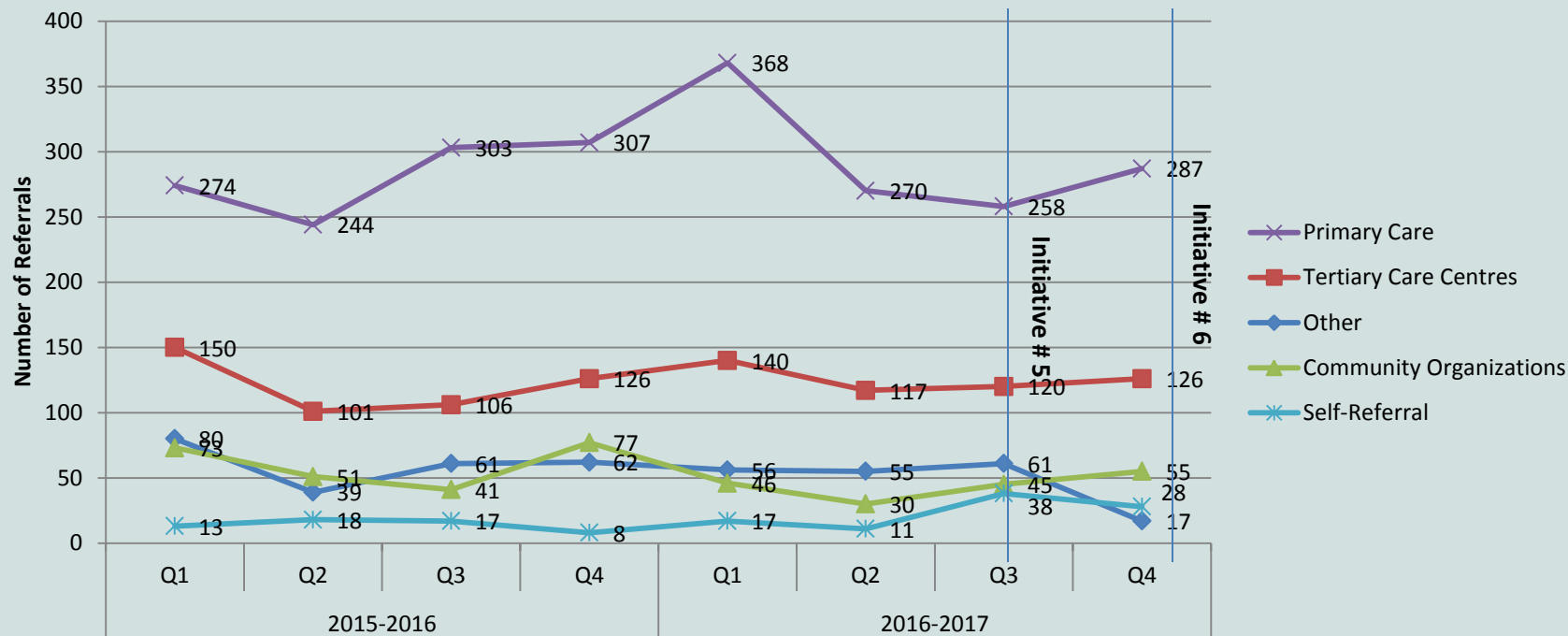
(for each fiscal year)

Type of Referral Destination	2014-2015	2015-2016	2016-2017 (YTD)
All Programs supported by TCRS	1869	2148	2145
DEP Referrals	1866	2130	2113
DPP Referrals	3	18	32

