
STRENGTHENING HOME CARE SERVICES IN ONTARIO

December 15, 2008

The McGuinty government is launching a strategy to strengthen the quality of home care services.

The strategy will:

Enable Community Care Access Centres (CCACs) to provide clients with care teams suited to the needs of their medical condition. For example:

- People with Alzheimer's disease will be provided with a team of providers best suited to treat and manage that particular condition.

Expand and explain the role of CCACs by:

- Allowing CCACs to manage the placement of persons into programs, facilities or residential settings; for example adult day programs, supportive housing, chronic care hospitals and rehabilitation hospitals, in addition to their current ability to place clients into long-term care homes
- Adding Respiratory Therapy Services and Pharmacy Services to the list of professional services for specific groups of clients
- Allowing CCACs to contract with service providers to provide nursing, occupational therapy, speech-language-pathology, dietetics and social work services in group settings in addition to a client's home
- Enabling more flexibility in how professional therapy services are provided, for example through the use of therapy assistants
- Allowing CCACs to contract with service providers to provide nursing services and training in long-term care homes in specific circumstances
- In parallel with this strategy, the government is planning to deliver on its commitment to return CCACs to community boards.

Enhance fairness, transparency and communication in the selection of service providers for home care services by improving the current competitive bidding process through:

- Requiring CCACs to utilize the services of a fairness advisor for all request for proposals (RFPs)
- Ensuring all respondents are evaluated at each of the three stages of the quality component of the RFP process
- Improving communication by having CCACs publicly disclose the rationale for the selection of service providers at the conclusion of the RFP process
- Ensuring CCACs apply performance management framework (PMF) criteria as a condition of contract renewal with service providers
- Renewing the contracts of preferred providers to a maximum of 9 years when high quality care is maintained.

Strengthen accountability for the provision of quality home care services by:

- Introducing public reporting of performance measures
- Developing a standardized PMF to allow CCACs to monitor all service providers and manage their service contracts
- Requiring CCACs and service providers to develop annual continuous quality improvement (CQI) plans.