Department of Health Care Access and Information

e-Services Portal User Guide

HOSPITAL SERVICES REPORTING

VERSION 1.0

Section 25

Office of Statewide Hospital Planning and Development

January 2023

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1 Introduction

Welcome to HCAI Electronic Services Portal Client Access (eCA) User Guide

This section provides users with step-by-step instructions for creating and submitting a Hospital Services Reporting using eCA.

Remember: This user guide provides step-by-step help to submit the application. For help with submitting an application, user account, or other, contact us at eserv@hcai.ca.gov or 916-440-8400.

What should you know about submitting a Hospital Services Reporting application.

- A Hospital Services Reporting application is for all buildings at a facility. Submit one application for all buildings.
- If after initial submission, the applicant is requested to edit submitted information, see Appendix A for instructions.

2 Hospital Services Report

2.1 Page Flow Overview

Users must follow the predefined steps to create and submit Hospital Services Report. Below is an illustration of the page flow steps.

Table 1: eCA Pageflow

Page No.	Page Title	Description
Hospital Services Reporting		
1	Record Type	User must select **Hospital Services Reporting** on this step.
2	Select Facility	User selects the facility from HCAI's facility database. eCA auto-populates the facility, address, and facility owner information. Only General Acute Care facilities are required to submit Services reporting.
3	Contact(s)	User enters facility authorized agent that HCAI/OSHPD will communicate with while reviewing the submittal.
4	Building Services	User identifies the services for each building at the facility. Visit the Facility Details web page for detailed information of the buildings being reported.
5	Facility Authorization	User enters a valid Facility PIN code. Usually entered by Facility Representative but may be entered by any user with the valid PIN.
6	Review	User reviews the data entered on the application for accuracy; edits can still be made if necessary.
7	Confirmation	Application submitted to HCAI. eCA issues a record ID number. User prints summary sheet.
8	Post Submittal Edits	If services at a facility require editing, you will be prompted to Edit the record post submission. See Appendix A.

2.2 Basic rules of page flow

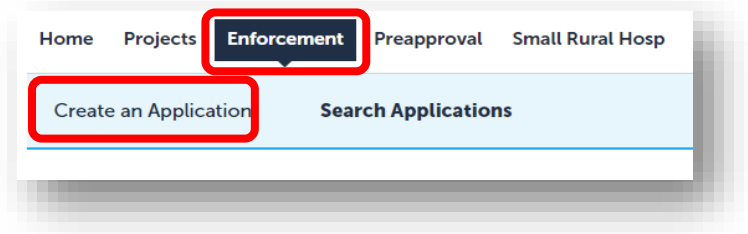
Below are some basic rules of submitting an application using the eCA page flow:

- ✓ To start creating an application for a new services reporting, or to resume an existing in-progress application, user must start from the first page flow step.
- ✓ User can navigate back and forth within the completed pages.
- ✓ User must click on "Continue Application" or "Save and Resume Later" button to save the data entered on the page.
- ✓ It is recommended that user clicks the "Save and Resume Later" button as needed to prevent data loss due to data entry errors.
- ✓ If any required data is missing from the page, when the "Continue Application" button is clicked, an error message is displayed on the top of the page. User must correct any errors before continuing to the next page flow screen.

2.3 Create and Submit a Hospital Services Reporting

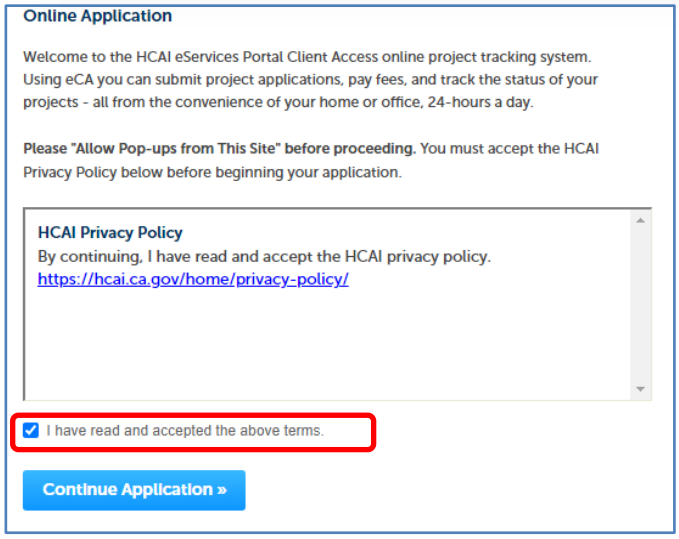
The following information will guide users through the steps necessary to create an application for an Hospital Services Reporting application.

If you do not have an eClient Access login, click the "**Register for an Account**" link on the eClient Access site at https://esp.oshpd.ca.gov.



Step 1. **Start Create a Hospital Services Reporting**

Only registered users may create an Application for Hospital Services Reporting. Begin under **Enforcement** module by clicking on the "**Create an Application**" link.

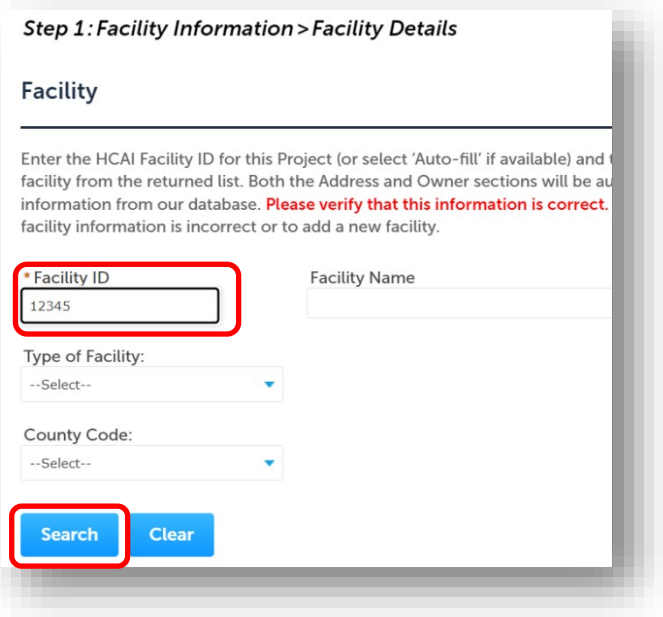


Step 2. **Accept HCAI Privacy Policy**

Click on the link in the window to review the privacy policy. Check "I have read and accepted the above terms" then click on "**Continue Application**" button.

