



# Long-Term Care Homes (LTCH) Staffing Data Submission

## Frequently Asked Questions

Ministry of Long-Term Care  
Capacity Planning and Analytics Division

August 2021

Effective: **July 22, 2021**

Page 1 of 11

## Introduction:

This document (Frequently Asked Questions) is prepared to provide answers to commonly asked questions related to the LTCH Staffing Data Submission covering the period of April 1, 2021 to June 30, 2021.

The commonly asked questions are categorized into the following sections:

- Program / Policy related questions, and
- Technical / User Support related questions

## Program / Policy related questions

Program / Policy Question	Answer
<p>1. What changes (frequency, requirements) were made to the staffing data submission compared to the 2018 data submission? Why are changes needed?</p>	<p>Moving forward, homes are required to complete a staffing data submission once every quarter. More frequent/regular reporting will enable a better pulse of the system to inform continuous/incremental improvements, allowing the ministry and sector to track progress towards the Staffing Plan.</p> <p>Although reporting will be more frequent, the quarterly staffing data submissions (surveys) are significantly streamlined, consisting of far fewer questions than the previous Staffing Report (survey) that was distributed once per year and was last completed in 2018. Although many data fields have been removed, questions related to vacancies and bridging/laddering have been added. Only those data points that require more frequent monitoring will be included in the</p>

Program / Policy Question	Answer
	<p>quarterly data collections. All other data points will be collected yearly.</p> <p>The Ministry will communicate notice and instructions to LTC homes leading up to each submission period.</p> <p>To prepare homes with what to expect in the coming year, a high-level overview of data submission timelines for the 2021 fiscal year are noted below.</p> <p>Collection period 1 (April 1, 2021 to June 30, 2021)                      Collection period 2 (July 1, 2021 to September 30, 2021)                      Collection period 3 (October 1, 2021 to December 31, 2021)                      Collection period 4 (January 1, 2022 to March 31, 2022)</p> <p>Updates to the quarterly data may be made and require additional information in future collections. The ministry will provide LTC homes with as much notice as possible of additional data fields that may be requested.</p> <p>The ministry is also currently reviewing the reporting requirements associated with the old annual Staffing Report (survey) to determine which data elements will need to be captured in a deeper annual collection. Further details on the continuation of yearly staffing reporting requirements will be communicated to LTC homes at a later date.</p>

Program / Policy Question	Answer
<p>2. Why are homes required to submit LTCH staffing data?</p>	<p>As you are likely aware, the government released "A better place to live, a better place to work: Ontario's long-term care staffing plan" (Staffing Plan) in December 2020, with commitments to increase the average hours of daily direct care provided by nurses and personal support workers (PSWs) to four hours per resident, per day over the next four years. To support this plan, the 2021 Ontario Budget included an investment of \$4.9 billion over this same time period.</p> <p>The staffing data collected from homes is required for planning purposes, allowing the province and sector to track progress towards the implementation targets outlined in the Staffing Plan. Completion of the staffing data submission (survey) is a mandatory reporting requirement for all LTC homes. It is important that all LTC homes complete and submit the staffing data by August 27, 2021.</p>
<p>3. When can LTC homes anticipate funding and how will it be allocated?</p>	<p>Funding will be distributed to homes in early fall to support staffing increases and workforce stabilization, with the goal of increasing the average direct hours of care provided to residents. Funding will generally be distributed based on the number of beds, with more information to come.</p>
<p>4. How is the LTCH staffing data used by the ministry?</p>	<p>The LTCH staffing data would be used to track progress on the LTC staffing plan, enabling a better pulse of the system and changes to inform planning and continuous/incremental improvement.</p>

Program / Policy Question	Answer
	The ministry will work iteratively with local LTC delivery partners for more regional engagement, and regional data validation purposes, including for subsequent staffing data collection (post-summer 2021).
5. Are all homes required to submit LTCH staffing data?	All LTC homes that are not Interim-bed or Elderly Capital Assistance Program (ELDCAP) facilities are required to submit the LTCH staffing data for April to June 2021.
6. When is the LTCH staffing data submission deadline?	The April to June 2021 data is due on <b>August 27, 2021</b> .
7. What period does the LTCH staffing submission cover?	The current data submission covers the period from April 1, 2021 to June 30, 2021.
8. What is the reporting requirement for LTCH staffing data?	Please refer to the LTCH Staffing Data Definition document for definitions of individual data elements.
9. Our home used to report Sick Hours, Vacation Hours, Salaries & Wages and Benefit Contributions. Will the information still be required?	<p>Vacation Hours, Sick Hours and Salaries &amp; Wages, and Benefit Contributions are not required to be submitted in the current submission for April to June 2021 data.</p> <p>The intent of the first quarterly data collection is to put out a reduced set of questions, with a view of tracking progress towards the Staffing Plan goals. The Ministry will be working on building a more robust annual collection for the data points that require less frequent monitoring.</p>

Program / Policy Question	Answer
	The Ministry will communicate notice and instructions to LTC homes prior to any changes to staffing data submission requirements.
10. Is staffing data for operations related to Accommodation, Dietary, Laundry, Housekeeping, etc. required?	No. Homes are only required to report staffing data for job classifications identified in the submission forms.

