

## Resource Request for Staffing

1. A facility experiences a staffing issue.
2. The facility contacts the county public health department and the California Department of Public Health District Office to report their staffing needs and situation.
3. The county public health department concurrently notifies:
  - a. Local Operations Center
  - b. Medical Health Operational Area Coordination
4. The Medical Health Operational Area Coordination reviews and assesses the facility's staffing needs and initiates the process of locating resources within the local area. The Medical Health Operational Area Coordination issues urgent requests for available (short term/long term) staffing support to local entities, that may include local emergency medical resources, hospitals, healthcare systems, and contract agencies.
  - a. If ongoing staffing support is needed and the local resource's ability to continue supplying supplemental staff changes (for example, a hospital's census increases) during that period, the Medical Health Operational Area Coordination will work to locate supplemental staff through alternate local resources.
  - b. If the staffing needs cannot be met at the local level, the Medical Health Operational Area Coordination will notify the Regional Disaster Medical Health Coordinators and Specialists.
  - c. If the Regional Disaster Medical Health Coordinators and Specialists declines to fill the resource need, the request reverts back to the Medical Health Operational Area Coordination.
5. The Regional Disaster Medical Health Coordinators and Specialists will explore options with emergency medical resources, hospital, or other healthcare partner from another operational area within the region.
  - a. If the staffing needs cannot be met at the regional level, the Regional Disaster Medical Health Coordinators and Specialists will contact the Medical Health Coordination Center, reporting the situation and requesting SNF staffing aid.
  - b. If the Medical Health Coordination Center declines to fill the resource need, the request revert backs to the Regional Disaster Medical Health Coordinators and Specialists.
6. The Medical Health Coordination Center will explore options; the Center for Health Care Quality may identify options within large chain operators or other facility types.
  - a. If the staffing needs cannot met through the Medical Health Coordination Center and are vetted, the Medical Health Coordination Center will contact the Multi Agency Coordination System.
  - b. If the Multi Agency Coordination System declines to fill the resource need, the request reverts back to the Medical Health Coordination Center.

7. The Multi Agency Coordination System will determine whether to use state options such as State Re Direct, Health Corps, California Medical Assistance Team, and/or contracting.
  - a. If the Multi Agency Coordination System is unable to fill resource need, the National Guard may be used.