

Toronto Central Referral Service Report

2021/22 Fiscal Year End Report



Volume of Referral Forms Submitted by Referral Source

	2021-2022 Q1		2021-2022 Q2		2021-2022 Q3		2021-2022 Q4	
	#	%	#	%	#	%	#	%
Primary Care Provider/Specialist	279	61.7%	258	65.3%	225	59.5%	229	55.3%
Hospital	92	20.4%	60	15.2%	67	17.7%	110	26.6%
Home and Community Care	15	3.3%	12	3.0%	8	2.1%	7	1.7%
Self-Referral	44	9.7%	44	11.1%	58	15.3%	46	11.1%
Other (allied providers)	22	4.9%	21	5.3%	20	5.3%	22	5.3%
Missing data	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	452	100%	395	100%	378	100%	414	100%

Referral Volumes Resulting in a Connection

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Not Connected	20	4.7%	5	1.2%	8	2.0%	16	3.9%
Connected	404	95.3%	408	98.8%	398	98.0%	394	96.1%
Total	424	100%	413	100%	406	100%	410	100%

Reason Why Referral Volumes Were Not Connected

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Client Was Unreachable	9	45.0%	1	20.0%	5	62.5%	4	25.0%
Client Declined	6	30.0%	2	40.0%	1	12.5%	4	25.0%
Client Did Not Attend	1	5.0%	1	20.0%	1	12.5%	0	0.0%
Client Already Connected Somewhere	3	15.0%	1	20.0%	1	12.5%	2	12.5%
Client Needs Cannot Be Met	1	5.0%	-	-	0	0.0%	0	0.0%
Other	-	-	-	-	0	0.0%	6	37.5%
Total	20	100%	5	100%	8	100%	16	100%

Volume of Referrals Made* by Program Type

	2021-2022 Q1		2021-2022 Q2		2021-2022 Q3		2021-2022 Q4	
	#	%	#	%	#	%	#	%
DEP	372	78.6%	362	81.5%	375	81.0%	389	76.6%
DPP	11	2.3%	18	4.1%	7	1.5%	11	2.2%
Diabetes Eye Screening	56	11.8%	35	7.9%	36	7.8%	44	8.7%
SMP	34	7.2%	29	6.5%	45	9.7%	64	12.6%
Total	473	100%	444	100%	463	100%	508	100%

Referral Volumes* Requested Program Services

	2021-2022 Q1		2021-2022 Q2		2021-2022 Q3		2021-2022 Q4	
	#	%	#	%	#	%	#	%
Access Alliance WTDEP - College Site - DEP							2	0.46%
Access Alliance WTDEP - Jane Site - DEP							3	0.69%
Anishnawbe Health Centre - DEP	2	0.4%	2	0.4%	1	0.2%	2	0.46%
Black Creek CHC - Sheridan Mall Site - DEP	1	0.2%		0.0%	0	0.0%	6	1.38%
Black Creek CHC - Yorkgate Mall Site - DEP	1	0.2%		0.0%	4	0.9%	1	0.23%
Bridgepoint FHT - DEP	1	0.2%	1	0.2%	3	0.7%	2	0.46%
Carea CHC - DEP	1	0.2%		0.0%	0	0.0%		0.00%
Carefirst FHT - Richmond Hill Site - DEP					2	0.5%	1	0.23%
Carefirst FHT - Scarborough Site - DEP	10	2.2%	4	0.9%	19	4.4%	24	5.50%
Caroline FHT - DEP		0.0%	1	0.2%	0	0.0%		0.00%
Centre Francophone de Toronto - DEP		0.0%	1	0.2%	0	0.0%	1	0.23%
Davenport Perth CHC WTDEP - DEP	1	0.2%		0.0%	0	0.0%	6	1.38%
Don Mills DEP - Fairview Community Health Site - DEP					5	1.2%	11	2.52%
Don Mills DEP - Flemington CHC Site - DEP	25	5.5%	38	8.9%	35	8.2%	26	5.96%
East GTA FHT - DEP	8	1.8%	2	0.5%	9	2.1%	8	1.83%
East Mississauga CHC (Branch of LAMP) WTDEP - DEP		0.0%	1	0.2%	0	0.0%	2	0.46%
Flemington Health Centre South Asian DPP - DPP					4	0.9%		0.00%
Four Villages CHC WTDEP - Bloor Site - DEP					2	0.5%	3	0.69%
Four Villages CHC WTDEP - Dundas Site - DEP					2	0.5%	6	1.38%
Halton Healthcare - Georgetown Site - DEP		0.0%	1	0.2%	0	0.0%		0.00%
Humber River Hospital - DEP		0.0%	2	0.5%	2	0.5%	2	0.46%
Jane Finch FHT - DEP	5	1.1%	1	0.2%	1	0.2%	7	1.61%
LAMP CHC WTDEP - DEP	29	6.4%	25	5.9%	20	4.7%	14	3.21%
LMC - Bayview Site - DEP	5	1.1%	4	0.9%	0	0.0%		0.00%
LMC - Brampton Site - DEP		0.0%	3	0.7%	0	0.0%		0.00%
LMC - Etobicoke Site - DEP		0.0%	1	0.2%	0	0.0%		0.00%
LMC - Markham Site - DEP		0.0%	4	0.9%	1	0.2%	1	0.23%
LMC - Vaughan Site - DEP	1	0.2%	2	0.5%	2	0.5%	1	0.23%
LMC Diabetes and Endocrinology - Brampton					1	0.2%		0.00%
Lakeridge Health Bowmanville - DEP					1	0.2%		0.00%

