



**REGIONAL GERIATRIC
PROGRAM OF TORONTO**

Strategic Plan 2023-2026



Better Health Outcomes for Seniors with Frailty

Introduction

The Regional Geriatric Program of Toronto (RGP) is proud of its 30-year history as the only organization in Toronto focusing solely on the healthcare needs of older adults living with frailty. As an independently incorporated healthcare organization, we maintain an objective system perspective while implementing services and initiatives to improve the quality of care experienced by older adults. We are governed by a board of directors comprising experienced leaders with a breadth and depth of strategic insight. With expertise in geriatrics, adult education, quality improvement, knowledge translation, implementation science, business and project management and information technology, the RGP team delivers valuable leadership and support to the healthcare system.

During the COVID pandemic, the RGP was quick to respond by creating and delivering resources to maintain senior friendly care within the constraints of infection prevention and control measures. Health human

resources were stretched, and staffing shortages became widespread. As the system recovers, new staff are hired, and new standards of care are emerging. The system is undergoing a reset. With the worst of the pandemic behind us, the RGP board and leadership team embarked on a strategic planning refresh. With input from diverse stakeholders, we have established three strategic priorities for 2023-26.

1. The RGP will work with our partners to improve equitable and timely access to high quality, senior friendly care for older adults. The need for specialized geriatric services remains higher than ever. Older adults bore the adverse effects of the pandemic, including social isolation, deconditioning and deferred healthcare encounters. To meet the growing need, the RGP will work with our partners to **improve equitable and timely access to specialized geriatric services**. We will lead the evolution of the comprehensive geriatric assessment model to better align

with current system and population demands. We will also create partnerships with community providers to reach populations who have been underserved by traditional healthcare models.

2. We will continue to **build capacity in senior friendly care**. This builds on our foundation of excellence providing coaching, resources and tools to support the implementation of senior friendly, evidence-based best practices. The post-pandemic healthcare system has changed and our enabling supports will evolve as well. We will promote shorter, repeated, layered learning opportunities suited to the fast-paced, high-pressure reality that healthcare providers now routinely face.

3. Finally, we will look inward and **promote operational excellence**. How we work as an organization has changed. As we adapt to hybrid work and technological advances such as artificial intelligence, we will ensure our team members experience a work environment that supports engagement, learning, and nurtures the highest possible level of job satisfaction.

This strategic plan refresh for 2023-26 builds upon our strengths, and emphasizes our unique added value for the system. It will help us achieve our vision of better health outcomes for older adults living with frailty while also supporting staff engagement and effectiveness.



Barbara Liu
Executive Director



Karim Mamdani
Chair, Board of Directors

Our Vision, Mission, and Values



Vision

Better health outcomes
for seniors with frailty

Mission

We enable healthcare
providers to deliver the
best care possible for
seniors with frailty

Values



Person- & family-
centred care



Integrity



Collaboration



Excellence



Equity

Strategic Priorities 2023-2026



Improve Equitable & Timely Access to Specialized Geriatric Services (SGS)

Deliver innovative, equitable solutions and strategies that improve access to SGS.

- Co-develop innovative SGS care delivery models that improve equitable access to SGS and respond to health system needs
- Define and collect key metrics and indicators, including those relating to equitable access



Build Capacity in Senior Friendly Care

Increase capacity for senior friendly care across the health system enabled by the use of RGP resources.

- Promote awareness of Senior Friendly Care and its connection to system priorities
- Identify, develop, and disseminate high quality resources that promote best practice
- Support the implementation of Senior Friendly Care



Promote Operational Excellence

Foster employee engagement, satisfaction and growth. Enable accuracy and efficiency of internal processes.

- Foster a supportive environment that enables collaboration, strong staff engagement and satisfaction
- Focus on continuous learning, growth and improvement to ensure our team can meet the emerging needs of the population
- Optimize internal operational processes to increase efficiency

Regional Geriatric Program of Toronto
2075 Bayview Avenue, H478
Toronto, ON M4N 3M5

Phone: 416.480.6026
Fax: 416.480.6068
Email: info@rgptoronto.ca

 rgptoronto.ca

 [rgp-of-toronto](https://www.linkedin.com/company/rgp-of-toronto)

 [@RGPToronto](https://twitter.com/RGPToronto) #sfCare

 [Youtube.com/@RGPToronto](https://www.youtube.com/@RGPToronto)



**REGIONAL GERIATRIC
PROGRAM OF TORONTO**