

Reducing Fax Use at Langs Community Health Centre

- **Organization:** Langs Community Health Centre, www.langs.org
- **Author(s):** William Homerston, Manager of Quality, Performance & Innovation - williamh@langs.org

Overview

Langs Community Health Centre has begun a quality improvement initiative titled “**Reducing Fax Use**” to explore opportunities to modernize communication practices and gradually transition from traditional faxing to more digital solutions such as eFaxing and Ocean eReferral. Early work has focused on gathering baseline data from electronic medical records (EMR) and physical fax machines to better understand current usage patterns, though data collection has been somewhat inconsistent across areas. The team has started reviewing commonly faxed forms to determine whether Ocean referral versions exist and, where possible, encouraging the use of these digital alternatives. The initiative is being led by the Digital Health and Telemedicine Coordinator, a Registered Practical Nurse (RPN), who is supporting staff in testing and adopting new workflows. While still in progress, the project is expected to inform future improvements related to efficiency, provider experience, safety, and access, and aligns with Quality Improvement Plan (QIP) indicators such as reducing faxes sent per 1,000 rostered patients and increasing eReferral use

Key Elements of Initiative

Objective:

- Reduce reliance on paper-based faxing and transition to safer and more efficient digital tools.

Change Ideas Tested or Implemented

- Collection of baseline data on fax volume (both physical and eFax).
- Identification of faxed forms that could be replaced with Ocean eReferral.
- Use of SharePoint training page to house training, reference materials and tip sheets.

Team Members Involved

- Digital Health and Telemedicine Coordinator (RPN).
- Quality Improvement Committee (QIC).

Target Population

- All clinical and administrative staff who use faxing for referrals or communication.

Measurement Progress

- Ongoing tracking of fax volumes.
- Mapping and retiring commonly faxed forms.
- Number of staff trained on eReferral.
- Increase usage of Ocean eReferral.

Implementation Experience: Successes & Challenges

Early Successes and Wins

- Regular tracking of fax volumes initiated.
- Early identification and retirement of redundant fax forms.

Enablers of Success

- Ability to pull fax data from physical fax machines as well as eFax data from EMR.
- Dedicated staff support from the Digital Health and Telemedicine Coordinator.
- Use of Ocean Health Map for efficient referral matching.

Challenges and Solutions

- Staff unfamiliarity with eReferral tools: addressed through SharePoint training page and ability for short training sessions and demos with Digital Health and Telemedicine Coordinator.

- Some outside organizations are still reliant on fax-only communication: need to maintain flexibility where needed.
- Technical questions: resolved with support from the Digital Health and Telemedicine Coordinator.

Advice for Other Teams

- Begin by looking for eforms already in existence and implementing these first as a quick win.
- Provide staff with training and avoid forcing immediate change.
- Focus on common pain points in faxing to promote digital solutions.

Future Steps & Sustainability

Next Steps

- Analyze fax usage by staff members and engage high-volume users as workflow champions.
- Set departmental fax reduction targets.
- Retire additional forms as Ocean versions become available.
- Expand training and tip sheets across teams.

Embedding into Practice

- Fax workflows are being updated to include Ocean options.
- Staff onboarding will include eFax and Ocean training.
- Ongoing updates are shared during team huddles and via the SharePoint learning section.

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