

Toronto Central Referral Service Report

2018/19 Fiscal Year End Report



Volume of Referral Forms Submitted* by Referral Source

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Primary Care Provider/Specialist	359	59.5%	244	59.7%	225	60.8%	201	57.8%
Hospital	175	29.0%	99	24.2%	93	25.1%	96	27.6%
Home and Community Care	0	0.0%	1	0.2%	3	0.8%	3	0.9%
Self-Referral	48	8.0%	42	10.3%	35	9.5%	34	9.8%
Other (allied providers)	21	3.5%	22	5.4%	14	3.8%	14	4.0%
Missing data	0	0.0%	1	0.2%	0	0.0%	0	0.0%
Total	603	100%	409	100%	370	100%	348	100%

*More than one referral can be made on the referral form

Volume of Referral Forms Submitted Resulting in a Connection

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Not Connected	66	10.9%	33	8.1%	44	11.9%	30	8.6%
Connected	537	89.1%	376	91.9%	326	88.1%	318	91.4%
Total	603	100%	409	100%	370	100%	348	100%

Volume of Referrals Made* by Program Type

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
DEP - Diabetes Education Program	555	92.0%	406	99.3%	363	82.7%	334	85.9%
DPP - Diabetes Prevention Program	12	2.0%	3	0.7%	8	1.8%	2	0.5%
Diabetes Eye Screening Program	3	0.5%	0	0.0%	12	2.7%	27	6.9%
Self-Management Program	9	1.5%	0	0.0%	56	12.8%	26	6.7%
Other	24	4.0%	0	0.0%	0	0.0%	0	0.0%
Total	603	100%	409	100%	439	100%	389	100%

*More than one referral can be made on the referral form

Volume of Referrals to DEPs within Toronto Region

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Anishnawbe Health Centre DEP	0	0.0%	1	0.5%	2	0.9%	1	0.5%
Bridgepoint FHT DEP	7	2.1%	3	1.6%	5	2.2%	5	2.4%
DECNET - 1245 Danforth Ave site	6	1.8%	4	2.2%	9	4.0%	8	3.8%
DECNET - 955 Queen St E site	30	8.8%	16	8.7%	9	4.0%	22	10.5%
Don Mills DEP - Fairview Community Health site	1	0.3%	2	1.1%	0	0.0%	0	0.0%
Don Mills DEP - Flemington CHC site	75	22.1%	26	14.1%	33	14.7%	43	20.5%
Le Centre Francophone de Toronto	0	0.0%	0	0.0%	0	0.0%	0	0.0%
LMC Endocrinology Centre - Bayview	4	1.2%	0	0.0%	5	2.2%	0	0.0%
Mount Sinai Academic FHT DEP	17	5.0%	4	2.2%	4	1.8%	2	1.0%
Parkdale Queen West CHC DEP (Parkdale site)	20	5.9%	24	13.0%	22	9.8%	31	14.8%
Parkdale Queen West CHC DEP (Queen West site)	0	0.0%	0	0.0%	22	9.8%	3	1.4%
Regent Park CHC DEP	21	6.2%	23	12.5%	15	6.7%	17	8.1%
Sherbourne Health Centre DEP	29	8.5%	16	8.7%	8	3.6%	7	3.3%
Sunnybrook Academic FHT DEP	6	1.8%	1	0.5%	1	0.4%	2	1.0%
Taddle Creek FHT DEP	19	5.6%	6	3.3%	13	5.8%	9	4.3%
Unison H&CS DEP - Bathurst and Finch site	0	0.0%	0	0.0%	0	0.0%	1	0%
Unison H&CS DEP - Jane and Trethewey site	5	1.5%	3	1.6%	2	0.9%	0	0.0%
Unison H&CS DEP - Keele and Rogers site	33	9.7%	17	9.2%	20	8.9%	24	11.4%
Unison H&CS DEP - Lawrence Heights site	12	3.5%	12	6.5%	25	11.2%	15	7.1%
Vibrant Healthcare Alliance Mid-Toronto DEP	17	5.0%	16	8.7%	20	8.9%	13	6.2%
West Toronto DEP - Access Alliance/College site	4	1.2%	1	0.5%	1	0.4%	2	1.0%
West Toronto DEP - Access Alliance/Jane site	2	0.6%	1	0.5%	0	0.0%	0	0.0%
West Toronto DEP - Evans site	25	7.4%	7	3.8%	6	2.7%	0	0.0%
Women's Health in Women's Hands DEP	7	2.1%	1	0.5%	2	0.9%	5	2.4%
Total	340	100%	184	100%	224	100%	210	100%

Volume of Referrals to DPPs within Toronto Region

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Anishnawbe Health Toronto DPP	0	0.0%	0	-	0	0.0%	0	-
Flemington Health Centre DPP (South Asian)	0	0.0%	0	-	1	100.0%	0	-
Unison Health and Community Services DPP	7	100.0%	0	-	0	0.0%	0	-
Total	7	100%	0	-	1	100%	0	-

Volume of Referrals by Submission Method

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Fax	558	92.5%	363	88.8%	327	88.4%	297	85.3%
Mail	0	0.0%	0	0.0%	2	0.5%	1	0.3%
Online	42	7.0%	43	10.5%	32	8.6%	46	13.2%
Phone	2	0.3%	2	0.5%	1	0.3%	0	0.0%
Other	1	0.2%	1	0.2%	8	2.2%	4	1.1%
Total	603	100%	409	100%	370	100%	348	100%

Number of Unique Referral Sources by Category

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Primary Care Provider/Specialist	174	87.0%	133	55.4%	147	62.6%	126	60.0%
Hospital	43	21.5%	35	14.6%	43	18.3%	39	18.6%
Home and Community Care	0	0.0%	1	0.4%	3	1.3%	1	0.5%
Self-Referral	48	24.0%	42	17.5%	35	14.9%	34	16.2%
Other (allied providers)	11	5.5%	8	3.3%	7	3.0%	10	4.8%
Missing data	0	0.0%	1	0.4%	0	0.0%	0	0.0%
Total	200	100%	240	100%	235	100%	210	100%

Unique Referral Sources by LHIN/Sub-Region

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
TC LHIN - East Toronto	38	19.0%	39	16.3%	42	18.1%	51	24.6%
TC LHIN - Mid-East Toronto	25	12.5%	30	12.5%	29	12.5%	20	9.7%
TC LHIN - Mid-West Toronto	64	32.0%	70	29.2%	74	31.9%	52	25.1%
TC LHIN - North Toronto	25	12.5%	23	9.6%	24	10.3%	29	14.0%
TC LHIN - West Toronto	15	7.5%	14	5.8%	16	6.9%	23	11.1%
Outside TCLHIN	32	16.0%	22	9.2%	45	19.4%	32	15.5%
Missing data	1	0.5%	42	17.5%	2	0.9%	0	0.0%
Total	200	100%	240	100%	232	100%	207	100%