There were no Teleophthalmology or Choose Health SMP referrals to report

# Who are the referral being made by?

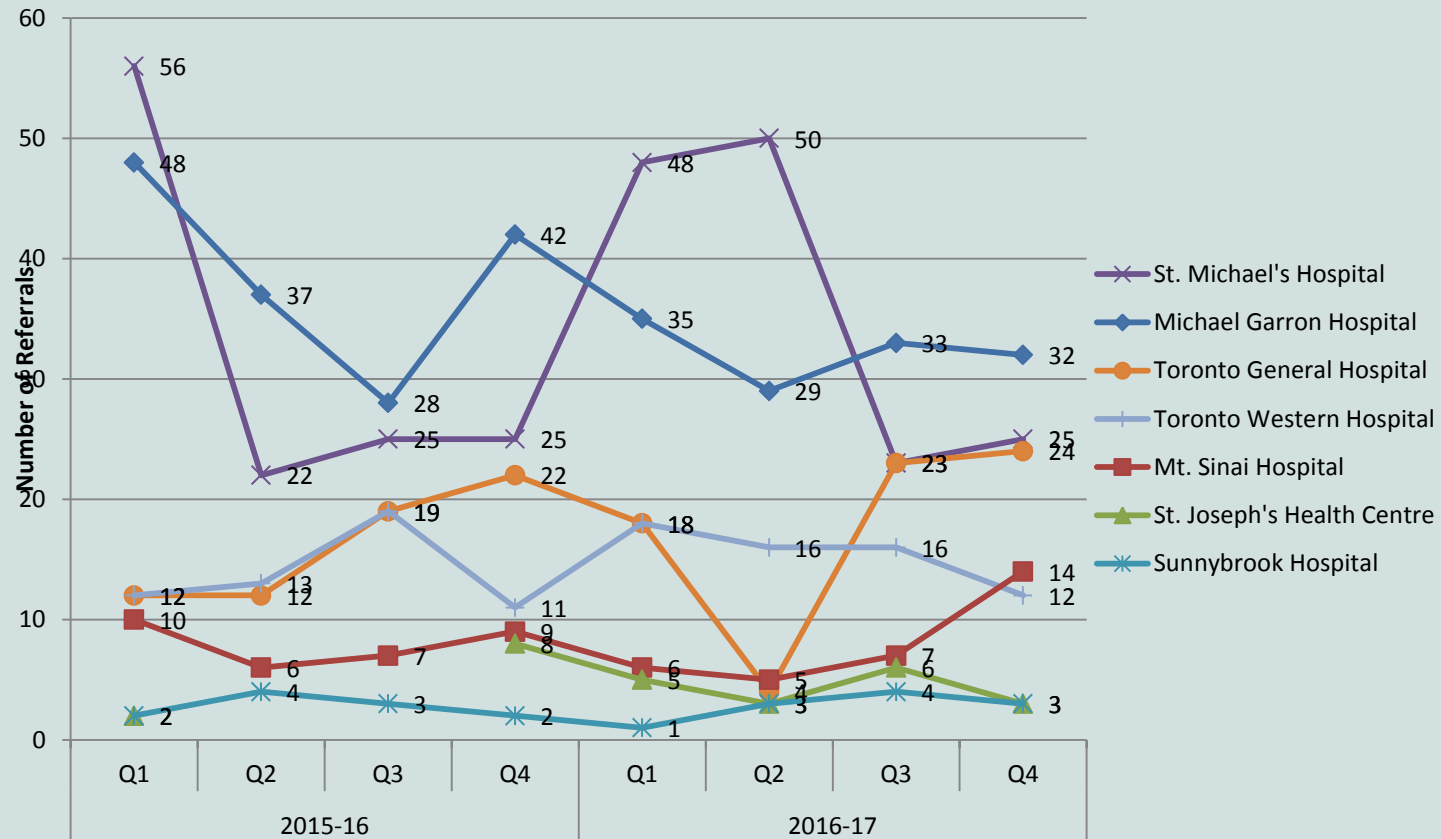
(# of referrals by type of referring person/organization)



- **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](http://www.TorontoDiabetesReferral.com)
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# Referrals from tertiary care centres

