Alberta Health Services

eReferral

October 2014

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eReferral

1 Overview

2 Early Learnings

3 Next Steps

Access Strategies for the Road

Right Care, Right Place, Right Time
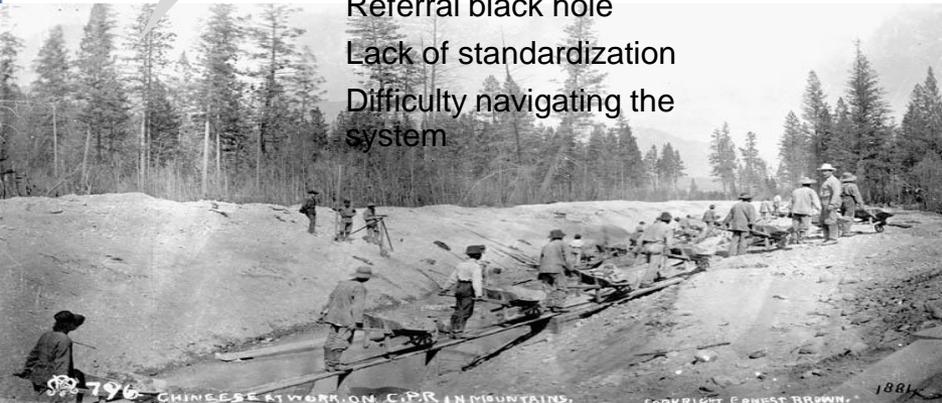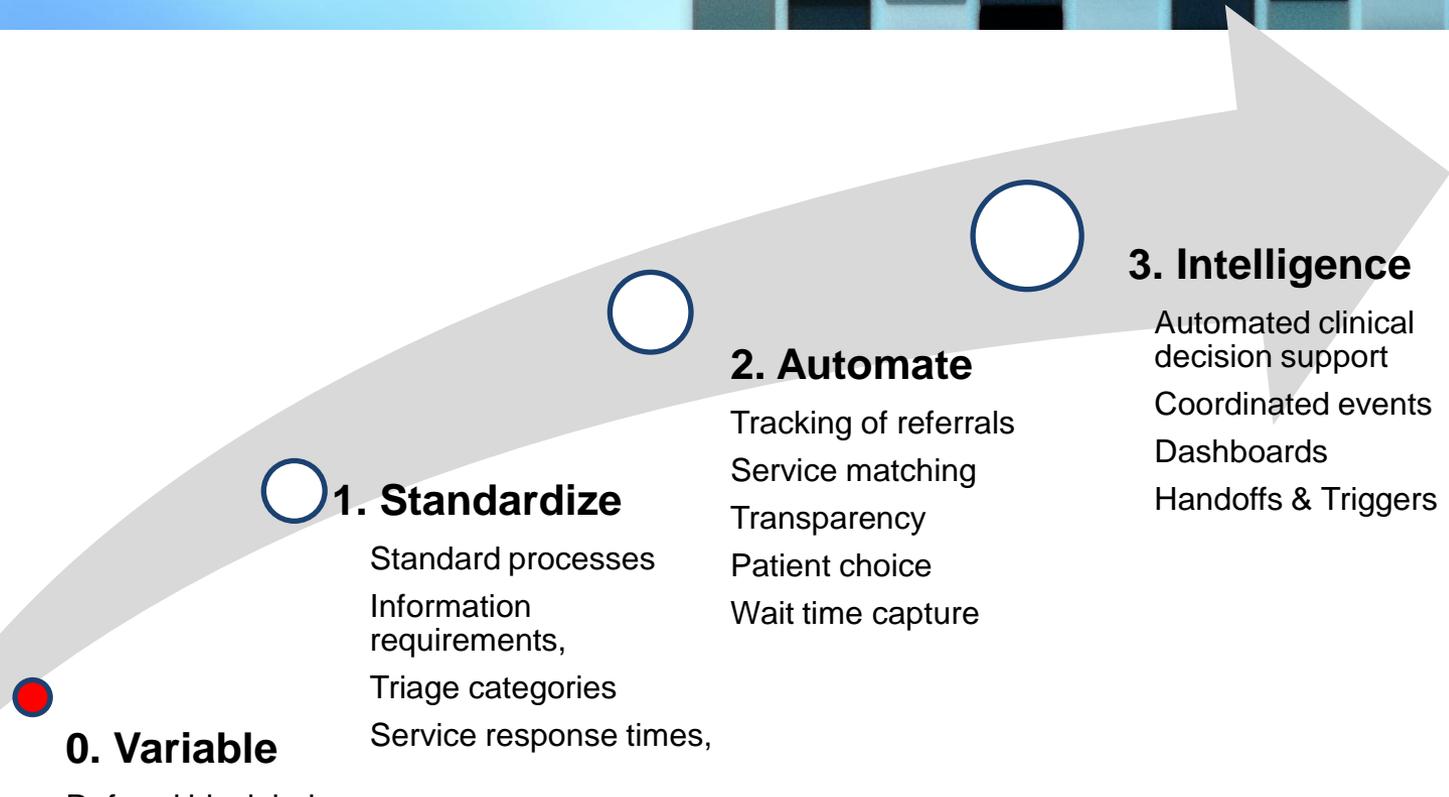Path to Care information and resources: http://insite.albertahealthservices.ca/pathtocare.asp
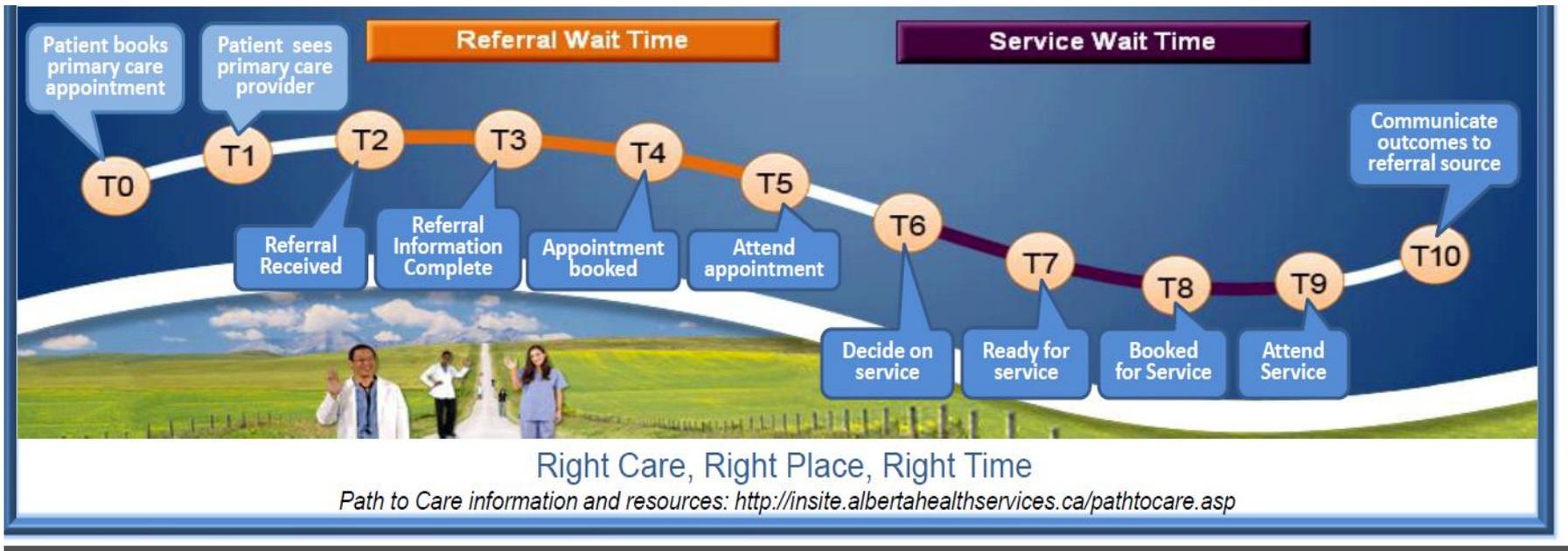
Referral standardization, and automation…

