

Toronto Central Referral Service Report

2020/21 Fiscal Year End Report



Volume of Referral Forms Submitted* by Referral Source

	2020-2021 Q1		2020-2021 Q2		2020-2021 Q3		2020-2021 Q4	
	#	%	#	%	#	%	#	%
Primary Care Provider/Specialist	71	67.6%	109	66.9%	117	60.0%	102	59.3%
Hospital	17	16.2%	21	12.9%	31	15.9%	23	13.4%
Home and Community Care	4	3.8%	7	4.3%	12	6.2%	13	7.6%
Self-Referral	12	11.4%	24	14.7%	31	15.9%	31	18.0%
Other (allied providers)	1	1.0%	2	1.2%	4	2.1%	3	1.7%
Missing data	-	-	-	-	-	-	-	-
Total	105	100%	163	100%	195	100%	172	100%

Volume of Referral Forms Submitted Resulting in a Connection

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Not Connected	6	3.6%	8	2.9%	11	3.3%	4	1.2%
Connected	162	96.4%	268	97.1%	323	96.7%	329	98.8%
Total	168	100%	276	100%	334	100%	333	100%

Reason Why Referral Volumes Were Not Connected

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Client Was Unreachable	1	16.7%	4	50.0%	7	63.6%	1	25.0%
Client Declined	5	83.3%	3	37.5%	2	18.2%	-	-
Client Did Not Attend	-	-	1	12.5%	-	-	-	-
Client Already Connected Somewhere	-	-	-	-	-	-	-	-
Client Needs Cannot Be Met	-	-	-	-	2	18.2%	3	75.0%
Other	-	-	-	-	-	-	-	-
Total	6	100%	8	100%	11	100%	4	100%

Volume of Referral Forms Submitted by TCLHIN Sub-Regions

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
East Toronto	23	13.2%	32	11.3%	29	7.8%	37	10.1%
Mid-East Toronto	33	19.0%	63	22.3%	88	23.6%	87	23.8%
Mid-West Toronto	29	16.7%	46	16.3%	55	14.7%	52	14.2%
North Toronto	17	9.8%	28	9.9%	39	10.5%	26	7.1%
West Toronto	26	14.9%	38	13.5%	44	11.8%	48	13.2%
Outside TCLHIN	46	26.4%	75	26.6%	118	31.6%	115	31.5%
Missing data	-	-	-	-	-	-	-	-
Total	174	100%	282	100%	373	100%	365	100%

Volume of Referrals Made* by Program Type

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
DEP	151	79.5%	241	74.6%	314	78.9%	312	83.4%
DPP	7	3.7%	17	5.3%	8	2.0%	17	4.5%
Diabetes Eye Screening	21	11.1%	41	12.7%	46	11.6%	27	7.2%
SMP	11	5.8%	24	7.4%	30	7.5%	18	4.8%
Total	190	100%	323	100%	398	100%	374	100%

