

1. Improved Population Health



Patient Served

14,894

Unique Patient Served
(resulting in early diagnostic clarification regarding memory concerns)

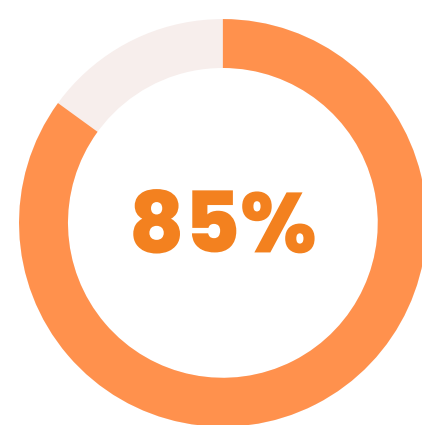
865

Visits

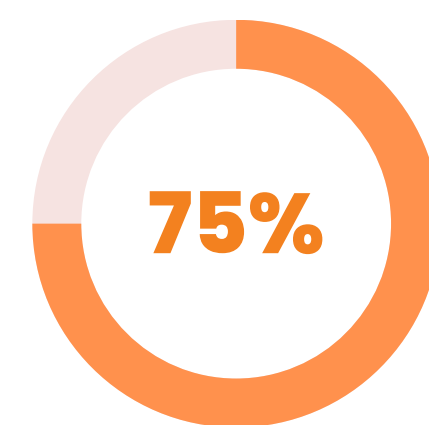
25,110

Visits

3046



% of active **GAIN** client remained in the community



% the 2000 older adults discharged from **GAIN** met their goals and/or demonstrated improved function*

*Other reasons for discharge from GAIN include 1) situational change (e.g. patient moving elsewhere), 2) transfer to long-term care, 3) services declined by patient, or 4) death. It should be noted for reasons 1 through 3, some identified goals may have been achieved.

2. Enhanced Provider Experience



Developed specialized pathways to guide transitions and coordination between services and across SGS (e.g., [Cognition Referral Pathway](#), [Clinical Frailty Pathways](#), [AGS Cognitive Screening Toolkit](#))



Led clinical and operational process overhaul to enhance efficiency at a GAIN team managed by SCN. Reduced wait-times and Increased throughput **~25%** through process standardization, and the use of provider decision tools



Conducted the Central East SGS Provider Evaluation 2024-25. Results revealed that **90%** of participants would recommend working in SGS to others.



Developed the inaugural Central East ADP Guidelines 2020 (with input from **17 providers operating across 44 sites**), describing acceptance criteria, elements of core programs & services and operational standards. Co-designed guidance and decision tools to advise [Hybrid ADP delivery during COVID across Central East](#). Evaluated the intra-COVID Hybrid ADP model (2021) and made revisions based on provider feedback.

3. Enhanced Patient and Caregiver Experience

Older Adult Experience Survey Results

90%

of the participants would 'definitely recommend' GAIN to others

Co-developed a Provincially validated Older Adult Experience Survey:

- Led the implementation, data collection and analysis of the above survey across the GAIN Program.
- Participants gave an average overall experience rating of **~9.4 out of 10** to GAIN
- Led process reviews to infer that **100%** of the GAIN clients receiving CGA are connected with the relevant community and social support services based on their needs



Caregiver Experience Survey

Co-developed and implemented a Provincially validated Caregiver Experience Survey

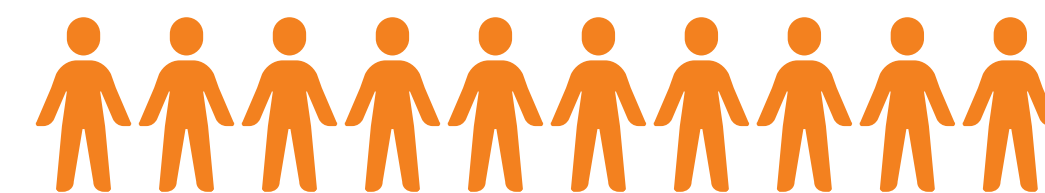
- Led the implementation, data collection and analysis of the survey (adapted version) across Central East Adult Day Programs as part of the developmental evaluation of the Intra COVID Hybrid ADP Model (virtual, home-based and limited face-to-face programs & services)



GAIN Evaluations (2018 and 2019)

Led GAIN evaluations (2018 and 2019) inferring that **~100%** of primary/involved caregivers are assessed for stress, and connected with support as a part of the Comprehensive Geriatric Assessment

100%



Caregivers Needs Assessment and Support

Partnered with the Ontario Caregiver Organization to develop the [Caregivers Needs Assessment and Support](#) Guidance document; developed a Standardized GAIN SW Assessment based on the recommendations.

4. Improved Value

Led the Central East GEM Return on Investment (ROI) Evaluation 2023-24. Result indicated:

354%

Positive ROI

Annual Cost Saving

\$1.13M

including reduction in ALC, inpatient admissions, and inpatient LOS

Estimated annual cost savings in LTC placements by GAIN:

\$8.6M*

*Included are GAIN patients for whom a CFS of seven or higher was assigned, a population consistent with individuals living in Long-Term Care.

5. Advanced Health Equity



Developed and disseminated the [Framework for Addressing Racism in Specialized Geriatric Services](#)



Results of the Central East SGS Provider Evaluation 2024-25 revealed that **80%** of the participants reported the completion of Equity Diversity and Inclusion (EDI) focused training.



Re-designed the GAIN model to facilitate equitable access through expanding GAIN services to semi-urban and rural areas (through the introduction of new community teams) including home-based services

73%

of the GAIN teams provide home visits enabling service to home bound older adults who would otherwise be unable to access specialized support.

100%

of the GAIN teams provide virtual visits.