

Is Home Care *Measuring Up?*

Home care services include nursing, personal support, physiotherapy, occupational therapy, speech-language therapy, social work, nutritional counselling and medical supplies. Ontario's 14 Community Care Access Centres (CCACs) coordinate and provide these services to help Ontarians with illness or complex conditions live at home longer. *Measuring Up*, Health Quality Ontario's 2014 report, shows that:

9 out of 10 Ontario patients surveyed say they are satisfied with their home care



Most home care patients in Ontario receive their care within the target wait time, but we do not yet have a complete measure of how long people wait*



84% of home care patients received personal support services within a 5-day target*

*This target covers the time patients wait for their home care service once the service has been authorized



93% of home care patients received nursing services within a 5-day target*



Wait Times

There is substantial regional variation in the percentage of home care patients with complex needs who received their personal support services visit within the 5-day target*

