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: West Covina Healthcare Center

Date of Request: 07/01/2020

License Number: 950000014

Facility Phone: 6269623368

Facility Fax Number: 6262280700

Facility Address: 850 S Sunkist Ave

E-Mail Address: [redacted]

City: West Covina

State: CA

Zip Code: 91790

Contact Person's Name: [redacted]

Approval Request

Complete one form total per facility

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

Duration of Request

Start Date: 7/01/2020

End Date: 9/30/2020

Program Flex Request

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

Justification for the Request

- [x] 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).

Facility	License Number	Request Date
West Covina Healthcare Ce	950000014	7/01/2020

Justification for the Request

☑ Other:

Closure of child care centers and the restriction of staff with respiratory symptoms causing a s

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.

Due to the closure of childcare centers and the restriction of symptomatic staff to stay away from work we have a critical shortage of qualified direct care staff and we cannot remedy the situation through staff recall and other staffing solutions. With the up-tick in COVID-19 cases in LA county and the rollbacks of opening establishments directed by Governor Newson, we do not anticipate this will improve any time soon. Also as the facility conducts the required mass testing, staff are testing positive and are being removed from the schedule. We are asking that CDPH waive the requirement to meet 3.5 and 2.4 for the duration of this event or until we can maintain minimal staffing.

. IDT and the facility medical director will communicate daily on staffing issues.

. Communicate as needed with CDPH district office regarding staffing levels and follow guidance given by CDPH.

. DON and other assigned RN will assess residents every shift for any change of condition and implement their change of condition policy as needed.

. Social Service Director will communicate with residents frequently and bring any grievances

or concerns to the IDT to address.
. Call in any available non direct care staff and assign them duties to assist in resident safety, dietary,hydration and activity needs.
. Continue to exhaust all measure to meet 3.5 and 2.4 staffing requirements.
. Notify residents and responsible party of staffing plan and changes as needed.

[redacted] Administrator

Signature of person requesting program flexibility Title

[redacted]

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:

[X] Permission Granted from: 7/29/2020 to 10/29/2020

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

Comments / Conditions: This program flex is approved effective 7/29/20 for 90 days from the approved date. For regulation 72329.2 (all staffing ratios) it is approved with the condition of a minimum 3.2 DHPPD overall staffing.

CHCQ Printed Name:

CHCQ Staff Signature:

Date:

[redacted] RN, BSN, RA 7/29/2020

L&C District Office Staff Signature Title Date