



## **2004 Balanced Scorecard Report to the Community**

November 2004- Ontario Home Care Association (OHCA) members adhere to the Association “Standards for Home Health Care Service Agencies” and, on a yearly basis, complete the OHCA Quality Template that establishes a self-evaluated level of compliance with OHCA Standards<sup>1</sup>.

As an integral part of the Association’s accountability mechanism, the OHCA Quality Template is modeled on the balanced scorecard format and measures four organizational perspectives (customers, learning and growth, internal business, financial management).<sup>2</sup>

### **OHCA 2004 Balanced Scorecard Results**

OHCA members have demonstrated the following compliance levels to OHCA Standards:

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| <ol style="list-style-type: none"><li><b>1. Customer Perspective: Substantial Compliance</b></li><li><b>2. Internal Business Perspective: Substantial Compliance</b></li><li><b>3. Learning and Growth Perspective: Partial Compliance</b></li><li><b>4. Financial Perspective: Substantial Compliance</b></li></ol> |
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### **Interpretation of Results**

OHHCPA members are committed to quality service, accountability and continuous improvement. The results of this year’s balanced scorecard indicate that OHCA members continue to require support in the area related to Learning and Growth. The areas most critical to increase compliance with this perspective include the utilization of current published research and greater opportunity to participate actively in publicly funded research opportunities.

### **Action**

Over the past year the OHCA Board has included research and education discussions in Board meetings and has circulated all relevant research to OHHCPA Regular members for use in daily planning and activities. OHCA has worked collaboratively with other home and community care groups such as the Ontario Home and Community Care Council to participate in a study funded by the Primary Care Health Transition Fund which is reviewing the outcomes of a structured medication management service in a supportive housing complex in Ontario. The results of the

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<sup>1</sup> Reflective self-assessment and evaluation is an accepted form of measurement by professional colleges (e.g. College of Nurses) and organizations as a way of encouraging life-long learning and continuous quality improvement processes. Accepted practice in organizational reviews of quality measurement processes (e.g. ISO 9000) begins with objective self-reviews followed by periodic assessments against standards.

<sup>2</sup> Methodology: In this report of the OHHCPA Balanced Scorecard, the Association has accumulated data on regular members through a voluntary survey and collated all responses in order to arrive at the total percentage response for Association members. Members were asked to evaluate their organization’s compliance to OHHCPA standards based on the following categories of responses: Substantial, Partial, Minimal, Non-Compliant and Not Applicable.

survey will be further used to direct and determine OHHCPA member education and learning needs in 2004/05.

OHCA Board of Directors – November 2004



## **OHCA Profile**

OHCA is a provincial Association of home health care providers, collectively employing over 27,000 Ontarians who give care to an estimated 250,000 clients annually. For more information about the OHCA, please visit [www.homecareontario.ca](http://www.homecareontario.ca).

Ontario Home Care Association  
19 Melrose Avenue South  
Hamilton, Ontario  
L8M 2Y4

Phone: 905-543-9474  
Fax: 905-545-1568

Email: [info@homecareontario.ca](mailto:info@homecareontario.ca)  
Executive Director, Sue VanderBent: [suevan@homecareontario.ca](mailto:suevan@homecareontario.ca)  
Web Site: [www.homecareontario.ca](http://www.homecareontario.ca)

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