

Central East
Community Care Access Centre



Centre d'accès aux soins communautaires
du Centre-Est

Client Transfer Collaboration Project: *Moving Clients Across the Seams*



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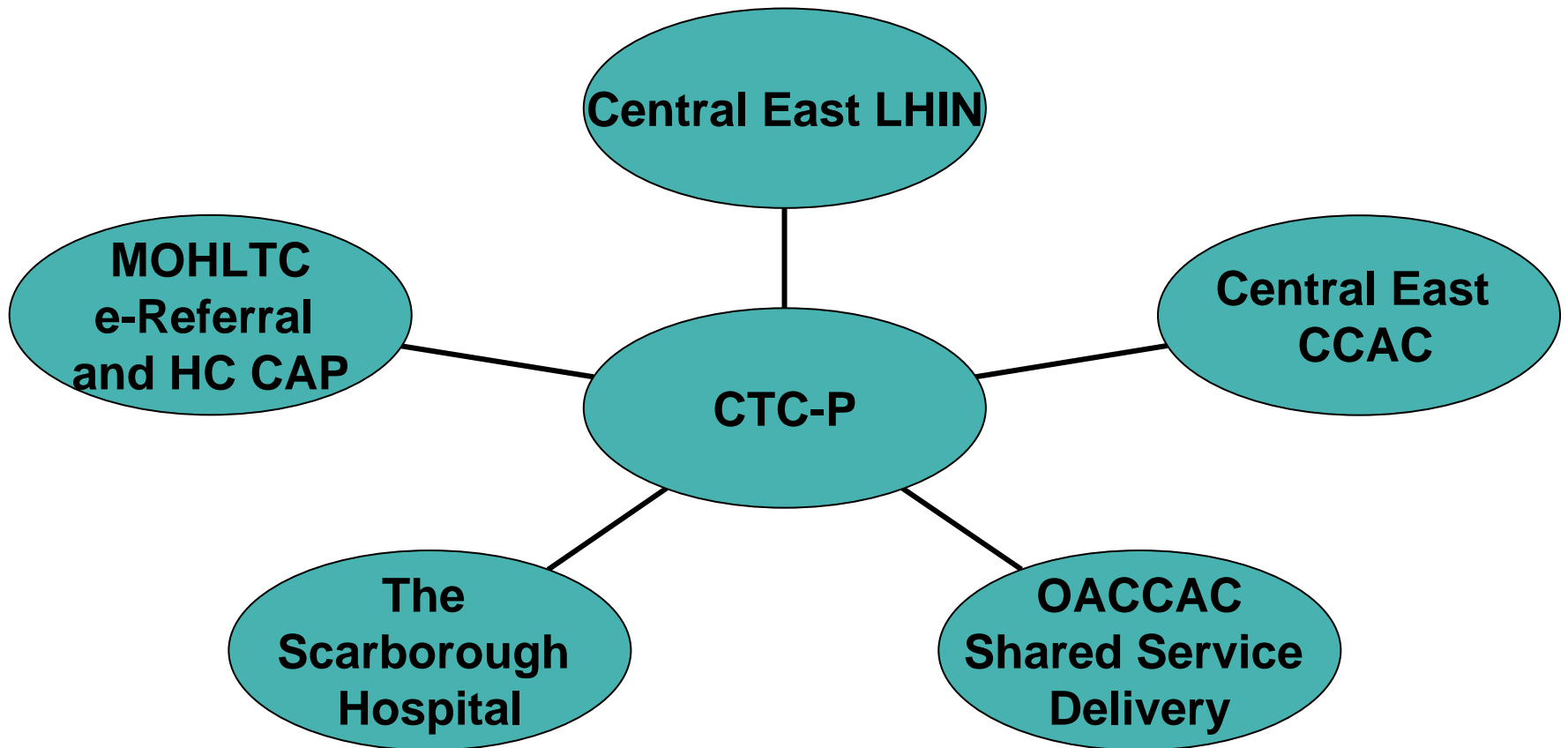
For Nursing Leadership Network of Ontario

March 2007

Session Objectives

- Attendees will learn about the Client Transfer Collaboration Project (CTC P) ability to transfer client information across the seams of the healthcare continuum
- Attendees will become more familiar with Project goals and benefits

