

May 7, 2005

A decade ago.....

A decade ago the Province of Ontario introduced a competitive procurement process to choose providers of home care.

Why?... because home care service delivery had to change for many reasons:

- **Hospitals** were starting to discharge people 'sicker and quicker' and at all times of the day and night - this meant that home care had to be more responsive and more customer-focussed.
- **Citizens** had begun to complain that the home care system was bureaucratic and did not meet their needs as consumers of health care. Consumers wanted more accountability and better service at more convenient times.
- **Government** wanted to ensure quality and responsiveness in home care delivery that was available 24/7.

The procurement process is a fair, transparent and rigorous way of choosing providers that can deliver reliable, caring, professional home care. It is now the accepted way for government to choose all providers of care and suppliers of service.

Change in health care is continuous and necessary. As new challenges emerge, the OHCA will continue to support a strong, customer-focussed, accountable system of home care that can deliver care **when** it is needed, **where** it is needed to the citizens of Ontario.

For more information, subscribe to OHCA House Call at www.homecareontario.ca - the leading source for information about the home care sector in Ontario.