



Gotcare



Our Impact

in 2024



Systems change starts at home.

Gotcare was built from the belief that regular people are capable of making widespread, systemic change. The belief that to make these big changes, you have to start by making small, personal improvements to individuals and communities.

That's why we always start with,

How can we help you right now?

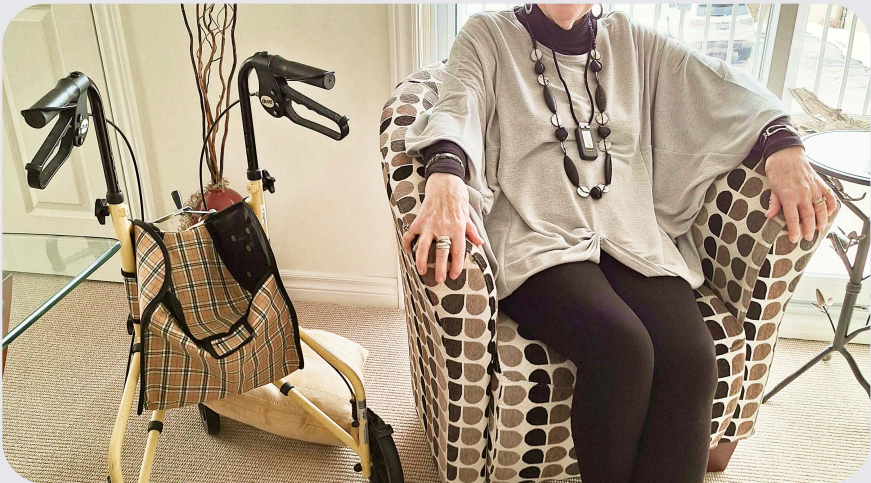
“How can we help you right now?”
is the first thing we ask when we...

Help out at an overworked and understaffed ED in rural Ontario.

Talk with patients, their family and neighbours, and their clinicians, about co-creating solutions to the problems they live every day.



Visit the home of a patient struggling with chronic pain, whose insurance wants to leave her sitting on a couch, unable to shower or reach her food, water, and medicine safely.



Match 950+ struggling Canadians to skilled caregivers who understand their needs, speak their language, can cook their childhood meals, and live in their neighbourhoods.



“2024 has been a testament to the kind of work that can be achieved when hope, optimism, and empathy come first.”

– Gotcare Founding Team



Co-creating relationship-driven health care experiences that are equitable, personalized, and maximize appropriate technology

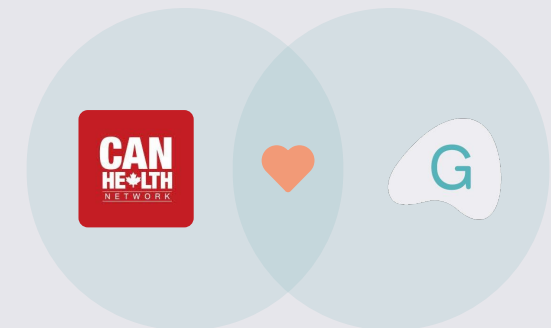
...with AGE-WELL, the Coordinated Accessible National Health Network (CAN Health), and DIGITAL.



Gotcare brings AI technology to rural homecare



Gotcare's program evaluation at Women's College Hospital improves healthcare accessibility for homebound older adults



Gotcare joins the CAN Health Network to improve access to care, no matter where you call home

Case Study: Creating capacity in rural communities

Hastings, a rural region in eastern Ontario, has disproportionately longer waiting times for primary care and home care.

This is common in many rural communities, who face a lack of healthcare workers and challenges like less developed infrastructure, affordable transportation, and connectivity.



