

# A Vision for Home and Community Care in Ontario

## Making Healthy Change Happen

Our home and community care sector is demonstrating its tremendous value, both to patients and to the health care system. It is keeping patients out of hospital and long-term care by supporting people at home and in their community. Home is where people are healthiest, happiest, and where they want to be. And it's where care can be delivered at a lower cost than in institutions.

Home and community care is quickly becoming the cornerstone of Ontario's health system transformation. Without a strong home and community care sector, we simply could not deliver on our pledge of "right care, right time, right place."

As our population ages, the demand for home and community services is growing. As we build capacity in home care, we are learning that people with more complex conditions can be cared for safely in their own home. That means even more people can benefit from home care, and that the care delivered at home must be more advanced than ever before.

As the role of home and community care grows to its full potential as a strong pillar of our health care system — and as our investment in this sector grows — we have a responsibility to ensure that we are delivering the highest quality care, achieving best value for our precious health care dollars, and that the system itself is both accountable and transparent.

Community Care Access Centres and community support service providers are working hard to meet this growing demand, and they agree that we must act on opportunities to strengthen home and community care.

When considering new ways of doing things, only two questions matter: "Is this better care for patients?" and "Is it better value for money?" There are no sacred cows in our health care system. If it is better care and better value, then we must figure out a way to do it.

April 2014

LET'S MAKE  
**HEALTHY  
CHANGE**  
HAPPEN

*The starting point is making sure that Ontario's home and community care sector works for patients. We must ensure Ontarians continue to have access to the high quality home and community support services that they need, and to the best approaches to this care. A truly patient-centred home and community care sector must be fully integrated with other health care providers. It must respond to patients' needs and be respectful of them. It must provide seamless transitions between other parts of our health care system.*

This includes building stronger connections between home and community care and other care providers, particularly primary care, and creating single plans of care for patients. Administration must be streamlined to get the maximum resources to the front lines. We must reduce the variability of services offered across the province. The home and community care sector must be able to innovate by testing new approaches to care and capitalizing on technology. And it must be accountable, transparent and deliver the best possible value.

We must be open to trying new approaches when it comes to the delivery of home and community care. This includes better coordination of care for low acuity patients, bundled payment for the full course of care for select procedures, self-directed care and hospital provision of community supports where warranted. New approaches to home and community care will be evaluated and shared.

And we must ensure that our caregiver workforce is strong — that people working in home and community care have the skills they need and are appropriately compensated.

When we get this right, Ontario patients will have a higher quality, more consistent home and community care experience. They will find the system easier to navigate and will benefit from a more stable caregiver workforce.

I am committed to a reliable, robust and accessible home and community care sector that is at the very heart of our health care system. Patients deserve nothing less.



**Deb Matthews**

*Minister of Health and Long-Term Care*