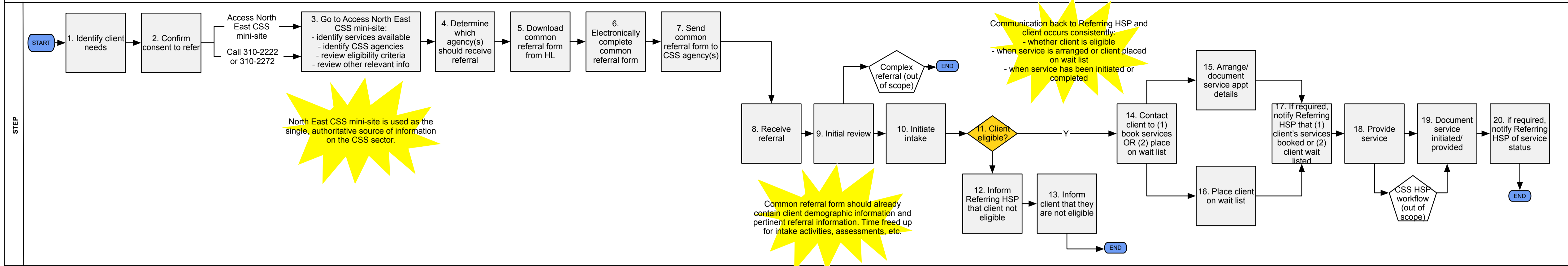


# Future State: Standard CSS Referral Pathway Value Stream Map



STEP	ROLE
1. Identify client needs	Referring HSP: From Acute: GEM Nurse, Discharge Worker, Care Planner, Care Navigator, Care Coordinator From CSS: CSS HSP, CSS Intake worker From Mental Health and Addictions: MH&A Intake Worker; MH&A Provider; Care Coordinator From Primary Care: Physician, Nurse Practitioner, Care Coordinator From CCAC: CCAC Intake
2. Confirm consent to refer	If accessing mini-site: Referring HSP If calling: Referring HSP + CCAC I&R
3. Go to Access North East CSS mini-site:	If accessing mini-site: Referring HSP If calling: Referring HSP + CCAC I&R
4. Determine which agency(s) should receive referral	If accessing mini-site: Referring HSP If calling: TBD
5. Download common referral form from HL	If accessing mini-site: Referring HSP If calling: TBD
6. Electronically complete common referral form	If accessing mini-site: Referring HSP If calling: TBD
7. Send common referral form to CSS agency(s)	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
8. Receive referral	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
9. Initial review	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
10. Initiate intake	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
11. Client eligible?	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
12. Inform Referring HSP that client not eligible	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
13. Inform client that they are not eligible	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
14. Contact client to (1) book services OR (2) place on wait list	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
15. Arrange/document service appt details	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
16. Place client on wait list	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
17. If required, notify Referring HSP that (1) client's services booked or (2) client wait listed	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator
18. Provide service	CSS HSP
19. Document service initiated/provided	CSS HSP
20. if required, notify Referring HSP of service status	CSS Referral Receiver: - CSS Admin - CSS Intake - CSS HSP - CSS Care Coordinator

MODE OF CMN / IT ENABLER
Face to face with client
If accessing mini-site: Computer/laptop w/ internet connection to access NorthEastCSS.ca (English) or SSCNordEst.ca (French) If calling: Phone
North East CSS mini-site
Fillable PDF
Fax - auto or manual
Fax - auto or manual
Fax - auto or manual
Phone Fax Letter CSS Database
Fax Letter
Phone Letter
Phone
15. Phone CSS Database 16. CSS Database
Fax Letter
CSS Database Notes
Fax Letter

TIMELINE
Timelines TBD post-implementation

PROCESS/STEP DESCRIPTION
<b>START:</b> Decision by HSP that client requires CSS service(s)
Referring HSP works with client to identify needs, gains consent to refer
Referring HSP may not have access to North East CSS mini-site due to connectivity issues, travel status, etc.
If accessing mini-site: Referring HSP goes to the mini-site; performs search for services and identifies relevant agencies If calling: Referring HSP calls 310-2222 or 310-2272 to speak with a CCAC rep provides info about the services available and agencies providing the services
After getting the required info, the Referring HSP can make a decision as to where a referral should be sent
CSS Common Referral Form is downloaded
CSS Common Referral Form is completed electronically
CSS Common Referral Form is sent to the relevant agency(s). Standard practices within the HSPs org completed - e.g., print, send or save/send
The incoming referral is received by the CSS agency by fax.
An initial review of the referral will be conducted.
Includes contacting client, documenting activities, performing the intake, etc. This may include home visits, screening or further assessment
If client is not eligible, the Referring HSP is notified via phone or fax.
If client is not eligible, the client is informed by phone
If the client is eligible for the requested service, CSS contacts the client to arrange/book the service. If there is a wait list, the client is informed.
15. CSS HSP documents the details and arranges for the service (internally). 16. If client is waitlisted, details are documented.
The CSS agency informs the client's Referring HSP that the client's services have been booked OR the client has been wait listed.
The service is provided (out of scope workflow)
Outcomes or results of the service are noted by the HSP
Information about the status of the requested service is sent back to the Referring HSP

RATIONALE
Client-centered care
Some HSPs may not have access to the mini-site due to connectivity issues, travel status, access to computer/laptop, etc.
Mini-site will provide standard info that will allow HSP to make decision on where to refer
"Make a referral" will allow HSP to download the CSS common form
Form is a fillable PDF that can be completed on the computer
Mandatory fields on the common form should already be completed.
Allows HSP to make alternate plans.
Keeps the client informed
Referring HSP is kept aware of the client status. If the client is wait listed, HSP can make alternate plans
Referring HSP kept aware of the client's status.

