

OHCA 2005 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

OHCA members are committed to quality, service, accountability and continuous improvement. The results of this year's balanced scorecard indicate that OHCA members are beginning to report better results in the Learning and Growth Perspective quadrant. Scores have now increased to Substantial/Partial Compliance. The areas most critical to increase compliance with this perspective include the utilization and understanding of current published research and greater opportunity to participate actively in publicly funded research opportunities.

Action

Over the past year the OHCA has increasingly included research and education discussions in Board meetings and has circulated all relevant research to OHCA Regular members for use in daily planning and activities. OHCA continues to participate in Primary Health Care Transition research in medication management programs in supportive care with the Ontario Home and Community Care Council. OHCA also sits on the Board of the Knowledge Exchange, a major research project with the University of Waterloo and Homewood Research Institute. The title of the research is "Enhancing the Use of interRAI Instruments in Primary Health Care: The Next Step toward an Integrated Health Information System". The research project is funded through the Primary Health Care Transition Fund and the project began in November 2004.

A special session was held for OHCA members in December 2004 with researcher Maureen Markle-Reid as she reported on the first Canadian randomized trial with a full economic evaluation that gives evidence for the effectiveness and efficiency of having a nurse provide health promotion and preventive care to a general population of elderly homecare clients and their caregivers.

A continuing need exists for OHCA members to participate as equal partners in provincially and federally funded research opportunities. This issue has been discussed at the OHCA 2005 strategic planning session and more attention will be paid to the Learning and Growth Perspective in the upcoming year.

OHCA Board of Directors – November 2005

Ontario Home Care Association Profile

OHCA is a provincial Association of home health care providers, collectively employing over 27,000 Ontarians who give care to an estimated 250,000 clients annually. For more information about the OHCA, please visit www.homecareontario.ca.

The majority of OHCA members are accredited externally by the Canadian Council of Health Services Accreditation.

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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)

(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.

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