COVID-19 Long-Term Care Bed Availability Portal FAQs

I. **Why was the Long-Term Care Bed Availability Portal developed?**
Missouri Hospital Association, Missouri Health Care Association and Leading Age Missouri members asked to have a way to easily communicate bed availability among hospitals and facilities. Hospitals voiced the need to easily identify facilities that were able to take admissions. The associations worked with the Missouri Department of Health and Senior Services to develop a long-term care bed availability portal.

II. **Are long-term care facilities required to report their bed availability?**
No. This is a voluntary process. Certainly, hospitals can encourage facilities to report their information to improve coordination communication, but DHSS is not going to require facilities to report.

III. **When will the dashboard be available?**
Wednesday, Nov. 25, will be the first day facilities are emailed a survey link to provide their facility's information. The information immediately will begin to populate the dashboard and be available to hospitals.

IV. **How often is the dashboard updated?**
All facilities are asked to update their information daily by 9 a.m. However, if a facility updates information after 9 a.m., the dashboard immediately will reflect that update.

V. **Who should the hospital contact if there are data problems with the dashboard?**
Questions with the technology should be sent to Holly Withrow at Holly.Withrow@oa.mo.gov. Other questions or feedback specifically related to hospitals can be sent to Sarah Willson, swillson@mhanet.com, or Kara Amann-Kale, kamann-kale@mhanet.com.

VI. **Where can the dashboard be accessed?**
https://mophep.maps.arcgis.com/apps/opsdashboard/index.html#/f1e0745f93fe46b482d8ff4585f821bf
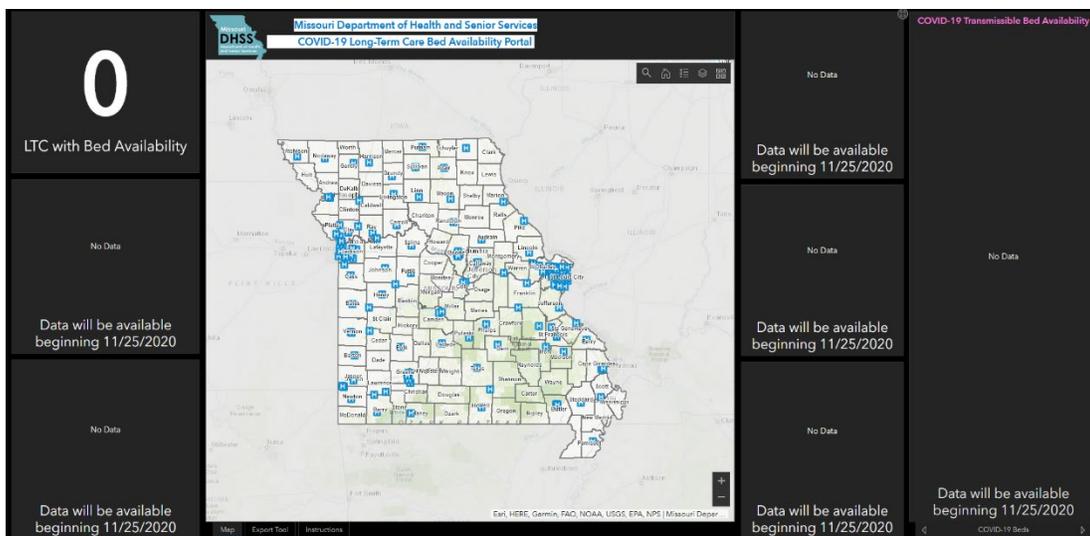
VII. **Are there instructions on how to export the data?**

Yes. Click on 'Instructions' under the map for information about how to use the dashboard.
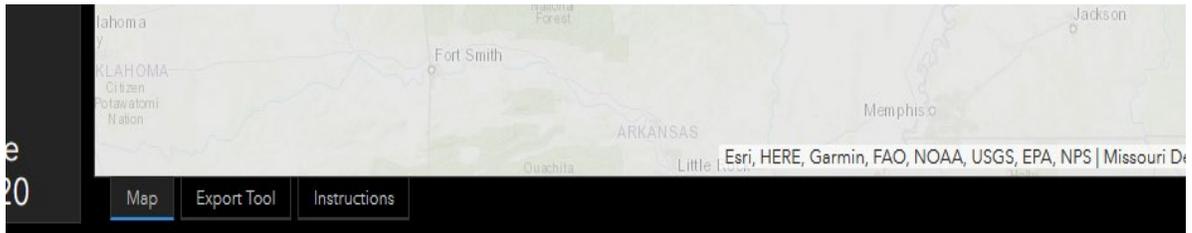
VIII. **Do hospital staff need a special login to access the dashboard site?**

No. Just launch the [dashboard](#) whenever seeking additional information.

IX. **Can we access information by region?**

Yes. The functionality of the site is based on zooming in and out of the map. To see statewide data on the dashboard, ensure the whole map is viewed. To look at a specific region, zoom in on the desired region. The data on the dashboard updates while zooming in and out of the map. Users also can use the "Export Tool" noted in the above picture to identify a particular facility, location or region, and export data that can then be sorted and used to inform hospital operations.

X. **Why aren't all long-term care facilities listed on the map?**

The submission of data is a voluntary process. A facility may choose to not submit data for a variety of reasons. If they do not submit data, their information does not exist. A facility can choose to participate on a daily basis and join in with data submission at whatever point they choose.

XI. **Is the information on the dashboard a true reflection of statewide bed availability in facilities?**

No. As mentioned, submission of information is on a voluntary basis and will not reflect a true statewide number of available facility beds. In addition, census and staffing in facilities is a fluid process, as it is in hospitals. Just because a facility has a number of beds marked as available does not mean that is the actual number available, or that they have the capacity to accept the patient. The dashboard is a tool to help hospitals locate an accepting facility faster. All normal care management processes remain in effect for agreement of acceptance of a patient into a facility.