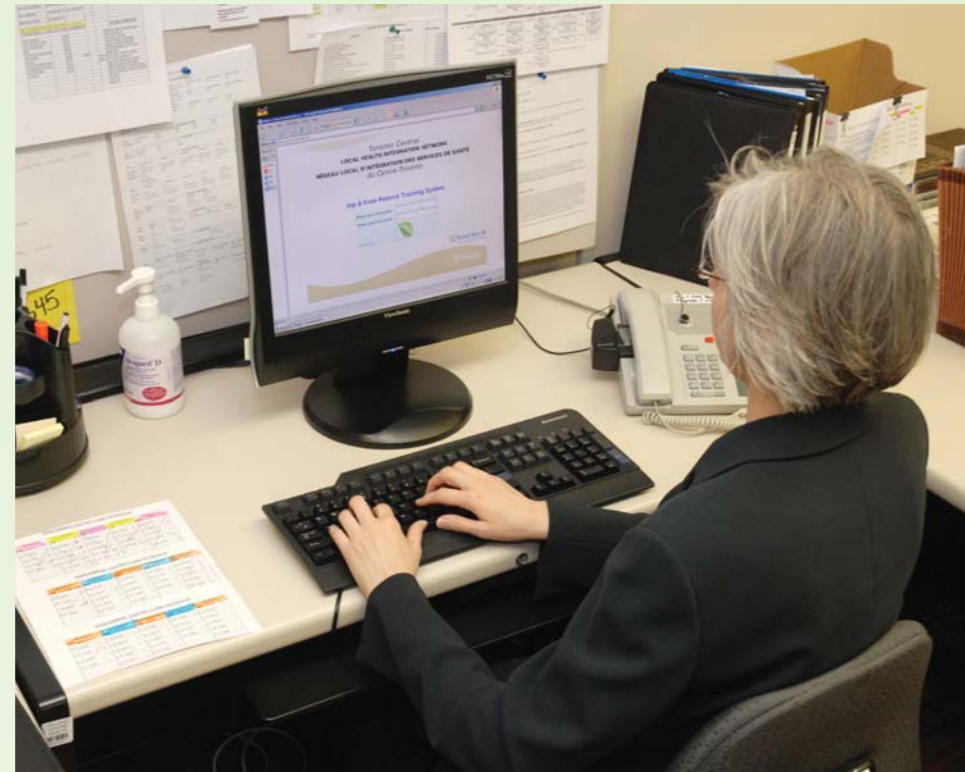


Here's how Sunnybrook is leading the way...

Toronto Central LHIN Hip & Knee Referral Tracking System: Supporting Timely Access to Care

The *Toronto Central LHIN Hip & Knee Referral Tracking System (RTS)* is a web-based electronic system, developed by Sunnybrook Health Sciences Centre, which supports the collection, processing and analysis of information to manage referrals to the Toronto Central LHIN Hip & Knee Arthritis Program. For every referral to the Program, this comprehensive information management tool tracks "Wait 1" (wait time from the date of referral to the date of first consult with a surgeon). By means of the RTS, "Wait 1" is being reported for the first time to the Provincial Wait Time Information Office as part of a pilot project for the province.



Reducing Wait Times



The two main objectives of this project were:

- To expand Sunnybrook's existing Holland Centre Referral Tracking System to manage all referrals to the Toronto Central LHIN's new Hip & Knee Arthritis Program.
- To develop and implement an effective information management solution to track, measure and report "Wait 1" (from referral date to date of consult with a surgeon).

Results Overview

The system provides a number of advantages for patients, referring physicians and staff. These include real-time electronic access to information on referrals - when they are received, when appointments have been scheduled, reasons for any delays and the outcome of appointments. The system also ensures that answers about the status of a referral are available at all times.

Detailed reports are easily generated from the system providing valuable outcome data to support quality improvement, program evaluation and development. Such an effective system for managing referrals ensures that patients access care in a timely manner so that they are able to be assessed and receive a treatment plan within the recommended timeframe.

Information on patient wait times, types of referrals received, assessment outcomes and many other indicators help us to continually improve the new Program.

Key Lessons Learned

- Involve Key Stakeholders Early in the Planning Process
- Define Care Model First and then Build Electronic Systems to Support Processes
- Strong Collaboration and Communication is Required when Introducing and Developing Confidence in a New System

Next Steps

- The RTS has the potential to be expanded for use across the Province and beyond. Opportunities to integrate this system with the Wait Time Information System are being explored for the collection of "Wait 1". The collection of "Wait 1" together with "Wait 2" (from decision to treat date to surgery date) will provide a more complete picture of how long patients are waiting from time of referral to the operating room.
- Introduce further efficiencies to the RTS through the addition of other innovative technologies (i.e. patient web access, eReferrals, fax automation, patient touch screen technology / online forms, etc). IM/IT solutions of this nature will provide an opportunity to further streamline processes and improve system efficiencies.

innovation at work

