Temporary Permission for Program Flexibility for Increased Patient Accommodations

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

Hospitals are required to submit a program flexibility request to the California Department of Public Health (CDPH), Licensing & Certification (L&C) Program through their local district office (DO) for written approval. This form is a mechanism to expedite the request and approval process in emergency situations.

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

Facility Name: Whittier Hills Healthcare Center	Date of Request: June 26, 2020
License Number: 940000018	Facility Phone: (562) 947-7817 / Facility Fax Number: 562-943-5347
Facility Address: 10426 Bogardus Ave	E-mail Address: [redacted]
City: Whittier / State: CA / Zip Code: 90603	Contact Person Name: [redacted]

Approval Request
Complete one form for each request

☐ Tent use (High patient volume)
☐ Space conversion (other than tent use)
☐ Bed use
☐ Over bedding

Duration of Request

Start Date: July 1, 2020
End Date: September 30, 2020

Program Flex Request
What regulation are you requesting program flexibility for? CCR 22 §72329.2, H&S Code §1599.1(a)

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).

Justification for the Request

☑ Other:

On March 04, 2020 Gov. Gavin Newsom declared a State of Emergency to make additional resources available, formalize emergency actions already underway across multiple state agencies and departments, and help the state prepare for broader spread of COVID-19. Since the initial declaration of a State of Emergency, the situation has only become more serious. Southern

Exhausting Available Alternatives

The hospital 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: See below

Facility Name	License Number	Request Date

Adequate Staff, Equipment and Space

The hospital 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 alternate 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 utilized. Attach additional supporting documentation as needed.

CCR 22 §72329; §72329.2; H&S Code §1599.1(a)

Currently there is significant COVID-19 community spread in Southern California and it seems to be increasing as more and more business are reopening. The facility has activated its Emergency Operation Plan and is following a Coronavirus Mitigation Plan that it has submitted to the Department. The facility is also working very closely with the county Public Health Department and the facility is currently managing a COVID-19 outbreak. Given the current levels of community spread it is likely that additional staff will test positive in the coming weeks and months. It is imperative that these staff not feel pressure to come into work while they might potentially be contagious. Staff who test positive must refrain from coming to work for a prolonged period of time. Despite these challenges, the facility continues to work hard to ensure patients are receiving the care that they need, even if staffing hours might not satisfy state mandated levels.

Steps the facility has taken (and continues to take) include:

CCR 22 §72329; §72329.2; H&S Code §1599.1(a)

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Steps the facility has taken (and continues to take) include:

1. Implementing the facility's Staff Recall Policy and staffing contingency plans.
2. Asking nursing personnel to work extra hours or pick up extra shifts.
3. Working with staffing agencies to supplement facility staffing, while also working hard to limit staff who might be working at (and potentially transferring the disease from or to) other facilities.
4. Restricting entry to the facility and access to the patients to only essential personnel and regular screening of essential personnel.
5. Utilizing non-CNA's/LN's to supplement the services provided by nursing personnel (hospitality

[redacted]

Signature of person requesting program flexibility

Administrator

Title

[redacted]

Printed name

Text

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 L&C DO; however, a signed written approval must be distributed (faxed) to the hospital and filed in the hospital's facility folder.

For CDPH Use Only:

CDPH Licensing and Certification Approval:

☒ Permission Granted from: 8/17/2020 to 11/17/2020

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

Comments / conditions: This program flex is approved effective 8/17/20 for 90 days from the approved date. For regulation Section 72329.2 (all staffing ratios) It is approved with the condition of a minimum of 3.2 DHPPD overall staffing.

CHCQ Printed Name:

CHCQ Staff Signature:

[redacted]

L&C District Office Staff Signature Date: 8/17/2020