Mackenzie Health - DEP	1	0.2%	1	0.2%	4	0.9%	4	0.92%
Markham Stouffville Hospital - DEP	1	0.2%		0.0%	1	0.2%	2	0.46%
Mount Sinai Academic FHT - DEP	5	1.1%	3	0.7%	3	0.7%	1	0.23%
Niagara North FHT - DEP	1	0.2%	1	0.2%	1	0.2%		0.00%
North Simcoe FHT - DEP		0.0%	1	0.2%	0	0.0%		0.00%
North York FHT - DEP	8	1.8%	7	1.6%	5	1.2%		0.00%
North York General Hospital - Champagne Site - DEP		0.0%	2	0.5%	0	0.0%	1	0.23%
Parkdale Queen West CHC - Parkdale Site - DEP	31	6.8%	27	6.3%	15	3.5%	21	4.82%
Parkdale Queen West CHC - Queen Site - DEP	13	2.9%	16	3.7%	21	4.9%	11	2.52%
Peterborough Regional Health Centre - DEP	1	0.2%		0.0%	0	0.0%	26	5.96%
Referral Services - Central East LHIN	61	13.4%	49	11.5%	59	13.8%		0.00%
Referral Services - Central LHIN		0.0%	1	0.2%	0	0.0%		0.00%
Referral Services - Mississauga-Halton LHIN	6	1.3%	7	1.6%	9	2.1%	7	1.61%
Referral Services - North Simcoe Muskoka LHIN		0.0%	1	0.2%	2	0.5%		0.00%
Referral Services - Waterloo Wellington LHIN		0.0%	1	0.2%	0	0.0%	1	0.23%
Regent Park CHC - DEP	25	5.5%	18	4.2%	19	4.4%	9	2.06%
Rexdale CHC - Dixon Site - DEP	1	0.2%		0.0%	3	0.7%	2	0.46%
Rexdale CHC - Panorama Site - DEP	12	2.6%	14	3.3%	1	0.2%	1	0.23%
Rexdale CHC - Taber Site - DEP					3	0.7%		0.00%
SUNDEC Sunnybrook Hospital - DEP	1	0.2%	2	0.5%	4	0.9%		0.00%
Scarborough Academic FHT - DEP	3	0.7%	3	0.7%	1	0.2%	3	0.69%
Scarborough CHC - Eglinton Site - DEP	4	0.9%		0.0%	3	0.7%	17	3.90%
Scarborough CHC - Markham Site - DEP		0.0%	1	0.2%	1	0.2%	3	0.69%
Scarborough Health Network - Birchmount Site - DEP	3	0.7%	1	0.2%	2	0.5%	2	0.46%
Scarborough Health Network - Lawrence Site - DEP	2	0.4%		0.0%	3	0.7%		0.00%
Sherbourne Health Centre - DEP	3	0.7%	11	2.6%	23	5.4%	20	4.59%
South Riverdale CHC - Tele-ophthalmology Program	47	10.3%	34	8.0%	32	7.5%	38	8.72%
South Riverdale CHC Choose Health - Self-Management Program	30	6.6%	30	7.0%	10	2.3%	15	3.44%
South Riverdale CHC DECNET - Danforth Site - DEP	10	2.2%	1	0.2%	1	0.2%	30	6.88%
