**Grandview Kids: Eliminating an Ocean of waste through digital e-referrals**

**Background:** As a request for care, a referral is a vital document that initiates the communication and collaboration required to deliver the most appropriate and timely service. The majority of the 7000 referrals Grandview Kids receives are through fax. A paper-based fax presents security issues, often misses pertinent information and can have illegible handwriting, resulting in time-consuming rework and follow-up. Grandview Kids wanted to transform the way all referrals are received by moving to an electronic format. This change would improve the experience of our clients, staff and community partners.

**Objective:** Eliminate fax, paper-based referral forms and convert all referrals to an electronic submission.

**Method:** Redesigning the client experience and improving workflow is a principle of Grandview's 'Right from the Start' transformation initiative. Client Services team members shared that paper-based fax referrals represented a bottleneck, with estimates of up to 15% of all referrals requiring additional follow-up totaling approximately 350 hours of re-work annually. As a solution, Grandview Kids implemented electronic referral forms using the Ocean eReferral platform. Ocean eReferral is funded by Ontario Health for family physicians, hospitals and medical clinics and utilizes uses cloud-based technology, complies with PHIPA requirements, and integrates with multiple electronic health records.

**Outcomes:** A customized physician eReferral form was developed in partnership with Ocean and launched in September 2022. The form underwent face-validity testing with client services, clinical informatics, privacy, and communications teams. To date, Grandview Kids has received over 50 eReferrals from physicians. The Client Services team has noticed a decrease in needing follow-up with the sender, as the information provided is legible and all available to open a client chart.

**Next steps:** Key lessons learned include the benefits of multiple design iterations, consensus building among team members, and a robust communication plan.  An evaluation will be deployed to our clients, family engagement team and staff.  Grandview Kids will next implement caregiver, self-referral and School-based rehabilitation eReferral forms.