

OH Assisted Living Services Implementation Working Group

Assisted Living Services Policy, 2023,
Service Hours Standards and Reporting

Education Webinar Series – 2 of 5

Session Two: March 27, 2024 – 10:00am-11:00am



**Ontario
Health**

Land Acknowledgment

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**Ontario
Health**

Ontario Health Implementation Working Group

The Ontario Health Assisted Living Services Implementation Working Group's objective is to support all ALS Health Service providers with the implementation of the ALS Policy, 2023.

With support from the Ministry of Health and the Home & Community Support Innovation Centre, the Working Group will be offering a series of educational webinars to providers to support the implementation and address key changes from the policy.



Implementation Education Webinars



Complaints and Appeals Process
Thursday, April 25, 2024, 10:00am - 11:00am



Homemaking Services
Thursday, May 30, 2024, 10:00am - 11:00am



Standardized Clinical Assessments
Thursday, June 27, 2024, 10:00am - 11:00am



*Note: webinar topics and dates are subject to change.

Topics To Be Covered



Ontario Health Implementation Working Group and Education Series Introduction



Service Hours and Reporting Overview



Hours of Care/Services



Individuals Served - Changes in Reporting



Individuals Served - Policy Clarification



Resources and Next Steps



Service Hours Standards and Reporting

Purpose:

The purpose of this webinar is to communicate changes to the reporting requirements for new ALS clients under the Assisted Living Services Policy, 2023.

Additionally, it will provide guidance on reporting statistics based on the Policy's criteria, update the eligibility criteria for High-Risk Seniors, and offer clarifications for other client types.



Hours of Care/Service

The current optional reporting for FCs 7258245 and 7258345 becomes **MANDATORY** from 2024/25 Q2 onwards. Note: Assisted Living Services are accessible on a 24/7 basis.

- Report exact hours of direct care/service provided to ALS SRs.
- Represent the hours of services received by the ALS SRs rather than the hours paid by the organization to ALS employees.
- **Exclude standby time during shift, travel, administrative and documentation time.**
- Use S453* for third-party providers and S454* for in-house employees.



Hours of Care/Service

Example 1

A PSW staff was on an 8-hour night shift in an ALS building. During the shift, the PSW provided 6 hours of personal support services to different ALS clients and spent 2 hours on documentation.

Report in FC 7258245: Assisted Living Services

- $S3501000 = 8$ (Unit producing personnel worked hours)
- $S45480*0 = 6$ (Hours of care/service - in house)

Example 2

A PSW staff was on an 8-hour shift for a community-based ALS provider. During the shift, the PSW was paid to travel to client homes and provide scheduled and unscheduled care. The total time traveling was 3 hours and the total time providing personal support services to different ALS clients was 5 hours.

Report in FC 7258245: Assisted Living Services

- $S3501000 = 8$ (Unit producing personnel worked hours)
- $S45480*0 = 5$ (Hours of care/service - in house)



Individuals Served – Change In Reporting

New ALS clients in FC 7258245 will no longer be reported under:

- S9558015 CSS - Individuals Served - Cognitive Impairment
- S9558020 CSS - Individuals Served - Frail and/or Elderly

As of 2025 no new ALS clients will be track under the codes stated above.

- ❖ Existing ALS clients under these codes before 2023/24 Q2 can still be reported if their health conditions remain unchanged. Expect a reduction in clients over subsequent reporting periods as these existing clients discharge from ALS.



