

# Resource Matching and Referral

## Different Strokes for Different Folks

Creating a sustainable training strategy for 80 organizations

## What is Resource Matching & Referral?



**27,587** Registered Users

**80,581** Logins a month

**109,995** Clients referred

## Who uses Resource Matching & Referral?

Physicians

Physiotherapists

Patient Care Coordinator

MDS Coordinator

**Nurses**

Nurse  
Practitioner

Social Workers

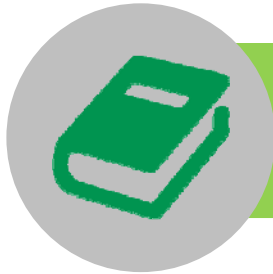
CCAC Coordinator

27,000  
Registered Users

## *RM&R's Previous Training Practices*



**Clinical Super Users**



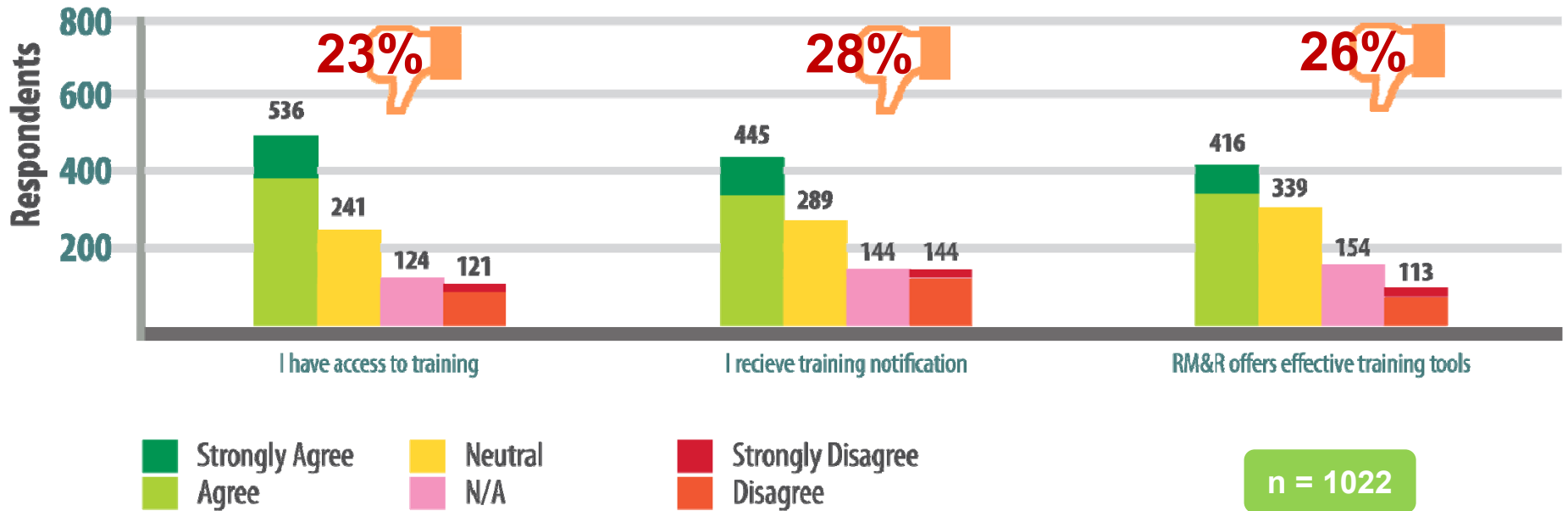
**Comprehensive PDF Guides**

## Tackling RM&R's Training Problem

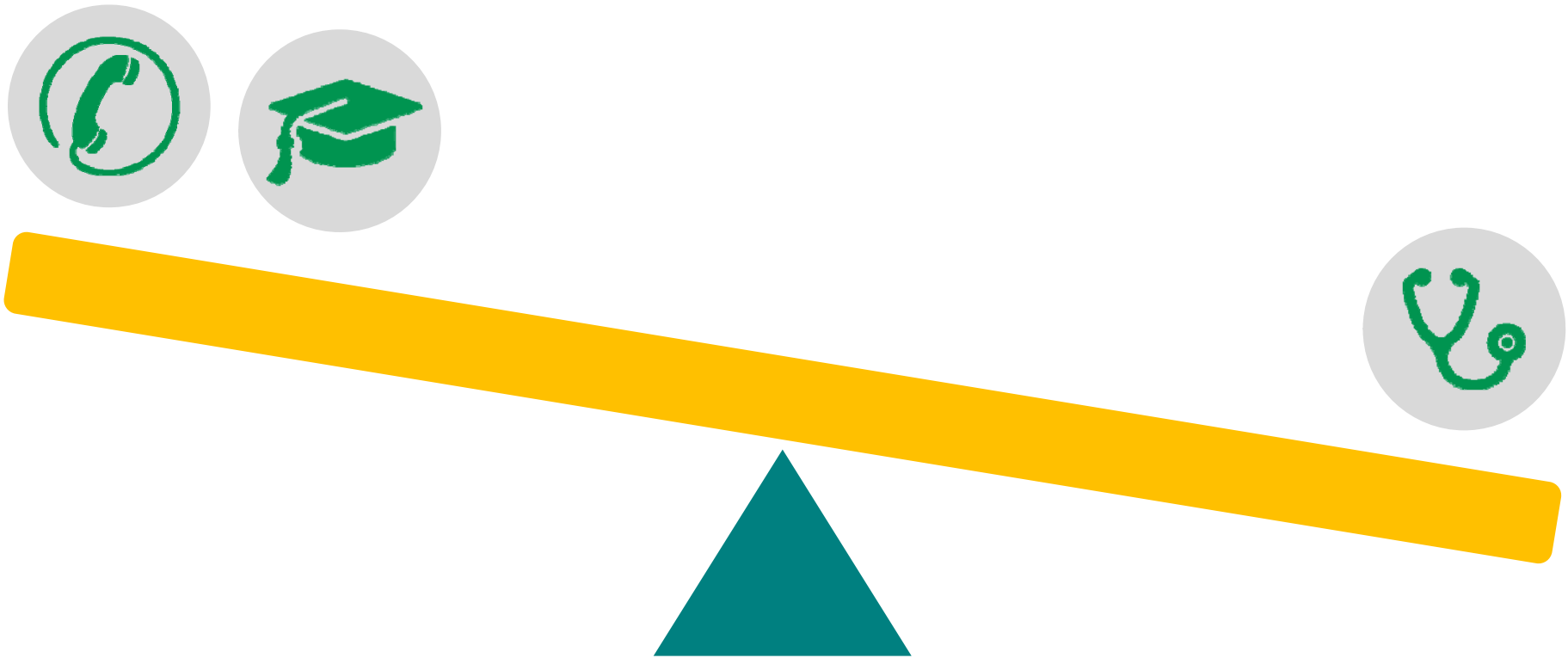
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The objective of the *Relationship Management Initiative* is to track and measure user satisfaction key indicators.

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## *Understanding the Training Landscape at Organizations*



## Understanding RM&R User Training Needs

**Improved Access to Tools**  
Notification | Location



**Large Acute Care Facilities**  
Emergency Departments | Outpatient Units



**Clinical Usage of RM&R**  
Short | Searchable | To the point



## Solving the Training Problem

1



**Short Navigational Guides**

3



**Robust Communication**

2



**Easily Available on Website**

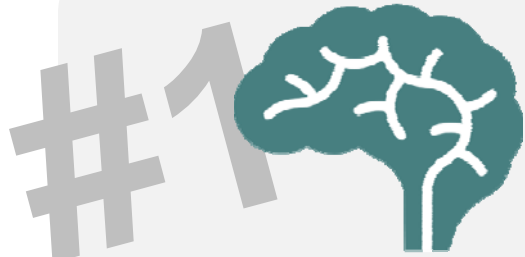
4



**Local RM&R Operational Governance**



## Recommendations to any Training Strategy



**Know your Audiences**



**Involve the Right People**



**Adaptable**



**Accessible**



**Sustainable**

## Questions

Questions?



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