

# **Case Study: Ontario Personal Support Worker (PSW) Registry**

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# Presentation Format

- Brief overview of our case & standardized format
- Appropriateness of selected case
- Potential for PHRAN and the HRO



## Implemented in May 2011

PSWs are unregulated, front line health care workers

## Objectives of registry

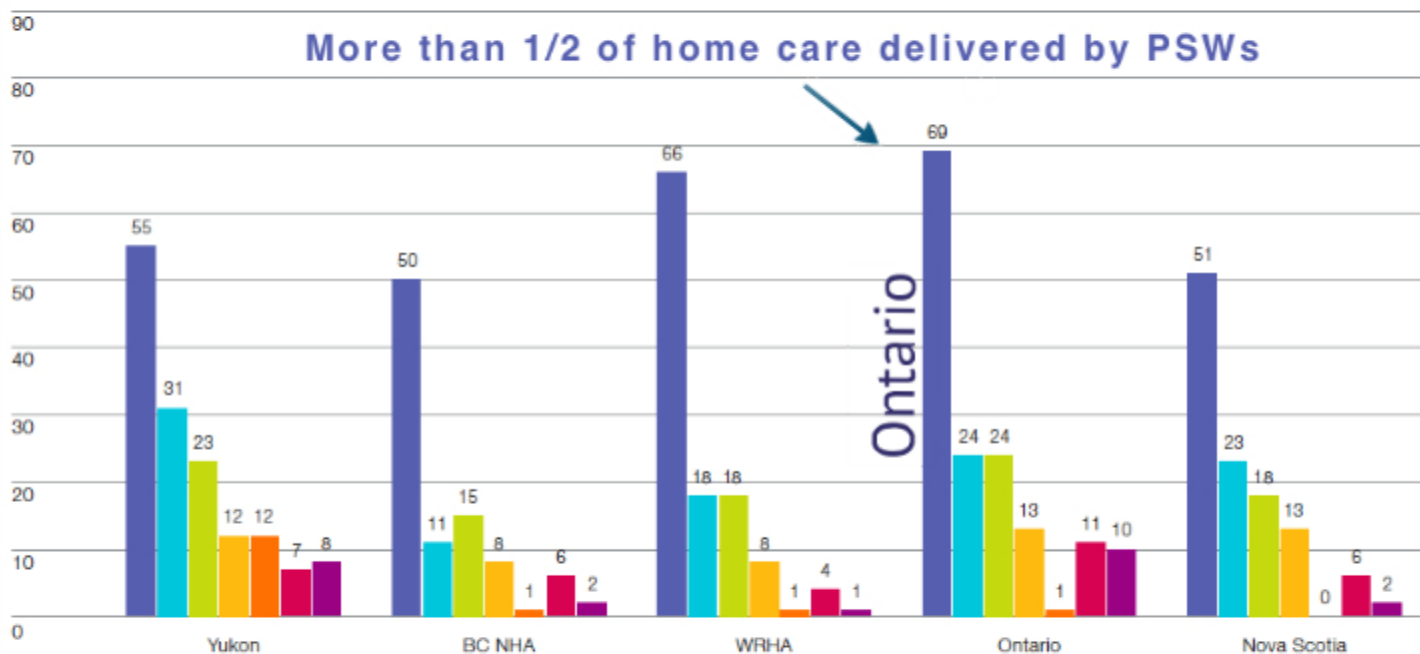
- Highlight the work that PSWs do
- Offer a platform for PSWs and employers to more easily access the labour market
- Provide the ability to track PSW information

Registration will be mandatory for all PSWs employed by publicly funded health care orgs.

Collects information about education, experience, employer, contact info.

# Factors that led to reform

Increasing size of home & community care sector



Source: Health Council of Canada 2012

Concerns about education and training

Pressure from advocacy groups

# How was the reform implemented?

Type of policy instrument used

Registry vs. Regulation

# SWOT Analysis

## Strengths

- Data collection
- Access to labour market

## Opportunities

- Data for HHR planning and research

## Weaknesses

- Transaction costs
- No enforcement mechanism
- No process for addressing reports of abuse

## Threats

- Not supported by all stakeholder groups
- No plan for evaluation
- Issues of governance and long-term housing of data

# Why we chose this case

Ontario PSW registry is one of three currently in existence in Canada (BC has one of the others)

The registry is being implemented with little precedence or evidence, and with some controversy

Cost implications and potential long-term impacts on the future of an increasingly important health occupation

# Working with PHRAN



Health Reform Observer  
Observatoire des Réformes de Santé

PAN-CANADIAN HEALTH REFORM ANALYSIS NETWORK (PHRAN)  
RÉSEAU PAN-CANADIEN D'ANALYSE DES RÉFORMES DE SANTÉ (RPARS)

- Opportunity to learn about reforms as they happen
- Share information about policies across jurisdictions
- Build inter-jurisdictional research partnerships to study interventions across provinces
- Benefit to policy-makers considering similar interventions in their jurisdiction



**Thank you**