



Home Care Ontario Concerned About New Government Agency's Negative Impacts on Patient Care

Newly formed Crown Agency duplicating service, redirecting money from front-line care to bureaucracy

November 6, 2017: Home Care Ontario, the voice of home care in Ontario™, is expressing concern about news of the formation of a Crown Agency and its potentially negative impacts on patient care across the province. The front line service providers are specifically concerned that this new Personal Support Services (PSS) Agency, reported to be a Crown Agency under the Ministry of Health and Long-Term Care, is adding additional layers of bureaucracy to the system while reducing the level of care patients expect and deserve.

“Health budgets are already stretched, across the province,” said Sue VanderBent, CEO, Home Care Ontario. “In this environment, we need to ensure funding is directed towards front line care, not redirected towards potentially duplicative administrative activities. Demand for home care has increased in the last number of years so it is crucial that resources are directed towards front line patient care.”

A recent Auditor General’s report found that as much as 39% of home care funding was being spent on bureaucracy, specifically the former Community Care Access Centres (now Local Health Integration Networks (LHINs)). Home Care Ontario applauded the government’s Patients First Act to streamline care and foster innovation to better meet patient needs. This new Agency appears to undermine those efforts, simply duplicating the work already done by the LHINs and existing home care providers and taking precious health care dollars away from patients and towards bureaucracy.

Home Care Ontario is also questioning the rushed nature of establishing this new agency - being put in place without consultation and engagement of practitioners, system experts, or existing service providers - with executives being appointed while care requirements, patient populations, and pilot sites are still not determined. Home Care Ontario is urging the government, therefore, to halt the implementation of this agency, and to consult with Home Care Ontario and other health partners to develop a model that actually improves patient care.

“Helping patients and making sure they get the very best care must be at the heart of everything we do,” concluded VanderBent. “We hope the government will work with health partners to examine international best practices, and together develop programs that actually help further improve patient care - something I know we all want.”

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.

For more information, contact:

Susan D. VanderBent, CEO

Phone: 905-543-9474

Email: sue.vanderbent@homecareontario.ca

For the latest in news and information about the home care sector in Ontario, subscribe to "[House Call](#)" or follow us on [Twitter](#).