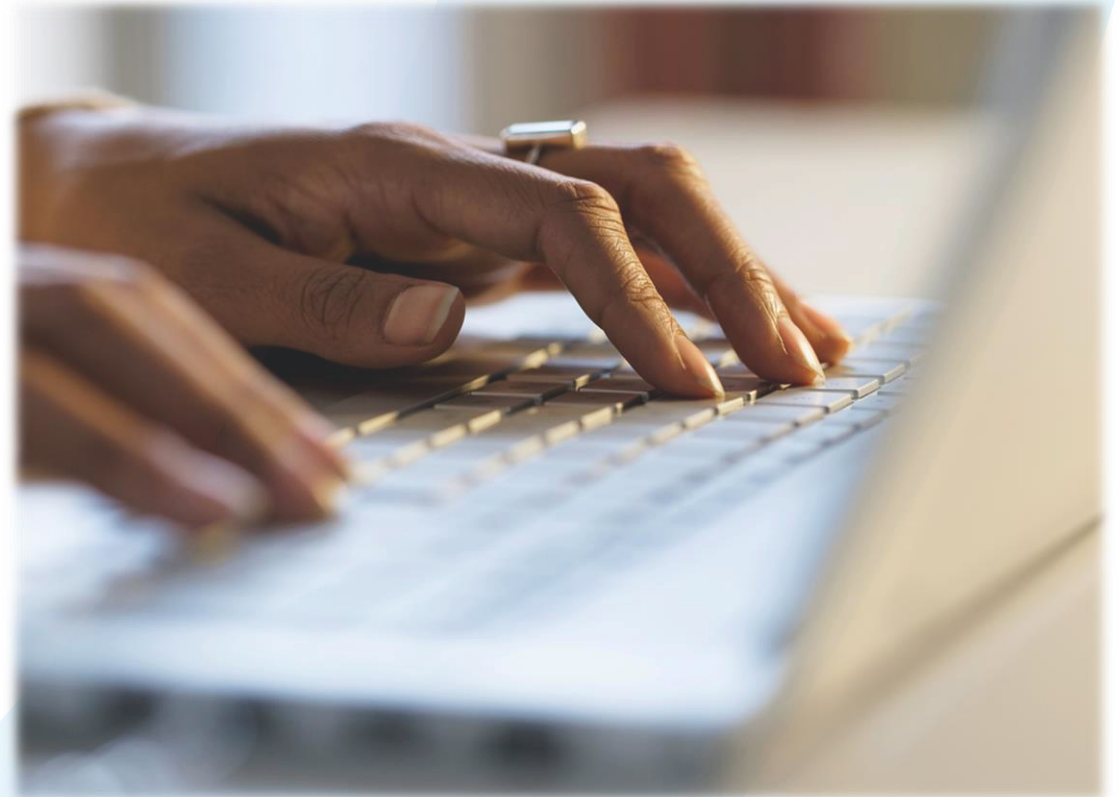
Individuals Served – Policy Clarification

The Assisted Living Services Policy, 2023, includes updates to the eligibility criteria for High-Risk Seniors as well as clarifications to other client types.

Eligibility Criteria Change: Removal of the requirement that a prospective client could not be on a waitlist for Long Term Care.

Clarification on Client Types:

- High-Risk Seniors
- Adults with Physical Disability
- Acquired Brain Injury (ABI)
- Person Living with HIV/AIDS



❖ For other ALS Trial Balance reporting requirements, refer to **OHRS Chapter 10** for details.

FAQs

Question 1

We had paused reporting service hours (as advised by the Local Health Integration Network (LHIN) prior to 2020). Where do we go about reporting these statistics now?

A: Report service hours in OHRS, using the memo and information in this presentation to guide your reporting.

Question 2

Are we now collecting and reporting on mandatory data, example, hours of care/hours of service?

A: Yes, collecting and reporting service hours is mandatory from Q2 24/25 (from July 2024).

FAQs

Question 3

Is there a possibility of revising the KPIs? ALS KPIs can be much broader than just # of PSW service hours delivered as it includes other care coordination services and other instrumental and non-instrumental support given to the clients.

A: We are currently focused on implementing reporting for service hours because of its inclusion in the 2023 policy. As we develop future policy iterations, we can work with MOH to consider other KPIs.

Question 4

We operate one of our assisted living services programs in more of a group home setting. Hours of service become more challenging in this setting as staff provide unscheduled supports as a constant throughout the day. Is there a consistent way in which you would like this information collected?

A: See Example 1 - staff working in a group or building-based setting can have all their hours of patient-contact counted (this is their hours worked minus any time spent on documentation, breaks, or transportation).

Questions?



Please type your question in the Q&A.

Closing Remarks, Resources and Next Steps



[Become Familiar with the Assisted Living Services Policy, 2023](#)



[Review the Current Q&A Document](#)



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THANK YOU
for your participation!

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