



Toronto Central LHIN




Resource Matching and Referral

Creating Meaningful Engagement with Physicians



What is Toronto Central LHIN?



1,089,140	clients
9%	Of Ontario's pop.
174	Health Service Providers

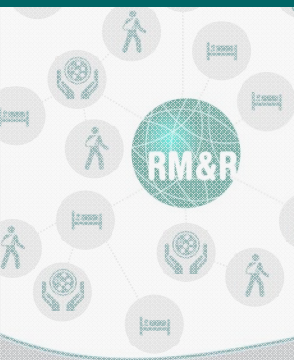
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What is Resource Matching & Referral?






27,587	Registered Users
80,581	Logins a month
109,995	Clients referred

What is Hospital Expansion Project?



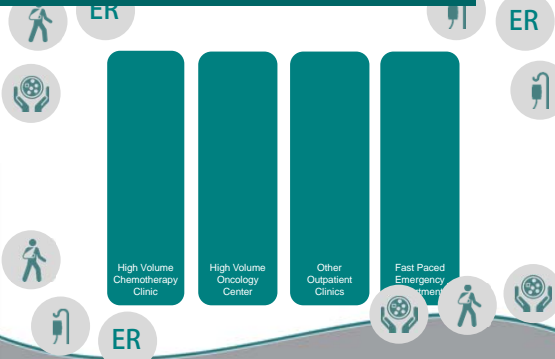
88	Outpatient Clinics
37	New Inpatient Units
7	Emergency Departments
3200	New Users

Lessons Learned From Hospital Expansion Project

- Late Engagement 
- Lack of Support 
- Generic Workflows 

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Map Your Stakeholders



High Volume Chemotherapy Clinic

High Volume Oncology Center

Other Outpatient Clinics

Fast Paced Emergency Department

ER

ERK

Checklist for Success

- Map Your Stakeholders 
- Effective Change Management 
- Customize Engagement Plans 




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Effective Change Management

- TC LHIN's ED Department Leader 
- Past Relationships 
- Governance Contacts 

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Customize Engagement Plans

- Information Gathering**
On site meetings | Shadowing | Teleconference 
- Prioritize Lists**
Rank enhancements | Receive MD Sign off 
- Develop Mock Ups**
Design Validation | Demonstrations | Test Drive 





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Checklist for Success

- ✓ **Map Your Stakeholders** 
- ✓ **Effective Change Management** 
- ✓ **Customize Engagement Plans** 


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Benefits of Physician Usability Project

- Build Stronger Relationships with MDs** 
- MD Related Changes to RM&R** 
- Understand MD Concerns** 
- Increase in User Adoption** 

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Questions?



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