

REVIEW OF HOME CARE COMPETITIVE BIDDING PROCESS

Health and Long-Term Care Minister George Smitherman today appointed former Ontario Health Minister, the Honourable Elinor Caplan to conduct an independent review of the competitive bidding process used by Community Care Access Centres (CCACs) to select home care providers.

Objective

The purpose of the review is to ensure that the competitive bidding process supports the very highest quality of care, human resource stability and delivers the very best possible value for money spent on home care services in Ontario.

Mandate

Elinor Caplan will be reviewing the bidding process for home care services to determine:

- The impact of the current process on the quality and price of services delivered to clients
- If the process can be improved to support the quality and continuity of care to clients as well as greater stability in the workforce
- If the resources needed by CCACs and service providers to carry out the current competitive bidding policy are reasonable
- If the current mechanisms for continually improving the method of selecting service providers can be enhanced
- The effectiveness of the ministry's role in supporting the competitive bidding policy.

The ministry has developed interim guidelines for the management of contracts during the review requiring that:

- CCACs proceed with Request for Proposals (RFPs)/Tenders currently issued and/or closed. These include:
 - o Algoma CCAC for nursing
 - o Simcoe CCAC for nursing and personal support/homemaking
 - o Toronto CCAC for nursing
 - o Waterloo for personal support/homemaking
 - o Windsor/Essex CCAC for social work
 - o York Region CCAC for personal support/homemaking
- All CCACs extend existing home care provider contracts, wherever possible, while the review is being conducted
- No new RFP proposals will be issued during the review period, unless absolutely necessary.

Review Process

The review will include but not be limited to a review of procurement policies and procedures; evaluation of representative, random and targeted samples of CCACs to evaluate how the procurement process is implemented; and interviewing clients, associations, CCAC staff, service providers, unions, and MOHLTC staff.

Caplan will report back to the minister with recommendations on these points within six months.

CCACs and the Competitive Bidding Process

CCACs were created in 1996 through the consolidation of 38 home care Programs and 36 placement coordination services. In February 2002, CCACs were designated

statutory corporations of the government under the Community Care Access Corporations Act, 2001.

Since 1997, CCACs have been contracting nursing, personal support and homemaking, and therapy services (as well as medical supplies and equipment) through a competitive selection process commonly known as an RFP process. Service providers have bid on contracts that range from three to five years in length.

Elinor Caplan

Elinor Caplan was Ontario's Health Minister in the Peterson government in the late 1980s. Elected as a MPP from 1985 to 1997, Caplan also served as Minister of Government Services and Chair of Management Board. Her political career began in the former City of North York where she was alderman from 1978 to 1985. After leaving provincial politics, Caplan was elected as MP for Thornhill from 1997 to 2004. During her time in Ottawa, Caplan was Minister of Citizenship and Immigration Canada, Minister of National Revenue and Parliamentary to the Minister of Health.

Source: -

<http://www.canadanewswire.com/en/releases/archive/October2004/04/c6762.html>