

Toronto Central Referral Service Report 2022/23 Fiscal Year End Report



Volume of Referral Forms Submitted by Referral Source

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Primary Care Provider/Specialist	276	63.0%	286	62.4%	310	70.6%	336	69.9%
Hospital	92	21.0%	104	22.7%	76	17.3%	86	17.9%
Home and Community Care	7	1.6%	5	1.1%	2	0.5%	0	0.0%
Self-Referral	43	9.8%	36	7.9%	37	8.4%	46	9.6%
Other (allied providers)	20	4.6%	27	5.9%	14	3.2%	13	2.7%
Missing data	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	438	100.0%	458	100.0%	439	100.0%	481	100.0%

Referral Volumes Resulting in a Connection

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Not Connected	15	3.4%	5	1.1%	21	4.8%	22	4.6%
Connected	420	96.6%	449	98.9%	417	95.2%	454	95.4%
Total	435	100%	454	100%	438	100%	476	100%

Reason Why Referral Volumes Were Not Connected

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Client Was Unreachable	2	13.3%	3	60.0%	9	42.9%	5	22.7%
Client Declined	3	20.0%	1	20.0%	1	4.8%	5	22.7%
Client Did Not Attend	0	0.0%	0	0.0%	3	14.3%	0	0.0%
Client Already Connected Somewhere	0	0.0%	0	0.0%	1	4.8%	2	9.1%
Client Needs Cannot Be Met	0	0.0%	0	0.0%	0	0.0%	2	9.1%
Other	10	66.7%	1	20.0%	7	33.3%	8	36.4%
Total	15	100%	5	100%	21	100%	22	100%

Volume of Referrals Made by Program Type

	2022-2023 Q1		2022-2023 Q2		2022-2023 Q3		2022-2023 Q4	
	#	%	#	%	#	%	#	%
DEP	402	72.6%	430	78.8%	395	74.1%	441	74.6%
DPP	22	4.0%	16	2.9%	22	4.1%	21	3.6%
Diabetes Eye Screening	50	9.0%	50	9.2%	64	12.0%	63	10.7%
SMP	80	14.4%	50	9.2%	52	9.8%	66	11.2%
Total	554	100.0%	546	100.0%	533	100.0%	591	100.0%

Referral Volumes - Requested Program Services

	2022-2023 Q1		2022-2023 Q2		2022-2023 Q3		2022-2023 Q4	
	#	%	#	%	#	%	#	%
Access Alliance WTDEP - College Site - DEP	6	1.2%	8	1.4%	7	1.3%	7	1.3%
Access Alliance WTDEP - Jane Site - DEP	4	0.8%	6	1.1%	10	1.9%	7	1.3%
Ajax Pickering DEP	0	0.0%	0	0.0%	3	0.6%	0	0.0%
Anishnawbe Health Centre - DEP								0.0%
Black Creek CHC - Sheridan Mall Site - DEP	0	0.0%	5	0.9%	4	0.8%	2	0.4%
Black Creek CHC - Yorkgate Mall Site - DEP	0	0.0%	0	0.0%	1	0.2%	0	0.0%
Bridgepoint FHT - DEP	1	0.2%	3	0.5%	1	0.2%	2	0.4%
Carea CHC - DEP								0.0%
Carefirst FHT - Richmond Hill Site- DEP	1	0.2%	4	0.7%	1	0.2%	2	0.4%
Carefirst FHT - Scarborough Site- DEP	24	4.7%	35	6.3%	34	6.4%	41	7.3%
Centre Francophone de Toronto - DEP							1	0.2%
Davenport Perth CHC WTDEP - DEP	5	1.0%	4	0.7%	4	0.8%	2	0.4%
Diabetes Education Clinic - Stevenson Memorial Hospital	0	0.0%	0	0.0%	1	0.2%	0	0.0%
Don Mills DEP - Fairview Community Health Site - DEP	3	0.6%	4	0.7%	11	2.1%	7	1.3%
Don Mills DEP - Flemington CHC Site - DEP	27	5.2%	32	5.7%	37	7.0%	39	7.0%
East GTA FHT - DEP	9	1.7%	9	1.6%	7	1.3%	21	3.8%
East Mississauga CHC (Branch of LAMP) WTDEP - DEP	3	0.6%	7	1.3%	5	0.9%	1	0.2%
Flemington Health Centre South Asian DPP - DPP	1	0.2%	7	1.3%	1	0.2%	0	0.0%
Four Villages CHC WTDEP - Bloor Site - DEP	12	2.3%	13	2.3%	13	2.4%	11	2.0%
Four Villages CHC WTDEP - Dundas Site - DEP	8	1.6%	8	1.4%	4	0.8%	7	1.3%
Humber River Hospital - DEP	4	0.8%	2	0.4%	0	0.0%	1	0.2%
Jane Finch FHT - DEP	4	0.8%	10	1.8%	2	0.4%	3	0.5%
LAMP CHC WTDEP - DEP	18	3.5%	22	3.9%	13	2.4%	15	2.7%
LMC - Bayview Site - DEP	1	0.2%	0	0.0%	1	0.2%	0	0.0%
LMC - Brampton Site - DEP	1	0.2%	1	0.2%	0	0.0%	0	0.0%
LMC - Etobicoke Site - DEP	1	0.2%	1	0.2%	3	0.6%	0	0.0%
LMC - Markham Site - DEP	0	0.0%	3	0.5%	0	0.0%	0	0.0%
LMC - Vaughan Site - DEP	1	0.2%	1	0.2%	0	0.0%	2	0.4%

