SUMMARY OF RECOMMENDATIONS

Making way for Change: Transforming Home and Community Care for Ontarians

1) A Flexible, Adaptable Home Care Model

The complexity of the current home care service delivery model contributes to variability across the province in how care is delivered, in the cost to administer care and in the quality of care received. Ontario needs a home care service delivery model that offers flexibility and consistency in right measure, driven by improving access, quality and value to enable the provision of high-quality home care that is more responsive to patients’ needs.

To create a flexible, adaptable home care model, Ontario needs:

- Service planning policies based on individual and patient population needs and choices, including options that support people to direct their own care
- More flexibility in the way services are delivered based on demonstrated quality in providing better service to patients and better value for public investments
- A simplified service purchasing model achieved by developing a provincial rate for purchased home care services that is sensitive to local conditions, such as variable travel cost
- A rationalized continuum of home and community care that reduces duplication, streamlines access and ensures coordinated care for patients

2) Funding Stability

The current approach to funding CCACs creates an annual cycle of service fluctuations that frustrates hospitals and other health system partners who rely on home care services to help manage appropriate placement of patients, creates significant human resource challenges for contracted service providers and undermines patients’ confidence in the home and community care system.

Funding stability and predictability have significant impacts on the consistency of care and the quality of a patient’s experience with the home and community care system, particularly when the patient crosses LHIN boundaries.

There are a number of factors that impact funding stability and predictability – and the patient experience.

Given that funding is the primary driver of capacity, Ontario needs:

- An exploration of options to improve continuity of care to patients through earlier funding allocations and predictable funding levels year-over-year
The implementation of the Health-Based Allocation Methodology to address inequity over time in addition to immediate short-term adjustments to address current funding base inequities

A provincial framework to determine home and community care funding at the regional level to ensure more equitable, evidence-based and performance-driven funding decisions.

3) Long-Term Capacity Planning, Including Human Resources Planning

Ontarians want reliable access to high-quality home and community care that responds to their individual needs and circumstances. As our population ages, the number of people who need home and community care services will only grow. We need to take steps now to ensure we can meet their home care needs in the future.

The health care workforce is also aging. The average age of family physicians in Canada is just over 50 years and the average age of registered nurses is just over 45 years. Only one quarter of Ontario’s personal support workers, who provide the lion’s share of in-home care for seniors, are under 40 years of age.

Health human resource planning is a critical component of capacity planning to ensure that a well-trained workforce will be available with the right skills to deliver high-quality care to Ontarians wherever they live.

While some LHINs have done regional capacity planning, the OACCAC recommends a province-wide planning approach within a consistent framework to ensure equitable access to comparable services to meet Ontario patients’ current and future needs.

Ontario needs provincial tools and guidance to drive long-term, evidence-based regional health planning that:

- Provides a consistent basis for funding and service development based on strategic health system priorities
- Aligns with the broad health system transformation agenda
- Includes health human resource capacity planning to ensure workforce stability, value-for-money and continuity of care.

4) Legislative Renewal

- The Home Care and Community Services Act came into effect 20 years ago. Much has changed since the Act was passed. New services and structures have evolved and the strategic objectives of the health care system (and its players) have been redefined, in part to reflect the changing needs of the Ontario population. Our legislation and policies have not kept pace with the evolution of the home and community care system.

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1 Canadian Institute for Health Information, Regulated Nurses, 2013
2 "Ontario Personal Support Workers in Home and Community Care: CRNCC/PSNO Survey Results."
• Ontarians want reliable access to high-quality home and community care that responds to their individual needs and circumstances. As our population ages, the number of people who need home and community care services will only grow. We need to take steps now to ensure we can meet their home care needs in the future.

• The OACCAC is proposing a comprehensive review of the Home Care and Community Services Act, regulations and associated policies to ensure there is a modern legislative framework in place.

Integration is a strong lever of health system transformation. To address real inhibitors to providing more integrated care within a seamless cross-continuum of health services, there is also a need to examine changes to labour legislation that balance the rights of workers and bargaining agents with health system transformation imperatives to improve patient care and experiences.

In addition, health care transformation needs the legislative structure in place to ensure that new technology can be integrated appropriately and safely into care delivery, without creating significant administrative burdens for care providers.

Finally, the OACCAC and CCACs have been preparing for the expansion of the Excellent Care for All Act to the broader health care system and encourage the Ministry to bring CCACs fully under the scope of the Act.

In summary with respect to legislative renewal, Ontario needs:

✔ A modernized Home Care and Community Services Act that reflects the principles of health system transformation, establishes flexible, adaptive service policies, and defines a continuum of home and community care that is aligned with health system strategic objectives

✔ A Streamlined framework for labour transitions to enable system transformation

✔ A framework to facilitate electronic health information sharing and reduce current administrative burden (data/network sharing agreements)

✔ An Expansion of the Excellent Care for All Act to CCACs and other health service providers.