Project Structure



Project Objective

- Align and optimize complementary efforts

Key Principle: The whole is greater than the sum of its parts

- Build a Patient Transfer Showcase to enable efficient and effective best practices, tools and approaches

Key Principle: Ensuring the right people are in the right place at the right time

Project Evolution

Review of Key Findings May-September 2005 at The Scarborough Hospital

- Discharge Management Processes and Expectations were vague and inconsistent
- 40% of referrals were sent on day of discharge
- 20% Higher on Fridays
- Queuing Delays with Physician, Ward Clerk
- No linkage of hospital and CCAC systems

Review of Key Findings May-September 2005 at former Scarborough CCAC

- Intake Process is manual
- High degree of replication of data from form to form
- Queuing delays due to language, family, physician or fax
- CCAC Cycle time = 6 hours;
Process = 2.5 hours



Project Evolution

Key recommendations for The Scarborough Hospital

- Refine Discharge Management Processes
- Involve CCAC earlier
- Provide Predictive Information regarding the patient
- Automate 2-way flow of information between hospital and CCAC

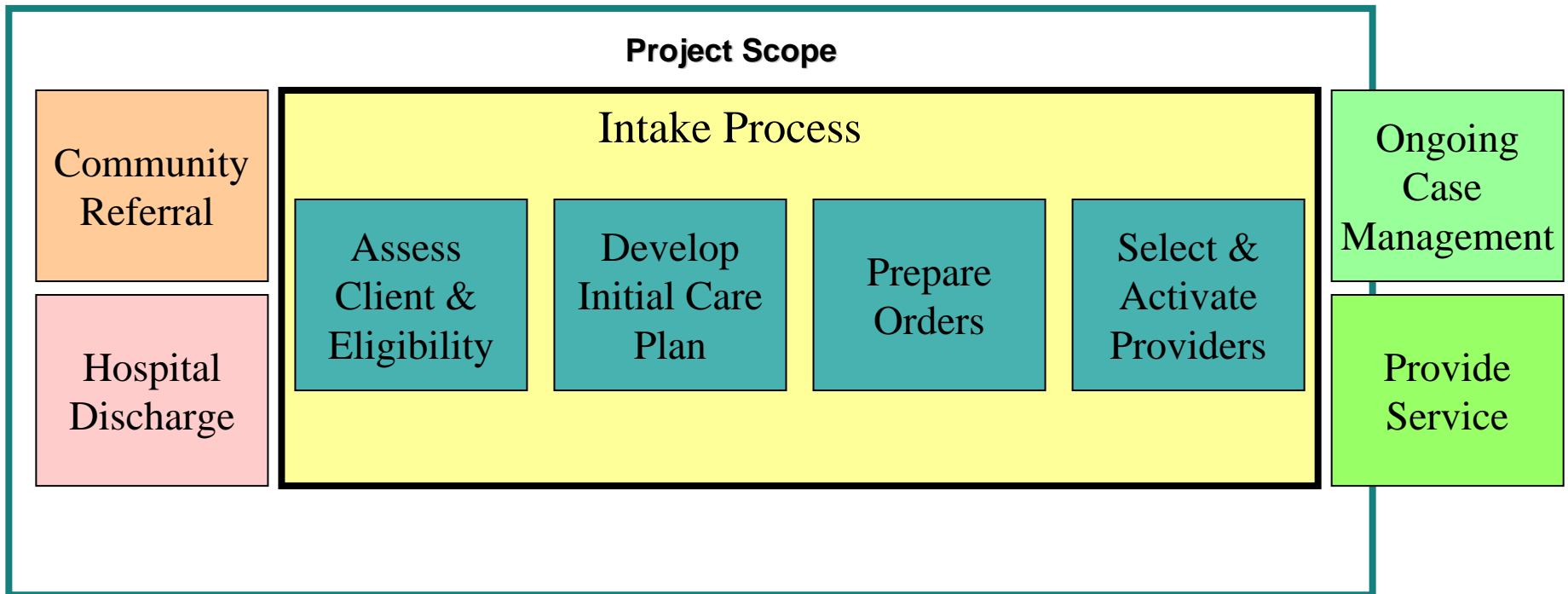


Key recommendations for CECCAC –Scarborough

- Centralize intake to minimize handoffs
- Automate assessment and streamline service ordering processes
- Automate provider selection and volume management

Project Scope

Our Project is focused on the Intake Process
from initial referral to service initiation



Patient Flow & Discharge Project



Purpose:

A quality improvement initiative, beginning with an assessment of its patient flow processes. Key success factors included:

- Measuring and tracking to improve patient flow
- Increasing care and service coordination
- Redefining staffing and job functions
- Creating and sustaining culture change

Project Outcomes:

Improve patient outcomes, staff and physician satisfaction, recruitment and retention, reduce costs and improve quality of life for patients and their families.

