

# Ontario's Health Human Resources

## Leveraging the value of Personal Support Workers

Presentation to:  
**Alzheimer Knowledge Exchange  
Webinar**

January 22, 2013

John Amodeo, Director  
Health System Labour Relations and Regulatory Policy Branch  
Health Human Resources Strategy Division  
Ministry of Health and Long-Term Care



### Health Human Resources Presentation Overview

- 1 Welcome and Introductions
- 2 Definition of Health Human Resources
- 3 Importance of Health Human Resources
- 4 Historical Context
- 5 Current Context
- 6 PSWs and the Future
- 7 Questions



## Health Human Resources

### Introduction to Ontario's Health Human Resources

#### HealthForceOntario

Strategy to provide Ontario with the right **number and mix of health care providers**, working in communities across the province to meet our health needs, now and in the future.

Primarily involves:

- Ministry of Health and Long-Term Care,
- Ministry of Training Colleges and Universities
- Health Force Ontario Marketing and Recruitment Agency.

The strategy aims to make **Ontario the employer of choice** for all health professionals through recruitment and retention activities, thereby improving access for patients to quality health care.

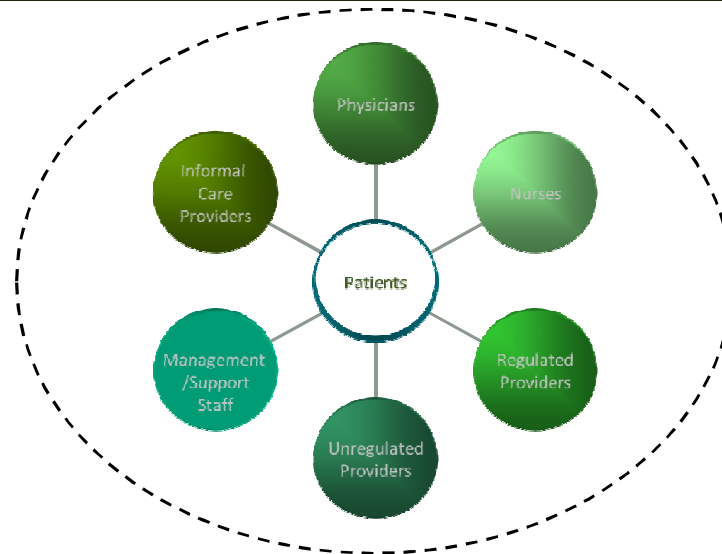
3

To the general public, the term “health workers” evokes doctors and nurses. While this does not do justice to the multitude of people who make a health system work, it does reflect the public’s expectations: encounters with knowledgeable, skilled and trustworthy providers who will help them get better and who will act in their best interests.

~ Working Together for Health  
The World Health Report 2006  
World Health Organization

## Health Human Resources

A focus on Inter collaboration to improve patient care



5

The health workforce is the human link that connects knowledge to health action.

~ Working Together for Health  
The World Health Report 2006  
World Health Organization

## Health Human Resources

### Why are they important?

As the primary actors in health care, the health workforce:

- Personifies a system's core values – they heal and care for people, ease pain and suffering, prevent disease and mitigate risk (WHO, 2006).
- Maintains regular and direct contact between patients, providers, families and other health and social services.
- Acts as the guardian of knowledge-based health interventions and is often empowered to diagnose and determine which, when and how services will be provided (Dubois and Dussault, 2003).
- Shapes the delivery of health services with their knowledge, skills, experiences and attitudes.