Step 3. **Select Record Type**

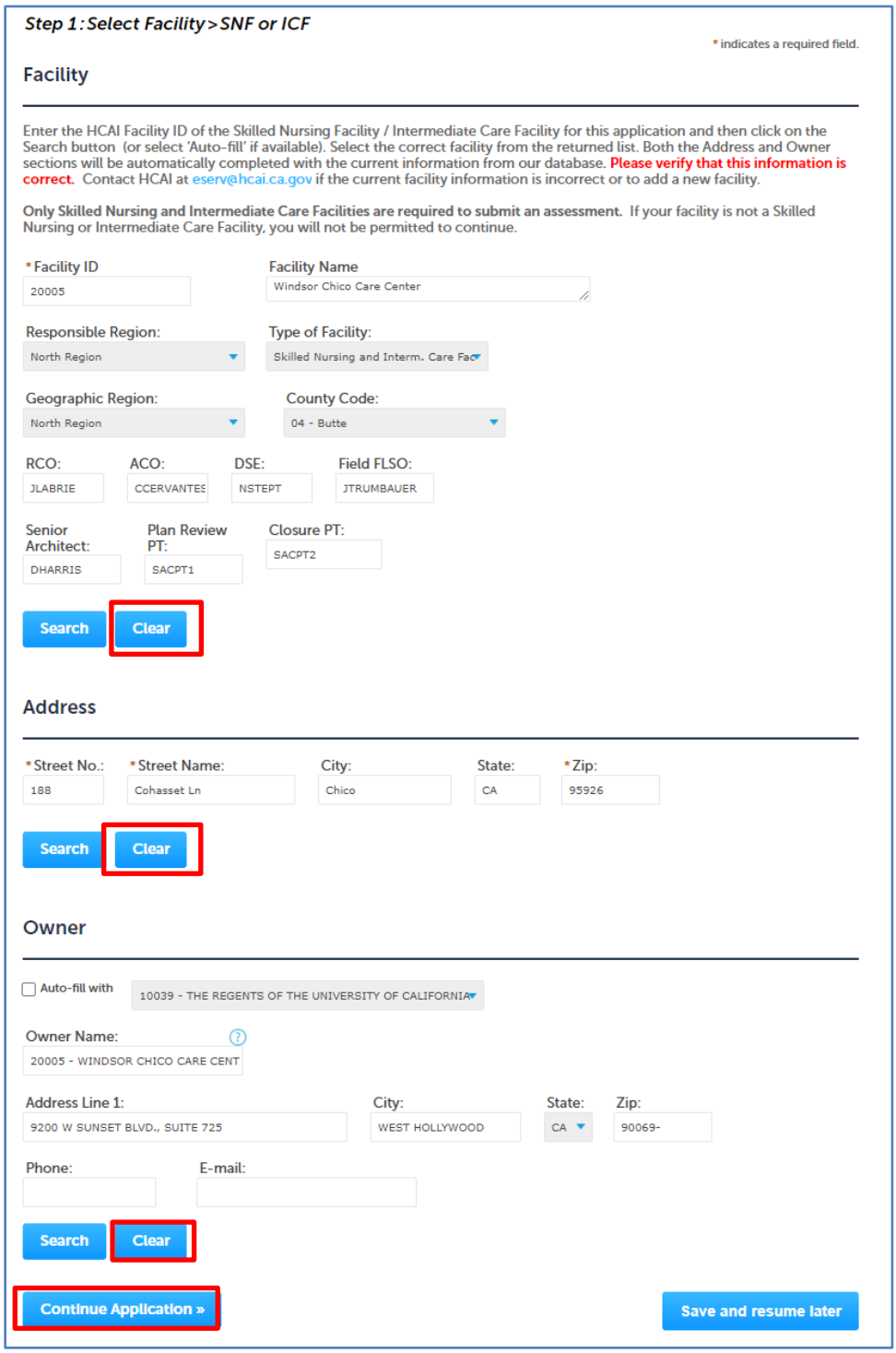
Select the "**Hospital Services Reporting**" then click on "**Continue Application**" button.



Step 4. **Enter Facility Information**

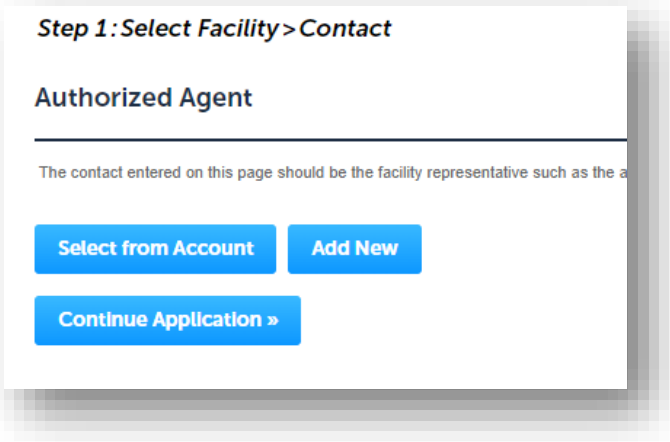
Enter the HCAI Facility ID or Facility Name then click on "**Search**" button. If the facility is found, the facility information, address, and owner fields will be automatically populated and become read-only.

To search for another facility or reset and start over, click on "**Clear**" button in Facility, Address and Owner section (shown below). This clears the previous entered facility. Once the correct facility is selected, to advance to the next page flow step, click on "**Continue Application**".



Clearing Searched Results

Step 5. **Enter Contact**



A Contact is the individual representing the Facility to whom correspondence will be copied.

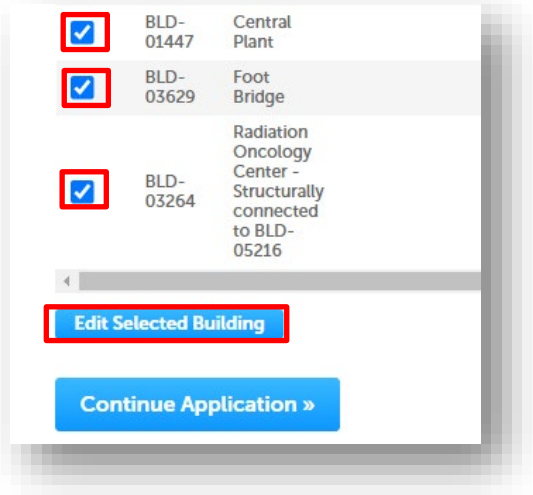
- If the logged in user is the contact, click "**Select from Account**" to add the contact.
- If the logged in user is not the contact, click "**Add New**" to enter the information. Click **Continue** to return to application.

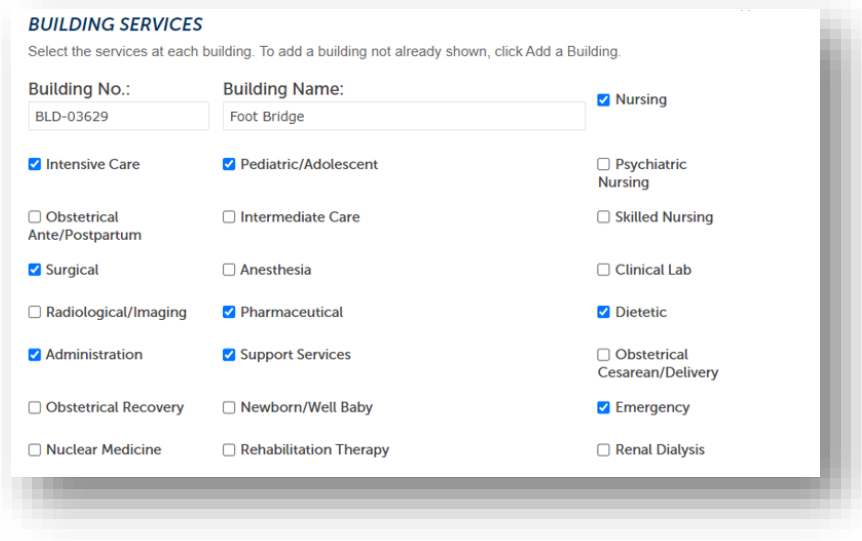
Missing data from required fields must be completed to continue the application.

When entered, click on "**Continue Application**".

Step 6. **Services**

To enter services at a building listed on the page, check the box next to the building number and click **Edit Selected Building**.

