

OHCA 2009 Balanced Scorecard Report to the Community

Ontario Home Care Association members have demonstrated the following compliance levels to OHCA Standards:

- ◆ Customer Perspective: Substantial Compliance
- ◆ Internal Business Perspective: Substantial Compliance
- ◆ Learning and Growth Perspective: Substantial - Partial Compliance
- ◆ Financial Perspective: Substantial Compliance

Interpretation of Results

The 2009 Balanced Scorecard results indicate that OHCA members are committed to quality, service, accountability and continuous quality improvement in their service delivery and practice. There is an overall 97% compliance rate with Customer Perspective standards which indicates the high level of commitment to this important aspect of care. OHCA members have substantially increased their commitment to formal processes for ensuring client satisfaction, partnering with clients and quickly resolving client concerns. Continuous quality improvement processes guide overall OHCA members' substantial compliance with internal business practices and financial operations.

An area where OHCA membership need support to increase compliance are found within the Learning and Growth Perspective which includes the utilization and understanding of current published research, the greater opportunity to participate actively in publicly funded research opportunities and increased access to professional development and training for staff. While many OHCA members have long-standing formal agreements with colleges and universities for placement opportunities for learners and conduct student placements they still report some limitations in their opportunities to participate in defined research opportunities. The OHCA Board is aware of this need for more support and will work towards the goal of increased levels of compliance in the Learning and Growth aspect of the Balanced Scorecard.

Action

Over the past year the membership of the OHCA has supported the work of the Home Care Research and Knowledge Exchange Chair. The OHCA has publicly demonstrated support for the research community through the organization of a Research Forum and through the annual OHCA Symposium which gave new home care researchers a unique opportunity to share and expand their knowledge. The OHCA has increasingly included relevant home care research in Board meeting discussions and circulates research information to OHCA Regular members through the OHCA website (www.homecareontario.ca) and the Executive Directors report.

The OHCA was an active participant in the Continuing Care Research Project Advisory Committee – a national project conducted by Veteran’s Affairs Canada and the Seniors Secretariat, Government of Ontario which concluded its work in 2008. The project demonstrated successfully that independent living for elderly veterans was possible with greater levels of home and community care support.

OHCA has participated with the Ministry of Health and Long Term Care to support the community as a place of learning opportunities for students and is involved in new research opportunities with The Change Foundation to better understand the need for integration of client care across the continuum.

The OHCA is participating, with the Ontario Community Support Association, in the creation of an on-line nursing educational resource for all home care nurses in Ontario to support professional development and training for staff. The OHCA continues to support U-First and Pieces training for PSWs through the MOHLTC PSW Funding and is also a participant in a cross-ministerial PSW Demonstration project which is currently designing and developing an on-line educational curriculum.

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Ontario Home Care Association Profile

The Ontario Home Care Association (OHCA) is a provincial association representing 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. Ontario Home Care Association members are contracted by all three levels of government, Community Care Access Centres, insurance companies, institutions, corporations and by private individuals. OHCA members are accredited through Accreditation Canada and/or the International Standards Association (ISO).

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Balanced Scorecard Methodology

OHCA members adhere to the Association “Standards for Home Health Care Service Agencies” and, on a yearly basis, complete the OHCA Quality Template that establishes a self-evaluated level of compliance with OHCA Standards.¹

As an integral part of the Association’s accountability mechanism, the OHCA Quality Template is modeled on the balanced scorecard format and measures four organizational perspectives (customers, learning and growth, internal business, financial management).²

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- 1 Reflective self-assessment and evaluation is an accepted form of measurement by professional colleges (e.g. College of Nurses) and organizations as a way of encouraging life-long learning and continuous quality improvement processes. Accepted practice in organizational reviews of quality measurement processes (e.g. ISO 9000) begins with objective self-reviews followed by periodic assessments against standards.
- 2 Methodology: In this report of the OHCA Balanced Scorecard, the Association has accumulated data on regular members through a voluntary survey and collated all responses in order to arrive at the total percentage response for Association members. Members were asked to evaluate their organization’s compliance to OHCA standards based on the following categories of responses: Substantial, Partial, Minimal, Non-Compliant and Not Applicable.