WHAT IS **PATHWAYS?**

Pathways is a searchable database of specialists, speciality clinics and healthcare resources that aims to facilitate optimal and efficient patient referrals.

2,360 SPECIALISTS

1,058 AREAS OF PRACTICE

648 RESOURCES

618 CLINICS

38 HOSPITALS

12 DIVISIONS

WHAT DATA DID THE **EVALUATION** COLLECT?

389 GP AND MOA SURVEYS IN 11 DIVISIONS

32 INTERVIEWS IN 6 DIVISIONS

WEB ANALYTICS FROM **April 2014** TO **May 2015**

WHAT DID THE EVALUATION **FIND?**

USE

1 USER ID = 1 GP/MOA —> MANY GPS/MOAS

916	USER IDs
12-20	VISITS / MONTH / ID
4-5	PAGES / VISIT

SATISFACTION

SATISFIED	87%
NEUTRAL	11%
UNSATISFIED	2%

"Pathways has helped me out so much, love having the referral forms attached to the doctor and the wait times shown. Pathways makes the referral girl look good.☺"
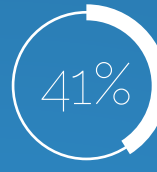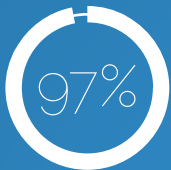~ MOA

USEFULNESS

83% SPECIALIST/ CLINIC INFO

82% WAIT TIME INFO

41% PHYSICIAN RESOURCES

20% PATIENT RESOURCES

IMPACTS

97% report that Pathways has improved the referral process

	Pre	Post
IMPROVED PATIENT CARE		
Shorter Wait Times	2.9 →	3.8
Faster Appointment Confirmations	2.9 →	3.7
Better SP / Patient Matches	3.3 →	4.2
More Efficient Referral Process	3.5 →	4.2
Improved GP / SP Relationships	3.7	4.0
INCREASED EFFICIENCY		
Increased Office Efficiency	3.8 →	4.3

Very Poor   Poor   Fair   Good   Very Good
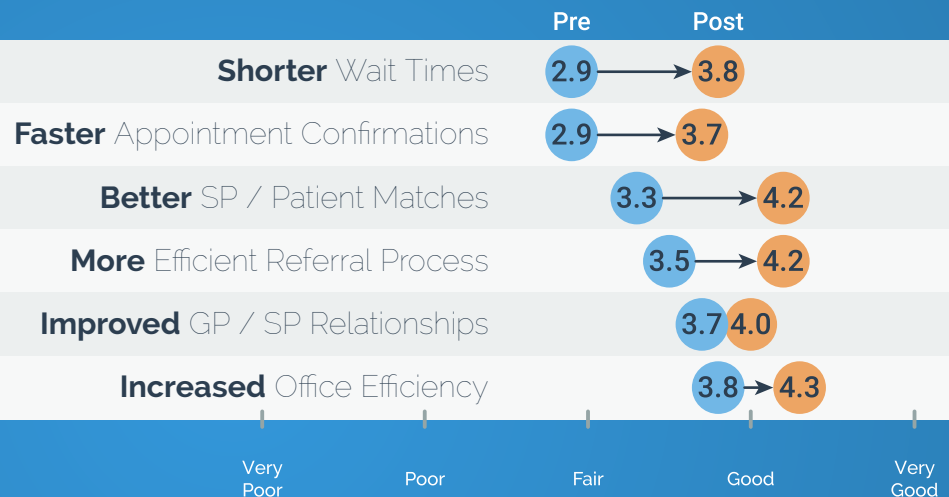
LESSONS LEARNED AND RECOMMENDATIONS

Pathways provides benefits in **patient care** an in **office efficiency.**

Addition of new Divisions would **further increase** Pathways' impacts

There is a need for **additional training and supports.**

"It is very comprehensive and up to date. It is extremely useful. And a great idea. You must continue this program and you must expand it. There is no other resource like it and it has improved our practice in many ways. Keep it going is all I can say."
~ GP