Gotcare Rural Stop Gap



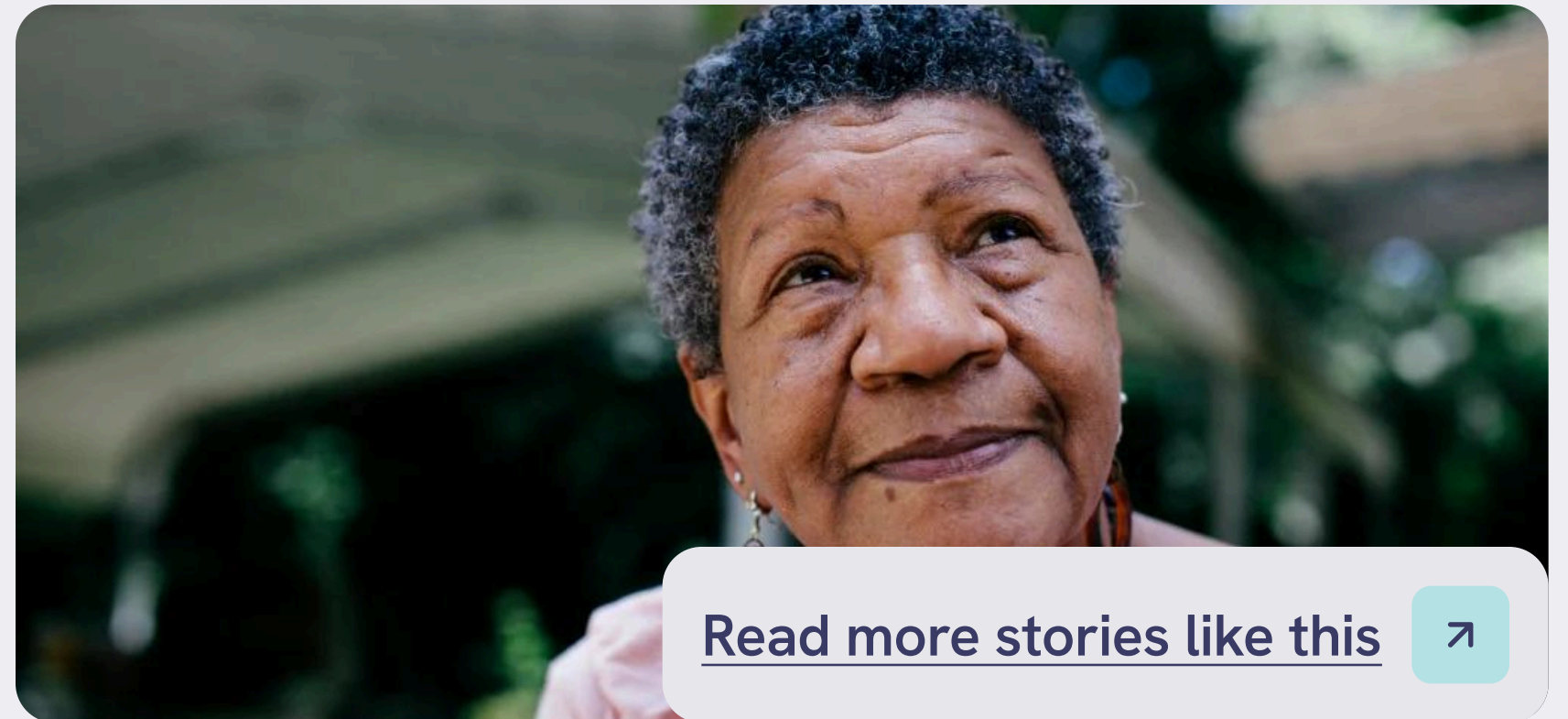
Gotcare’s Rural Stop Gap Program brings **high-quality, technology-backed care** into patients' homes, **creating capacity in hospitals** and providing a **more cohesive and unified treatment for patients**. Support at home includes in-home visits from up-skilled PSWs, virtual care with nurses, social isolation assistance, and more.

Meet Yvette,

a 91-year old woman living alone in a apartment. She was referred by her Primary Care Provider as a precautionary measure. Yvette is committed to living at home as long as is possible but recognizes that she needs some she is living with some degree of risk.

Yvette is becoming more frail as she gets older, has a macular degeneration and a cardiac history. She's finding it harder to manage her medications, and is afraid of falling.

Family and community supports are in place, Yvette is very tech savvy. She has recognized her limitations and a need for assistance. She's terrified of losing her independence.



[Read more stories like this](#)



The support:

- A safety device (tablet) was installed for her to perform wellness check-ins with a Clinician, manage medications with pre-set reminders, and perform appropriate strengthening exercises.
- Consistent Virtual OT visits to assess and support safety in the home, and provide safe transfer/energy conservation education.

