

Quality Framework



Home and Community Care Support Services is committed to delivering the right care, at the right time in the right place; a relentless pursuit of exceptional care, no matter where a person calls home.

About Home and Community Care Support Services

Home and Community Care Support Services consists of 14 agencies progressively working together as one team, with a shared Board of Directors and Chief Executive Officer, funded and legislated by the Ministry of Health. Our role is to coordinate and deliver in-home and some clinic based care across the province, to people of all ages, including personal support services, homemaking, nursing care, occupational therapy, speech-language therapy, physiotherapy, palliative care, mental health and addictions supports, remote care monitoring services, pharmacy consults and dietetics.

Quality Framework

The provincial Home and Community Care Support Services Quality Framework was developed to ensure a consistent and coordinated approach to delivering quality services and serves as a foundation to help staff and service provider organizations improve caregiver and patient care experience by providing safe, effective, reliable care, improving the health of populations by focusing on prevention and wellness, decreasing cost, and improving the provider/staff and patient/caregiver experience of care provision.

The Quadruple Aim

The Quality Framework establishes the patient and their caregivers as our primary focus, surrounded by a Quadruple Aim which defines quality for Home and Community Care Support Services and sets direction. The Aims serve as the foundation for monitoring quality, guide the areas of focus, the priorities, the measures of progress and reporting, and facilitate communication both internally and externally. The aims are:

- 1. Enhancing Patient Experience** as defined by the Institute of Medicine (2001) and Health Quality Ontario in all six dimensions of quality: safe, effective, patient- centered, efficient, timely, and equitable health care for all citizens.
- 2. Improving Population Health** through engagement with partners across the community and system to address the broader determinants of health.
- 3. Improving Value** by focusing on reducing the per capita cost of health care to generate value and sustainability for the system and society as a whole.
- 4. Enhancing Provider/Staff Experience** or enhancing the experience for the care team and those who work to support front-line employees to ensure our workforce is stable and enjoys the work that they do.

Dimensions (Elements) of Quality

The outer circle of our Quality Framework begins with our vision “Exceptional Care Wherever You Call Home” and includes six (6) dimensions of quality - safe, effective, patient-centered, timely, efficient, and equitable. The dimensions provide a focused way to manage our interactions with patients/families, staff, service provider organizations, clinicians, administrators, other health care providers and are defined as:

- **Safe:** Patients can expect that no harm will result from care received. Providers should expect that no harm will result to either the patient, their family or the staff in the process of providing care delivery.
- **Effective:** The right service is provided based on best practices. Expected outcomes are achieved.
- **Patient-centered:** Patient and family/caregiver voices are heard and their preferences and needs are respected and reflected in the patient’s plan of care – they are active partners in their care. Patients and caregivers are also involved in co-designing the Home and Community Care Support Services Quality Framework.
- **Timely:** Service is dependable and provided at the right time to achieve optimal outcomes.
- **Efficient:** The right service is provided, avoiding waste of resources, equipment and ineffective processes, resulting in the appropriate use of funding.
- **Equitable:** Patients and families should have consistent access to care across the province regardless of geography, socioeconomic status or other systemic barriers.

Supporting the Quality Framework

Home and Community Care Support Services has identified domains and enablers which are essential to the achievement of the Strategic Aims and to fostering continuous quality improvement. These include:

1. **Governance and Leadership** – Our strategic direction, strategic priorities, aims and performance frameworks hold the Board and leadership accountable to measure and achieve the aims.
2. **Cultural Safety, Diversity and Inclusion** – We recognize that we contribute to better outcomes for patients, families and caregivers, and a healthier and culturally safe work environment for all people, when we are committed to a culture of equity, inclusion, diversity, and anti-racism.
3. **Stable Workforce & Staff Well-Being** – Our People Strategy will focus on ensuring the growth, sustainability, consistency for patients, and optimal use of health human resources necessary to support the needs of the population.
4. **Patient Co-Design & Partnership** – Our Engagement Framework will create new opportunities for patient, family, and caregiver co-design to ensure that the patient voice is incorporated in everything we do.
5. **Collaboration with Health System Partners** – We are committed to the Health System Transformation agenda as active partners in the Ontario Health Teams across the province.
6. **Integrated Care Processes & Best Practices** – Services must be equitable, high quality, efficient, effective, based on best practices and integrated to promote a continuum of care and support, local involvement, coordination, and cooperation.

7. **Communication and Consistency in Care Team** – Home and Community Care Support Services and Service Provider Organizations are committed to communicating effectively and consistently with patients and their families and caregivers.
8. **Culture of Continuous Quality Improvement** – A culture of continuous improvement is foundational to the Quality Framework and results when an organization exemplifies the six dimensions of quality, supported by the key enablers.
9. **Data Excellence, Digital Enablers & Measuring Quality** – One of our goals is to create an innovative, integrated, province-wide system that ensures equitable access, regardless of where a patient lives. Excellent quality data is essential to drive decision-making and the organization’s accountability in achieving its aims.
10. **Organizational Financial Health** – Home and Community Care Support Services operates in a financially responsible manner to generate value and sustainability for the system and the patients we serve.
11. **Business Strategies, Policies, Procedures and Frameworks** – The Board determines strategic priorities and directions for the organization which translate into operational priorities designed to achieve the Quadruple Aim. Frameworks, standards, policies, best practice guidelines, procedures, tools and templates help us to carry out those priorities which support consistent practices and processes across the province.

References

Health Quality Ontario. (2015). *Quality matters: realizing excellent care for all*.

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Institute of Medicine (IOM). (2001). *Crossing the Quality Chasm: A New Health System for the 21st Century*. Washington, D.C: National Academy Press.