

Long-Term Care Home Service Accountability Agreement

Frequently Asked Questions

VERSION 5.0
May 31, 2010

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Introduction

This FAQ document has been prepared for use by both LHINs and health service providers in the Long-Term Care sector. It is organized around the topics addressed in the L-SAA. Cross references have been provided to facilitate finding answers to common questions.

A brief glossary of terms used in this document has been included for ease of reference. The definitions are consistent with those used in the L-SAA.

Glossary

Act means the *Long-Term Care Homes Act, 2007* and any regulations made under that Act.

Home means the Long-Term Care Home in respect of which a license or approval has been given.

HSP refers to “health service provider” and in the context of the L-SAA, means the holder of the licence or approval under the Act and the entity that enters into the L-SAA with a LHIN.

L-SAA means Long-Term Care Home Service Accountability Agreement.

LTC means Long-Term Care.

Ministry means Ministry of Health and Long-Term Care.

A. GENERAL QUESTIONS ABOUT THE L-SAA TEMPLATE

1. ***Our internal approval process does not allow us to be able to meet the June 30th deadline for the signing of the L-SAA. Will extensions to the deadline be provided? What action will be taken by the LHIN if the agreement is not signed by June 30th?***

If HSPs do not have a signed agreement in place by June 30, 2010, funding will stop. As soon as a LHIN is advised that an L-SAA won't be signed, a letter will be sent to the HSP indicating that the HSP has until June 30th to provide an executed copy. If the LHIN does not receive a copy on or before June 30, then funding will stop within X weeks of July 1 and will be restarted within X weeks of receipt of a signed agreement.

2. ***Why are we asked to identify the legal name of the licensee (the "HSP") and the legal name of the Home? Are they not the same?***

Not necessarily. For some Homes, the legal names of the Home and the person licensed or approved to operate the Home (the "HSP") may be the same. However, for other Homes, particularly those that are part of a chain, the legal name of the person licensed or approved to operate the Home may be different from the name of the Home.

D. PROVISION OF SERVICES AND PERFORMANCE – ARTICLES 3 & 7

1. ***How is the LHIN role different from the role played by the Performance Improvement and Compliance Branch (PICB) regarding the Compliance Indicator in the L-SAA?***

Under the L-SAA, an indicator is a measure of an HSP's performance for which a target or level of expected performance is set. In the case of the L-SAA Compliance Indicator, an HSP is expected to be substantially compliant in twelve key areas of risk. The role of PICB is to provide the LHIN with data. The LHIN will use the data provided by the Ministry inspection process to determine whether an HSP is either "substantially compliant" or "chronically non-compliant". If an HSP is not meeting the target set for the Compliance Indicator – i.e. being substantially compliant in the 12 key areas – the LHIN will work with the HSP under the performance improvement process set out in the L-SAA to improve performance.

J. SCHEDULES

1. ***In Schedule A, we are asked to list services that we provide to our residents. Some of these services are not funded by the LHIN. How can we make that distinction?***

A definition of services is provided within the agreement. The services listed within schedule A provides the LHIN with a listing of services provided to the residents of the Home and also the general community irrespective of the funding source. If there are changes to these services the LHIN is interested to determine the impact of the change and explore possible alternatives.

2. ***What is the process for completing table A of Schedule B?***

A two phased approach has been taken to complete this table. The LHINs are initially completing the table and providing this information to the HSPs during the consultation

process. By mid- June, the Ministry will have confirmed the numbers that should be in the table. At this point, the LHINs will reissue Schedule B to the HSPs.

3. ***How does an HSP report beds that are unfunded and being used for a variety of purposes e.g. private pay respite beds?***

These types of beds should be listed in Schedule A, together with notes that identify that the bed is unfunded and the purpose for which the bed is used. These types of beds would not be reported in Schedule B, which only records beds that are licensed or approved under the Act and not those operated for private pay or other purposes.

4. ***Should the sum of the numbers of all identified bed types in Schedule B equal the total # of LTC beds for the Home at the bottom of the table?***

Yes.

5. ***The current Annual Report submission process does not require the submission of the Audited Financial Statements. The Ministry will not be referring to the Audited Financial Statements in the Reconciliation and Recovery Policy. What is the process for an HSP to submit the Audited Financial Statement which is required in Schedule D?***

The Home will submit a copy of the Audited Financial Statement to the LHIN on the date identified in Schedule D. If the HSP has questions concerning what is required it should contact its LHIN.

6. ***Within our Regional Municipality, consolidated audited financial statements are reported on for the Region as a whole and are not specific to the Long-Term Care division. Can you clarify if the LHINs are looking for consolidated audited financial statements for the Municipal Home specifically, or do the Region's audited statements suffice?***

If municipalities are able to prepare consolidated audited financial statements for their Home(s), these should be provided to the LHIN. Alternatively, consolidated financial statements (with a schedule of revenue and expense for each Home reconciled to total revenue and expenses) are acceptable.

7. ***Can you clarify requirements for "financial statements" and "Performance Reports"?***

Financial statements are to include the following:

- Auditor's Report
- Balance Sheet
- Statement of Retained Earnings (Equity)
- Statement of Earnings (Income Statement)
- Statement of Cash Flow
- Notes to the Financial Statements

The Performance Reporting requirements are still being developed. Further information will be provided in the future.

8. ***In regard to the schedules of commitments, do these need to be included within the L-SAA agreement or can they be attached to the L-SAA template/schedules?***

The commitments made by an HSP to obtain construction funding are already included in the L-SAA by reference. Therefore, appending a list of these commitments to the L-SAA is NOT required. However, the HSP is required to provide the LHIN with a copy of the development agreements containing these commitments for the LHIN's records.

9. ***What is the address of the web page that will contain the link to the policies listed in Schedule F?***

Policies can be accessed on the Ministry's website by linking to the following address:

English: http://www.health.gov.on.ca/english/public/program/ltc/15_facilities.html

French: http://www.health.gov.on.ca/french/publicf/programf/ltcf/15_facilitiesf.html

10. ***Not all policies listed in Schedule F are posted on the web page. Some HSPs have expressed concern about having to commit to signing the L-SAA before the Ministry policies are available. When will the remaining policies be posted and be available for access by the HSPs, Homes, LHINs and general public?***

The Ministry is required to make all policies available in English and French. Many of the policies listed in Schedule F are existing policies that are being revised to take into account the Act and regulations coming into force on July 1, 2010 or to reflect current practice. Ministry policies do change from time to time and usually there is little or no consultation prior to new or revised policies being put in place. The remaining new or revised Ministry policies will be available as soon as they can be translated (mid-June). If the HSPs have any issues with the new or revised policies they can, as they have in the past, discuss Ministry policies with the Ministry.