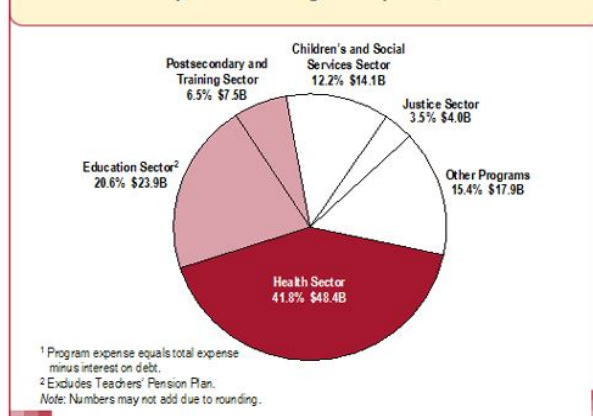
7

## Health Human Resources

### Why are they important?

The health workforce accounts for large proportion of government spending

CHART 2.28 Composition of Program Expense,<sup>1</sup> 2012–13



8

## Health Human Resources

### Why is Health Human Resource Planning Important?

- Ensuring the health workforce has a positive impact on the health and wealth of Ontarians relies on a well developed health human resources plan that promotes:
  - The right number of providers
  - The right mix of providers
  - The right geographic distribution of providers
  - The right setting for providers to deliver services
- Successful implementation of any policies associated with this plan will depend on the government's ability to partner with strategic actors in the health workforce

9

Health care planning in its most simple form compares the existing health workforce supply with the expected future health care requirements of the population.

~ Canada's Health Care Providers 2007  
Canadian Institute for Health Information

## Canadian Context

- In 2003, the First Ministers committed to:
  - Ensure the supply and appropriate mix of health providers
  - Foster collaboration between health, post-secondary education and labour market sectors
  - Produce public Health Human Resource plans with education, recruitment and retention targets
- In 2004, the First Minister's meeting on the Future of Health Care focused on ensuring that Canadians have access to the care they need, when they need it
- Addressing Canada-wide shortages in health professionals was identified as a key priority as the governments ability to carry out health care reforms depended on having a sufficient supply of health workers/professionals
- Many other reports echoed the importance of health human resources planning to the future of our health care system, including:
  - The Romanow Report
  - The Kirby Report
  - The Mazankowski Report

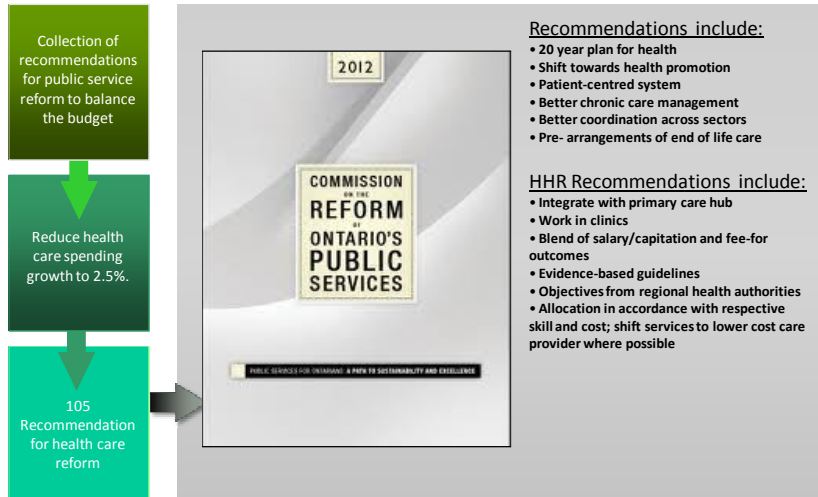
## Health Human Resources Ontario Context

Pursuant to First Ministers commitment, Ontario's Ministries of Health and Long-Term care and Training Colleges and Universities jointly developed a health human resources strategy.

The HealthForceOntario strategy aims to ensure Ontario had the right number and mix of qualified health professionals, now and in the future

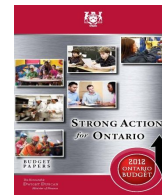
An Assistant Deputy Minister for Health Human Resources with a dual reporting relationship to both the Ministry of Training Colleges and Universities was appointed.

