

Choosing Excellence ...Choosing Home Care

Providing quality health care to Ontarians is a fundamental principle on which the government of Ontario bases health care policy development. The *Excellent Care for All* Bill is intended to strengthen health care organizations' accountability for quality and reinforce principles of organizing care around the individual.¹ Best evidence and standards of care will be better linked to ensure the efficient use of resources and achieve value for the individuals served.²

As an integral component of Ontario's transformed health system, home care has a long history of objectively evaluating service provider organizations through a fair, transparent process. The Ontario Home Care Association (OHCA) believes that the interests of home care clients are best served through such an objective process – a process that is driven by evidence and demonstrates “value for health care dollars”.

An objective selection process assures Ontarians of providers that are committed to deliver client-centred care, adding value to the person and the system. Competing for the right to provide care is a daily responsibility and ensures that organizations are vigilant about continuous quality improvement. Service providers must invest in ongoing education, staff development and accreditation in order to maintain high standards as providers of quality home care.

[Excellent Care for All Act] will further improve the quality of our system, drive better value for our health care dollars, and ensure that patients are the focus of our health care system.

Minister Matthews
April 2010

Organizations must be aware of the changing needs of the broader health system and demonstrate their ability to translate this information into effective strategies supporting innovations in the delivery of home care. In this fast paced world, the expectation of home care providers is to combine excellence and innovation and to clearly articulate and demonstrate how they provide best value to Ontarians.

¹ The *Excellent Care for All Act*, 2010 was introduced May 3, 2010
http://www.health.gov.on.ca/en/legislation/excellent_care/

² Brown, A. 2010. *Excellent Care for All Strategy*. Presentation

Home care is critical to supporting individual health needs, improving the health of the population and contributing to the sustainability of the broader health system. Home care services can give Ontarians flexibility and independence as they age; and can help them to maintain their valuable contribution to communities and families. For the overwhelming majority who prefer to remain in their community, home care service is more desirable, cost effective and health effective.

.....Always putting the patient first will drive the quality of our system, lead to better value for the money we spend, and ensure the excellent healthcare we enjoy today.

Minister Matthews

April 2010

By ‘tipping the balance’ to the home and community sector and improving the integration with health and social system partners the sustainability of the whole health system will be more readily achieved and Ontarians will confidently receive “the right care at right time in the right place”.

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About Ontario Home Care Association (OHCA)

The OHCA, *the voice of home care in Ontario*, is a membership association representing providers of quality home care services from across Ontario. OHCA members represent an estimated 25,000 staff collectively serving 300,000 Ontarians per year. OHCA works with families as integral partners in the delivery of home care services and as such estimates that 1.2 million Ontarians are impacted by members. OHCA is dedicated to promoting the growth and development of the home and community health care sector by helping to shape health care policy, supporting members to excel, and being a leading source of information on home and community care. OHCA members are accredited through Accreditation Canada, CARF, and/or registered with the International Standards Association (ISO).

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For the latest in news and information about the home care sector in Ontario, subscribe to the Ontario Home Care Association’s “House Call” at www.homecareontario.ca.