

# Toronto Central Referral Service Report

## 2019/20 Fiscal Year End Report



### Volume of Referral Forms Submitted\* by Referral Source

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Primary Care Provider/Specialist	315	68.2%	281	66.3%	316	69.9%	272	56.0%
Hospital	77	16.7%	83	19.6%	72	15.9%	150	30.9%
Home and Community Care	5	1.1%	12	2.8%	38	8.4%	32	6.6%
Self-Referral	30	6.5%	32	7.5%	4	0.9%	23	4.7%
Other (allied providers)	25	5.4%	16	3.8%	22	4.9%	8	1.6%
Missing data	10	2.2%	-	-	-	-	1	0.2%
<b>Total</b>	<b>462</b>	<b>100%</b>	<b>424</b>	<b>100%</b>	<b>452</b>	<b>100%</b>	<b>486</b>	<b>100%</b>

### Volume of Referral Forms Submitted Resulting in a Connection

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Not Connected	23	5.0%	21	5.0%	2	0.4%	37	7.6%
Connected	441	95.0%	401	95.0%	450	99.6%	449	92.4%
<b>Total</b>	<b>464</b>	<b>100%</b>	<b>422</b>	<b>100%</b>	<b>452</b>	<b>100%</b>	<b>486</b>	<b>100%</b>

### Reason Why Referral Volumes Were Not Connected

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Client Was Unreachable	7	33.3%	11	47.8%	1	50.0%	20	54.1%
Client Declined	3	14.3%	8	34.8%	-	-	14	37.8%
Client Did Not Attend	3	14.3%	1	4.3%	-	-	1	2.7%
Client Already Connected Somewhere	2	9.5%	-	-	-	-	1	2.7%
Client Needs Cannot Be Met	-	-	-	-	1	50.0%	1	2.7%
Other	6	28.6%	3	13.0%	-	-	-	-
<b>Total</b>	<b>21</b>	<b>100%</b>	<b>23</b>	<b>100%</b>	<b>2</b>	<b>100%</b>	<b>37</b>	<b>100%</b>

### Volume of Referrals Forms Submitted by TCLHIN Sub-Regions

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
East Toronto	45	8.3%	62	12.2%	54	10.0%	41	7.5%
Mid-East Toronto	139	25.6%	143	28.1%	180	33.4%	132	24.2%
Mid-West Toronto	73	13.4%	57	11.2%	68	12.6%	85	15.6%
North Toronto	47	8.6%	48	9.4%	38	7.1%	47	8.6%
West Toronto	90	16.5%	59	11.6%	47	8.7%	103	18.9%
Outside TCLHIN	150	27.6%	139	27.4%	135	25.0%	138	25.3%
Missing data	-	-	-	-	17	3.2%	-	-
<b>Total</b>	<b>544</b>	<b>100%</b>	<b>508</b>	<b>100%</b>	<b>539</b>	<b>100%</b>	<b>546</b>	<b>100%</b>

### Volume of Referrals Made\* by Program Type

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
DEP - Diabetes Education Program	431	79.2%	400	78.7%	424	78.7%	456	83.5%
DPP - Diabetes Prevention Program	9	1.7%	18	3.5%	16	3.0%	17	3.1%
Diabetes Eye Screening Program	51	9.4%	38	7.5%	35	6.5%	39	7.1%
Self-Management Program	53	9.7%	52	10.2%	64	11.9%	34	6.2%
<b>Total</b>	<b>544</b>	<b>100%</b>	<b>508</b>	<b>100%</b>	<b>539</b>	<b>100%</b>	<b>546</b>	<b>100%</b>

### Volume of Referrals to DEPs within Toronto Region

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Anishnawbe Health Centre DEP	-	-	2	0.7%	1	0.35%	-	-
Anne Johnston Health Station DEP	18	5.70%	22	7.9%	21	7.34%	-	-
Bridgepoint FHT DEP	4	1.30%	1	0.4%	2	0.70%	1	0.002976
DECNET - 1245 Danforth Ave	10	3.20%	4	1.4%	7	2.45%	16	0.047619
DECNET - 955 Queen St E	11	3.50%	16	5.7%	32	11.19%	15	0.044643