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



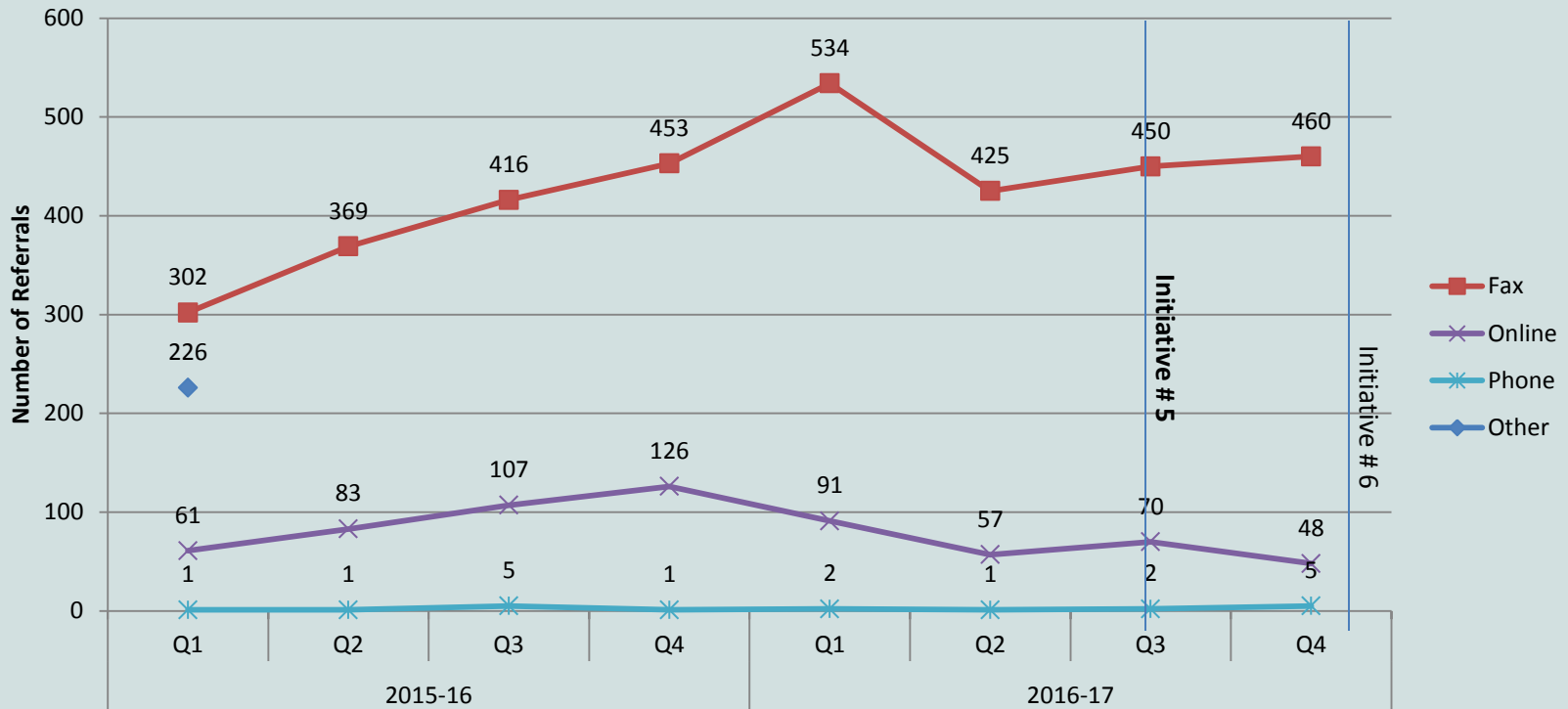
\*Tertiary care centers where referrals were less than 5 were not included.

Mount Sinai Hospital data for 2016/17 (Q2); St. Joseph's Health Centre data for 2014/15 (Q1-Q3), 2015/16 (Q1-Q3), 2016/17 (Q2); Sunnybrook Hospital data for 2014/15 (Q1-Q3), 2015 /16 (Q1-Q4), and 2016/17 (Q1-Q3); and UHN (Toronto General Hospital) 2014/2015 (Q1) data are missing due to volumes of less than 5.