Project Benefits

Hospital:

- Enhanced Patient Care
- Thousand of bed days freed. Lower LOS and ALC days
- Standardized processes
- Tighter linkage of Hospital & CCAC

CCAC:

- Enhanced Client Care
- Consistent assessment through CIAT
- ~75%- "Intake" Cycle Time
- 50%+ reduction in CCAC cycle/execution time
- Improved Service Provider satisfaction
- Enhanced Data Quality



Project Success

We Will Measure Success in terms of Increased Capacity, Productivity, and Responsiveness

Key Measurements & Targets

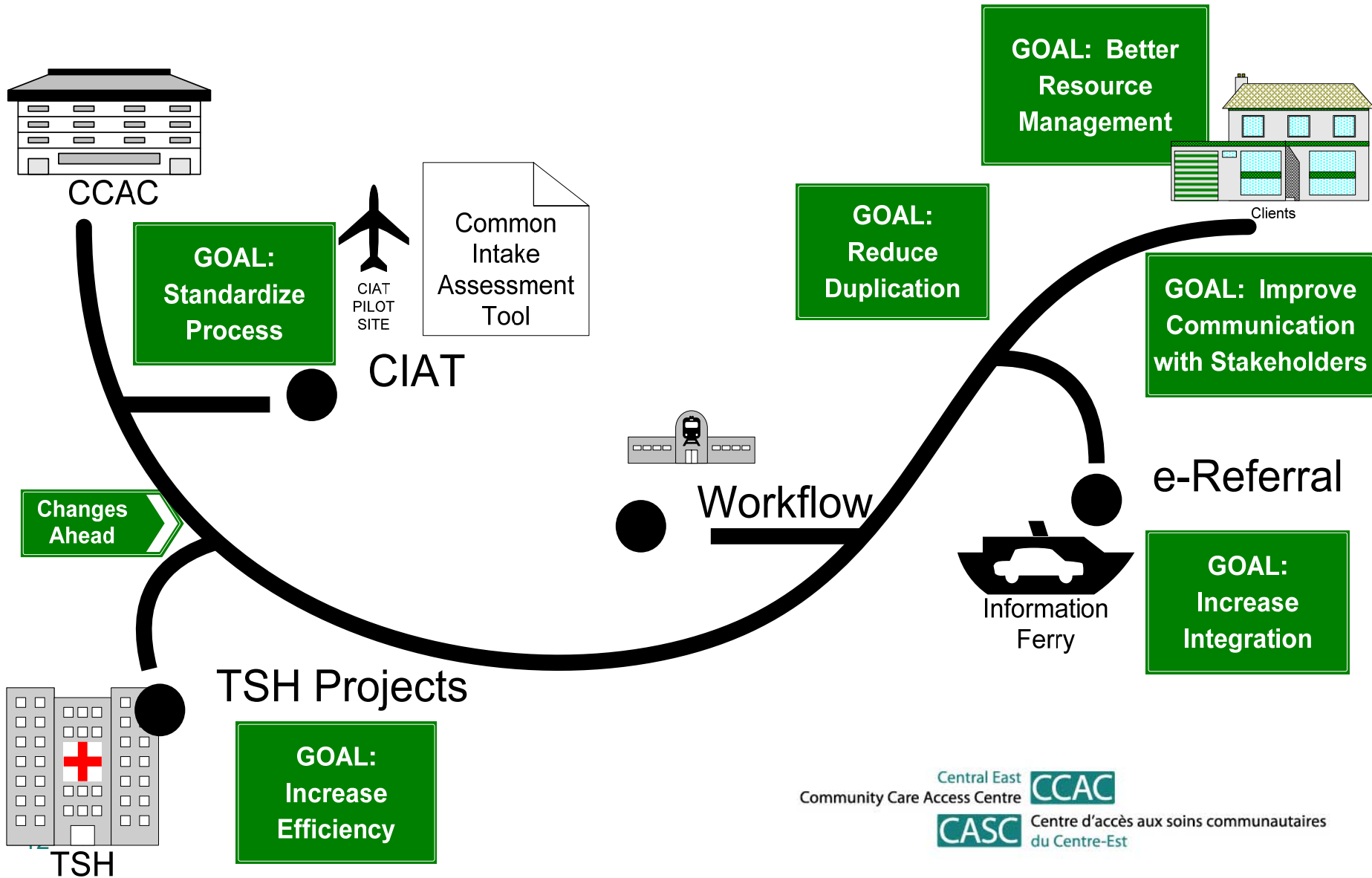
- ✓ Number of bed days freed to increase capacity for strategic procedures
- ✓ Loss of productivity cost-savings to CCAC
- ✓ 50%+ reduction in CCAC cycle/execution time

