

Mississauga Halton CENTRAL INTAKE PROGRAM

Implementing an eReferral solution to manage referrals to community diabetes education, diabetes foot care, addiction and mental health services

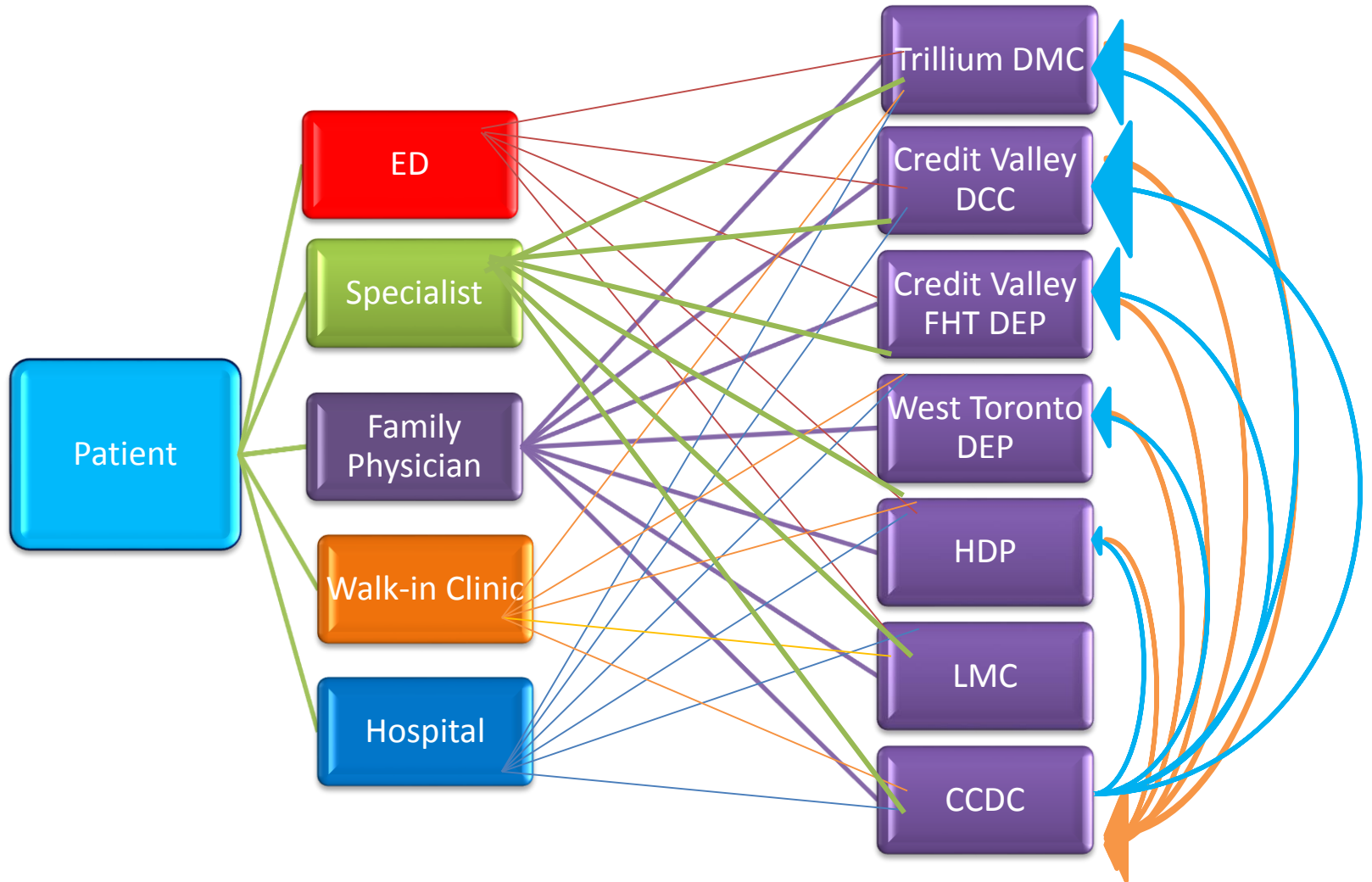


June 3, 2015

VISION

To establish a single access point to Diabetes Education, Diabetes Foot Care, Addiction and Mental Health services in Mississauga Halton Region.