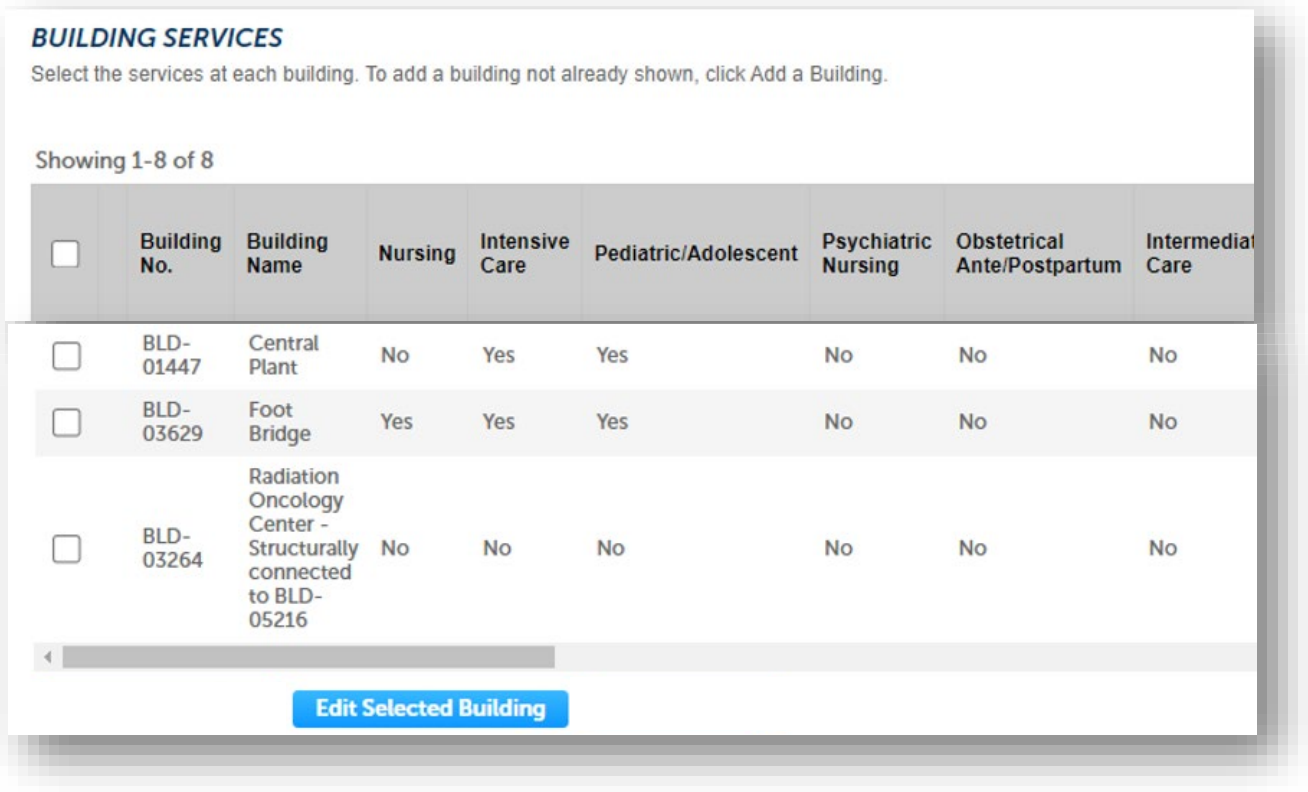




The building with all potential services is listed. Check the box next to each service at the building.

When complete, click **Submit**.

Note: If a building has no General Acute Care Services, enter the use in the text box named Non-GAC Uses. Also, if you cannot submit when you select Canopy or other non-service containing building, enter a response in the Non-GAC Uses field.



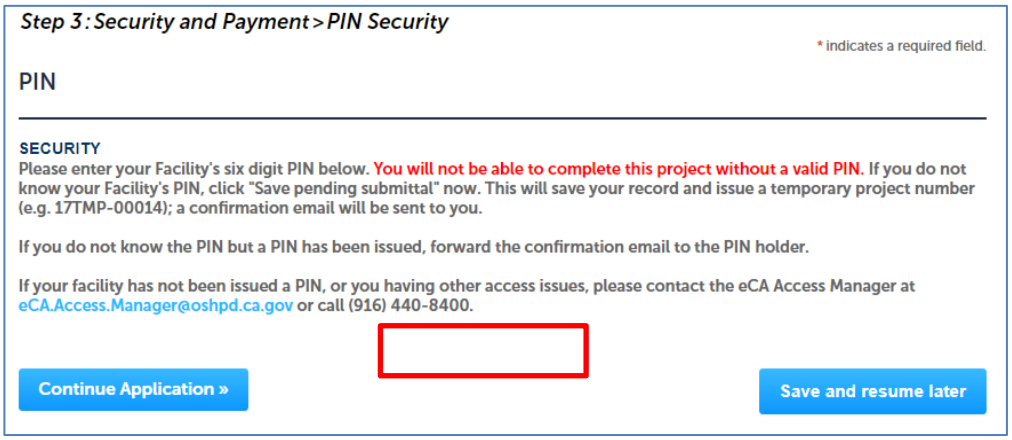
Repeat for each building listed until all buildings have services selected.

When finished entering services for all buildings, click "**Continue Application**".

Step 7. **Enter Facility PIN code**

Before entering the Facility PIN Code, it is recommended that you have clicked on "Save and Resume Later" at least once!

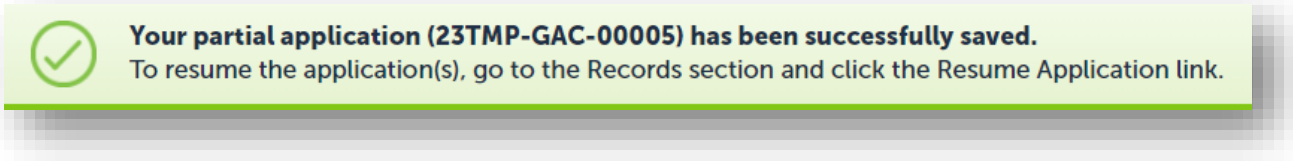
If you are authorized by the facility and have obtained a valid Facility PIN, enter it on the screen, then click on "**Continue Application**" button to proceed to the next page flow screen.

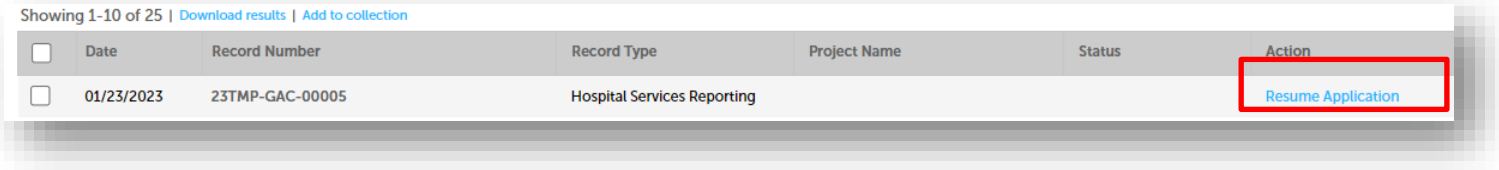


If user enters an invalid Facility PIN, eCA displays an error message and prevents user from proceeding to the next screen. The application will be locked. Click "**Save and Resume Later**" and when resumed, select "**Start from Beginning**

If you do not have a valid Facility PIN code, click on "**Save and Resume Later**" button to save the record.

If you click the "Save and Resume Later" button, the application process stops, and user is redirected to the record List page. eCA issues a temporary Record ID and displays the application in user's record list.

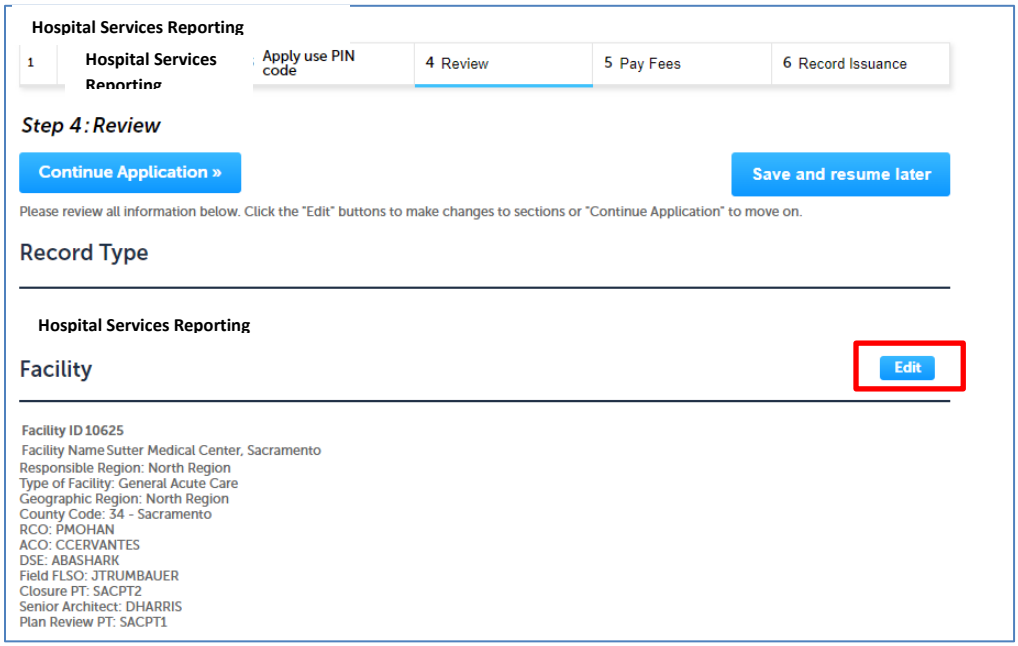




Users can "**Resume Application**" at a later time.