Don Mills DEP - Fairview Community Health	2	0.60%	-	-	1	0.35%	-	-
Don Mills DEP - Flemington CHC	31	9.80%	56	20.0%	42	14.69%	22	0.065476
Le Centre Francophone de Toronto	-	-	-	-	-	-	-	-
LMC Endocrinology Centre - Bayview	4	1.30%	-	-	4	1.40%	3	0.008929
Mount Sinai Academic FHT DEP	10	3.20%	10	3.6%	6	2.10%	8	0.02381
Parkdale Queen West CHC DEP (Parkdale site)	47	14.90%	27	9.6%	21	7.34%	58	0.172619
Parkdale Queen West CHC DEP (Queen West site)	10	3.20%	9	3.2%	19	6.64%	7	0.020833
Regent Park CHC DEP	16	5.10%	21	7.5%	28	9.79%	34	0.10119
Sherbourne Health Centre DEP	11	3.5%	13	4.6%	17	5.94%	8	0.02381
Sunnybrook Hospital DEP	-	-	2	0.7%	2	0.70%	1	0.002976
Taddle Creek FHT DEP	8	2.5%	12	4.3%	15	5.24%	13	0.03869
Unison H&CS DEP - Jane and Trethewey site	1	0.3%	-	-	-	-	-	-
Unison H&CS DEP - Keele and Rogers site	51	16.1%	34	12.1%	46	16.08%	59	0.175595
Unison H&CS DEP - Lawrence Heights site	18	5.7%	23	8.2%	11	3.85%	20	0.059524
Vibrant Healthcare Alliance Mid-Toronto DEP	7	2.2%	-	-	-	-	23	0.068452
West Toronto DEP - Access Alliance/College site	1	0.30%	1	0.4%	1	0.35%	1	1
West Toronto DEP - Access Alliance/Jane site	1	0.30%	-	-	-	-	-	-
West Toronto DEP - Evans site	31	9.8%	23	8.2%	6	2.10%	39	0.116071
Women's Health in Women's Hands	1	0.3%	4	1.4%	4	1.40%	8	0.02381
<b>Total</b>	<b>293</b>	<b>93%</b>	<b>280</b>	<b>100%</b>	<b>286</b>	<b>100%</b>	<b>336</b>	<b>200%</b>

### Volume of Referrals to DPPs within Toronto Region

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Anishnawbe Health Toronto DPP	-	-	-	-	-	-	-	-
Flemington Health Centre DPP (South Asian)	-	-	-	-	-	-	1	100.0%
Unison Health and Community Services DPP	6	100%	5	100%	-	-	-	-
<b>Total</b>	<b>6</b>	<b>100%</b>	<b>5</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>1</b>	<b>100%</b>

### Volume of Referrals by Submission Method

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Fax	376	81.4%	360	84.9%	396	87.6%	438	90.1%
Mail	2	0.4%	-	-	-	-	-	-
Online	82	17.7%	62	14.6%	56	12.4%	47	9.7%
Phone	1	0.2%	2	0.5%	-	-	-	-
Other	1	0.2%	-	-	-	-	1	0.2%
<b>Total</b>	<b>462</b>	<b>100%</b>	<b>424</b>	<b>100%</b>	<b>452</b>	<b>100%</b>	<b>486</b>	<b>100%</b>

### Number of Unique Referral Sources by Category

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Primary Care Provider/Specialist	131	65.5%	142	59.2%	154	66.4%	148	62.2%
Hospital	30	15.0%	50	20.8%	34	14.7%	39	16.4%
Home and Community Care	3	1.5%	10	4.2%	27	11.6%	23	9.7%
Self-Referral	30	15.0%	32	13.3%	4	1.7%	23	9.7%
Other (allied providers)	5	2.5%	6	2.5%	13	5.6%	4	1.7%
Missing data	1	0.5%	-	-	-	-	1	0.4%
<b>Total</b>	<b>200</b>	<b>100%</b>	<b>240</b>	<b>100%</b>	<b>232</b>	<b>100%</b>	<b>238</b>	<b>100%</b>

### Number of Unique Referral Sources by LHIN/Sub-Region

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
East Toronto	27	13.5%	41	17.1%	43	18.5%	73	15.0%
Mid-East Toronto	23	11.5%	36	15.0%	26	11.2%	36	7.4%
Mid-West Toronto	67	33.5%	78	32.5%	88	37.9%	180	37.0%
North Toronto	24	12.0%	21	8.8%	24	10.3%	30	6.2%
West Toronto	21	10.5%	20	8.3%	15	6.5%	118	24.3%
Outside TCLHIN	33	16.5%	37	15.4%	29	12.5%	48	9.9%
Missing data	5	2.5%	7	2.9%	7	3.0%	1	0.2%
<b>Total</b>	<b>200</b>	<b>100%</b>	<b>240</b>	<b>100%</b>	<b>232</b>	<b>100%</b>	<b>486</b>	<b>100%</b>