

OHCA Statement on Quality and Accountability

The Ontario Home Care Association (OHCA) statement, *Standards for Home Care Service Organizations*, reflects the quality standards to which all members of the Association adhere.

OHCA members:

- Deliver excellence in care and service to all clients
- Use quality improvement principles to continuously improve care processes
- Have organizational mission, vision and value statements which guide practice, decision-making and provide the basis from which to address ethical issues related to service and practice
- Incorporate established methods of quality management principles into all daily practice
- Have written policies and procedures to direct activities and enable quality of care
- Use both internal quality processes and external accrediting bodies to ensure excellence in client care
- Use performance measures to evaluate performance and benchmark these measures against industry standards
- Incorporate services and processes that are based on best/leading practice, utilize current published home care research and participate in research opportunities
- Have formalized performance management systems within their quality management system
- Conduct on-going professional development and training for staff as well as participating in providing educational opportunities for health care students

All OHCA members commit, through the annual membership renewal process, to adhere to the OHCA *Standards for Home Care Service Organizations*, and further, to annually complete the OHCA *Quality Template* that establishes a self-evaluated level of compliance with OHCA Standards¹. The OHCA *Quality Template* is modeled on the balanced scorecard format and measures four organizational perspectives (customers, learning and growth, internal business, financial management).

Board of Directors, OHCA, 2001
Revised 2007, November 2010

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

About Ontario Home Care Association (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 members represent an estimated 25,000 staff collectively serving 300,000 Ontarians per year. OHCA works with families as integral partners in the delivery of home care services and as such estimates that 1.2 million Ontarians are impacted by members. 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 Accreditation Canada, CARF, and/or registered with the International Standards Association (ISO).

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