Step 8. **User reviews the data entered and makes edits if needed.**

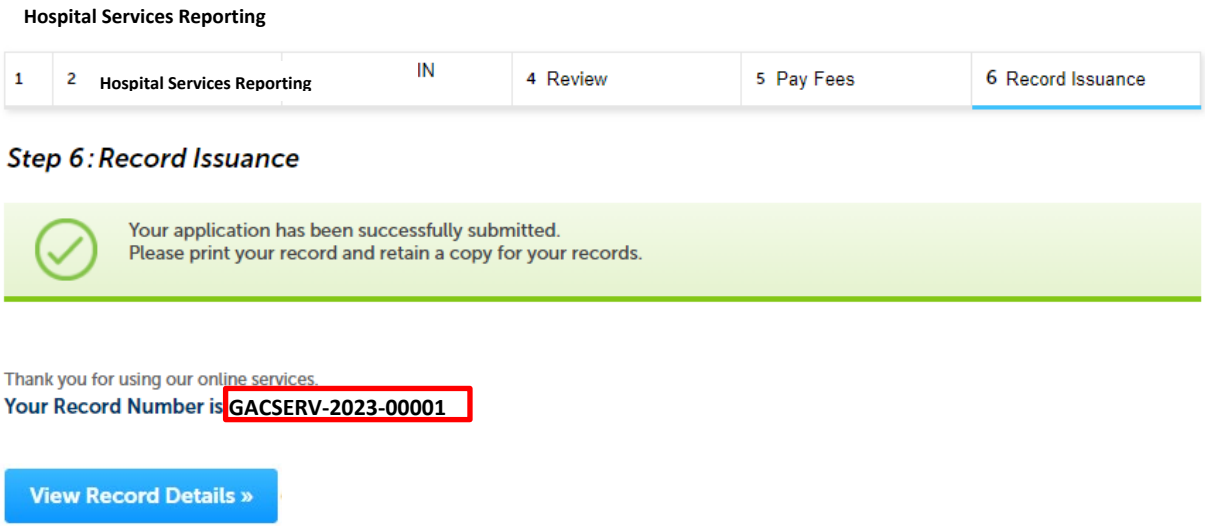
On this screen, user can click on "**Edit**" button in each application step to make necessary changes.



Once all data is verified, click on "**Continue Application**" to proceed to the next page flow screen.

Step 9. **Submission confirmation.**

On this final screen, eCA displays a project submission confirmation including the record number. User can print a record summary from this screen. The document is in PDF format and may be saved or emailed. User can view the detailed information about the application by clicking on "**View Record Details**" button.



Email confirmation is automatically sent to the public user that started the application and to the public user that approved the application (Owner Representative).

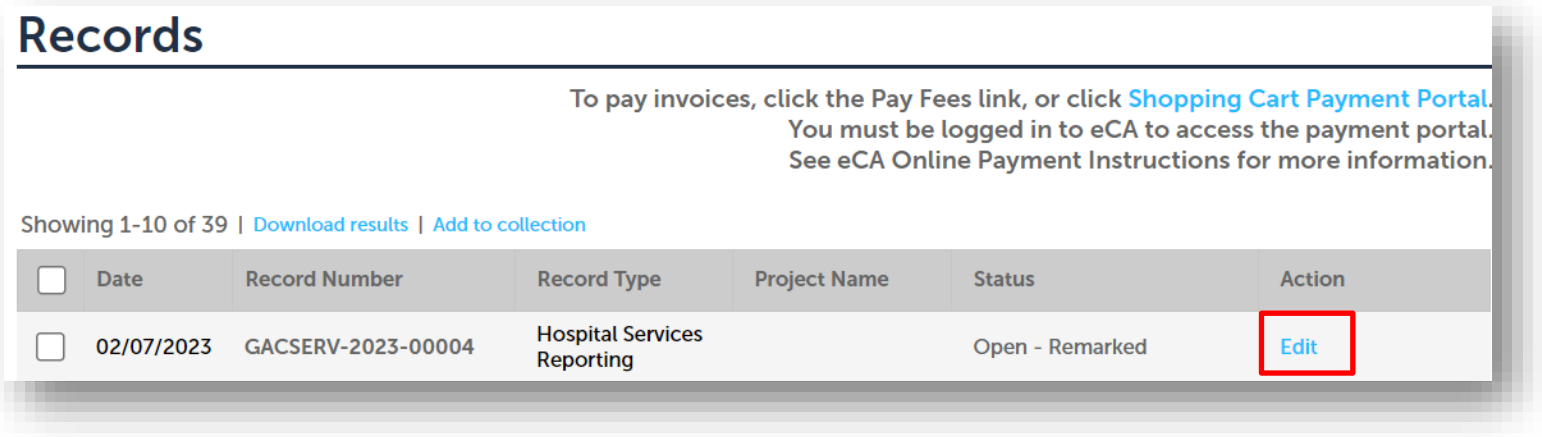
Congratulations! You have successfully submitted an application for Hospital Services Reporting to HCAI!

If corrections are required, the applicant will be notified and a prompt to edit the services report will be visible in your project list in eCA. See Appendix A for more.

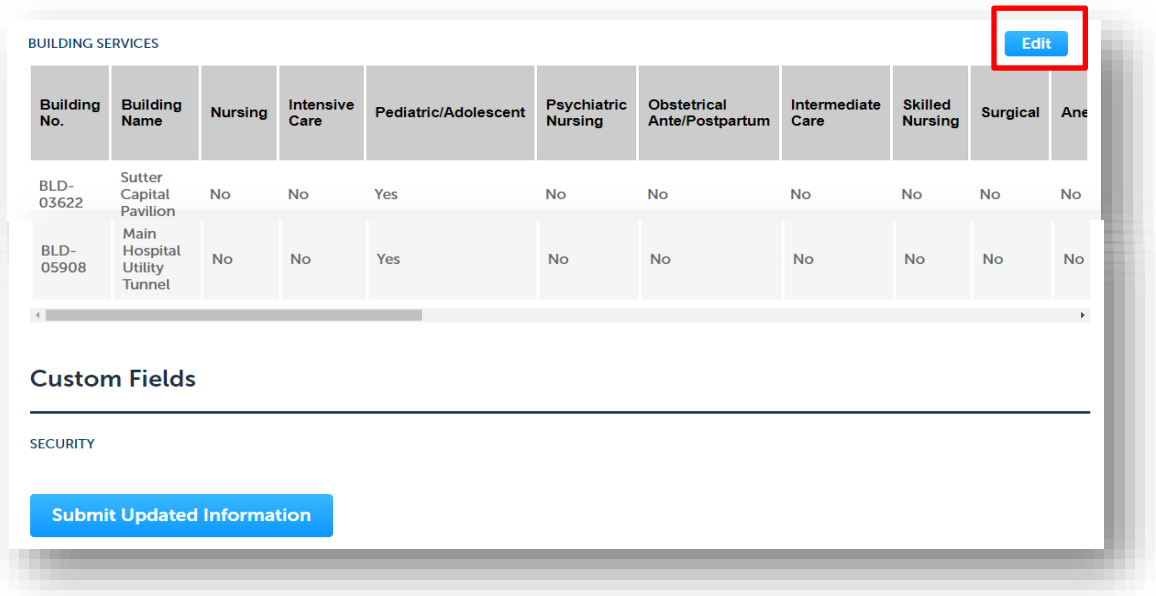
Appendix A – Post Submission Edits

During review of the submittal, it is determined that remarks need correction, the application will be made editable to record creator.

As the following image shows, the **Edit** link will open the record for editing.

