

QUALITY MATTERS IN HOME CARE

Quality home care is vital and should be at the centre of the health care system (Caplan 2004).

Competing for the opportunity to provide home care services challenges the status quo and assumes no inherent rights. A procurement process requires that all organizations objectively demonstrate in writing and in person through site visits and interviews, their ability to deliver quality. Considering the significance of the responsibility that is entrusted to home care providers, the OHCA firmly supports a process that objectively measures organizations' abilities. Those in need of home care services deserve no less.

The Ontario Home Care Association (OHCA) believes that:

- The Caplan Report was a comprehensive review of the home care sector and offered sound suggestions for improvement based on quality. As an industry we participated in, and as an industry we were supportive of the recommendations to support a quality-driven home care system
- Competition that is based on a quality agenda and is fundamentally rooted in the demonstration of performance and data is supported by OHCA
- Home care organizations can benefit from a competition conducted fairly by a third party
- Excellent organizations who are not initially successful respondents in an RFP will learn, adapt and increase their quality in order to win in future RFPs
- Staff who are well supported are attracted to, and want to work for home care companies offering quality care to consumers
- Clients can be transitioned safely and confidently with professional care-plans and behaviours
- The process is accountable and fair to the people of Ontario who deserve quality home care that is continually improving
- The health system requires a well resourced the home care sector

"It's important for people receiving home care services to know they are getting the highest quality services possible."

Minister Smitherman
Oct. 4, 2004

The Ontario Home Care Association (OHCA), *the voice of home care in Ontario*, is an organization of home health and social care service providers. Association members deliver nursing care, home support services, personal care, physiotherapy, occupational therapy, social work, dietetics, speech language therapy and medical equipment and supplies in the home. Ontario Home Care Association members are contracted by all three levels of government, Community Care Access Centres, insurance companies, institutions, corporations and private individuals. 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.