and the consistent use of accurate wait time data…

is foundational to improving timely, appropriate access to services

Timely access will help improve patient outcomes

eReferral

3. Intelligence

Automated clinical decision support

Coordinated events

Dashboards

Handoffs & Triggers

2. Automate

Tracking of referrals

Service matching

Transparency

Patient choice

Wait time capture

1. Standardize

Standard processes

Information requirements,

Triage categories

Service response times,

0. Variable

Referral black hole

Lack of standardization

Difficulty navigating the system

eReferral

Bridge Care Islands

Netcare: 50,000 users
Auto-populates information
Health Services Catalogue
Provides wait times
Speeds up referral process

Send an advice or consult
Standard referral requirements
View referral history
Checks for completeness
Track referrals in real time

eReferral

July 14, 2014

- Medical and radiation oncology for Breast and Lung Cancer

- Hip and Knee Joint Replacement

- Numbers increasing over time

- Advice request being trialed

- Mixed impact: increase number of complete referrals, reduced wait times; duplicate process in some centers adds complexity

www.albertanetcare.ca/eReferral.htm

*e*Referral

Automation – increases adoption of referral standards

User Training – importance of personalized approach

Communication – need for different/multiple communication strategies

Target High Referring Clinics – greater odds of sending referrals

Critical Mass – require more referral volume and specialties to drive usage. Value increases as content increases.

Integration – will prevent duplication of effort

Pediatric Gastroenterology

Adult Gastroenterology

Urology

Obesity

Breast Health

Alberta Thoracic Oncology Program

Spine

Nephrology

Pulmonary

Rheumatology

Diagnostic imaging

Head and neck surgery

Ophthalmology

Plastic surgery – facial deformities

- Continue to support eReferral adoption and pathway development

- Evaluate Limited Production Roll Out

- Secure funding and sponsorship to scale

- Roadmap: Scope, timing, options