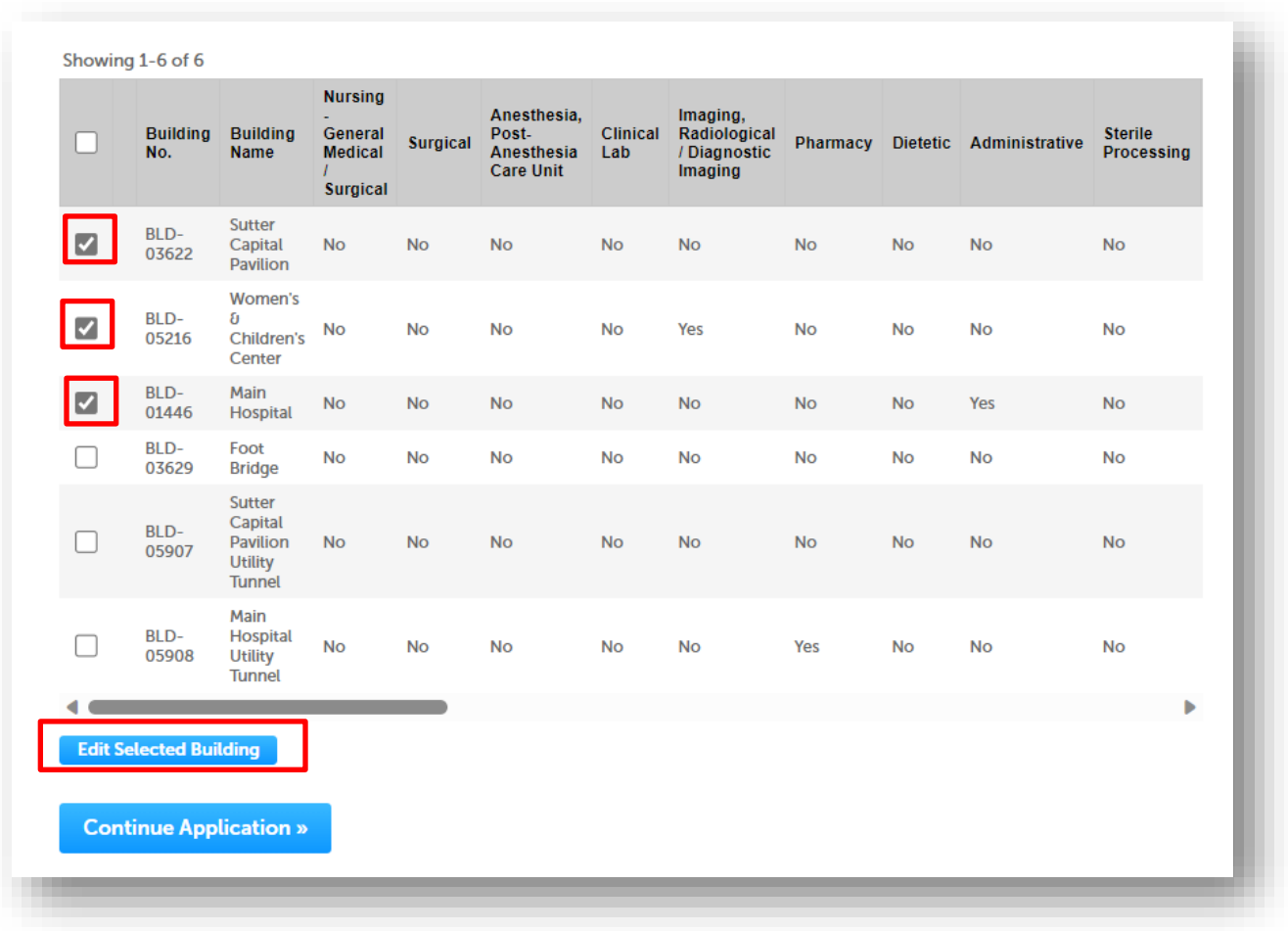


Click the Edit link shown above and you will be taken to the record. Click the Edit button on the section you wish to edit shown below. This will take you to another page where you can edit the individual rows.



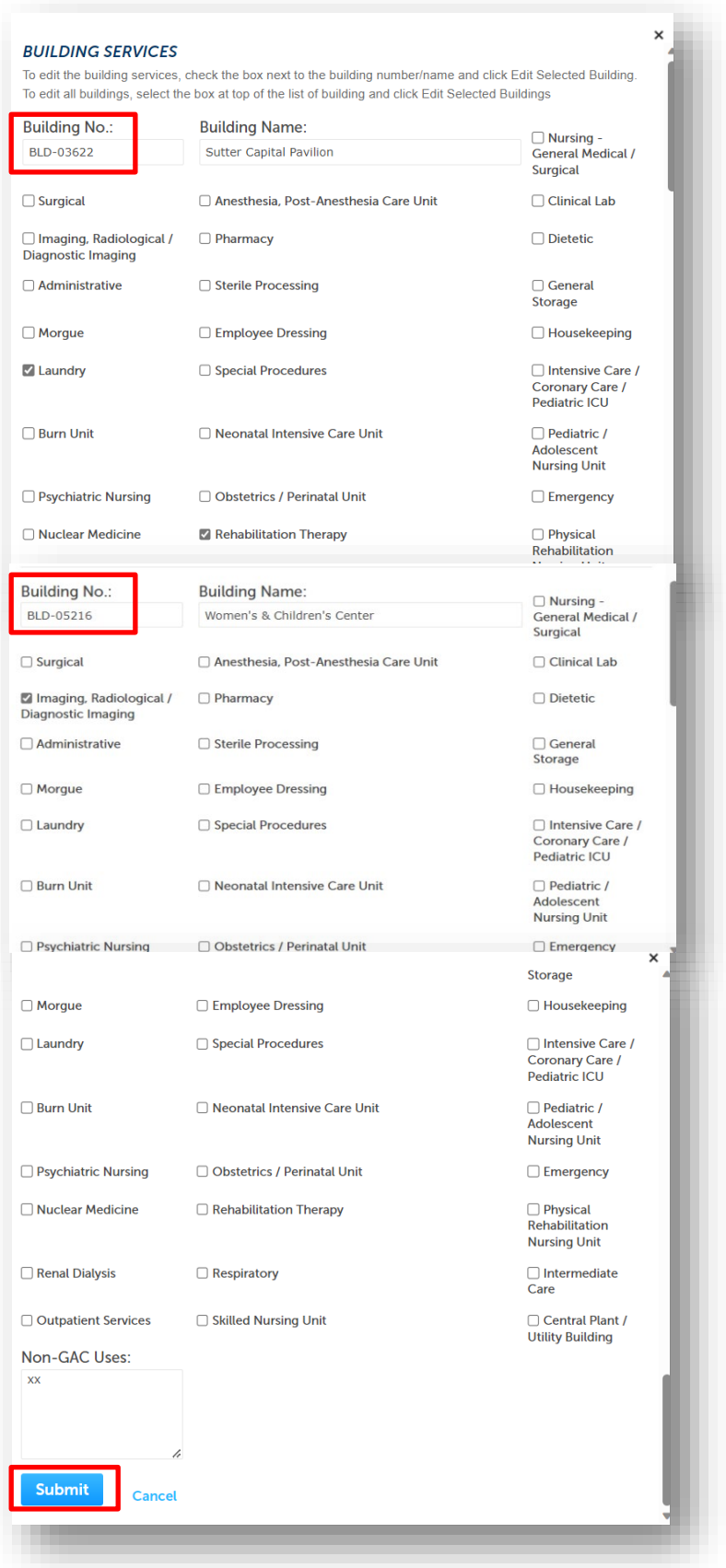
The next image shows the list of buildings with a check box next to each one. Check the box next to the buildings you want to edit and click '**Edit selected buildings'** button.

The image below shows the rows checked and the Edit Selected Buildings button.