# How are referrals being submitted?

(# of referrals by each method of referral submission)



- **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](http://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](http://www.TorontoDiabetesReferral.com)

Other includes: Unidentified methods of submission or Internal

# Referral Submission Patterns

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

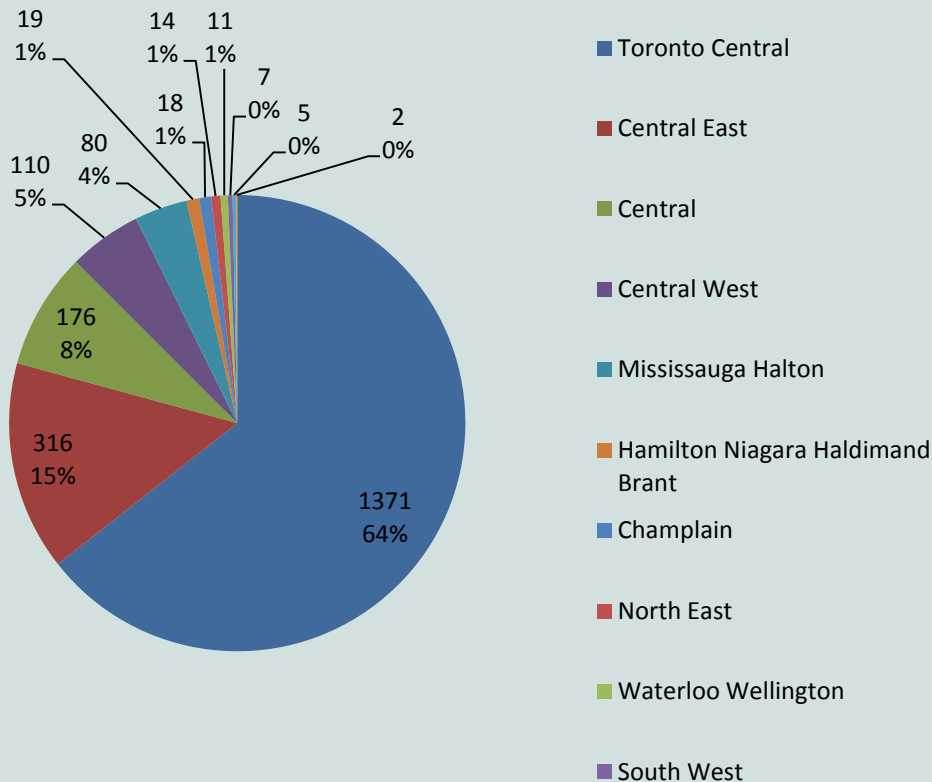
	2015-2016	2016-2017
<b>Primary Care Providers</b>	<b>1128</b>	<b>1183</b>
Fax	1003	1149
Online	24	33
Phone	0	1
Other	101	0
<b>Self-Referrals</b>	<b>56</b>	<b>94</b>
Fax	12	58
Online	31	28
Phone	7	8
Other	6	0
<b>Other</b>	<b>725</b>	<b>692</b>
Fax	514	626
Online	116	65
Phone	1	1
Other	94	0
<b>Eat Right Ontario (ERO)</b>	<b>242</b>	<b>176</b>
Fax	11	36
Online	206	140
Phone	0	0
Other	25	0

Other type of referring person/organization includes: Tertiary Care Centre's, CCAC's, FHT's, Pharmacies, TPH and BENN  
 Other method of referral submission includes: unidentified methods of submission or Internal

