Delivering Quality and Value in Home Care

OCSA Conference October 2012
Presentation Goals

To provide conference attendees with information about the Quality and Value in Home Care Initiative, including:

• A description of the initiative
• The drivers, opportunities and challenges
• The outcomes of Phase 1 including the introduction of the new contracts
• A preview of Phase 2.
• The experience and learning of individual organizations
Focus of Initiative

The long-term focus on Quality and Value in Home Care is sustainable system change, facilitated by the development and implementation of new contract templates, new funding/payment models, and new performance indicators. This will enable sector evolution towards outcome-based care.

The partners are committed to:
• Build on the care excellence already provided when serving over 600,000 Ontarians every year
• Keep evolving the way care is currently delivered to clients to promote best practice, quality, good client experience and efficiency
• Promote stability throughout the change and transition period for care providers, CCACs and, first and foremost, the Ontarians we serve
Collaboration of QVHC Members

OACCAC, OHCA, OCSA, APACTS, CHPN

• Represent their provincial associations and not their employing organizations, and consult with their respective stakeholders, as required, to ensure that they represent the collective issues and positions

• Working together collaboratively for system reform

Service Provider Organizations (SPOs) & CCACs

• Champion and support change management and education delivery within their organizations

• Champion implementation efforts
Goal - Delivering Better Care

• Clients will receive seamless, integrated, quality care

• Client care will be based on evidence informed care pathways and best practices

• Client outcomes will drive care delivery

• Payment will be for quality (outcomes), upon confirmed delivery of best practices

• We will be working with performance-based, on-going contracts that do not have end-dates
Accelerating Transformation

Setting the stage for change

**Strengthening Home Care Services in Ontario Strategy**
- Accountability
- Better health outcomes
- Innovation and flexibility in service provision
- Strengthening quality

**Excellent Care for All Act (ECFAA)**
- Quality and accountability
- Expanded role for HQO

**2008**

Driving change

**Action Plan & Drummond Report:** Streamlining processes, paying for quality; “obsessively patient-centred” care

**Health System Funding Reform**
Accelerating move to patient-based funding

**February 2012**

Creating change

**2010**

- Integrated Client Care Project
- CCACs Client Care Model
- LHIN provincial strategy
- Quality and Value in Home Care
- Outcome-Based Pathways/Reimbursement

**2012-2014**

Enhancing client experience, quality of care and value

Quality and value drives change
Change effectiveness is evaluated

Technology supports measuring and paying for quality
Phase 1 Results

New contracts created that:

• Build on the relationship framework established in 2010;
• Base continuance and growth on performance;
• Include updated performance measures;
• Allow for the transition to outcome-based care and reimbursement through OBP/OBR for wounds and hips and knees; and
• Allow for the introduction of a Consolidated Services Schedule – the delivery of all purchased services to a single client by a single organization.
October 1 Results

- “Modernized contract” replaces expiring contract in all CCACs;
- In most cases there is one contract for all services delivered by a service provider within a single CCAC;
- Continuity of care and service delivery to clients;
- Four CCACs entered into nine contracts that included Consolidated Services Schedules.
October 2012 – March 2013

With the new contracts in place; the focus will now shift to working together in communities to transition care:

• Proof of Concept for wound and post-operative hips and knees pathways and reimbursement

• Revised Schedules for Pricing and Compensation, and Performance Standards that reflect the results of the Proof of Concept.

• April 1st amendments for all wound and post-operative hip and knee contracts to transition to outcome-based pathways and re-imbursement for these conditions
October 2012 and Beyond

• A Performance Management Framework that includes:
  – Definitions and benchmarks for satisfactory, unsatisfactory and exemplary performance;
  – Guidelines and tools for the management of performance
  – Standards for public reporting of performance

• A methodology for the transition to provincial pricing for fee for service payment
Changes Beyond April 2013

• At some point in the first year, other changes will start to occur for some services and populations, based on the direction of LHINs and/or government.
• The pace of change will be determined by local priorities and capacity and influenced by provincial direction.
• Not all change will look the same or happen at the same time.
• Trust and relationships are the foundation for managing these changes.
• Delivering outcome-based care is a partnership.
Service Provider Organization Experience

• VHA
• Red Cross Care Partners
Questions
Presenters

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