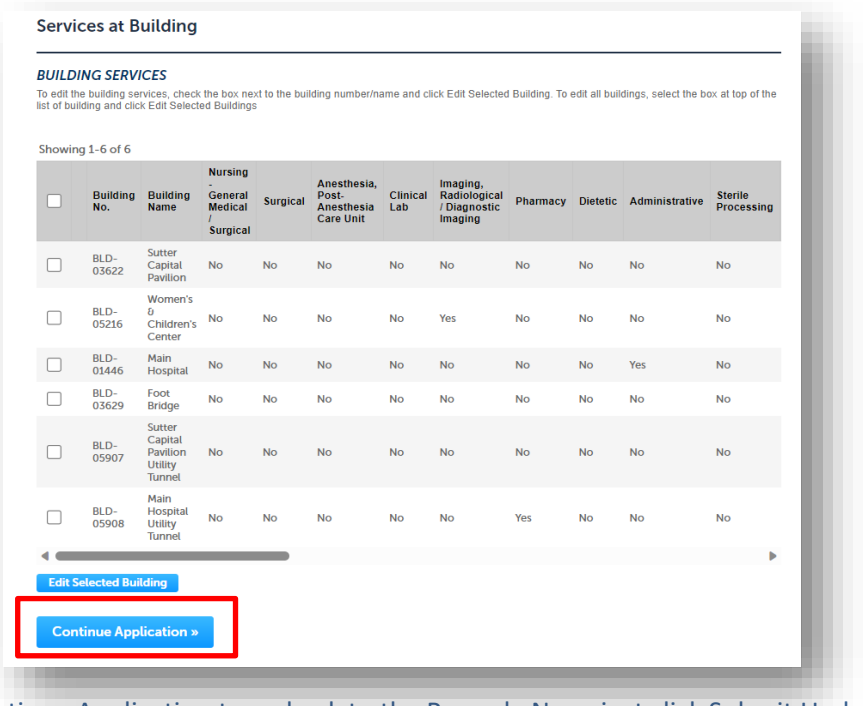


Click the Edit Selected Buildings button to open the Edit page with the select buildings. All selected buildings are in a long page. Edit each building and click Submit when complete.

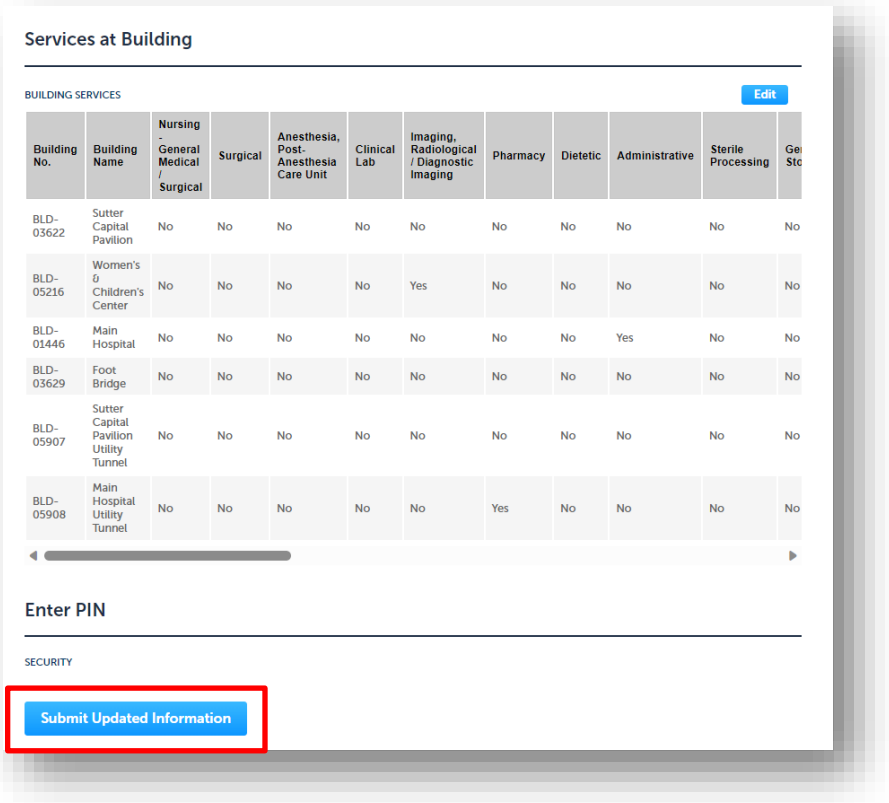
Note: If a building has no General Acute Care Services, enter the use in the Non-GAC Uses text box. Also, if you cannot submit when you select Canopy or other non-service containing building, enter a response in the Non- GAC Uses field.


BUILDING SERVICES
To edit the building services, check the box next to the building number/name and click Edit Selected Building.
To edit all buildings, select the box at top of the list of building and click Edit Selected Buildings
Building No.:
BLD-03622
Building Name:
Sutter Capital Pavilion
Nursing - General Medical / Surgical
Surgical
Anesthesia, Post-Anesthesia Care Unit
Clinical Lab
Imaging, Radiological / Diagnostic Imaging
Pharmacy
Dietetic
Administrative
Sterile Processing
General Storage
Morgue
Employee Dressing
Housekeeping
Laundry
Special Procedures
Intensive Care / Coronary Care / Pediatric ICU
Burn Unit
Neonatal Intensive Care Unit
Pediatric / Adolescent Nursing Unit
Psychiatric Nursing
Obstetrics / Perinatal Unit
Emergency
Nuclear Medicine
Rehabilitation Therapy
Physical Rehabilitation
Building No.:
BLD-05216
Building Name:
Women's & Children's Center
Nursing - General Medical / Surgical
Surgical
Anesthesia, Post-Anesthesia Care Unit
Clinical Lab
Imaging, Radiological / Diagnostic Imaging
Pharmacy
Dietetic
Administrative
Sterile Processing
General Storage
Morgue
Employee Dressing
Housekeeping
Laundry
Special Procedures
Intensive Care / Coronary Care / Pediatric ICU
Burn Unit
Neonatal Intensive Care Unit
Pediatric / Adolescent Nursing Unit
Psychiatric Nursing
Obstetrics / Perinatal Unit
Emergency
Storage
Morgue
Employee Dressing
Housekeeping
Laundry
Special Procedures
Intensive Care / Coronary Care / Pediatric ICU
Burn Unit
Neonatal Intensive Care Unit
Pediatric / Adolescent Nursing Unit
Psychiatric Nursing
Obstetrics / Perinatal Unit
Emergency
Nuclear Medicine
Rehabilitation Therapy
Physical Rehabilitation Nursing Unit
Renal Dialysis
Respiratory
Intermediate Care
Outpatient Services
Skilled Nursing Unit
Central Plant / Utility Building
Non-GAC Uses:
xx
Submit
Cancel

Clicking Submit will take you back to the previous page on the record.



Click Continue Application to go back to the Record. Now, just click Submit Updated Information to complete the Edits.

