

December 8, 2010

Dear Long-Term Care Home Administrator:

The Commission on Accreditation of Rehabilitation Facilities (CARF and CARF Canada) and the Ontario Health Quality Council (OHQC) are pleased to advise you that we are working together to align our measurement and quality improvement activities with respect to Ontario's long-term care sector.

As you may already know, the CARF International family of organizations, including CARF Canada, accredits long-term care homes, charitable homes, and municipal homes for the aged under standards for person-centred long-term care communities. A single CARF survey can lead to accreditation of a continuum of services at a single site or multiple locations. Organizations seeking accreditation by CARF need to demonstrate that the data they collect are used to manage and improve service delivery. To qualify for accreditation, indicators and improvement activities need to examine both services delivered and business practices. For service delivery, indicators need to cover each of the following areas: the effectiveness of services; the efficiency of services; service access; and satisfaction and other feedback from the persons served and other stakeholders. Indicators for business practices need to examine financial data, risk management, human resources, and health and safety systems, among others.

The OHQC, in turn, is responsible for developing the provincial framework for measuring and publicly reporting results on the quality of long-term care. The first results were posted in January 2010. In total, 73 of 270 eligible homes volunteered to report their results on falls, pressure ulcers, and worsening bladder incontinence. In addition, the provincial average was reported for 32 other measures. In the future, OHQC plans to include additional indicators to examine service access, resident and family satisfaction, efficiency, and business processes.

There is obvious congruence between the effectiveness dimension of the CARF framework and the indicators used for public reporting. Moreover, the effort by long-term care homes to monitor and report indicators for safety and effectiveness is consistent with CARF's accreditation standards for defining and measuring indicators of effectiveness. Therefore, CARF and OHQC are committed to working together, now and in the future, to ensure that indicators for public reporting are compatible with the CARF standards for measurement in all of these areas.

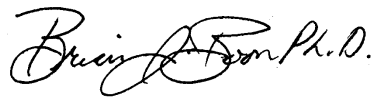
OHQC is also involved in the implementation of Residents First, a provincial initiative designed to support homes in enhancing the quality of life of all residents. Active participation in this initiative will address the CARF standards for collecting data that provide information on the needs of the persons served.

CARF and OHQC look forward to mutually supporting Ontario's long-term care homes in their dedication to resident care.

Sincerely,



Dr. Ben Chan, MD MPH MPA  
CEO  
Ontario Health Quality Council



Brian J. Boon, Ph.D.  
President/CEO  
CARF International

copy: Tim Burns, Director - Performance Improvement and Compliance Branch, MOHLTC  
Residents First Steering Committee  
OHQC Long-Term Care Reporting Working Group