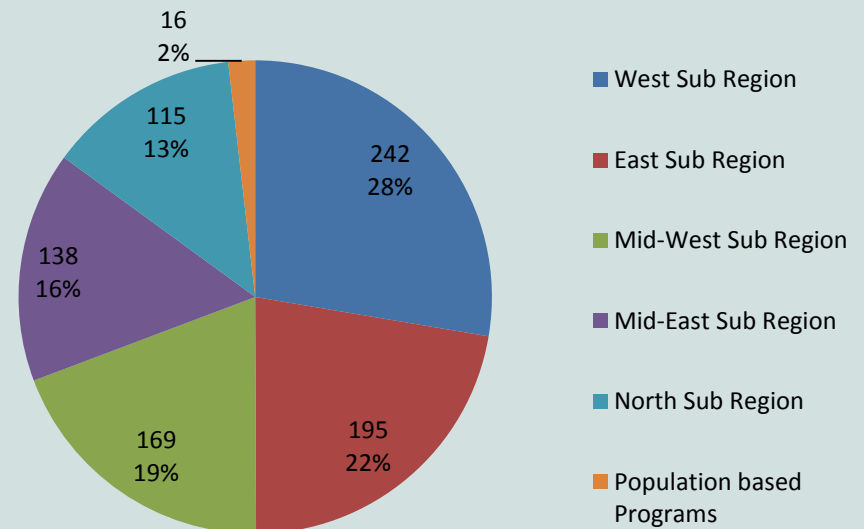
# Where do people being referred live?

(# 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 Toronto Central LHIN:**



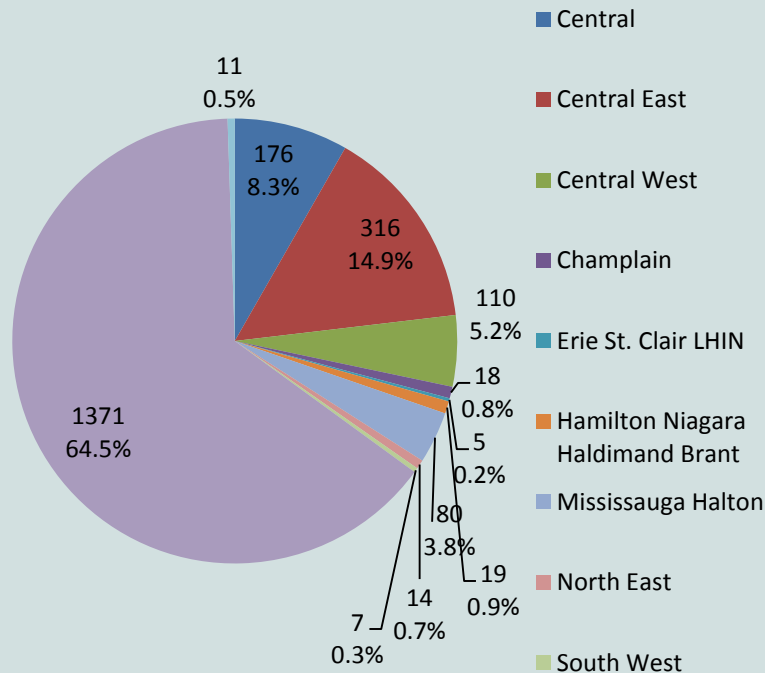
Note: The location of person being referred is determined by which LHIN (and Sub-Region within TC LHIN) the postal code of the current address of the person being referred.

At this time DEP referrals are the only referrals that can be processed for programs outside of the TC LHIN.

