

Hospital Patient Care Staffing System

Frequently Asked Questions

August 2008

Reporting Definitions

- **Acute Rehab:** We are not posting for the Acute Rehab unit at this time.
- **Averaging multiple inpatient units with the same licensure status:** When there is more than one inpatient unit with the same licensure state, (e.g., a hospital with 3 Med-Surge units), the monthly averages of each unit must be averaged together. This can be done as a simple average if all the units were open the same number of days in the month by adding the ratios together and dividing by the number of units or as a weighted average if the units are open for a different number of days.
- **Averaging ratios when inpatient units are not open everyday:** To calculate the monthly average of the *Daily Staff-to-Patient Ratios*, the *Daily Staff-to-Patient Ratios* for each unit should be weighted by the number of days that the unit was open.
- **Certified Psychiatric Screeners:** Certified Psychiatric Screeners can be counted as Licensed Practical Nurses for the Psychiatric inpatient units.
- **Labor and Delivery Units:** The licensed category for Labor and Delivery units is Obstetrics (Post Partum). Frequently, **Mother/Baby** staffing is done as couplets and not separated between Obstetrics (Post Partum) and Normal Newborn Nursery. Hospitals using Mother/Baby units should report staffing as Obstetrics (Post Partum) and not Normal Newborn Nursery. All staff hours should be reported under the obstetrics unit. The mother and the baby/babies should each be counted as a patient.
- **PACU hours:** Actual worked hours must be divided by 24.
- **Physical Therapy Outpatients:** Count the outpatients as well as the inpatients.
- **Psychiatric Units - Combined:** Licensure status for Open and Closed Psychiatric is separate; however, some hospitals operate a combined unit. Report these combined units as Adult Closed Psychiatric. This will be reflected in a footnote on the quarterly public report.

- **Shifts:** Shifts must be consistent for each staff type in each inpatient unit category. For each type of licensed unit, reporting for RNs, LPNs and UAPs must be based on either an eight-hour shift or a twelve-hour shift.
- **Staff Categories:** The system reflects worked hours for RNs, LPNs, UAPs, Physical Therapists and Respiratory Care Practitioners, but not radiologists, etc. The only exception to this is for Certified Psychiatric Screeners who can be counted as LPNs in the Psychiatric units.
- **Telemetry units:** Telemetry is not a licensed bed category. These beds are counted as part of a licensed category (e.g., Intermediate Care, Med–Surge).
- **Trauma units:** Trauma is a service, not a bed category. Trauma units can be counted as part of the ED or ICU/CCU.
- **Zero worked hours:** When a unit is open and there are no worked hours for a specific staff type, enter “0.0” as the ratio. When calculating the monthly average, include the zero and divide by actual days in the month.

HPCS System Issues

- **Reviewing data input:** To review the data you submitted, enter the portal and under **Data Entry Form** select the month and year you want to review. You will see this list of units and the shift information. Select the units you want to view by checking the box **Enter/Update Date for this Unit**, and click **Continue**. You will see the monthly data you submitted. If the data is correct, you can exit the system by clicking the on the back button or the submit button on the form. If you made any changes to the data, you must click on the submit button to save the changes. You will only be able to see your monthly data during the reporting quarter. Once the quarterly deadline has passed you will be able to see the quarterly data under **View Reports**.
- **Several inpatient units of the same category:** Indicate the total number of units (for example 2 Med-Surge Units) but input one monthly average ratio for each staff type (RN, LPN, and UAP). See **averaging multiple inpatient units with the same licensure status** list above.
- **Time-outs and system failure:** The system will time-out after 30 minutes of inactivity and 120 minutes of activity. At times the system maybe inoperable. To decrease the risk of losing your data, it is best to enter the data for one unit at a time and click submit before entering the data for the next unit.