## Health Human Resources Recommendations from the Drummond Report



13

## Health Human Resources Impact of 2012 Ontario Budget



### Transforming Health Care

- Physician Compensation
- Keeping Ontario Healthy
- Faster Access and a Stronger Link to Family Health Care
- Providing the Right Care, at the Right Time, in the Right Place
- Evidence-Based Decisions
- Funding Reform
- A Fair and Efficient Drug System

“With the current fiscal challenge, funding for the health care system cannot continue to grow at past rates. Additionally, health cost drivers such as demographic factors, demands for service, and technological changes continue to exert pressure on the fiscal plan. The delivery of health care needs to be transformed to continue providing the high-quality health care services that Ontarians need and expect.”



~ Honourable Dwight Duncan  
2012 Ontario Budget Speech

14

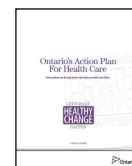
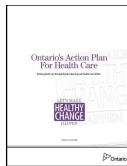


## Health Human Resources Present Context



15

## Ontario's Action Plan for Health Care



### Keeping Ontario Healthy

- Childhood Obesity Strategy
- Smoke Free Ontario
- Cancer Screening



### Our Action Plan

- Keeping Ontario healthy
- Faster access to stronger family health care
- Access to the right care at the right time in the right place



### Faster Access to Stronger Family Care

- More same-day/next-day appointments and after-hours care
- Support primary care best practices
- Integrate full patient journey into LHINs



### Access to Care in the Right Place

- Seniors Strategy to provide more home care
- Specialized clinics
- Patient based funding



### Access to the right care

- Funding best care practices backed by quality evidence
- Use fullest scope of interdisciplinary practice



### Access to Care at the Right Time

- Children's mental health strategy
- Management of chronic diseases
- More progress on wait times



## Health Human Resources The PSW Challenge

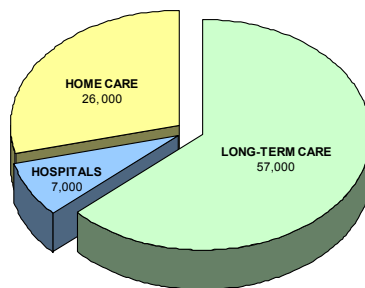
Ensuring policy and planning for further integration of PSWs in Ontario's health care system considers:

- Financial implications
- Labour implications
- System outcomes
- Health outcomes



Ontario's Health Action Plan calls for ...  
**shifting** resources to home and community care

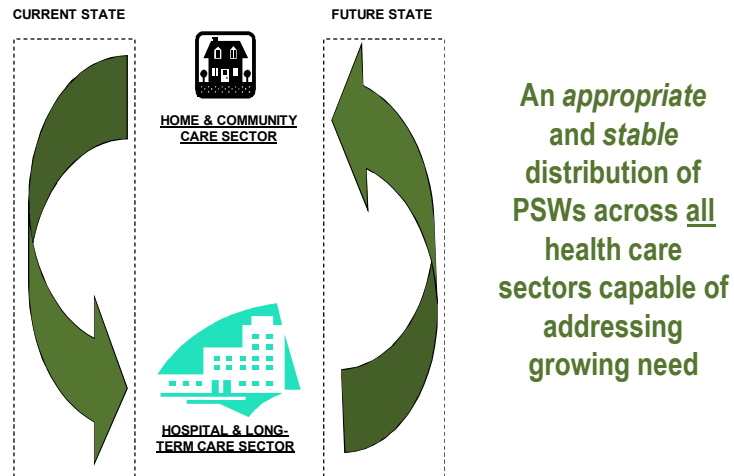
## Health Human Resources The PSW Opportunity: Stabilizing the workforce



There are approximately 90,000 PSWs working in Ontario  
across multiple health care sectors