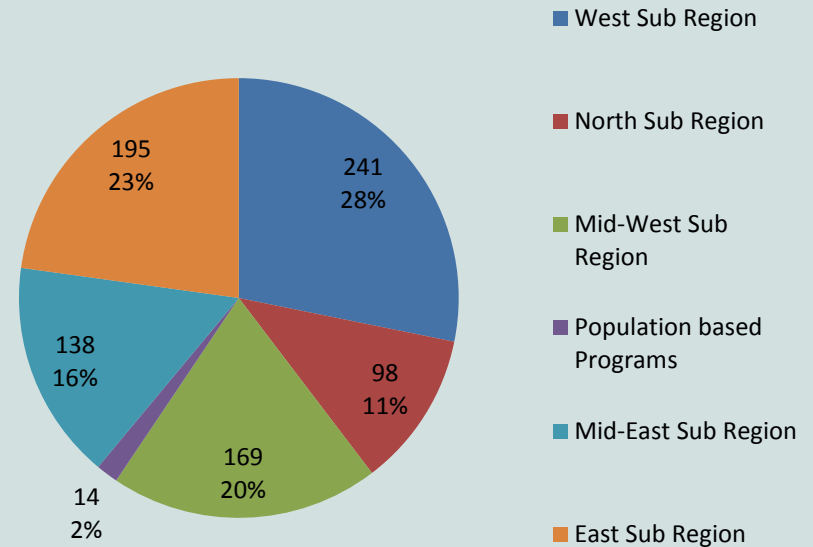
# Where are people accessing support?

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

Referrals (#/%) from each LHIN within Ontario:  
**2016/17 Fiscal Year**



Referrals (#/%) from each Sub-Region within the TC LHIN:  
**2016/17 Fiscal Year**



Note: Where people access support is determined by which LHIN (and Sub-Region within TC LHIN) the postal code of referral destination is in. LHINs with less than 5 referrals were not included.

LHINs listed in the legend are organized in descending order from most referrals received to least.

LHIN where referral destination is located is determined by the postal code of the referral destination. At this time DEP referrals are the only referrals that can be processed for programs outside of the TC LHIN.

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# Which DEPs are people accessing?

(# of referrals to each program within the TC LHIN through the TCRS)  
slide 1 of 2

Diabetes Education Program	2014-2015				2015-2016				2016-2017			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>North Sub Region</b>	<b>92</b>	<b>70</b>	<b>80</b>	<b>94</b>	<b>37</b>	<b>17</b>	<b>21</b>	<b>33</b>	<b>40</b>	<b>20</b>	<b>24</b>	<b>14</b>
Anne Johnston Health Station DEP	10	9	5	12	9	12	19	30	34	18	21	14
Sunnybrook Academic FHT DEP (SUNDEC)	7	<5	5	7	<5	<5	<5	<5	6	<5	<5	<5
Unison Health & Community Service DEP	75	59	70	75	24	<5	<5	<5	<5	<5	<5	<5
<b>Mid-West Sub Region</b>	<b>29</b>	<b>33</b>	<b>23</b>	<b>36</b>	<b>45</b>	<b>32</b>	<b>32</b>	<b>31</b>	<b>58</b>	<b>45</b>	<b>35</b>	<b>32</b>
Parkdale Queen West CHC DEP (QW Site)	11	8	7	12	20	11	15	17	24	13	13	8
Mount Sinai Academic FHT DEP	8	10	9	12	14	7	<5	6	17	12	8	5
Taddle Creek FHT DEP	10	15	7	12	11	14	15	8	17	20	14	19
<b>West Sub Region</b>	<b>43</b>	<b>42</b>	<b>56</b>	<b>54</b>	<b>37</b>	<b>7</b>	<b>15</b>	<b>9</b>	<b>20</b>	<b>5</b>	<b>&lt;5</b>	<b>15</b>
Parkdale Queen West CHC DEP (Parkdale site)	12	6	8	8	16	7	15	9	20	5	<5	15
LAMP CHC (West Toronto DEP)	31	36	48	46	21	<5	<5	<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.

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.

