

# BRIGHT LIGHTS AWARDS



2017

## Optimizing Use of Resources

System Co-ordinated Access Team based at the eHealth Centre of Excellence,  
Centre for Family Medicine Family Health Team

## Co-ordinated Access to Services

The System Co-ordinated Access Team at the eHealth Centre of Excellence, Centre for Family Medicine FHT, is working toward improved access to all services, demonstrating its leadership in digital health technology and innovation.

The System Coordinated Access (SCA) program is leading the development, implementation and spread of a systemwide co-ordinated access approach, which will:

- improve access to services for the residents in the community;
- support organizations who are seeking to improve access to their services through standardization and co-ordination;
- leverage technology to enhance the referral process; and
- support the advancement of the Provincial eReferral Management strategy.



By working with the primary care sector, specialists, mental health and addictions, acute care, central intake, home and community care and community organizations, the goal is to improve access to care. This approach is made possible by coordinating services, referrals and communication. It's aided by the creation of a patient and caregiver advisory committee to provide feedback.

The SCA program is working to co-ordinate services in areas including mental health and addictions; chronic disease prevention management; self-management program; community support services; diabetes; orthopedic surgery; diagnostic imaging and specialized geriatric services.

Standardization of Waterloo Wellington LHIN's orthopedic referral forms and a centralized intake process are an example of success; they've led to improved orthopedic service access for residents, established standards across the

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specialist group and increased communication pathways between primary care providers and specialists – all accomplished while preserving patient and provider choice.

There's steady growth in both the number of orthopedic specialist referrals being sent through the central intake and the number of participating primary care referral sources. Several primary care practices are reporting new efficiencies in their internal workflows, due to increased communication, and coordination of the new central intake.

To ensure patient needs are accounted for, there's a new SCA Program Patient & Caregiver Advisory Committee, and the team has added patient/caregiver representatives to steering committees. The SCA team is engaging with 5 LHIN partners to support adoption of the SCA framework provincially and an e-referral management strategy, providing valuable guidance. This work has been supported by the WWLHIN and the MOHLTC.

The System Co-ordinated Access effort results in efficiency, appropriateness of referrals and healthcare experience that benefit both providers and patients.

#### Key Facts:

- Seven streams of service co-ordination, all under development for e-referral
- More patients and caregivers added to steering committee
- Advances provincial eReferral management strategy