## Technical / User Support related questions

Technical / User Support Questions	Answer
1. Are we submitting data using the same platform as prior years?	In prior years, staffing-related data was collected from LTC homes via LTCHomes.net. For this first quarterly data collection, the Health Data Collection Service (HDCS) Website is the platform being used.
2. I can log into the Health Data Collection Services (HDCS) website, but I cannot see our organization's name on the list?	Please contact AskHealthData@ontario.ca if your organization is not on the list.
3. Who do I contact if I want to change the submitter for my organization?	Please contact AskHealthData@ontario.ca to set up or change a submitter for your organization.
4. How do I register?	<p>To access the Health Data Collection Services website, new users must self-register online for an account:</p> <ol style="list-style-type: none"> <li>1. Navigate to the <a href="#">Health Data Collection Services Login Page</a> The login page will load in your browser, select <b>Register</b>.</li> <li>2. A registration page will load, navigate to and click on the facility drop down arrow then select your facility. Select <b>Apply</b>. A table will appear, select the types you are responsible for submitting.             <ol style="list-style-type: none"> <li>a. In the applicable text boxes, please enter your: <b>E-mail, Password, Password Confirmation, Full Name, Telephone Number</b> and any comments you would like the administrator to review.</li> </ol> </li> </ol>

Technical / User Support Questions	Answer
	<p>b. Select <b>Register</b>. Upon completion of these steps, your registration request will be submitted to the Health Data Branch site administrators for approval. The registration page informs users that approval will be completed within 24 to 48 hours. You will receive a confirmation e-mail from <a href="mailto:DCS@HSIMI.ON.CA">DCS@HSIMI.ON.CA</a> and you can now enter your data.</p>
<p>5. How do I log in with existing credentials?</p>	<p>Navigate to the <a href="#">Health Data Collection Services Login Page</a> Enter user credentials. Note: your username will be the email address you used when registering. You will be redirected to the Home Page.</p>
<p>6. Can more than one person be set-up to submit the LTCH staffing data for the same organization?</p>	<p>Yes, each person authorized by the organization to submit LTCH staffing data should be registered and have their own account and password. Please refer to Q#4 above on the user registration process.</p>
<p>7. What functions are available in the Health Data Collection Services website?</p>	<p>Upon logging in to the Health Data Collection Services website, users are redirected to the Home Page. The home page provides access to five tabs:</p> <p><b>Home Tab</b> The Home tab acts as a landing page directing users to the menu options. Users can navigate back to the Home tab at any time by selecting <b>Home</b>.</p>



Technical / User Support Questions	Answer
	<p><b>New Tab</b>                      The New tab allows users to launch a new data form for entering LTCH Staffing data.                      The New Submission form will launch as users click on the new data option.</p> <p><b>View/Edit Tab</b>                      The View/ Edit tab allows users to do a final edit of same day data already submitted, See the steps below:</p> <ol style="list-style-type: none"> <li>1. Navigate to the top website bar and select <b>View/Edit</b>.</li> <li>2. A secondary window will load; from the drop-down arrow select the <b>Fiscal Year, Month</b> and <b>Bed Type</b> to identify the data to be edited.</li> <li>3. Select <b>Apply</b>.</li> <li>4. A Master# drop-down will appear, select the desired master number and organization/site name.</li> <li>5. Select Submit.</li> <li>6. Select the relevant submission to be edited.</li> <li>7. Enter the updated values.</li> <li>8. Select <b>Save</b>.</li> <li>9. Your updates have been successfully saved and submitted to the ministry</li> </ol>

Technical / User Support Questions	Answer
	<p><b>Step 1: Save</b></p> <p>After saving data, a "Successful Update" message will appear. Saving a form allows users to go back and make changes prior to the hard-close submission time deadline.</p> <p><b>Step 2: Cancel</b></p> <p>Cancelling allows users to be rerouted to the Home tab and discards any inputted data that has not been saved or submitted</p> <p><b>Note:</b> No data will be saved at this point, but the created form remains.</p> <p><b>Step 3: Submit</b></p> <p>The "Submit" function allows users to successfully submit their entered data. After clicking the "Submit" button, users will see a "Changes have been submitted" message.</p> <p><b>Tools Tab</b></p> <p>The Tools tab allows users to update their personal information, such as:</p> <ul style="list-style-type: none"> <li>• Email address</li> <li>• Full name</li> <li>• Telephone number</li> </ul>

Technical / User Support Questions	Answer
	<p>The Tools tab also allows users to change their password. Passwords must meet the following criteria:</p> <ul style="list-style-type: none"> <li>• Be a minimum of 8 characters in length</li> <li>• Be a maximum of 12 characters in length</li> <li>• Be alphanumeric (i.e. contain only letters or numbers)</li> <li>• Include at least one special character such as: !, \$, #, or %</li> <li>• Contain no spaces</li> </ul> <p><b>Supporting Documents Tab</b></p> <p>The supporting documents tab provides users with useful and up-to-date information, such as:</p> <ul style="list-style-type: none"> <li>• User Guide</li> <li>• Data Definition and FAQs</li> </ul>
<p>8. What if I was unable to attend any of the survey training session timeslots that were offered?</p>	<p>We will provide access to a recorded session. Details on where to find this recording will be shared closer to August 6.</p>
<p>9. Can I edit the responses to our staffing data submission even after I've submitted it?</p>	<p>Homes will have up to August 27, 2021 to edit responses to their submitted data. After this date, the system will lock all submissions, and no further edits will be allowed.</p>
<p>10. Who should be attending the Staffing Survey training session?</p>	<p>Data entry personnel and /or anyone who will be supporting the submission of staffing-related data on behalf of their LTC home.</p>