



# San Joaquin County

## Emergency Medical Services Agency



<http://www.sigov.org/ems>

Mailing Address  
PO Box 220  
French Camp, CA 95231

Health Care Services Complex  
Benton Hall  
500 W. Hospital Rd.  
French Camp, CA 95231

Phone Number  
(209) 468-6818

EMS Policy Memorandum No. 2020-26 (Revised)

DATE: May 4, 2020

TO: All Prehospital Personnel  
All Dispatch Personnel  
Ambulance Service Providers  
Fire Chiefs

FROM: Katherine Shafer, M.D., EMS Medical Director  
Dan Burch, EMS Administrator/Medical Health Operational Area Coordinator

SUBJ.: Coronavirus (COVID-19) Long Term Care Facility (LTCF) Crisis Staffing Event

The purpose of this memorandum is to inform all San Joaquin County prehospital personnel and dispatch personnel of the San Joaquin County Emergency Medical Services Agency's (SJCEMSA) process to address LTCF crisis staffing events. An LTCF crisis staffing event occurs when an LTCF: 1) identifies an unmet staffing need that could result in the inability to provide adequate care for residents; or 2) without warning does not have the workforce immediately available to safely care for residents.

The California Department of Public Health (CDPH) and San Joaquin County Public Health Services (SJCPHS) are assisting LTCFs to successfully implement strategies and recommendations to mitigate impact of COVID during the current public health emergency. CDPH requires skilled nursing facilities to report daily on availability of staff and the ability to provide patients. If a potential crisis staffing event is identified, LTCFs are directed to notify CDPH, SJCPHS and the medical health operational area coordinator (MHOAC). The SJCEMSA Duty Officer serving as the Medical Health Operational Area Coordinator (MHOAC) will work with CDPH and SJCPHS to determine the response needed to mitigate a potential crisis staffing event.

### Unplanned or Abrupt Crisis Staffing Event:

If an LTCF activates the 911 system to report a crisis staffing event, the following process is to be followed:

1. Primary PSAPs are to transfer the reporting party to the Valley Regional Emergency Communication Center (VRECC) as San Joaquin County's designated EMS Dispatch Center.
2. VRECC shall process the call using Medical Priority Dispatch System (MPDS) protocols as appropriate.

- a. Assign an EMS response pursuant to EMS Policy No. 3202, Medical Priority Dispatch System Assignments.
  - b. Request an ambulance supervisor to respond to the scene.
  - c. Notify the SJCEMSA Duty Officer of the event.
3. The initial responding prehospital personnel should:
- a. Initiate care and transport of individual patients with life threatening conditions based on patient assessment.
  - b. Provide necessary care on scene, within responding personnel's certification/accreditation and consistent with the SJCEMSA policies and treatment protocols, for patients that do not require immediate transport to an acute care hospital.
  - c. Perform an assessment of the scene, including engagement with LTCF administration as the responsible party of the LTCF, communicate assessment observations and potential resource needs to the SJCEMSA Duty Officer.
4. The SJCEMSA Duty Officer upon arrival will in cooperation with the LTCF administration determine the response needed to mitigate the crisis staffing event.

Operational Concepts:

1. Provide an initial response of on duty EMS resources to ensure a safe environment for residents.
2. Release on duty EMS resources as soon as possible.
3. The SJCEMSA Duty Officer will exhaust all local and state resources prior to implementing in a safe and organized evacuation of the facility.

If you have any questions regarding this memorandum, contact Amanda Petroske, MSN, RN, at (209) 468-6818.