LMC Diabetes and Endocrinology - Brampton								0.0%
LMC Edward St	2	0.4%	0		0	0.0%	0	
Lakeridge Health Bowmanville - DEP								0.0%
London Inner City Community Health Centre - Diabetes Education Program	0	0.0%	1		0	0.0%	0	
Mackenzie Health - DEP	3	0.6%	1	0.2%	0	0.0%	2	0.4%
Markham Stouffville Hospital - DEP	1	0.2%	0	0.0%	3	0.6%	2	0.4%
Mount Sinai Academic FHT - DEP	5	1.0%	4	0.7%	2	0.4%	7	1.3%
Niagara Health Diabetes Education Centre	1	0.2%	0		0	0.0%	0	0.0%
Niagara North FHT - DEP	0	0.0%	1	0.2%	1	0.2%	0	0.0%
North Simcoe FHT - DEP	1	0.2%	0	0.0%	0	0.0%	0	0.0%
North York FHT - DEP	6	1.2%	2	0.4%	2	0.4%	5	0.9%
North York General Hospital - Champagne Site - DEP	2	0.4%	0	0.0%	0	0.0%	0	0.0%
Oshawa Community Health Centre	0	0.0%	1	0.2%	0	0.0%	0	0.0%
Parkdale Queen West CHC - Parkdale Site - DEP	20	3.9%	15	2.7%	15	2.8%	21	3.8%
Parkdale Queen West CHC - Queen Site - DEP	15	2.9%	13	2.3%	15	2.8%	13	2.3%
Referral Services - Central East LHIN	8	1.6%	13	2.3%	10	1.9%	14	2.5%
Referral Services - Mississauga-Halton LHIN	8	1.6%	7	1.3%	4	0.8%	5	0.9%
Referral Services - North Simcoe Muskoka LHIN	0	0.0%	1	0.2%	0	0.0%	0	0.0%
Referral Services - Waterloo Wellington LHIN	0	0.0%	1	0.2%	1	0.2%	0	0.0%
Regent Park CHC - DEP	9	1.7%	16	2.9%	22	4.1%	8	1.4%
Rexdale CHC - Dixon Site - DEP	4	0.8%	3	0.5%	5	0.9%	9	1.6%
Rexdale CHC - Panorama Site - DEP	4	0.8%	0	0.0%	2	0.4%	7	1.3%
Rexdale CHC - Taber Site - DEP	4	0.8%	4	0.7%	3	0.6%	2	0.4%
SUNDEC Sunnybrook Hospital - DEP	1	0.2%	2	0.4%	0	0.0%	4	0.7%
Scarborough Academic FHT - DEP	2	0.4%	6	1.1%	2	0.4%	7	1.3%
Scarborough CHC - Eglinton Site - DEP	29	5.6%	27	4.8%	28	5.3%	28	5.0%
Scarborough CHC - Markham Site - DEP	9	1.7%	26	4.7%	12	2.3%	9	1.6%
Scarborough CHC - Neilson Site - DEP	4	0.8%	3	0.5%	1	0.2%	1	0.2%
Scarborough Health Network - Birchmount Site - DEP	2	0.4%	3	0.5%	4	0.8%	7	1.3%
Scarborough Health Network - Lawrence Site - DEP	2	0.4%	1	0.2%	3	0.6%	2	0.4%
Sherbourne Health Centre - DEP	22	4.3%	21	3.8%	14	2.6%	18	3.2%
South Riverdale CHC - Tele-ophthalmology Program	47	9.1%	53	9.5%	64	12.0%	62	11.1%
South Riverdale CHC Choose Health - Self-Management Program	55	10.7%	33	5.9%	44	8.3%	39	7.0%
South Riverdale CHC DECNET - Danforth Site - DEP	30	5.8%	28	5.0%	30	5.6%	28	5.0%
South Riverdale CHC DECNET - Queen Site - DEP	12	2.3%	15	2.7%	10	1.9%	12	2.1%
Southlake Regional Health Centre - DEP	1	0.2%	0	0.0%	1	0.2%	0	0.0%
St Michael FHT - DEP								0.0%
Stonegate CHC WTDEP - DEP	4	0.8%	2	0.4%	9	1.7%	0	0.0%
TAIBU CHC - DEP	1	0.2%	2	0.4%	8	1.5%	4	0.7%
Taddle Creek FHT - DEP	11	2.1%	9	1.6%	8	1.5%	19	3.4%
Teleophthomology	1	0.2%	0	0.0%	0	0.0%	0	0.0%
Unison - Bathurst and Finch Site - DEP	9	1.7%	5	0.9%	8	1.5%	3	0.5%
Unison - Jane and Trethewey Site - DEP	4	0.8%	11	2.0%	6	1.1%	3	0.5%
Unison - Keele and Rogers Site - DEP	22	4.3%	21	3.8%	16	3.0%	18	3.2%
Unison - Lawrence Heights Site - DEP	8	1.6%	11	2.0%	9	1.7%	10	1.8%
Vaughan CHC - DEP	3	0.6%	2	0.4%	2	0.4%	3	0.5%
Vibrant Healthcare Alliance Mid-Toronto Diabetes Program - DEP								0.0%
Waterloo Wellington Diabetes	0	0.0%	0	0.0%	0	0.0%	1	0.2%
Wellfort Diabetes Program - Bramalea CHC Site - DEP	3	0.6%	7	1.3%	3	0.6%	7	1.3%
West Durham FHT - DEP								0.0%
William Osler Health System - Caledon Site - DEP								0.0%
William Osler Health System - Etobicoke General Hospital Site - DEP								0.0%
Women's Health in Women's Hands - DEP	7	1.4%	2	0.4%	2	0.4%	7	1.3%
York West Active Living Centre - DEP							2	0.4%
Total	516	100%	558	100%	532	100%	560	100%

