



## **Auditor General releases 2015 Annual Report**

December 3, 2015 – Home Care Ontario welcomes the Auditor General’s 2015 Annual Report released yesterday. The chapters on CCACs and the LHINs are of special interest to all Ontarians who rely on the province’s health system.

The findings echo the persistent home care challenges that many frontline service providers report such as excessive wait times and inconsistency in the nature and levels of services authorized by CCACs. In terms of health system performance, the Auditor General observes that the LHINs have not fully met their mandate as planners, funders and integrators of health care in the province.

Inequitable funding and the absence of provincial standards make it challenging for consistency and clarity regarding CCAC funded services. Additionally, the continued orientation to hospitals results in limited knowledge about the performance across all sectors as a system. Tracking performance at care transitions, specifically looking at patient preferences in care planning, patient understanding of health self-management, and adherence to integrated care plans are some of the ways that LHINs can evaluate the impact to the community. Examining adverse events, health outcomes, innovation and patient satisfaction by LHIN, regardless of setting of care, will shift the emphasis to a truly integrated responsibility and accountability to the community.

Members of Home Care Ontario, frontline service providers, have the greatest and most sustained direct contact with patients and families in their homes. They work alongside, and in partnership with those in the home and are often the first to be contacted when in need of help. They know that Ontarians want clarity, consistency, and effective home care service. As the Auditor General observed in her one of her case studies, some will choose to pay privately to achieve that outcome.

Association members support the client’s right to full transparency regarding the nature of services that are available to them and the performance of the system that serves them. The LHINs can provide a leadership role by working with all health system stakeholders to create seamless transitions within and across publicly and privately funded providers of health care.

Home Care Ontario is pleased to continue working with all stakeholders to address the Auditor General’s recommendations.

### **About Home Care Ontario**

Home Care Ontario, *the voice of home care in Ontario™*, is a member-based organization with a mandate to promote growth and development of the home care sector through advocacy, knowledge transfer, and member service. Home Care Ontario members include those engaged in and/or supportive of home-based health care. In Ontario, service provider organizations are responsible for providing nursing care, home support services, personal care, physiotherapy, occupational therapy, social work, dietetics, speech language therapy and medical equipment and supplies in the home to individuals of all ages. An estimated 58 million hours of publicly and privately purchased home care service is provided annually across the province.

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