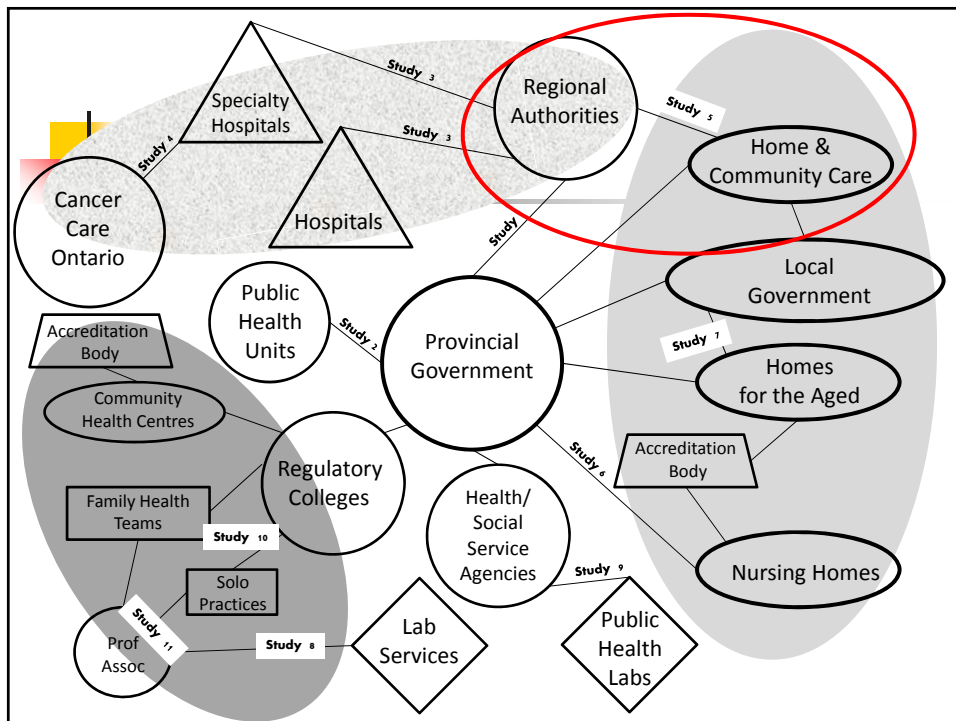


# Accountability in the Home and Community Care Sector in Ontario



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## Sub-study

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- Home and Community Care
- Partners:
  - Leads: Janet Lum (Ryerson); Paul Williams & Raisa Deber (U of T)
  - Decision making partners: Anne Wojtak (TC CCAC), Nadine Henningsen (Canadian Home Care Association), Judith Shamian (Victorian Order of Nurses), Susan Thorning (Ontario Community Support Association)



## My focus

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- Organizational behaviour in relation to the broader framework
- What are CSS organizations' responses to accountability frameworks?
  - Respond as expected vs. engage in unintended behaviours
  - Organizational level changes



## Why is this important?

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- Impact on development and implementation of accountability frameworks
  - Identify organizational factors that play a role in responsiveness
  - Understand how organizations respond
  - Shift policy that will benefit accountant and accountee

