



**REGIONAL GERIATRIC
PROGRAM OF TORONTO**



Strategic Plan

2020-2023

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Context

The Regional Geriatric Program of Toronto (RGP of Toronto) is a network of hospital- and community-based teams with expertise in the provision of effective, efficient, and comprehensive treatment of older adults with frailty. The RGP of Toronto is the only organization in the region solely focused on achieving better health outcomes for older adults with frailty. Through our work, we aim to improve outcomes and reduce health system costs by enabling coordinated care that is targeted to the complexity of older adults with frailty and their caregivers.

The RGP of Toronto's Strategic Plan 2020–2023 comes at a time of tremendous policy, funding, and structural change in Ontario. The current health system is not well designed to address the unique challenges of older adults with frailty, resulting in service gaps and poorly integrated care. At a system level, costs are unnecessarily high and system performance suffers, including the growth of challenges such as “hallway healthcare.” The RGP of Toronto is focused on reimagining and realigning how we provide care for the aging population, especially those with frailty.

Seniors managing frailty and multiple chronic illnesses require Specialized Geriatric Services, offered by providers with specific expertise in this area. Across the entire health system, providers need to offer senior friendly care, which will improve the experiences and health outcomes for seniors, their families, and caregivers.

The COVID-19 pandemic has underscored for government and health system stakeholders that more needs to be done to protect the health and well-being of older adults in Ontario. A focus on enhancing equitable and timely access is critical as we continue to explore new evidence-informed models of integrated, person and family-centred care.

As part of this plan, the RGP of Toronto has prioritized partnerships and collaboration to build capacity in the system and support our care partners to drive quality improvement and service excellence in the care of seniors with frailty. Care for older adults with frailty requires focused expertise, planning, and service coordination that addresses the nuanced needs of this population.

With this refreshed strategic plan that is aligned with Ontario's rapidly transforming health system, we will identify opportunities to address system gaps, advance the quality of care, and, ultimately, improve health outcomes for older adults with frailty.

Vision, Mission, Values and Plan Goal

Vision: Better health outcomes for seniors with frailty

Mission: We share our geriatric expertise to support all care team members in the delivery of senior friendly and evidence-informed care that optimizes the function and independence of seniors and supports aging in place.

Values:

- Person- and family-centred care
- Equity
- Collaboration
- Excellence
- Integrity

Plan Goal: Advance equitable access to integrated care for older adults with frailty.

The RGP of Toronto strongly believes that our refreshed strategic plan builds on our successes to date and will allow the organization to adapt to an ever-changing health system. Actions under this plan will focus on achieving greater and more equitable access to integrated care.

RGP of Toronto is committed to collaborating with partners across the health system. As part of our 2020–2023 strategic planning process, we engaged staff, partners, system leaders, patients, families, caregivers, and our Board members. To achieve our goals, we will need continued engagement and support from each of these key stakeholder groups.

Strategic Priorities

Priority 1 - Transform Specialized Geriatric Services

The RGP will promote coordinated and equitable access to Specialized Geriatric Services. Through partnership and collaboration, we will help ensure these targeted services are offered in an integrated, high-quality, evidence-informed manner.

Actions:

1. Define and collect key metrics and indicators, including those relating to equitable access.
2. Foster integration between Specialized Geriatric Services, including geriatric psychiatry, geriatric medicine, and care of the elderly teams.
3. Build partnerships, across the care continuum, to optimize referrals and integrated care pathways to Specialized Geriatric Services.
4. Promote the use of technologies including virtual care to broaden access to specialized geriatric consultation and assessment.

Priority 2 - Foster Excellence in Senior Friendly Care

The RGP will leverage its expertise and influence to ensure optimal care for seniors with frailty. We will build capacity for senior friendly care across the health system by sharing and facilitating the use of evidence, information, and best practices.

Actions:

1. Increase awareness of the work of the RGP and its network, and maximize the influence of our programs and initiatives.
2. Identify, develop, and disseminate resources that promote evidence-informed, innovative, and person-centred practices among providers.
3. Support implementation of best practices through coaching and quality improvement initiatives.
4. Develop cross-sectoral indicators of senior friendly care, working with partners from across the continuum of care.



Conclusion

The RGP is committed to supporting care teams in the delivery of inter-professional, senior friendly and evidence-informed care that optimizes the function and independence of seniors and supports aging in place. We will continue to use our experience, trusted authority, and relationships to increase seamless integration of services for older adults with frailty across the healthcare system. The RGP will achieve these goals by building capacity, increasing access, improving quality, and driving efficiency. Working with our partners on the focused actions defined in this plan, we will improve care, reduce costs, and enhance patient and caregiver experiences and outcomes.

Driving system change to advance the quality of care for older adults with frailty. Innovating bold solutions to complex care problems.



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www.rgptoronto.ca