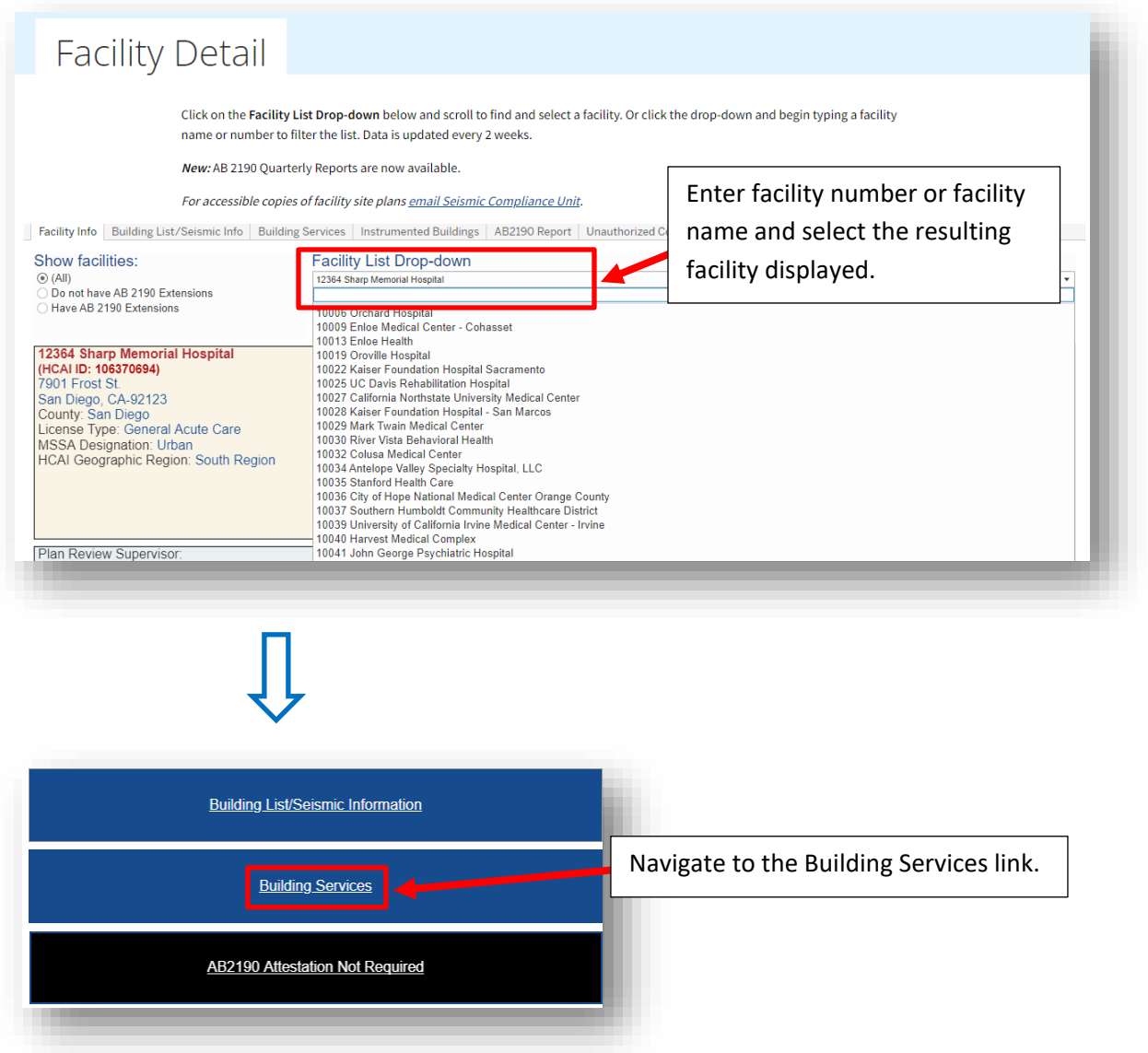


After you click Submit Updated Information, you should be back at the record list in eCA and your revision of the GACServ record is complete.

Appendix B – Printing Services Report

Within the Facility Detail dashboard is the Building Services link which will allow you to view and print the Services Report for each year.

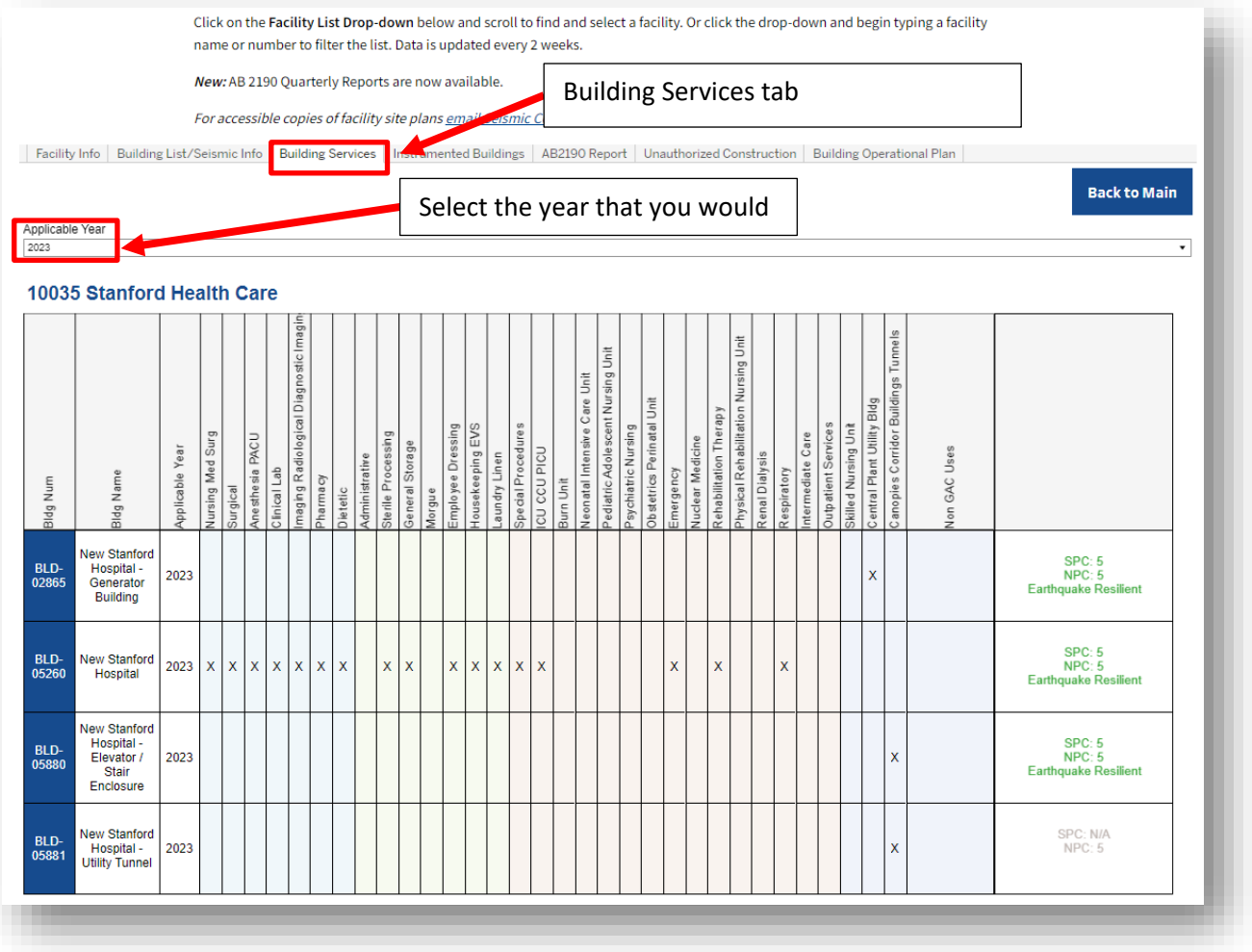
To search for a facility, type the facility number or name in the search box and select the facility in the results.



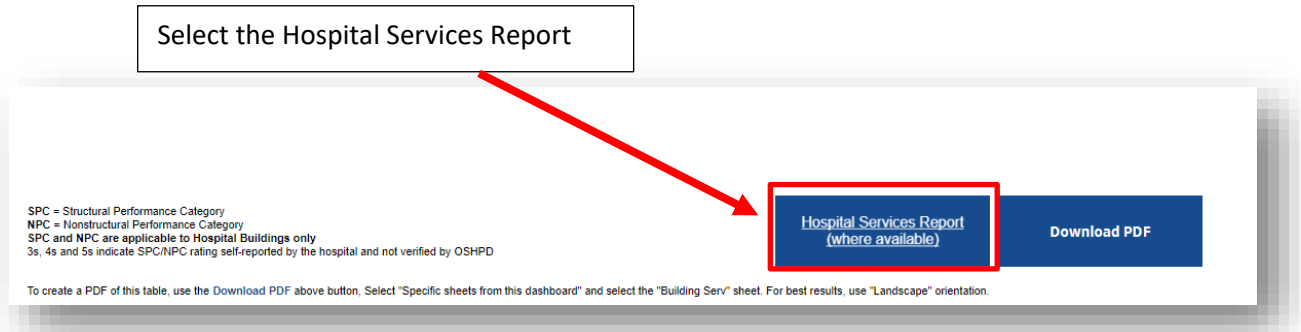
Scroll down and select the Building Services button to be taken to the Building Services tab.

Appendix B – Serivces Report (Continued)

On the Building Services tab, select the Applicable Year.



Scroll down and select the Hospital Services Report (where available) button, and the report should download as a pdf document.



Appendix B – Serivces Report (Continued)

2023 Hospital Seismic Performance Report

AB 1882

AB 1882 Purpose – Services and Performance Ratings

Assembly Bill 1882 requires each general acute care hospital operator to annually report the structural and non-structural performance ratings for each individual hospital building used for providing care, and services housed in each. Hospital operators are responsible to provide their report to specific public entities and hospital stakeholders until seismic compliance is achieved for all buildings.