93%

of participants were satisfied with the support they received for their at home care plan, having their health concerns addressed virtually.

87%

of participants reported improved quality of life at home.

Participants managing their own care with support from Gotcare HAs reduced burdens on care providers.

60%

avoided an unnecessary visit to the emergency department.

63%

avoided an unnecessary with their family doctor.

Program results indicated better impact than ever before.

97%

of participants agreed that the ITC program helped them feel less isolated.

Covening health leaders to share emerging best practices nationally

Innovations in team-based care are vital to shaping a healthcare system that is **accessible, inclusive, and equitable**. Chenny Xia and Carol MacDonald have become co-chairs of this practice network for OTs nationwide.



This forum will identify key issues and missed opportunities in team-based care settings, create and share recommendations, and provide support for navigating the funding components of innovative team-based care models.

This is a platform to develop and share best practices, ethical technology use, and strategies to improve healthcare access for all.

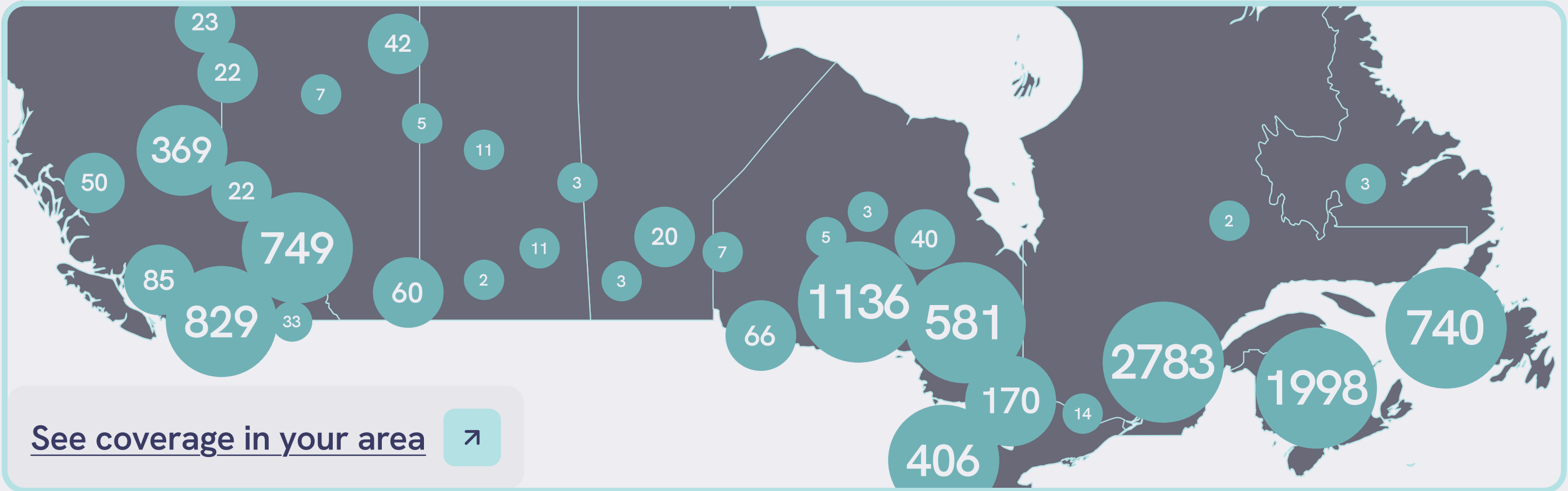
[Learn more about the network](#)



Our expanding care coverage

Since we started in 2018, our network has grown to cover even more of Canada, including extremely rural regions of the country.

Thanks to our frontline care workers, more Canadians than ever have access to high-quality, personalized, lifesaving care. They're working hard to empower patients to self-manage, giving them back self-advocacy, and helping to foster greater trust and collaboration between health care providers.



Big things happen when you prioritize social good.



As a B Corp, we are committed to putting people and the planet before profit, and using business as a force for good for all stakeholders.



Learn more about being a Living Wage employer



Learn more about the Startup of the Year award



Thank you



for a

great year