Project Deliverables

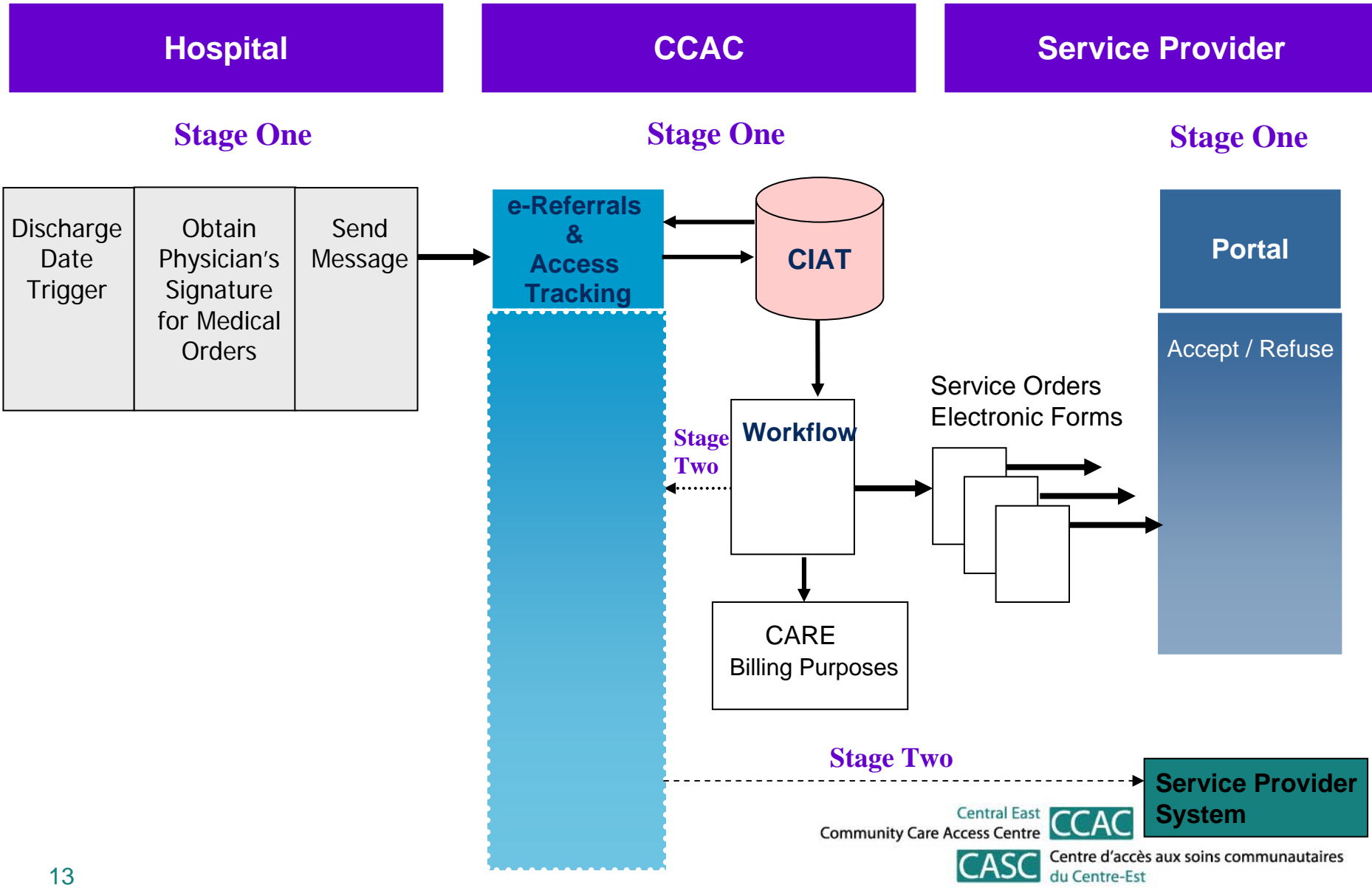
Projects	Deliverables
Discharge Management Project	<ul style="list-style-type: none"> •As-Is Process Model/Assessment •To-Be Process Design; Simulation/Benefits Case •Pilot & Results; Deployment Plan
Predictive Notifiers	<ul style="list-style-type: none"> •Feasibility Assessment •Application Development/Test •Deployment
Intake Specialists	<ul style="list-style-type: none"> •Implement Pilot; Tune Roles
CIAT	<ul style="list-style-type: none"> •Pilot CIAT with limited integration •Test and tune process
“Intake” Workflow	<ul style="list-style-type: none"> •Design/develop/test Workflow •Integrate CIAT, e-forms, provider Management; deploy
e-Referral	<ul style="list-style-type: none"> •Pilot e-Referral and integrate into CIAT
Overall Macro-Project, Change, Process Management Support	<ul style="list-style-type: none"> • Develop and manage macro project plan • Develop/lead change Management aspects • Provide process Management support to all subprojects • Facilitate steering committee •Support all teams in plan execution

