

OHCA 2006 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 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 the actions taken over the past year to enhance the Learning and Growth Perspective have been successful in enabling members to report increased compliance with this quadrant. Scores have now increased to Substantial 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 initiatives in Board meeting discussions and has circulated all relevant research to OHCA Regular members for use in daily planning and activities. OHCA members actively provide student placement opportunities with colleges and universities which supports recruitment and retention activities. OHCA members seek best practice literature and published research in order to ensure quality care for clients. Many OHCA members participate in research studies with universities across Ontario and Canada.

In 2006, OHCA was asked to join the Continuing Care Research Project Advisory Committee – a national project conducted by Veteran's Affairs Canada and the Seniors Secretariat, Government of Ontario. The project aims are to compare costs and outcomes of home care delivery across 2 sites in Canada and to research the levels of home care necessary to enable independent living in the home and community care setting.

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.

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Ontario Home Care Association Profile

The OHCA represents Canadian home care service organizations that collectively employ over 30,000 staff and deliver quality home care to over an estimated 350,000 Ontarians annually. The OHCA advocates for a strong, dependable and accessible home care system for Ontarians. OHCA members are accredited through the Canadian Council on Health Services Accreditation (CCHSA) 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.