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February 28<sup>th</sup>, 2018

*Electronic Delivery Only*

**Re: Update on Implementation of Central Intake and Assessment Centre for Elective Hip and Knee Replacement Surgery in South East LHIN**

Dear Primary Care Providers,

This letter is intended to provide an update on the implementation of a regional (Central Intake and Assessment Centres) CIAC for elective Hip and Knee replacement surgery introduced via letter in May 2017. If you did not receive the initial communication letter (or subsequent update letter in September 2017) and/or wish to review it again it can be found on the South East LHIN website at the following link: <http://www.southeasthin.on.ca/Resources/WaitTimes.aspx>. The regional standardized referral form for hips and knee arthritis can also be found at this link and at the web sites for PSFDH, QHC, and KHSC. Please note this hip and knee arthritis referral form is to be used for moderate to severe arthritic joints only as confirmed by the x-ray requirements noted on the referral form. All other hip and knee referrals are to be sent directly to the specialist of choice. Additionally, hip and knee joint MRIs for this patient population are inappropriate and adds no additional information for treatment options/choices.

Since May 2017, there have been following key developments that we would like to update you on, including:

**Implementation of CIAC Process for all Elective Hip and Knee Referrals**

The Kingston CIAC model was implemented as of May 1<sup>st</sup>, 2017 with Quinte Health Care coming on board on October 1<sup>st</sup>, 2017. It is expected that all South East LHIN hospitals, that offer elective hip and knee surgery, will be fully implemented by March 31<sup>st</sup>, 2018. Other LHIN's are at various stages of implementation; however the expectation is that all LHIN's will have a fully implemented CIAC for elective Hip and Knees by end of fiscal 2018-19.

After 9 months of operation, the outcomes are positive; especially patient feedback. As of January 2018, wait times from Primary Care Provider referral to patients being seen in the assessment centre is

4 weeks or less. In discussion with patients the overwhelming feedback is that they are willing to wait for surgery but they want to know for sure if they do need surgery or not, quickly. Patients didn't want to be waiting months only to find out they don't need surgery and there were other things they could have been doing to manage pain/mobility issues.

From May 1<sup>st</sup>, 2017 to December 31<sup>st</sup>, 2017, 1,472 referrals were processed through the central intake. Overall, of those that required assessment, approximately 52% did not require surgery and were provided information and education on non-surgical interventions to assist them with hip/knee issues. It should be noted that some patients, if deemed to be very high need for surgery based on referral, are referred directly to a surgeon and bypass assessment; however this number is relatively small.

### **eReferral Solution Implementation**

The South East LHIN is one of five LHIN's provincially that have been provided funding to implement a provincial eReferral solution. Implementation has begun, with CIAC for Hips and Knees will be the first surgical pathway mapped into the system. The investment includes significant one time resources to assist with implementation at all points in the system, including primary care. Over the next 6 months these resources will be reaching out to primary care providers to engage and education on how the eReferral solution will be implemented and used.

We have heard clearly that adding separate logins, new desktop icons, or steps to completing the referral form is not beneficial for Primary Care providers. The goal with the eReferral is to have the system integrate as seamlessly as possible with your existing EMR.

### **PSFDH and BGH Implementation Timelines**

Over the past few months Perth and Smiths Falls District Hospital (PSFDH) and Brockville General Hospital (BGH) have been working to complete the recruitment and training process for the assessment resource that will be working in the eastern area of the South East LHIN. At this time PSFDH has just recently gone "live" on February 12<sup>th</sup>, 2018, with BGH following by end of March 2018. A notification has been posted on the PSFDH web site indicating that any referrals for elective hip or knee surgery at PSFDH should be sent to the regional fax number for the CIAC (613) 549 8382 using the appropriate referral form.

As of March 31<sup>st</sup>, 2018, any referral for elective hip or knee surgery at BGH should be sent to the regional fax number for the CIAC (613) 549 8382 using the appropriate referral form.

### **Mandatory Use of CIAC for Hips and Knees**

The MOHLTC has made the use of CIAC for elective Hips and Knees a provincial mandate. To facilitate this, the South East LHIN region will be adopting a required "Central Intake" number for all referrals that go through the CIAC for booking patients into the OR system. As of April 1<sup>st</sup>, 2018, any new referrals that go through the CIAC will receive a "Central Intake" number. In order for surgery to be completed on those referred on this date or later, they will require this "Central

Intake” number. If there is no “Central Intake” number the hospital will not allow the surgery to be booked. For this reason starting April 1<sup>st</sup>, 2018, any referrals sent directly to surgeons will be redirected to the CIAC or sent back to primary care providers with a request to send the referral to the CIAC.

### **Integrated Spine Assessment and Education Clinic (ISAEC)**

As part of the continuing implementation of a provincial MSK strategy, the MOHLTC has identified elective spine surgery as the next area of focus. The South East LHIN has been approved for funding to implement the ISAEC model starting in late 2017-18 with full implementation expected by end of 2018-19. Additional information and engagement on the ISAEC model will occur in early 2018-19 as we are currently in the early stages of planning development. In late 2017-18, a small pilot will be trialed in the Kingston area to evaluate potential processes/pathways and develop tools needed for wider implementation.

ISAEC is similar to CIAC for Hips and Knees, with referrals for specific types of back issues going to a rapid assessment clinic instead of directly to surgeons. Trials in other areas have shown that up to 96% of people referred for back surgery don't end up needing surgery. The ISAEC model works to address referrals in a timely manner, ensuring only those most appropriate for surgery are referred on to a surgeon.

Should you have questions about the process or CIAC model please contact me directly at 613-967-0196 ext. 2211 or at [Darryl.tooley@lhins.on.ca](mailto:Darryl.tooley@lhins.on.ca)

We look forward to providing further communication this fall as we continue to spread the CIAC model to other sites within our region.

Sincerely,

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South East LHIN

John Hope  
Acting Regional Lead for CIAC Hip/Knees  
KHSC

CC:  
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