



Celebrating TBRHSC's 20th Anniversary: *Tell us your story*



Name of your Program/Service:
Regional Surgical Services – Centralized Intake

Name and title of submitter:
[Click or tap here to enter text.](#)

1. Briefly describe your program/service.
Regional Surgical Services

2. How has your program/service grown or evolved over the past 20 years?
The Program originated as the Regional Orthopaedic Program – mandated by the Province to create a regionally integrated model of care. Based on the success of the model, the program expanded to include many other surgical services including urology, gynaecology and endoscopy. The program has created a hub and spoke model of care using Centralized Intake that improves: wait times; equitable access to specialist care; care close to home; and recruitment/retention of specialists. The program has played a key role in launching digital (paperless) infrastructure including eReferral and electronic OR bookings in alignment with Axe the Fax. The RSS has supported this not just for regional surgery, but also for Cardiovascular Surgery and Diagnostic Imaging.
Another program that falls under RSS is Remote Patient Monitoring – for 15 surgical pathways, oncology and maternity. This program meets all pillars of the Quintuple Aim. It achieves very high patient and provider satisfaction while reducing length of stay and unnecessary ED visits. The cost avoidance has been very significant to the health care system. The RSS program has quadrupled in sized since inception.

3. What is your most cherished accomplishment, milestone or memory?
Launching electronic OR bookings for all surgical services across 4 hospital sites on Sept 11 2017. This was critical in creating fax-less bookings providing real time communications across surgeon offices, pre-admission clinic and the Operating Room while automating wait times reporting to WTIS. This digital infrastructure enabled matching true demand with required resources and ensuring finite resources were being efficiently managed.