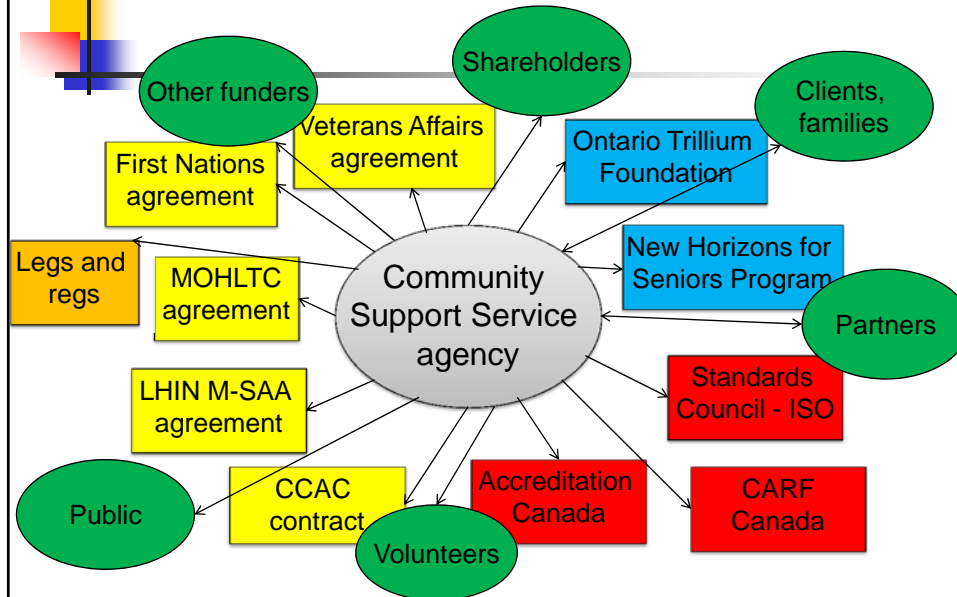


## Research Question #1

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- What accountability frameworks are currently in place and how do these relate to other accountability frameworks

## CSS agency accountabilities



## Coding documents

- Focusing on:
  - LHIN MSA
  - CCAC contract
- Have coded several documents
- Validated coding scheme



## Initial Findings

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- For CCAC contracts and MSAs
  - Performance and finance focused
  - Mostly process indicators focus mainly on access (quantitative), no outcome indicators
    - MSAA has few CSS specific indicators
  - Quality improvement mostly ad hoc
  - Different requirements for professional vs. non-professional staff (CCAC contracts)
- Next steps...
  - Finish coding
  - Finish analysis



## Research Questions 2

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- What is the array of realized organizational responses to accountability requirements?



## What we might expect from CSSs

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- Possible responses
  - Winning contracts/grants/agreements
  - Avoiding contracts/grants/agreements
  - Mergers and/or partnerships
  - Changes in reporting structures/methods
  - Changes in how services are delivered
  - Planning on applying in the future
  - Improved functioning



## Data gathering & progress report

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- Expected responses from literature
- Actual responses from key informant interviews
  - Already seeing confirmation of responses
- Next steps...
  - Continuing organizational interviews
  - Final data analysis



## Research Questions 3

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- How do responses vary as a function of organizational factors?



## Organizational factors expected to have an impact

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- Organizational size (total revenue)
- # of stakeholders/partners
- # organizations delivering services in one area
- Financial dependence on funders
- NFP/FP status
- Organizational goals
- Autonomy
- Level of interaction
- Reliance on professionals
- HR distribution
- Cultural context



## Data gathering


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- Environmental Scan
  - 310CCAC
  - Websites (for networks, associations, government sites and organizations)
  - FIM database (for financial data) – MOHLTC health data branch
    - Access through research partners
  - Most data publicly available



## Data gathering cont...

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- Survey
  - Piloted with 5 organizations
  - Online survey 
  - Sent via OCSA list-serve (three rounds)
  - Sent via env scan contact list (email and phone calls; three rounds)
  - Included both independent and dependent variables to test propositions





## Data gathering cont...

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- Key informant interviews
  - At the CCAC and LHIN level
  - With organizations of interest
    - Identified by CCAC and LHIN informants
  
- Conducted 4 CCAC and LHIN & 10 organizational interviews
  - Expect another 3-4 organizations by early January



## Initial findings

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- Organizations who answered survey
  - Larger
  - More active
- Testing propositions
  - Incomplete surveys
- Interviews
  - Seeing some initial confirmation of propositions
  - New emerging responses and factors that were not expected from the literature



## Next steps

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- Using Public Health Research Services Unit to fill in survey gaps
- Complete interviews
- Final data analysis



## Research Question #4

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- What are the potential impacts of accountability frameworks on home and community care service delivery?
  - Unintended consequences
    - Positive, negative or neutral



## Data gathering and next steps

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- Key informant interviews
  - Are seeing some unexpected outcomes
- Next steps...
  - Complete interviews
  - Data analysis



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**THANK YOU.**