## Health Human Resources

### The PSW Opportunity: Stabilizing the workforce



19

## Health Human Resources

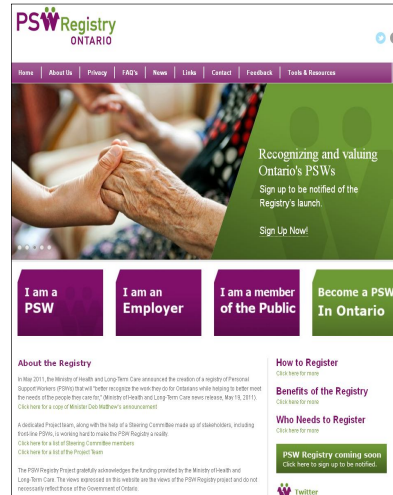
### The Building Blocks for PSW Change

PSW Registry	PSW Education	PSW Governance	PSW HHR Strategy
<ul style="list-style-type: none"> <li>Initial registration</li> <li>Improved IT foundation</li> <li>OCSA PSW Registry Public Report</li> </ul> 	<ul style="list-style-type: none"> <li>PSW Training Fund</li> <li>Review of OCSA's PSW Registry Public Report recommendations</li> <li>Alignment of education with government seniors strategy</li> </ul> 	<ul style="list-style-type: none"> <li>Long-term governance and housing of PSW Registry</li> </ul> 	<ul style="list-style-type: none"> <li>Employer best practice</li> <li>Marketing</li> <li>Healthy Work Environments</li> <li>Service delivery</li> <li>Etc.</li> </ul> 

20

## Health Human Resources PSW Registry

- On May 19, 2011, the Minister of Health and Long-Term Care publicly committed to developing a PSW Registry to provide recognition for the work that they do and improve access to Ontarians who are in need of their services
- The development of the Registry was led by the Ontario Community Support Association (OCSA) with the support of a Steering Committee
- **The Registry was launched on June 1, 2012**
- The Registry is now:
  - French and AODA compliant
  - Has an online job board to link employers and PSWs



21

## Health Human Resources PSW Registry – Guiding Principles

1. Capture as much of Ontario's current PSW workforce as possible in the Registry (e.g. support future HHR Planning)
2. Introduce a phased approach to mandatory registration of PSWs employed by publicly funded health care providers, beginning with the home care sector
  - It is the expectation of the ministry that all PSWs in the home care and community services sector will be registered as of April 1, 2013. As part of this expectation, the ministry will be moving forward on a Mandatory Registration policy for all publicly-funded PSWs.
3. Ensure ease of access for clients, family caregivers and employers to support self-directed care, and to fill vacancies

22

## Health Human Resources

### PSW Education

- Initial consultation with key stakeholder groups in April and May 2012
- Stakeholders were asked to provide feedback about the current PSW education standards to work in home and community care, long-term care and acute care sectors
- In light of OCSA's Public Report and Dr. Sinha's recent report, the ministry is exploring how best to move forward

**OBJECTIVE:**  
Appropriately trained PSWs delivering high quality care

23

## Health Human Resources

### PSW Governance

- Initial housing of Registry with Ontario Community Support Association (OCSA)
- OCSA's PSW Registry Public Report contains recommendations for long-term housing and governance of the Registry
- MOHLTC currently reviewing options including recommendations for a complaints process

24

**PSW Strategic Approach:  
Enhance Patient Safety, the Profile of PSWs and Support Employer Needs**

**VISION: To enhance the recognition of Personal Support Workers as an enabler of home and community-based patient care**

Right time, Right Care, Right Place

**Patient**

Enhance consistent patient-centred and high-quality care

**PSWs**

Recognize the role of PSWs as part of an interprofessional health care team

**Employer**

Access to educated, experienced PSWs to meet employment needs

POTENTIAL OUTCOMES

**Additional three million PSW Hours**

25

*Health care is a cutting edge industry with highly trained and skilled people – people with years of training and experience, and people who care deeply about the future of the health care system.*

*~ Building on Values: The Future of Health care in Canada  
Commission on the Future of Health Care in Canada  
November 2002*

**THANK YOU!**