Scarborough Client Transfer Collaboration Project

Roadmap to Integrated Service Delivery



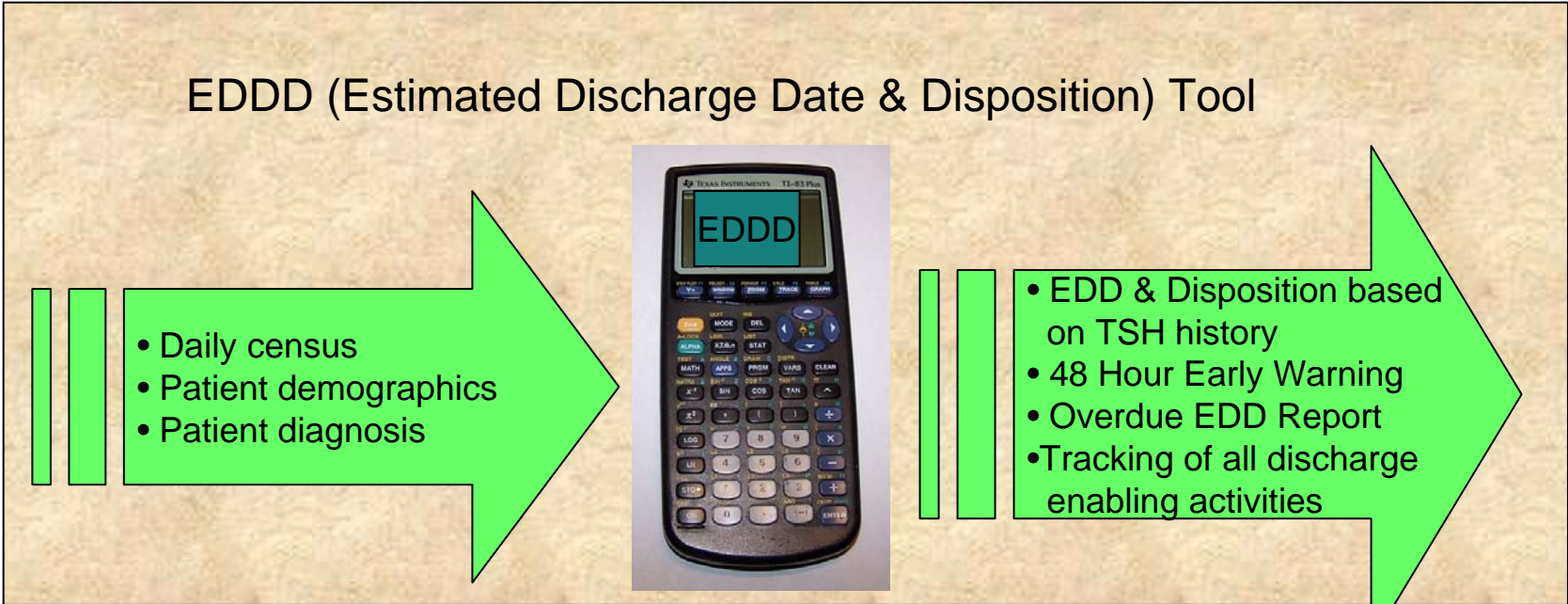
Client Transfer Collaboration Project



Patient Flow and Discharge Management Project at TSH

- Concurrent Reviewer role = proactive Discharge Coordinator
- EDDD calculated at ward entry
- Team uses EDDD to align plans daily (bullet rounds) and monitor discharge progress
- 2 days early notice provided to CCAC Hospital Coordinator
- EDDD enables coordinated effort and improved communications with staff, patient, family

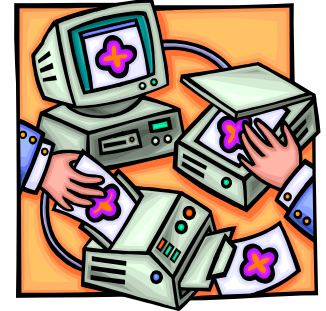
EDDD (Estimated Discharge Date & Disposition) Tool

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- Daily census
 - Patient demographics
 - Patient diagnosis

- EDD & Disposition based on TSH history
- 48 Hour Early Warning
- Overdue EDD Report
- Tracking of all discharge enabling activities

e-Referral and Access Tracking

Goal: Increase system integration and communication between stakeholders (from Meditech into CCAC)



Benefits:

- Decreases process time
- Improves the quality of information collected and shared
- Enables secure exchange of private information
- Tracks and measures service delivery wait times
- Enhances reporting capabilities of all stakeholders
