



Ontario's home care system - advancing quality care

October 22, 2007, Hamilton – Home care has been increasingly recognized as vital to the health care system and home is where Ontarians want to receive care. Over the past ten years home care services have expanded in order to allow individuals with complex care needs to be at home. The health system has shifted from using institutional beds to a reliance on the home care sector to absorb health care demand.

Ensuring the highest quality of service to an estimated 185,000 Ontarians receiving care on any given day is integral to the mandate of the fourteen Community Care Access Centres (CCACs). From selection of frontline providers through a rigorous competitive process to ongoing monitoring and evaluation, CCACs work to advance quality improvement with all providers. The new Ministry of Health & Long-Term Care (MOHLTC) hotline, and CCAC and home care provider complaints processes, coupled with stringent provider risk management and quality programs, are strategies specifically employed to encourage feedback from clients. Through these mechanisms the system takes the necessary steps to ensure that the unique and distinct aspects of home care are addressed and that clients receive good care.

In her report, *Realizing the Potential for Home Care – Competing for Excellence by Rewarding Results* (May 2005), the Honourable Elinor Caplan noted that delivering the best quality home care was achievable, essential and required attention to several longstanding challenges facing the sector. The recommendations made as a result of her eight month examination of the home care system have been embraced by the sector and are being implemented through a collaborative effort of government, CCACs and all providers. These include increases to personal support wages, investment in services and information communication technology, development of opportunities to advance quality initiatives and the appointment of a non-endowed Research Chair. The Research Chair will work with decision-makers and researchers to conduct research that informs home care policy and practice and further improve service quality.

Ontarians want to age at home and with continued investment to address system inequities and advance quality initiatives, the citizens of Ontario can be assured that they will continue to be able to live independently and with dignity in their own homes.

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About OHCA

The OHCA, *the voice of home care in Ontario*, is a membership association representing providers of quality home care services from across Ontario. OHCA is dedicated to promoting the growth and development of the home and community health care sector by helping to shape health care policy, supporting members to excel, and being a leading source of information on home and community care. OHCA members are accredited through the Canadian Council on Health Services Accreditation (CCHSA) and/or the International Standards Association (ISO).

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For the latest in news and information about the home care sector in Ontario, subscribe to the Ontario Home Care Association's 'House Call' at www.homecareontario.ca.