

System Impact of Toronto Diabetes Care Connect Over the last 2 years (2019-2021)

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Introduction

Within the Toronto region, diabetes care is being provided across a number of programs, organizations and sectors. Our clients include primary care providers, specialists, health care providers, planners, and community members. Regional support is required to help coordinate services, facilitate collaboration across programs, and improve awareness of and access to quality team-based care.

Toronto Diabetes Care Connect (TDCC), a program of South Riverdale Community Health Centre, was created in 2013 to help the Toronto Central LHIN provide this regional support. The second page of this document highlights the impact of TDCC's four key strategies over the last 2 fiscal years.

COVID-19 Pandemic

As programs and organizations adapted to provide ongoing diabetes education and care during the pandemic, TDCC has continued to provide regional support.

COVID Recovery

As we move through COVID recovery, while health care planning moves into the Ontario Health Team (OHT) model, the need for regional coordination remains. With anticipated increases in referral volumes, both the referral service and the website are well suited to support coordinated pathways in a seamless healthcare system.

Toronto Diabetes Care Connect can work closely with key stakeholder groups, planning groups, decision makers, and OHTs to meaningfully participate in system-level changes.

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VISION

Equitable access to and delivery of coordinated, high-quality, team-based, diabetes care within the Toronto region

OUTCOMES

Increased collaboration & coordination across programs

Improved access to high-quality team-based care

Increased system capacity to deliver high-quality care

STRATEGY #1

Facilitate the coming together of stakeholders to support meaningful discussions and strategic regional (and sub-regional) planning

37 key stakeholders engaged to support:

- 1) Cross-organizational sharing of practices throughout COVID-19
- 2) More than 15 cross-organizational connections supporting linkages to programs, information & resource sharing
- 3) Limb preservation projects
- 4) Diabetes Action Canada initiatives
- 5) Diabetes Canada's Diabetes 360 Strategy

"Meetings ensure that relevant information is shared in meaningful ways, allowing discussion of common issues, sharing of successes and strengthening of programs. They also allow the members to better understand the broader picture in health care as our system continues to evolve."

"It has been incredibly helpful to be able to connect with other organizations... particularly during the pandemic."

"Having someone facilitate is helpful to make the work more structured, cohesive and sustainable, with one voice to represent our input."

STRATEGY #2

Operate the Toronto Central Referral Service (TCRS) and the Toronto Diabetes Care Connect website with a quality improvement (QI) lens

637 (2019/20) & 557 (2020/21)

referral service users

2459

referrals submitted

6706

website users

96%

of referrals resulted in a connection

"Was a pivotal service for those who were being diagnosed with diabetes who did not get the usual follow up during the pandemic"

"The service simplifies the process of connecting providers and patients with Diabetes Education Services in Toronto"

STRATEGY #3

Support the development and/or use of frameworks, tools, and initiatives to support access to and delivery of quality team-based diabetes care

31 programs from 28 organizations collaborated to support:

- 1) Inventory of diabetes services in Toronto during COVID-19
- 2) COVID-19 resource page on TDCC website
- 3) TDCC Referral System Redesign & Physician Engagement report dissemination
- 4) Call for meaningful stakeholder engagement at Ontario SPOR Support Unit - Diabetes Action Canada Virtual Roundtable
- 5) BBDC Advanced Diabetes Course
- 6) BBDC QI Primer Series

"Extremely important work in a time [during the pandemic] when resources are limited, and focus is elsewhere."

"[The reports were] impactful work right before the pandemic. The connections made with primary care was vital during the pandemic."

STRATEGY #4

Support diabetes-related professional development among healthcare providers working in diabetes

374 | **98%**

healthcare providers reached through New Hires Program & Endocrinology Sessions

reported increase in knowledge, skills and confidence

"It is very useful for our practitioners to have regular access to an endocrinologist to get up-to-date information and be able to answer tricky questions."

"I feel more competent. Members of my team have noticed my increased knowledge & skills."

"I feel more confident when talking to clients, and have a better understanding of how I should be approaching questions & topics."