

## **OHCA Statement on Quality and Accountability**

The Ontario Home Care Association (OHCA), “Standards for Home Health 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 practices, utilize current published home health 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 Health Care Service Organizations” and further, to complete OHCA’s Quality Template (2000) that establishes a self-evaluated level of compliance with OHCA Standards<sup>1</sup>. 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  
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<sup>1</sup> 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 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).

**For more information, contact:**

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For the latest in news and information about the home and community care sector in Ontario, subscribe to the Ontario Home Care Association's 'House Call' at [www.homecareontario.ca](http://www.homecareontario.ca)