

Temporary Permission for Program Flexibility and for Emergencies

When the Medical Health Coordination Center (MHCC) is activated, Providers and District Offices (DOs) will submit requests to CHCQDutyOfficer@cdph.ca.gov

This form is to be used ONLY for program flexibility requests when providers temporarily need to comply with licensing requirements by using alternative concepts, methods, procedures, techniques, equipment, or personnel.

Providers are required to submit a program flexibility request to the California Department of Public Health (CDPH), Center for Health Care Quality for approval. This form is a mechanism to expedite the request directly to the Medical Health Coordination Center (MHCC) for approval in emergency situations.

<https://www.cdph.ca.gov/Programs/CHCQ/LCP/Pages/DistrictOffices.aspx>

Facility Name

Courtyard Healthcare Center

Date of Request

07/01/20

License Number

030001815

Facility Phone

530-756-1800

Facility Fax Number

530-753-5010

Facility Address

1850 E. 8th Street

E-Mail Address

██████████@covenantcare.com

City

Davis

State

Ca

Zip Code

95616

Contact Person's Name

██████████ Administrator

Approval Request

Complete one form total per facility

- Staffing Other
- Tent use (High patient volume) Bed Use
- Space Conversion (other than tent use) Over bedding

Duration of Request

Start Date 07/01/20

End Date 09/29/20

Program Flex Request

What regulation are you requesting program flexibility for? Title 22 - section 72329.1 and 72329.2

Justification for the Request

- A disease outbreak (verifiable through sources such as the local emergency medical service agency (LEMSA), local Public Health Officer, CDPH Division of Communicable Disease Control, the Centers for Disease Control and Prevention) is present in the community where the hospital is located or in a contiguous area(s) causing a rapid influx (surge) of patients to the hospital. Examples of this type of surge include: Increased cases of seasonal influenza, onset of a severe acute respiratory syndrome-type or other highly contagious virus requiring acute care, an epidemic/pandemic, a bioterrorism agent, or a declared public health emergency.
- An emergency resulting in the need for increased patient accommodations has occurred in the community where the hospital is located or in a contiguous area(s) causing a rapid influx (surge) of patients to the hospital. Examples of this type of surge include: A natural or human-caused disaster, a crime incident or transportation accident resulting in numerous mass casualties, an emergency causing the evacuation of patients or diversions from another hospital (LEMSA diversion has been implemented).

- If you are seeking a staffing waiver, has your facility laid off any clinical staff within the previous 60 days? If so, please explain (**Note:** Attach supporting documentation if necessary)

No

Justification for the Request

- Other:

We are experiencing challenges meeting 3.5/2.4 requirements as the result of implementing CDC and CDPH guidance advising work restrictions for symptomatic employees and actual or suspected COVID-19 exposure instances; and continued school closures.

Exhausting Available Alternatives

The provider must exhaust available alternatives before requesting increased patient accommodations. Check all that apply:

- Rescheduling non-emergent surgeries and diagnostic procedures.
- Transferring patients to other beds or discharge as appropriate.
- Setting clinics for non-emergency cases (if possible).
- Requesting ambulance diversion from LEMSA, if appropriate.
- Other:

Adequate Staff, Equipment and Space

The provider must make arrangements for adequate staffing, equipment and space for increased patient accommodations. Check all that apply:

- A plan is in place for staff if the request is for use of alternate space.
- A plan is in place for equipment if the request is for use of alternative space.
- The proposed space for care of patients provides sufficient square footage to ensure access for safe care.
- Other:

Additional Information

Provide a brief description of your conditions and explain the need for program flexibility. Provide a brief description of the alternative concepts, methods, procedures, techniques, equipment or personnel to be used, and the conditions under which this program flexibility will be used. Attach additional supporting documentation as needed.

In the last 60 days, we have lost 9 CNAs, 6 NAs, and 13 Nurses due to COVID -19 related concerns. In addition, there are 9 CNAs and 1 RN on LOA. In April, our facility graduated 7 students from our C.N.A. class. Only 2 remained with our facility as of today with the other 5 leaving amid COVID related concerns. June 2020, our baseline testing resulted in 6 COVID -19 positive cases; 4 residents and 2 staff. Due to heightened media coverage, recruitment efforts for all nursing and clinical staff were not successful. Additionally, a lack of active CNA's in the Davis, Dixon, and Woodland area and other CNA's not willing to commute to Davis from larger markets such as Sacramento Metro, Vacaville, and Fairfield diminishes our already small applicant pool. The 10 Staffing Agencies with whom we are contracted are not able to fill the positions due to their own recruiting challenges and availability.

Currently, we have 2 Full Time Agency CNA; 1 AM Shift and 1 NOC shift. Our 10 Contracted agencies include: Harvard Partners, HDG Staffing, Judge Technical Staffing, Maxim, Merritt Search Group LLC, Nursource, Platinum Healthcare Staffing, Prime Time Staffing, RehabAbilities Staffing, Ro Health. Agencies are constrained for RN, CNA, LVN, PT, RT, and other clinical staffing. Our Recruiting Department is always actively recruiting for the following positions: Certified Nursing Assistants (4 FT AM Shift, 8 PM Shift, 4 NOC Shift) and Licensed Nurses (2 FT, 3 FT PM, 2 FT NOC). We have developed a multi-channel recruitment plan & invested significantly in order to attract and hire qualified staff. We post all of our job openings online on job boards like Indeed, where we are a featured employer. The candidate flow is very low for CNA candidates. Currently we are averaging 5 -7 per month. We contact every candidate to set up interviews, we successfully hired 5 candidates since February. Operational adjustments to help meet these challenges:

1. Noncertified staff have received training to assist with meals and assist with Non-nursing duties.
2. In July, Licensed Nurses work 12-hour shifts. CNAs remain on 8-hour shifts. Both, Licensed Nurses and Certified Nursing Assistance are working an abundance of overtime hours to maintain quality patient care and PPD.
3. Hired a Full Time Infection Preventionist to manage COVID 19 Testing and leads our

[Redacted Signature]

Executive Director

Signature of person requesting program flexibility

Title

[Redacted Printed Name]

Printed Name

NOTE: Approval for tent use, space conversion, bed use and over-bedding will be time limited and dependent on the facts presented that substantiate the emergency. Initial approval may be given verbally by the local DO; however, a signed written approval must be distributed (faxed) to the facility and filed in the facility's folder.

For CDPH Use Only

Center for Health Care Quality Approval:

Permission Granted from: 07/01/20 to 09/28/20

Permission Denied: Briefly describe why request was denied in comments / conditions below:

Comments / Conditions:

Approval is limited to the regulation of 72329.2 and excludes 72329.1.

CHCQ Printed Name: [Redacted]

CHCQ Staff Signature: [Redacted]

Date: 8/10/2020

[Redacted Signature]

HFCM II

Title

8/10/2020

Date

L&E District Office Staff Signature