

Office of the Auditor General

Nova Scotia

Chapter Highlights

Chapter 3: Managing Home Care Support Contracts

Overall Conclusion:

- DHW has not completed all recommendations from our November 2008 home care audit covering many aspects of home care management
- DHW and NSHA have weaknesses in their policies and procedures for ensuring services are received, and payments are made, in accordance with contract terms
- Funding is allocated to providers in a systematic and supported manner

Follow-up on 2008 Recs

Conclusion:

- 8 recommendations from OAG 2008 audit not fully completed
- Recs were agreed to by government; commitments made

Examples:

- A lack of home care staff could limit meeting future demand
- No quality assurance process for client assessment decisions
- Not knowing if hours reported by providers are accurate and complete

Recommendations:

 DHW and NSHA - establish processes to complete all commitments made in response to OAG recommendations

Contract Management

Conclusion:

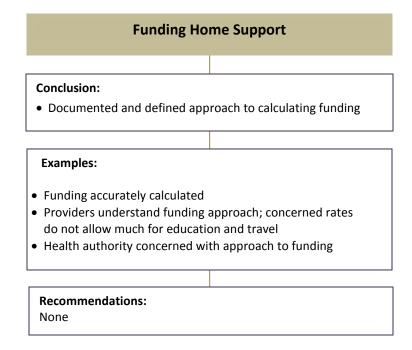
 Weaknesses in monitoring performance of, and payments to, service providers

Examples:

- No verification of service hours, performance indicators and statistical reporting
- No comprehensive monitoring of home support providers
- No integrated complaint monitoring
- Performance indicators for all providers starting April 1, 2017
- Roles and responsibilities are clearly defined, communicated

Recommendations:

- DHW and NSHA verify accuracy of provider reporting including service hours
- DHW verify provider-reported user fees
- DHW and NSHA monitor provider compliance with contract terms
- DHW and NSHA develop integrated record of complaints and outcome
- DHW and NSHA using indicators, monitor and evaluate providers
- DHW monitor whether NSHA is meeting responsibilities



5 Questions Nova Scotians may want to ask:

- 1. Who is responsible to make sure Auditor General recommendations are completed when the OAG is no longer following up? Why weren't the November 2008 recommendations completed?
- 2. Does not tendering for home support services ensure appropriate value-for-money for Nova Scotians?
- 3. Why are the department and the health authority relying on information submitted by service providers without verifying that the information is complete and accurate?
- 4. Are the department and the health authority planning to develop performance indicators for home nursing?
- 5. How do the department and the health authority know Nova Scotians are getting the home support they are supposed to receive?