Volume of Referrals to DEPs within Toronto Region

	2020-2021 Q1		2020-2021 Q2		2020-2021 Q3		2020-2021 Q4	
	#	%	#	%	#	%	#	%
Access Alliance - College Site	-	-	-	-	-	-	-	-
Access Alliance - Jane Site	-	-	-	-	-	-	-	-
Anishnawbe Health Centre DEP	-	-	1	0.62%	2	1.09%	-	-
Anne Johnston Health Station DEP	-	-	2	1.24%	5	2.72%	13	6.77%
Bridgepoint FHT DEP	2	2.08%	4	2.48%	2	1.09%	3	1.56%
DECNET - 1245 Danforth Ave	9	9.38%	5	3.11%	8	4.35%	9	4.69%
DECNET - 955 Queen St E	6	6.25%	6	3.73%	11	5.98%	21	10.94%
Don Mills DEP - Fairview Community Health	-	-	-	-	1	0.54%	1	0.52%
Don Mills DEP - Flemington CHC	12	12.50%	23	14.29%	19	10.33%	25	13.02%
LMC Endocrinology Centre - Bayview	-	-	-	-	-	-	-	-
Mount Sinai Academic FHT DEP	-	-	1	0.62%	2	1.09%	2	1.04%
Parkdale Queen West CHC DEP	18	18.75%	28	17.39%	25	13.59%	29	15.10%
Regent Park CHC DEP	6	6.25%	14	8.70%	13	7.07%	17	8.85%
Sherbourne Health Centre DEP	5	5.21%	9	5.59%	9	4.89%	5	2.60%
Sunnybrook Hospital DEP	-	-	2	1.24%	1	0.54%	-	-
Taddle Creek FHT DEP	4	4.17%	12	7.45%	19	10.33%	14	7.29%
Unison DEP - Jane and Trethewey	-	-	-	-	-	-	-	-
Unison DEP - Keele and Rogers	17	17.71%	29	18.01%	31	16.85%	36	18.75%
Unison DEP - Lawrence Heights	3	3.13%	9	5.59%	13	7.07%	13	6.77%
Vibrant Healthcare Alliance Mid-Toronto DEP	14	14.58%	15	9.32%	19	10.33%	-	-
West Toronto DEP	-	-	-	-	-	-	-	-
Women's Health in Women's Hands	-	-	1	0.62%	4	2.17%	4	2.08%
Total	96	100%	161	100%	184	100%	192	100%

Volume of Referrals to DPPs within Toronto Region

	2020-2021 Q1		2020-2021 Q2		2020-2021 Q3		2020-2021 Q4	
	#	%	#	%	#	%	#	%
Anishnawbe Health Toronto DPP	-	-	-	-	1	100.0%	-	-
Flemington Health Centre DPP (South Asian)	-	-	-	-	-	-	-	-
Unison Health and Community Services DPP	-	-	-	-	-	-	-	-
Total	0	0%	0	0%	1	100%	0	0%

Volume of Referrals by Submission Method

	2020-2021 Q1		2020-2021 Q2		2020-2021 Q3		2020-2021 Q4	
	#	%	#	%	#	%	#	%
Fax	155	92.3%	239	89.2%	290	86.8%	294	88.3%
Mail	2	1.2%	-	-	-	-	1	0.3%
Online	9	5.4%	23	8.6%	43	12.9%	34	10.2%
Phone	1	0.6%	-	-	-	-	1	0.3%
Other	1	0.6%	6	2.2%	1	0.3%	3	0.9%
Total	168	100%	268	100%	334	100%	333	100%

Number of Unique Referral Sources by Category

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Primary Care Provider/Specialist	105	62.5%	188	70.1%	224	67.1%	204	61.3%
Hospital	46	27.4%	45	16.8%	59	17.7%	76	22.8%
Home and Community Care	4	2.4%	8	3.0%	15	4.5%	17	5.1%
Self-Referral	12	7.1%	24	9.0%	31	9.3%	31	9.3%
Other (allied providers)	1	0.6%	3	1.1%	5	1.5%	5	1.5%
Missing data	-	-	-	-	-	-	-	-
Total	168	100%	268	100%	334	100%	333	100%

Number of Unique Referral Sources by LHIN/Sub-Region

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
East Toronto	17	16.2%	40	24.5%	34	17.4%	38	22.1%
Mid-East Toronto	7	6.7%	17	10.4%	23	11.8%	16	9.3%
Mid-West Toronto	37	35.2%	54	33.1%	69	35.4%	57	33.1%
North Toronto	13	12.4%	10	6.1%	13	6.7%	11	6.4%
West Toronto	13	12.4%	12	7.4%	17	8.7%	22	12.8%
Outside TCLHIN	17	16.2%	30	18.4%	39	20.0%	28	16.3%
Missing data	1	1.0%	-	-	-	-	-	-
Total	105	100%	163	100%	195	100%	172	100%