- Legible treatment and medical orders

Improving the Intake Process at the CCAC with CIAT

Implement CIAT in order to:

- Have a standardized tool
- Consistent process
- Promote evidence-based decision making
- Movement toward one client, one record

CIAT=Common Intake Assessment Tool



CIAT: Benefits to Stakeholders



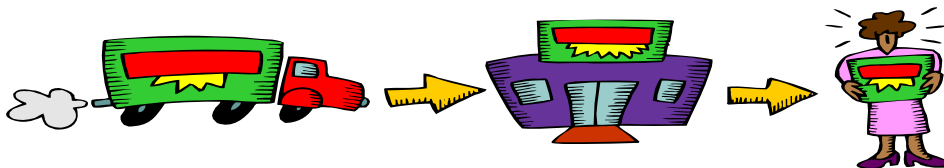
- Aligns business processes and intake practice across all CCAC's
- Captures essential client health data using standard definitions and processes
- Maximize the professional practice of intake Case Managers
- Provides clients with equitable and consistent access to services
- No more messy handwriting!

Workflow: Streamlining the Intake Process

- Workflow is an eXforma Webform Management Tool
- Allows work queuing across multiple sites
- Creates workload measurement and KPI reports
- Integrates Service Volume Management and Provider Notification

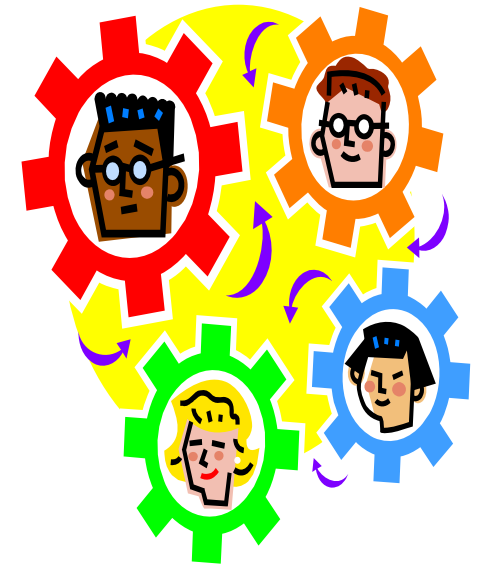
Goal: Increase efficiency and reduce duplication

(Implementation: April 2007)



Workflow Benefits

- Legible documentation
- Consistent referral package
- Easier to track referrals
- Need for faxing referrals reduced
- Scalable technology
- Ease of integration to other applications



Questions