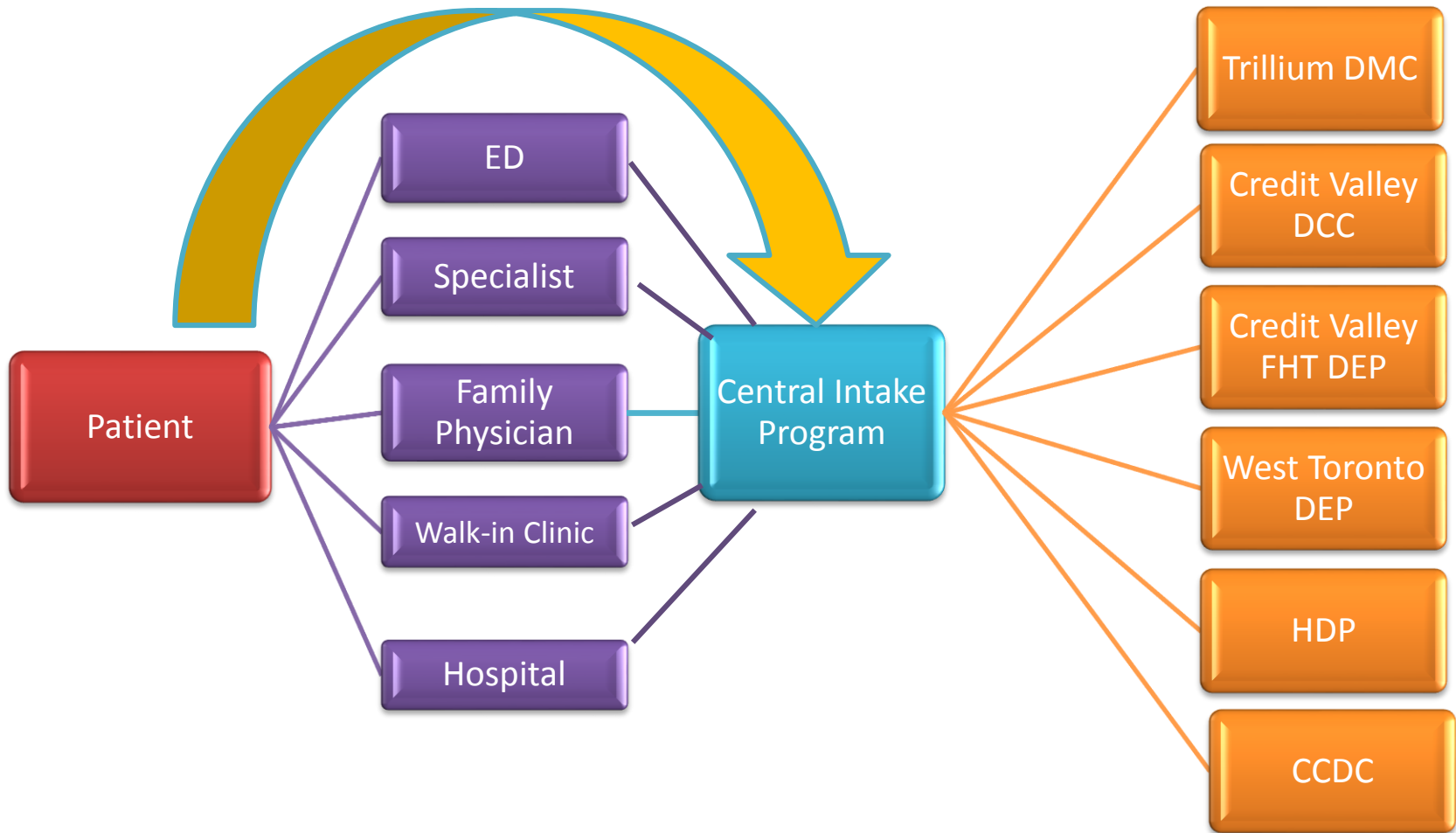
BEFORE CENTRAL INTAKE



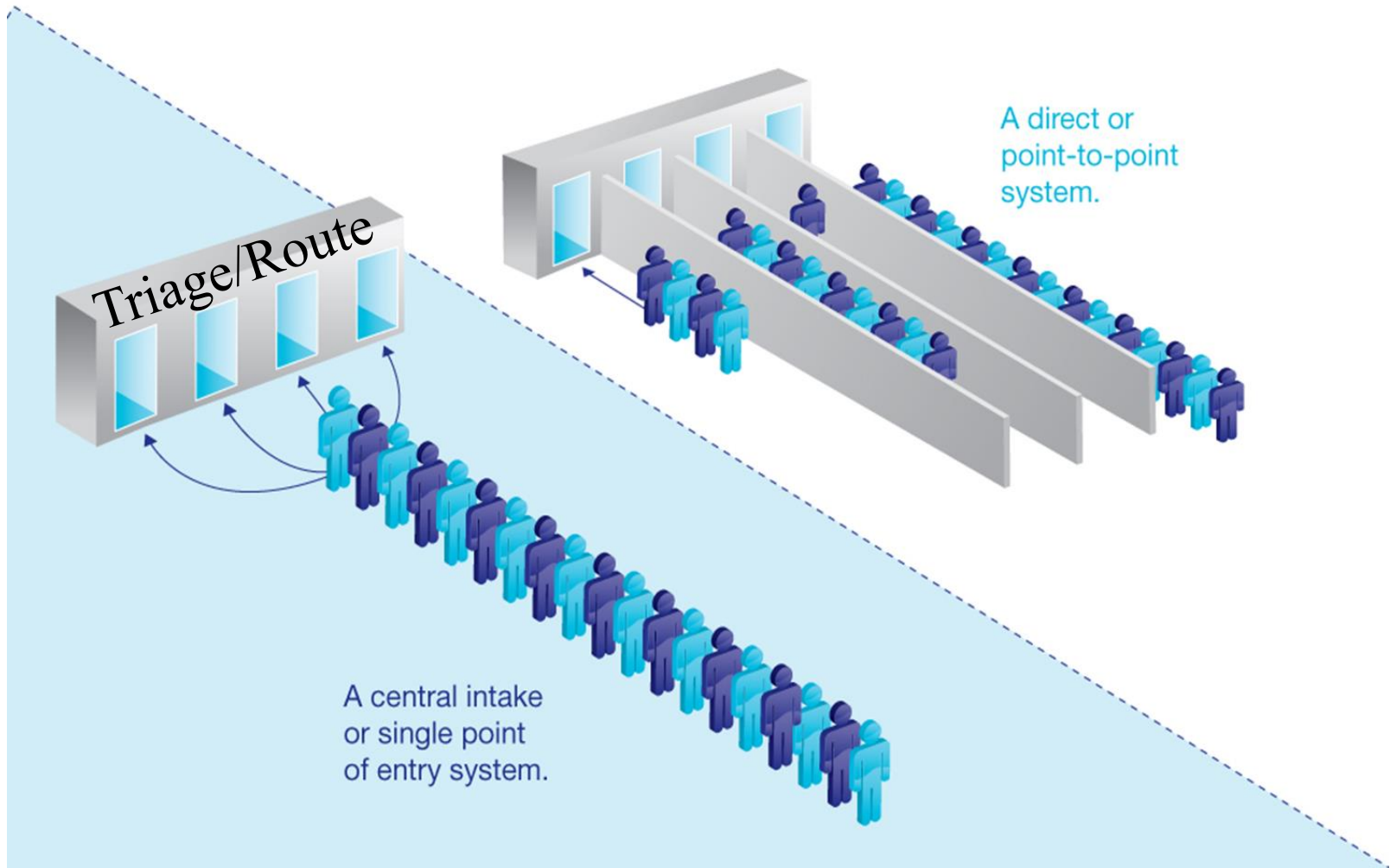
CENTRAL INTAKE PROGRAM OBJECTIVES

- Single point of access
- Coordinate referrals to right care, right place, right time
- Integrated communication between all parties
- Collect data for system planning & quality improvement
- Enable best practices

AFTER



HOW CENTRAL INTAKE WORKS



INITIAL TECHNOLOGY 2013



CHALLENGES

- Non-scalable
- Non-sustainable
- High resource cost (25-46 min)
- In-efficient



eREFERRAL JOURNEY

Jan 2014

- RFP for Central Intake and eReferral solution

Feb 2014

- Partnership contract awarded to Novari Health

Nov 2014

- Go Live Phase 1 of eRequest solution

2015

- Phase 2 Go Live

2016

- Addiction & Mental Health pathway

CURRENT TECHNOLOGY

Single Technology Platform used by:

- Requesters/referrers
- Central Intake Staff
- Receivers



Referral processing time reduced from 25min to 4min per referral.

ACTIVITIES TO DATE



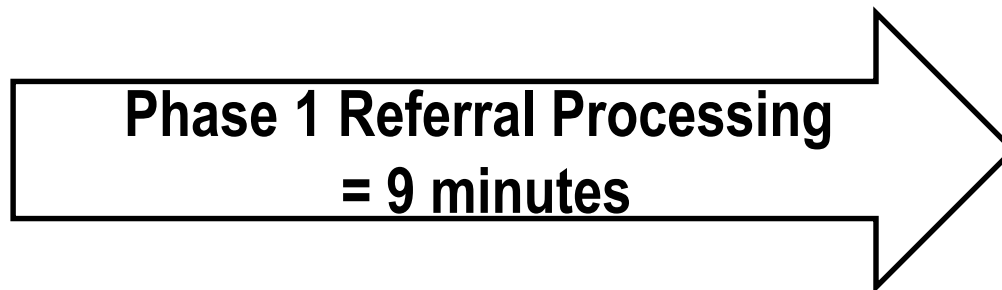
7500 Referrals
Processed Since
(April 2013)



98% Referrals
Processed within
24Hours



+775
Referral Sources



Requester Dashboard

New eRequest

Requester: Grimshaw, Ken (Physician Office)

Select an eRequest Domain:

- Addictions and Mental Health
- Alternative Level of Care (ALC)
- Chronic Disease Management
- Diagnostic Imaging
- eConsultation
- Health and Social Services
- Physician Referral

To Do

Awaiting Submission	4
Requires Information	2
Completed eRequests	17
Routed Out Of Region	1

eRequest Summary

	Awaiting Submission	Requires Information	Awaiting Routing at CI	Awaiting Protocol	Awaiting Scheduling	Awaiting Visit	Completed eRequests
Diabetes	0	1	4	0	6	5	6
Foot Care	0	0	2	0	2	3	2
MRI	2	0	2	3	2	11	4
CT Scan	0	0	0	1	2	5	2
Arthroplasty	2	1	4	0	6	10	2
Cardiac Rehab	0	0	0	0	1	2	1

THANK YOU

- ✓ Halton Healthcare Services
- ✓ Mississauga Halton LHIN
- ✓ Central Intake Program team
- ✓ Novari Health team

CONTACT INFORMATION

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