# Which DEPs are people accessing?

(# of referrals to each program within the TC LHIN through the TCRS)  
slide 2 of 2

Diabetes Education Program	2014-2015				2015-2016				2016-2017			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
<b>East Sub Region</b>	<b>51</b>	<b>38</b>	<b>42</b>	<b>36</b>	<b>69</b>	<b>72</b>	<b>86</b>	<b>105</b>	<b>99</b>	<b>82</b>	<b>117</b>	<b>79</b>
Bridgepoint FHT DEP	8	<5	5	5	5	7	5	8	5	6	9	<5
South Riverdale CHC (DECNET)	<5	<5	<5	<5	19	30	31	51	44	44	54	37
Flemingdon Health Centre (Don Mills DEP)	43	35	37	31	45	35	50	46	50	32	54	40
<b>Mid-East Sub Region</b>	<b>32</b>	<b>38</b>	<b>33</b>	<b>25</b>	<b>42</b>	<b>30</b>	<b>35</b>	<b>27</b>	<b>27</b>	<b>28</b>	<b>33</b>	<b>50</b>
Regent Park CHC DEP	10	17	16	9	19	11	12	10	13	9	13	16
Sherbourne FHT DEP	22	21	17	16	23	19	23	17	14	19	20	34
<b>Population-Based Programs</b>	<b>&lt;5</b>	<b>6</b>	<b>&lt;5</b>	<b>&lt;5</b>	<b>&lt;5</b>	<b>10</b>	<b>9</b>	<b>&lt;5</b>	<b>6</b>	<b>&lt;5</b>	<b>&lt;5</b>	<b>5</b>
Anishnawbe Health Toronto DEP	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5	<5
Centre francophone de Toronto DEP	<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

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# Which DPPs are people accessing?

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

<b>Diabetes Education Program</b>	<b>2014-2015</b>	<b>2015-2016</b>	<b>2016-2017</b>
Anishnawbe Health Toronto DPP	<5	<5	<5
Flemingdon Health Centre DPP (South Asian DPP)	<5	<5	<5
Unison Health & Community Services DPP	<5	15	17

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

# 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 YTD	As a % of Total Referrals in 2016/2017
English	1882	43.8%	1947	45.3%
Other	97	2.3%	79	1.8%
Tamil	29	0.7%	15	0.3%
Spanish	24	0.6%	24	0.6%
Dari and/or Farsi	24	0.6%	7	0.2%
Hindi, Gurjarati, and/or Urdu	23	0.5%	11	0.3%
Punjabi	18	0.4%	1	0.0%
Portuguese	16	0.4%	21	0.5%
Tagalog	15	0.3%	11	0.3%
Italian	11	0.3%	6	0.1%
Chinese	6	0.1%	16	0.4%
Arabic	6	0.1%	7	0.2%

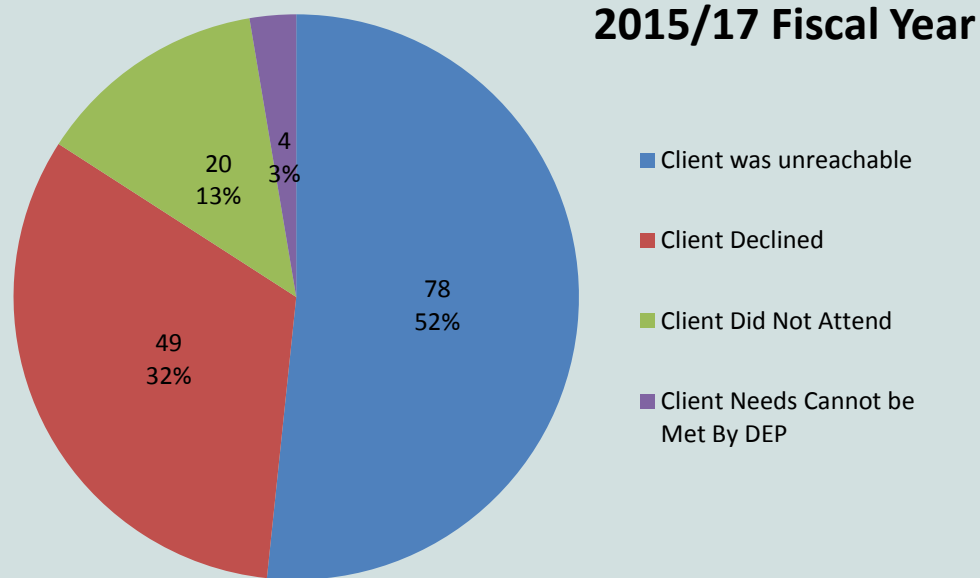
\*Languages that had less than or equal to 5 are shown in the table as ≤5.