South Riverdale CHC DECNET - Queen Site - DEP	18	3.9%	9	2.1%	29	6.8%	22	5.05%
Southlake Regional Health Centre - DEP	1	0.2%	1	0.2%	1	0.2%	3	0.69%
St Michael FHT - DEP	1	0.2%		0.0%	0	0.0%		0.00%
Stonegate CHC WTDEP - DEP					1	0.2%	7	1.61%
TAIBU CHC - DEP	1	0.2%		0.0%	5	1.2%	3	0.69%
Taddle Creek FHT - DEP	14	3.1%	17	4.0%	11	2.6%	5	1.15%
Unison - Bathurst and Finch Site - DEP					1	0.2%	6	1.38%
Unison - Jane and Trethewey Site - DEP					2	0.5%	5	1.15%
Unison - Keele and Rogers Site - DEP	36	7.9%	33	7.7%	24	5.6%	16	3.67%
Unison - Lawrence Heights Site - DEP	9	2.0%	21	4.9%	9	2.1%	10	2.29%
Vaughan CHC - DEP		0.0%	3	0.7%	0	0.0%	4	0.92%
Vibrant Healthcare Alliance Mid-Toronto Diabetes Program - DEP	8	1.8%	13	3.0%	0	0.0%		0.00%
Wellfort Diabetes Program - Bramalea CHC Site - DEP	5	1.1%	3	0.7%	1	0.2%	3	0.69%
West Durham FHT - DEP					2	0.5%	2	0.46%
William Osler Health System - Caledon Site - DEP		0.0%	1	0.2%	0	0.0%		0.00%
William Osler Health System - Etobicoke General Hospital Site - DEP	1	0.2%		0.0%	0	0.0%		0.00%
Women's Health in Women's Hands - DEP	3	0.7%	1	0.2%	3	0.7%	6	1.38%
York West Active Living Centre - DEP							1	0.23%
Total	456	100%	427	100%	429	100%	436	100%

Volume of Referrals by Submission Method

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Fax	346	81.6%	333	80.6%	355	87.4%	363	88.5%
Mail	1	0.2%	1	0.2%	1	0.2%	0	0.0%
Online	53	12.5%	37	9.0%	34	8.4%	41	10.0%
Phone	-	-	-	-	0	0.0%	0	0.0%
Missing Data	24	5.7%	42	10.2%	16	3.9%	6	1.5%
Total	424	100%	413	100%	406	100%	410	100%

Number of Unique Referral Sources by Category

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Primary Care Provider/Specialist	115	59.3%	115	57.5%	103	59.2%	105	56.5%
Hospital	27	13.9%	26	13.0%	27	15.5%	31	16.7%
Home and Community Care	7	3.6%	6	3.0%	4	2.3%	4	2.2%
Self-Referral	1	0.5%	1	0.5%	1	0.6%	1	0.5%
Other (allied providers)	10	5.2%	10	5.0%	10	5.7%	11	5.9%
Missing data	34	17.5%	42	21.0%	29	16.7%	34	18.3%
Total	194	100%	200	100%	174	100%	186	100%