

## *Competition Sparks Innovation*

The competitive process in home care has created a sense of urgency to embrace innovation, research and excellence. Innovation is triggered and accelerated as providers compete to seek new and better ways of providing care. This benefits all Ontarians.

In the past decade the competitive process has spurred innovation in technology, quality and new models of care across the entire home care sector. Home care organizations competing for CCAC contracts are highly motivated to invest and to stimulate their organizations to achieve outstanding performance. Each home care service provider is eager to find ways of distinguishing their organization from others in order to be successful.

A few examples of new and innovative approaches to home care that have been integrated into the delivery system as a direct result of competition include:

- ✓ Telephony
- ✓ GPS Systems
- ✓ Digital Wound Photography
- ✓ Electronic Point of Care documentation
- ✓ Telemonitoring
- ✓ Personal Digital Assistants in the home
- ✓ Leadership Excellence Programs for Staff
- ✓ Accreditation (CCHSA and/or ISO)
- ✓ Experiential research linking care to quality outcomes for clients
- ✓ New models of care (e.g. home care infusion clinics, home care in the ER, home care linkages in primary care, nurse practitioners in home care)

Innovation is the result of competition. Today, because of the competitive process, Ontario is recognized across the country as a leader in home care service provision.