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



# What factors affect referral completion?

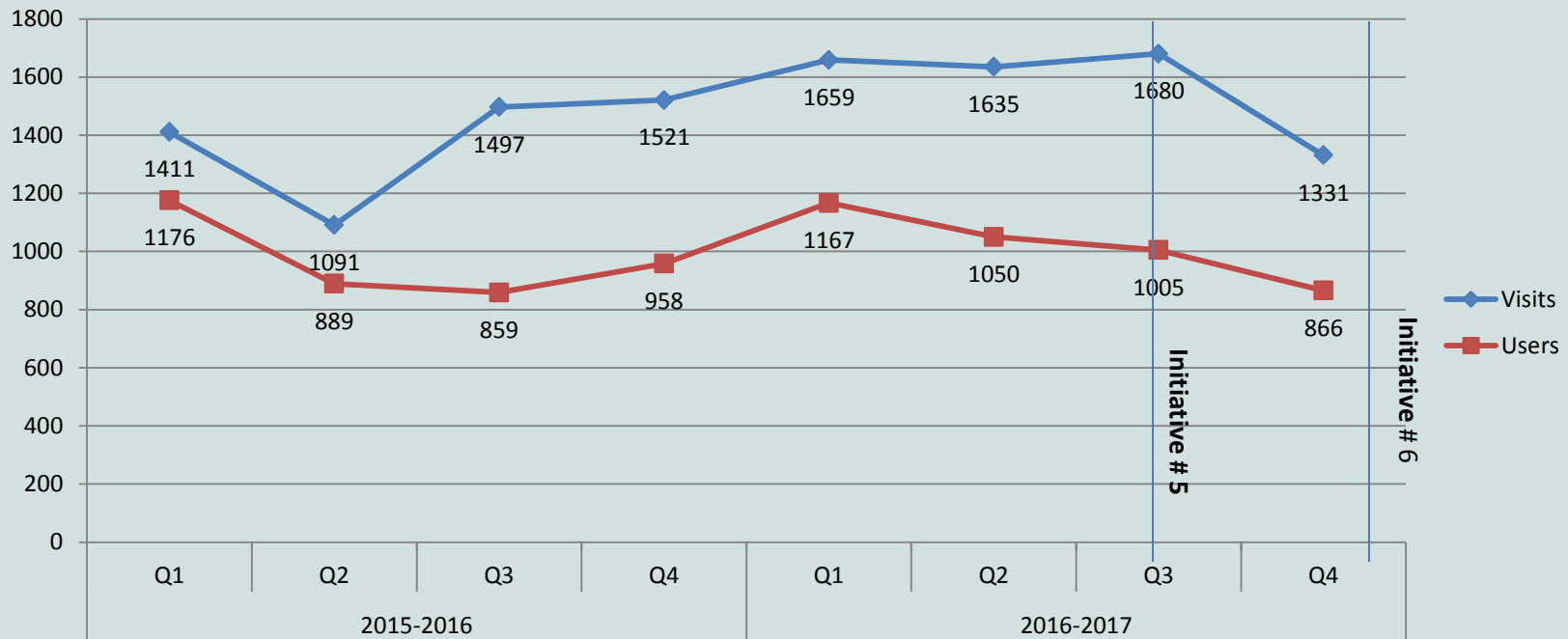
(#/% of referrals that the TCRS was unable to process by reason)



	2015-2016	2016-2017
Total referrals received through TCRS	2130	2113
Total #(% ) of incomplete referrals	171 (8%)	151 (7%)

# Regional website use

(# of visits to and users of [www.TorontoDiabetesReferral.com](http://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](http://www.TorontoDiabetesReferral.com)
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# Contact Information

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