

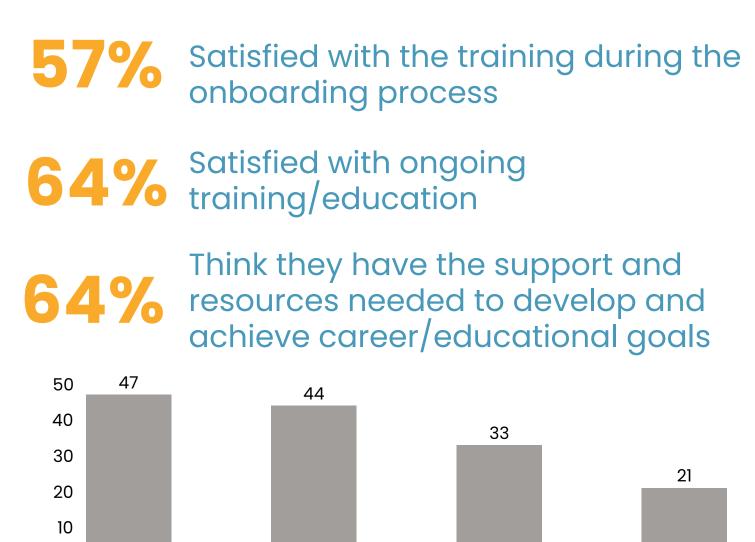
Central East SGS Provider Experience Evaluation 2024 Findings

According to the PGLO Frailty estimates, the Central East Region is currently home to close to 215,000 older adults, and this population is expected to increase to ~277,000 by the year 2030. Approximately 25% of the CE older population are living with complex health and social conditions including frailty and dementia. This number is expected to further increase to nearly 70,000 over the next 5 years. Our health system relies heavily on Specialized Geriatrics Services to meet the health needs of older adults living with frailty. We at Seniors Care Network, wanted to explore the impact of the health system pressures on SGS workforce esp. in the postpandemic context (mass exodus/retirement of seasoned clinicians, resource-shortages, and increased SGS demands due to increased complexity). The objectives of the evaluation included: 1) attaining a better understanding of the overall experience of clinicians/providers, and 2) understanding healthcare leaders' perceptions about current SGS workforce challenges and policy priorities to address these.



Professional Development

Mixed satisfaction vith onboarding and ongoing training, and vanting more professional development ppportunities



Workshops and Seminars Online Courses Leadership Development

Burnout/ Stress High levels of ournout and stress eported

40% Are not aware of any burnout prevention or management supports within their organizations

they need to do

their job effectively

66% Experiencing burnout or have a high chance of getting burnt out

58%

Personal support workers/community support workers report experiencing burnout or have a high chance of getting burnt out; highest among participants

Moral Distress

Significant levels of moral distress reported, particularly due to financial barriers for clients, long wait times

understanding of





experiencing moral distress or re experiencing moral distress

Have a fair chance of



69%

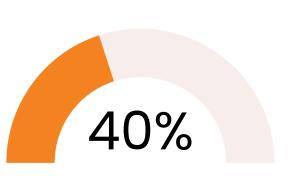
Felt unable to provide optimal care due to client's inability to afford certain services like transportation, adult day program or private care



Concerned with long wait time and

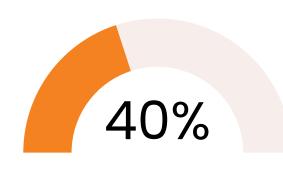
Care Coordination

Challenges with are coordination temming from ncomplete or ıntimely nformation during eferrals



Programs (32%)

Reported not receiving all the necessary information during referrals



Reported issues with the timeliness and accuracy of information from other providers

Equity, Diversity, Inclusion

Concerns about discrimination experienced by staff reported

33%

Experienced discrimination from colleagues due to:

(flexibility regarding work

schedule, hours, assigned

activities)

- Age
- Gender
- Pregnancy, childcare responsibilities, and other caretaking responsibilities, or
- Race or ethnicity

31%

Experienced discrimination from patients due to:

- Gender
- Age
- Professional designation, or
- Race or ethnicity

Workplace Violence

Providers felt prepared to handle workplace violence

Received or are receiving training and feel prepared to handle situations due to responsive behaviors/personal expressions.

