**The Central Referral Service – Our story**

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**Before the CRS**

* Growing demand for public outpatient specialist appointments
* Increased patient delays for an initial specialist outpatient appointment
* Limited tracking, auditing, and reporting of outpatient specialist referrals
* No consistent process or single point of entry for referrals to public outpatient services within WA health
* Mostly paper-based processes for submitting and allocating outpatient referrals

**Beginning years of the CRS**

* On 24 February 2014 the Department of Health launched the CRS to better manage external referrals for patients requiring a first specialist outpatient appointment within the public health system
* First in Australia to implement a centralised outpatient referral service for state-wide referrals to metropolitan sites
* Introduction of electronic referral management system at CRS
* CRS used as a vehicle for strategic reform in the WA health system
* 100% of referrals can be tracked in the CRS system from referral receipt to allocation to hospital site
* Standardised, streamlined process for outpatient specialist referrals
* Improved patient access and reduced patient delays
* One million processed referrals milestone achieved in June 2019

**The CRS today**

* The demand for the CRS is growing yearly with a 9% increase in the number of referrals received from 2018 to 2019
* Approximately 1,200 referrals are received and processed per business day
* 100% of referrals are opened within 24 hours
* 100% of referrals are fully processed and allocated to the relevant hospital site within 72 hours
* Over 1,300,000 referrals processed and counting

**Where to from here for the CRS**

* Projected increasing demand for the CRS
* Broadening the range of specialties, referrers and sites that are suitable for referral through the CRS
* Increasing the functions of the CRS
* Ongoing improvements to service delivery and operations
* Increasing electronic functionality over time
* Maximising efficiency for the management of outpatient referrals and the broader WA health system

Example Layouts

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