

MULTI SECTOR SERVICE ACCOUNTABILITY AGREEMENT (MSAA)

FREQUENTLY ASKED QUESTIONS (FAQ)

2019-2020

October 2018

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INTRODUCTION

This document contains answers to frequently asked questions (FAQs) related to the 2019-20 Community Accountability Planning Submission (CAPS), MSAA Indicators and Target Setting.

GLOSSARY OF TERMS

CAPS: Community Accountability Planning Submission. The CAPS is the planning tool used by community-based health service providers to inform the negotiation of the Multi Sector Service Accountability Agreement (MSAA).

MSAA: Multi Sector Service Accountability Agreement. The MSAA is the service accountability agreement that the LHINs are required to enter into with the community-based HSPs pursuant to the terms of the Local Health System Integration Act (LHSIA).

SRI: Self Reporting Initiative. SRI is the self-reporting solution for submission and review of information between Health Service Providers (HSPs) and the Local Health Integration Networks (LHINs) and the Ministry of Health and Long-Term Care (the Ministry). It includes any hardware or software that may be provided to the User for the purpose of using SRI.

FREQUENTLY ASKED QUESTIONS AND ANSWERS

1. CAPS

1.1 Was the new community paramedicine functional center added to this year's CAPS?

A: Yes it has been added to the CAPS.

1.2 Since the CAPS Narrative is uploaded to the Self Reporting Initiative (SRI), will a password be required to open the document?

A: The SRI does not have the same firewall as the LHIN email. HSP's can upload the document without a password and the LHIN can download it without any restrictions.

1.3 Can the CAPS demo link be shared with any health service provider (HSP)?

A: Yes, it's designed for that. The Q2 link in the Q2 completion guide can also be shared. The only link that the LHINs should not share with the HSPs is the link for the LHIN set-up of the CAPS Narrative.

1.4 The TPBE selected on the Service Selection screen does not carry over to the Act_Summary. (Affects both the CAPS and Q2 reporting) What is the work around?

TPBE's selected on the Service Selection Page do not carry over to the Act_Summary page resulting in an "Error" in Column C. This is only applicable to the new functional centres added for this round as follows:

- 72 5 10 50 50 Clinics/Programs - Chronic Disease – Cardiac Rehabilitation Clinic
- 72 5 30 80 05 Home Care - Community Paramedicine
- 72 5 50 35 50 Health Prom/Educ.& Com. Dev. - Chronic Disease Education, Awareness and Prevention – Cardiac Rehabilitation
- 72 5 50 45 05 Health Prom/Educ.& Com. Dev. - Personal Health and Wellness – General
- 72 5 50 45 10 Health Prom/Educ.& Com. Dev. - Personal Health and Wellness – Mental Wellness, Personal Health Practices and Coping Skills
- 72 5 50 45 20 Health Prom/Educ.& Com. Dev. - Personal Health and Wellness – Oral Health
- 72 5 50 45 30 Health Prom/Educ.& Com. Dev. - Personal Health and Wellness – Healthy Child
- 72 5 50 45 40 Health Prom/Educ.& Com. Dev. - Personal Health and Wellness – Youth Development

A: The workaround is as follows:

- Providers should continue to select the Functional Centre (with an "x") and the TPBE on the Service Selection page.
- On the Act_Summary Page click on the "HSP Specific- All Categories" Button.

- On the Keyboard press CTRL+SHIFT+U to unprotect the worksheet.
- Find all “Errors” in Column B and manually replace them with the correct TPBE for each functional Centre.

1.5 The plan columns for 2020-21 and 2021-22 are protected. (Affects only the CAPS reporting). What is the workaround?

The columns for years beyond the current planning period of 2019-20 have formulas that carry forward the plans from 2019-20. Providers wishing to adjust plans beyond 2019-20 cannot do so.

A: The workaround is as follows:

- On the Keyboard press **CTRL+SHIFT+U** to unprotect the worksheet they wish to adjust and proceed to type over any of the numbers in the 2020-21 and 2021-22 columns.