This document includes a brief explanation of Structural and Non-structural Perfo nce Ratings, along with details about services offered by the hospital. Additionally, it outlines the s fic entities and stakeholders to whom the facility is required to submit the report. Furthermore, th ncu t contains the facilities' site plan, building numbers and names, and a comprehensive table deta the ratings of acute care services housed within each building.

Structural and Non-structural Performance Ratings: The St ral Per ance Category (of a hospital building, akin to bones and muscles in the hu body, nifies i rimary stre gth and stability, ranging from the strongest SPC-5 to the weakest SPC Non-struc al Perfo nce egory (NPC), like organs in the human body, includes systems and equip t vital daily opera , rated from functional NPC-5 to system risk to life NPC- SPC an e crucial, collectively defining a hospital's effectiveness and quality of care.

Acute Care Services: General acute care serv s are uped in ur categories:

- Required clinical se sing, Sur y, Ane sia, Imaging, Laboratory, Pharmacy, Dietetic
- Required support serv : Ad rati Environmental Services, General Stores, Linen, Morgue
- Supple ntal services – ional se equiring special licensure: Critical Care, Emergency, Pediat iatric, Obste Rehabilitation, Skilled Nursing, others
- Infrastr ure dings that vide utilities and support circulation: Central Plants, canopies, corridor ildings, s skyb dges

Report Distributio pitals are required to issue reports to the following organizations and stakeholders:

- Local nty ard of supervisors
- Local c council, if applicable
- An or union representing employees working in buildings not fully conforming
- Special district or joint power agencies providing fire and emergency medical services district, if applicable
- Department of Health Care Access and Information
- Board of directors of the hospital
- Local office of emergency services or equivalent
- Office of Emergency Services
- Medical health operational area coordinator

SAMPLE

Appendix B – Serivces Report (Continued)

1xxxx Health Care Facility

Bldg Num	Bldg Name	Applicable Year	Nursing Med Surg	Surgical	Anesthesia PACU	Clinical Lab	Imaging Radiological Diagnostic Imaging	Pharmacy	Dietetic	Administrative	Sterile Processing	General Storage	Morgue	Employee Dressing	Housekeeping EVS	Laundry Linen	Special Procedures	ICU CCU PICU	Burn Unit	Neonatal Intensive Care Unit	Pediatric Adolescent Nursing Unit	Psychiatric Nursing	Obstetrics Perinatal Unit	Emergency	Nuclear Medicine	R[illegible]on Therapy	[illegible]al Rehabilitation Nursing Unit	Renal Dialysis	Respiratory	Intermediate Care	Outpatient Services	Skilled Nursing[illegible]	[illegible] Bldg	Central P[illegible]	C[illegible]	[illegible] Buildings Tunnel	[illegible]GAC Uses	
BLD 01235	New Stanford Hospital - Generator Building	2023																															X				SPC: 5 NPC: 5 Earthquake Resilient
BLD 05225	New Stanford Hospital	2023	X	X	X	X	X	X	X		X	X		X	X	[illegible]		X						[illegible]		X											SPC: 5 NPC: 5 Earthquake Resilient
BLD 05215	New Stanford Hospital - Elevator / Stair Enclosure	2023																																X			SPC: 5 NPC: 5 Earthquake Resilient
BLD 05288	New Stanford Hospital - Utility Tunnel	2023																																X			SPC: N/A NPC: 5

SAMPLE

Appendix B – Serivces Report (Continued)

General Acute Care Hospital Building Services – Glossary

Service Category	Description
Basic Clinical Services	**Required for hospital licensure**
Nursing - General Medical/Surgical	General inpatient nursing bed units. • Includes post-intensive care or transitional care/telemetry units • Excludes specialty nursing units
Surgical	Surgery Department • Includes patient preparation unit and operating rooms • Hybrid operating room (in-room CT, MRI, other intraoperative surgery modalities)
Anesthesia, Post Anesthesia Care Unit	Post surgery recovery unit
Clinical Laboratory	Laboratory services
Imaging, Radiological/Diagnostic Imaging	X-Ray, Fluoroscopy, CT, MRI, Ultrasound, Mammography
Pharmacy	Main Pharmacy • Excludes in-unit medication rooms
Prosthetic	Patient meal preparation kitchen, servery & dining • Includes emergency food storage location • Excludes snack bars, unit food storage & break rooms

SAMPLE

Appendix B – Serivces Report (Continued)

Basic Support Services	**Required for hospital operations**
Administration	Main hospital administration location • Excludes department administration
Sterile Processing	Main instrument steriliz[illegible]n, reprocessing and st[illegible] storage
General Storage	Main Materials Mana[illegible] single locati[illegible] • In[illegible]es loading doc[illegible]as stor[illegible] and [illegible]ilar general sto[illegible]ions Exclu[illegible]nit and specia[illegible]storage [illegible]es
Morgue	[illegible]udes morgue, autopsy, pathology [illegible]nd body holding. Not required for all [illegible]ilities.
Employee D[illegible]	Locker rooms
[illegible]keeping/Env[illegible]mental [illegible]vic[illegible]	Main Environmental Services Office location
Lau[illegible]Linen	Laundry, or Main Linen Storage location if using offsite laundry services
Su[illegible]emental Services	**Optional clinical services**
Special Procedures	Cardiac Catheterization Labs, Interventional Radiology, Angiography
Intensive Care/Coronary Care/Pediatric ICU	Critical care inpatient nursing units for general, cardiovascular or pediatric patients

SAMPLE

Appendix B – Serivces Report (Continued)

Burn Unit	Specialized inpatient critical care unit with specialized capability to treat burns
Neonatal Intensive Care Unit (NICU)	Specialized intensive care unit for newborns
Pediatric/Adolescent Nursing Unit	Principal bed type [illegible] Children's' Hospital or specialized [illegible] in a general acute care hospita
Psychiatric Nursing	S[illegible]cialized inpati[illegible]nit for acu[illegible] ps[illegible]iatric patients
Obstetrics/Perinatal Un	[illegible]peciali[illegible] inpati[illegible]units for birthing. Include[illegible]rooms, delivery rooms, C-Sectio[illegible]ooms, post-partum rooms, Labor, Delivery and Recovery Rooms (LDR's), Labor, Delivery, Recovery & Post-Partum Rooms (LDRP's) and well-baby nurseries
Emergency	Emergency Departments • Includes Trauma Rooms
[illegible]ucle[illegible]	Specialized inpatient and outpatient imaging and cardiac testing
Rehabilitation Therapy	Therapy services for inpatients and outpatients • Includes Physical Therapy (PT), Occupational Therapy (OT) and Speech Therapy
Physical Rehabilitation Nursing Unit	Specialized inpatient unit for Acute Rehabilitation patients with therapy to support return to normal daily living

SAMPLE

Appendix B – Serivces Report (Continued)

Renal Dialysis	Centralized inpatient/outpatient unit for providing dialysis care. • Excludes bedside dialysis care
Respiratory Care	Respiratory Care department's main office and specialize[illegible]orage
Intermediate Care	Specialized long-t[illegible] inpa[illegible]t care for developmentally dis[illegible] persons or thos[illegible]ot requiring ski[illegible] nursing. Unco[illegible]on in general a[illegible] care hospita[illegible]
Outpatient Services	Un[illegible]ecified l[illegible]se[illegible]tpatient services pr[illegible]ded in a ho[illegible]al building
Skilled Nursing Care	[illegible]st-acute long term skilled nursing units
Infrastructure	**Support for site operations**
[illegible]ntra[illegible]an[illegible] Buildings	Buildings providing principal utility origination • Includes central plants, boiler, electrical and chiller buildings, utility yards, bulk oxygen vessels, pump houses, etc. • Includes main computer server rooms • Excludes distributed utility closets
Canopies/Corridor Buildings/Tunnels	Hospital buildings supporting circulation. Includes • structurally free-standing canopies • buildings that only house connecting corridors • underground tunnels Excludes: • Canopies attached to other structures • Corridors in buildings with other occupiable uses

SAMPLE