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## Home Oxygen Program - New Procurement Process Vendor Consultation Meetings #2 Vendor Financial Survey

### Ministry of Health and Long-Term Care Responses to Questions from Attendees of Vendor Consultation Meetings/teleconference held on July 27, July 30, and July 31, 2009:

#### **Q1. When slides refer to cost per client for small vendor, does it include hospitals?**

A: Hospitals are a separate category. Unless specified differently, the cost per client for a small vendor does not include clients served by a hospital vendor.

#### **Q2. Slide 28 - vendors noted that hospitals do not pay property tax. Given that, were hospitals included in the analysis? If they were, their inclusion may pull down the share of this component.**

A: Yes, hospitals were included in the analysis, (and correctly, none of them reported property tax expenses!). PwC will consider this point for the pricing model. The overall allocation of costs related to property taxes would not materially change even if we strip out hospitals since they represent a small % of total clients. All figures in the charts were weighted based on number of clients.

#### **Q3. The opening slide indicated that the 18 survey responses represent 87% of the expenditures. Does that correlate with the 14,855 clients?**

A: Yes, the 18 responses analyzed represent 14,855 clients (in a given month) and approximately 87% of the total HOP expenditures. Please note that while HOP provides home oxygen services to approximately 30,000 unique clients over the year, the number of clients in a given month is significantly lower, approximately 15,000.

#### **Q4. Based on the survey data, what happened to the total costs or cost per client over the ten-year period, not only in terms of percentage of each component? Is there any indication, compared to ten years ago, related to the staffing cost per hour versus the number of hours?**

A: Data analysis is not yet complete.

**Q5. Based on the survey data, what is the time allocation (number of minutes) during the first 90 days and the first year period versus after one year?**

A: The survey did not ask for time allocation information after one year.

**Q6. How many respondents were from northern Ontario? How many have been outliers or excluded?**

A: Six vendors responded from the North, two of whom were excluded due to incomplete data.