1.6 On the Fin_Summary, changes to the 2020-21 and 2021-22 columns on the TPBE pages are not reflected. (Affects only the CAPS reporting) What is the workaround?

The formulas on the Fin_Summary for 2020-21 and 2021-22 are referencing the 2019-20 column and not adding up the cells from the individual program sheets.

A: The workaround is as follows:

- None. This requires that formulas are added to this column and is most likely beyond the capabilities of most providers
- For providers not changing the “out years” this issue will have no effect

Note: The EForms will correctly reflect the totals from the individual worksheets. LHINs should review the individual TPBE worksheets which will correctly reflect the financials for their providers

1.7 The following error message occurs for CAPS reporting: #REF! Error in Cell I60 (Affects only the CAPS reporting). What is the workaround?

On the financial pages, Cell I60 is returning a “#REF!” error. (Change from prior budget- Total Expenses (all funds))

A: The workaround is as follows:

- On the Keyboard press CTRL+SHIFT+U to unprotect the worksheet.
- Copy the cell directly above the error (I59) to I 60

1.8 The “Change from prior Budget” column has some cells with incorrect formulas (Affects only the CAPS reporting) What are the workarounds?

Act Summary Formulas 1

On the Act_Summary page, the summary formulas at the bottom are referencing the wrong column. (Change from prior budget- Total Cost for all F/C)

A: The workaround is as follows:

- Click on the **Show All** button at the top of the page.
- On the Keyboard press CTRL+SHIFT+U to unprotect the worksheet.
- Select the Range from **K3161 to K3174** and **Copy**.
- Select the Range from **K3175** and **Paste**

Act Summary Formulas 2

On the Act_Summary page, the formula in cell **K355** is referencing the wrong column.

A: The workaround is as follows:

- Click on the **Show All** button at the top of the page.
- On the Keyboard press CTRL+SHIFT+U to unprotect the worksheet.
- Select the Range from **K50** and **Copy**.
- Select the Range from **K35** and **Paste**

1.9 The CAPS narrative cannot be uploaded to the SRI system. What is the workaround?

A: The workaround is as follows:

- With the file open in Excel, click on save as and save the file type to xlsx (currently xlsb). Save the file with the new file type and upload it to SRI.

1.95 The formula in H60 on the CAPS form is causing an edit Check to fail?

A: The workaround is as follows:

- This requires a fix in future versions. Submit the CAPS with this edit showing failed.

2. MSAA Indicators and Target Setting

2.1 Are all the functional centers captured in the Service Activity by Functional Center indicator? Do LHINs need to calculate the indicator or are LHINs sent a report?

A: This indicator is a core indicator for all sectors. It is referenced in the Performance Schedule E2A, Clinical Activity – Details, that is pulled from the CAPS. While it is identified as a single indicator in the schedule, it is broken out based on the information the provider submits in their CAPS. The schedule will populate automatically from CAPS and then on your SRI quarterly reports.

2.2 For CHC Performance and Explanatory indicators, is there a way for LHINs to extract the data from the Alliance for Healthier Communities database (BIRT) or do LHINs need CHCs to report it manually?

A: The typical process has been for CHCs to input the data. The Work Group is not aware of a process to retrieve the data by extracting from BIRT, but will review this possibility for the 2020/21 SAA.

2.3 Which of the new categories would actually appear in the SAA agreements?

A: Performance, explanatory and monitoring indicators will appear in the relevant SAA agreements once approved by the LHIN CEOs. Note that only the performance indicators have a target associated with them and result in the HSP having an obligation to achieve results.

2.4 Is the target setting methodology the same for the CHC performance indicators?

A: Yes.

3. Q2 2018-19 Reporting

3.1 I have made a budget adjustment to the Act_Summary page to capture the CAPS budgets in the new Functional Centres introduced this year. The Edit on row 18 in my Q2 report now fails.

A: This is an exception to the Edit rule. Enter a comment on the comments page in your Q2 report to explain that you have updated the budgets in the new Functional Centres