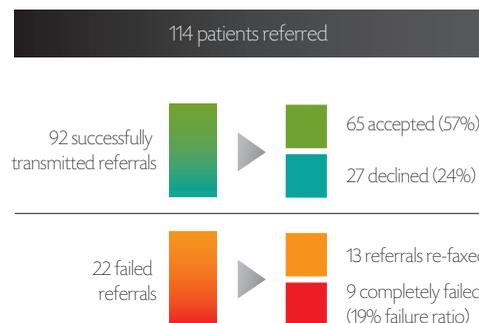## ▶ THE CHALLENGE

Reduce time wasted due to faxed referrals that fail to reach the intended service, or are sent to an inappropriate service.

Awarded an "Excellent" score in both quality of services and use of resources by the Care Quality Commission in 2009, Rotherham TRFT continually investigates ways to deliver more efficient health services to the people of Rotherham. In this case TRFT sought to understand the impact of faxing of multiple-page referrals to their Intermediate Care team. An audit of the manually faxed referrals revealed the following:

114 patients referred

92 successfully transmitted referrals ▶ 65 accepted (57%)
27 declined (24%)

22 failed referrals ▶ 13 referrals re-faxed
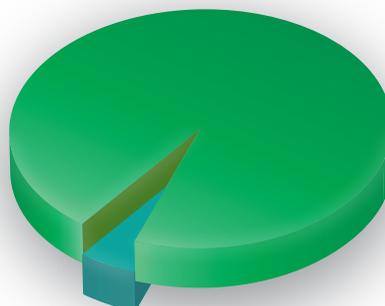9 completely failed (19% failure ratio)
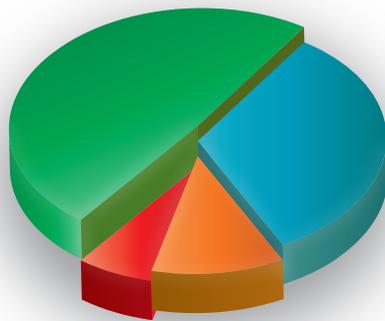
System Audit: Manual Faxes (Apr 2010 – Sept 2010)

Almost a quarter of the sent referrals were rejected by the service, with reasons ranging from illegibility to client inappropriateness. Even worse were the 22 failed referrals, effectively delaying the transition of patients waiting in TFRT. For every failed referral, a patient spent, on average, an additional 2 days waiting in an acute bed.

▶ THE SOLUTION

A common electronic referral solution that standardizes referral forms and directs clinicians to appropriate services.

1034 patients referred

1034 successfully transmitted referrals ▶ 985 accepted (95%)
49 declined (5%)

0 failed referrals ▶ 0 referrals re-faxed
0 completely failed (0% failure ratio)

System Audit: Strata Resource Matching and eReferral Solution (Nov 2010 – Jun 2011)
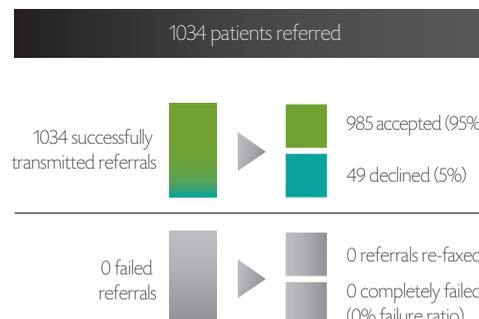
The Strata Resource Matching and eReferral solution allowed TFRT to:

- Embed the referral criteria, mandatory information requirements, and best practices into an electronic referral form, ensuring complete, standardized and appropriate referrals
- Provide instant feedback once the referral has been received by the recipient
- Enable a single source for status checking of all outstanding referrals
- Entrench a messaging framework to keep all parties aware of changes

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Learn more about how Strata Resource Matching & eReferral improves system access by matching unique client needs to optimal clinical resources across the care continuum - in real-time.

▶ THE RESULTS

TRFT reduced its failed referrals to zero in just seven months, and improved the decline ratio from 25% of all referrals to less than 5%.

Averting failed referrals saves TRFT 392 acute bed days (extrapolating the 19% failure rate with manual transmission and average 2 days to resolve). This is exclusive of the additional efficiencies gained by the higher ratio of received and accepted referrals.

With TFRT sending 5,000+ referrals annually, an annual economic efficiency totaling £570,000 in acute bed access will be realized.

"You become quite addicted to it [Strata PathWays] ... [particularly] as a QA check of Sections."

- Case Manager

"I wanted to say how good the Strata work is looking and that I am alreadyseeing the benefit in my complex discharge meetings on a Monday morning.I look forward to hearing more of the advances it makes to people of Rotherham and the health and social care organization in the future."

- Chief of Quality & Standards/Chief Nurse