

OHCA 2010 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 2010 Balanced Scorecard results indicate once again that OHCA members are committed to quality, service, accountability and continuous quality improvement in their service delivery and practice. Overall, members reported a 95% compliance rate with Customer Perspective standards which indicates the high level of commitment to this important aspect of care. There are continuous, proactive and systematic processes in place to understand, manage and communicate quality from a broad perspective to achieve client-focused goals. There is evidence supporting improvement activities in response to feedback and externally audited processes. 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' on-going substantial compliance with internal business practices (95%) and financial operations (93%).

The Learning and Growth Perspective indicates improvement (87%) supported by Association-led educational opportunities and notice through the OHCA website. This 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. Many organizations report formal learning plans for staff. Many OHCA members have long-standing formal agreements with colleges and universities for placement opportunities for learners and conduct student placements and would welcome the opportunity and support to provide more access.

Action

Over the past year the OHCA Board has supported its members quest for quality in the following ways:

- The OHCA has supported and participated in the work of the Ontario Home Care Research and Knowledge Exchange Chair.

- The OHCA has actively supported formal research proposals with McMaster University, University of Western Ontario and the University of Toronto.
- The OHCA has substantially funded an economic modelling study in cooperation with the Change Foundation and the Boston Consulting Group.
- The OHCA has supported research with the Change Foundation related to the perceived integration of care by front-line staff.
- The OHCA has been a stakeholder in research conducted by the Ontario Health Quality Council and the OACCAC, related to service provider satisfaction and the client/caregiver experience rating.
- The OHCA has profiled research and has publicly demonstrated support for the research community through the organization of an annual Research Forum and Symposium giving home care researchers and providers a unique one-day opportunity to share and expand their knowledge.
- The OHCA has spearheaded the creation of external accreditation processes available to membership and resulting in more choice of accreditation products that are relevant and value-added to the home care service provider in Ontario.
- The OHCA scans health journal and publications and includes relevant home care research in Board meeting discussions. The OHCA circulates relevant research information to OHCA Regular members through the OHCA website (www.homecareontario.ca) and the Executive Directors report.
- The OHCA will use expanded technology to offer membership a live quarterly teleconference presentation by the Executive Director in 2010/11. During the live presentation, new members will be notified of new research that has been posted on the website for their review.
- The OHCA has participated, with the support of the Nursing Secretariat 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 Executive Director has assumed the role of Editor of the website and provides regular reports to the Board of Directors.

OHCA Board of Directors – July 2010

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.