Volume of Referrals by Submission Method

	2022-2023 Q1		2022-2023 Q2		2022-2023 Q3		2022-2023 Q4	
	#	%	#	%	#	%	#	%
Fax	372	85.5%	401	88.3%	395	90.2%	420	88.2%
Mail	0	0.0%	0	0.0%	1	0.2%	0	0.0%
Online	62	14.3%	52	11.5%	40	9.1%	56	11.8%
In-Person	0	0.0%	0	0.0%	1	0.2%	0	0.0%
Phone	1	0.2%	1	0.2%	1	0.2%	0	0.0%
Missing Data	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	435	100.0%	454	100.0%	438	100.0%	476	100.0%

Number of Unique Referral Sources by Category

	Q1		Q2		Q3		Q4	
	#	%	#	%	#	%	#	%
Primary Care Provider/Specialist	105	70.5%	95	65.1%	107	75.4%	143	81.7%
Hospital	25	16.8%	32	21.9%	20	14.1%	24	13.7%
Home and Community Care	4	2.7%	4	2.7%	2	1.4%	0	0.0%
Self-Referral	2	1.3%	1	0.7%	3	2.1%	1	0.6%
Other (allied providers)	13	8.7%	14	9.6%	10	7.0%	7	4.0%
Missing data	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	149	100.0%	146	100.0%	142	100.0%	175	100.0%