



Transforming Care Through Collaboration

Innovations in Cross-Sector Transitions and
Technology-Enabled Patient Journeys



March 19, 2026

Presenters



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The Regional Referral Program

RM&R Overview

RM&R is a web-based referral management platform designed to match patients to appropriate clinical programs/services and electronically manage referrals across care settings.



18 Year Regional Relationship



17 Ontario Health Teams

in the referral network



86+ Participating Organizations

spanning acute, rehab, CCC, home care, LTC and community support services across Toronto Central and Central Ontario Health atHome



26+ Care Pathways



6,500 Active Users

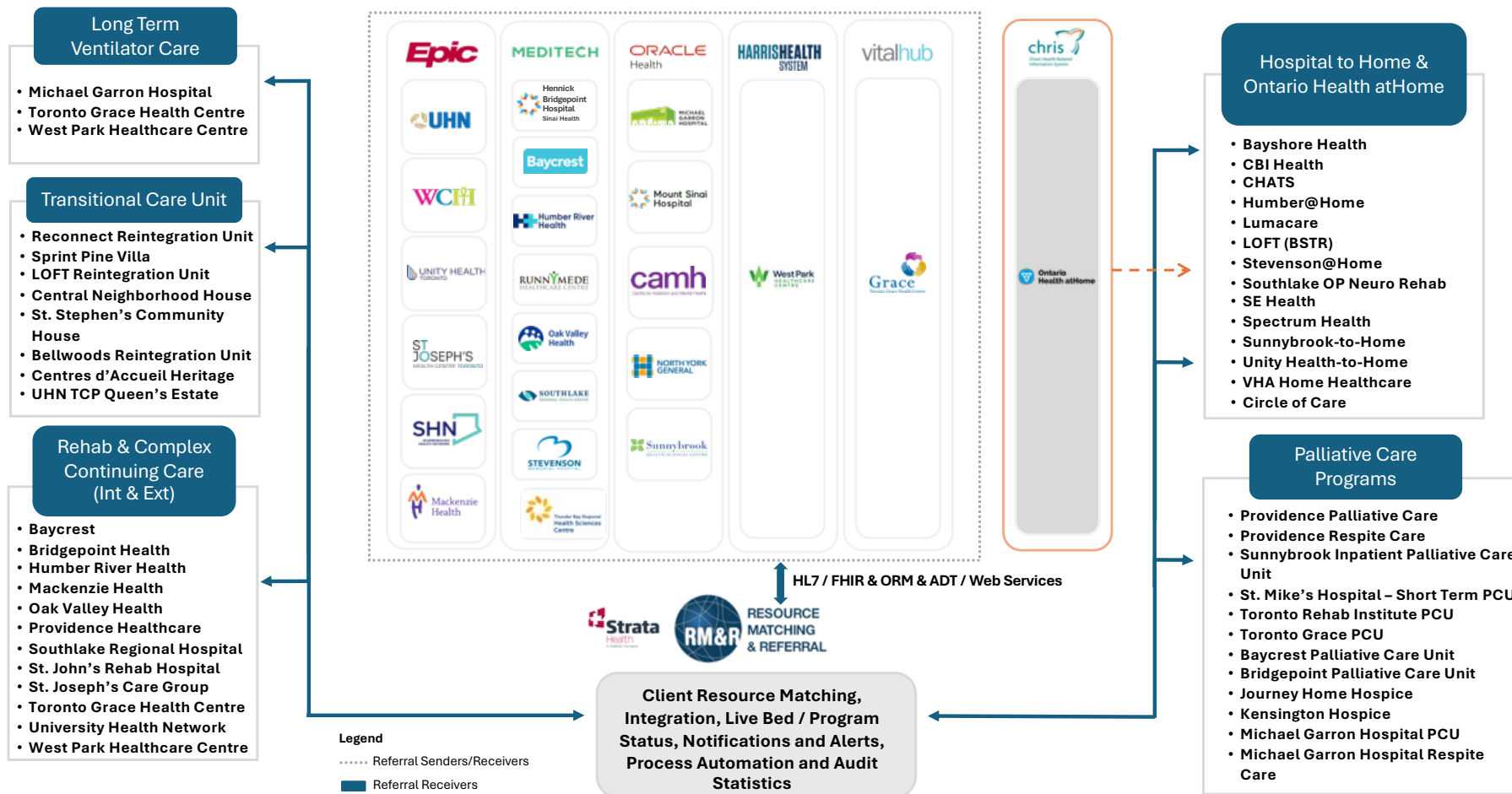


200,000+ Referrals

annually

The Referral Network powered by Strata RM&R

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"It's more than a referral"

Cross-Sector Collaboration

Connects acute, rehab, CCC, PCU, home care, LTC,
and community services
→ Safer discharges
→ Stronger continuity of care

Actionable Insights

Wait-time transparency
Capacity insights
Supports proactive system planning

Expanding Pathways

Continuously evolving care pathways
Improved patient flow
Faster turnaround times

System-Wide Standardization

Replaces paper-based processes
Streamlines intake and triage
Improves clinical efficiency

Data-Driven Workflows

Real-time referral tracking
Workload and capacity visibility
Reduced ALC days

Resource & Policy Decisions

Informs funding decisions
Supports resource matching
Identifies care gaps across populations

Keys to Success



Sustainability

18 successful years, achieved through:

- Governance
- Stakeholder engagement
- Strong partnerships
- Effectiveness of the program



Scalability

- Continuously introducing new care pathways (ie: hospital-to-home) expands platform scope to include more services and providers
- ONE ID authentication speeds onboarding (from weeks to days)
- Forms and pathways can be rapidly configured to meet unique clinical or workflow needs



Thank You

Q&A



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