

CCAC Procurement Review

OHHCPA Issue Document
Presented to OACCAC/Service
Provider Meeting
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Issue Document

- The Review should be an evidence-based approach to understanding the issues related to improved procurement processes
- The Review should be guided by the following principles:
 - client focus
 - delineation of role clarity between purchaser and provider
 - stakeholder engagement
 - evidence-based approach
 - transparency

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The Review should examine issues and make recommendations related to:

1. Quality

- Review of quality scores for all providers on RFP, Interview and Site visit
- The Reviewer should be given a de-brief on the RFP submission of all providers in at least 4 CCACs (St. Catharines, Ottawa, Eastern Counties, Kingston)
- Quality Audit outcomes/scores of all providers over the life of contracts should be reviewed
- Structured focus groups of clients should be randomly determined by the CCACs and held throughout the province

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2. Past Performance

The Review should examine issues and make recommendations related to the benefits of:

- Consistent evaluation of provider's past performance/provincial track record by CCAC
- Jointly developed outcome measurements for contract performance (purchaser and provider)
- Clearer contract management expectations
- Methods of ensuring continuous performance feedback to providers during the life of the contract
- Appropriate CCAC intervention in the case of poor performance (including loss of volume)

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3. Contracts

- Determining best practices in human resource management during the life of a contract and during transitions (including wage and competitive compensation packages, availability of work, flexibility of worklife, educational opportunities)
- Determining overall provider capability to deliver service over the life of the contract (including the positive impact of responsible pricing on the service delivery capacity of the provider)
- Determining the relationship of jointly-negotiated bill rates on extensions to contract lengths

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4. RFP Evaluation

- Enhancing the composition, training and on-going support of the RFP assessor team which is evaluating proposals and offering de-briefings
- Determining CQI expectations of RFP evaluation teams and the MOHLTC role in supporting RFP teams in their CQI processes

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5. Best Practices in Contract Transition

The Review should examine and make recommendations related to:

- Best practices in transition particularly related to supporting clients and staff (staff training and preparation during upcoming contract announcements, professional obligations and the need for ethical organizational behaviour related to change in client assignments during transition)

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6. Best Practices in Consistency/Continuity of Care

- Establishing correct definitions related to consistency and continuity of care in the home care sector and determination of ways to measure appropriate achievement of continuity/consistency of care, particularly during transitions

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7. Home Care Stakeholder Relationships and Policy Development

- Determination of methods in which on-going policy issues impacting on the procurement process can be jointly examined and discussed by key stakeholders groups (MOHLTC, CCAC, service providers)

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