

COVID-19: Hospital Resource Requests

BACKGROUND

With resources at critically low levels across all regions of the state, the nation, and internationally, it is important to understand how California's emergency preparedness system supports hospitals' resource needs. If a hospital is unable to obtain needed items on its own, the hospital should submit a resource request through the Medical Health Operational Area Coordination (MHOAC) Program. During a local, state, or federal declaration of emergency, the MHOAC assists the agency operational area coordinator in the coordination of medical and health disaster resources within the operational area and is the point of contact for coordination with the regional disaster and medical health coordinator (RDMHC), the local emergency medical services agency, the regional office of the agency, the California Department of Public Health (CDPH), and the state Emergency Medical Services Authority (EMSA).

STATE STOCKPILE

The state stockpile is managed by the California Logistics Task Force. Throughout the COVID-19 pandemic, the task force has worked to secure resources required to respond to the emergency. Health care providers are prioritized to receive resources from the stockpile. Over the last year, more than 500 million items were allocated to the public health sector from the state stockpile.

Yet, California's stockpile continues to be limited by manufacturing and supply chain issues, so the task force works to secure items that hospitals may need when all other options have been exhausted. It is important to note that, due to the variety of manufacturers and models, it is impossible for the state stockpile to obtain all items specific to each hospital's needs.

WHAT TO REQUEST THROUGH THE MHOAC

When a hospital is unable to obtain a needed resource on its own, the MHOAC process is the way to submit a resource request for any type of need. This includes, but is not limited to:

- **Personal protective equipment**
- **Staffing**
- **Oxygen**
- **Ventilators**
- **Vaccination supplies**
- **Beds**
- **Pharmaceuticals**
- **Fit-testing equipment**

If a hospital needs any resource that it is unable to obtain in accordance with the [California Public Health and Medical Emergency Operations Manual](#), its request should be submitted to the MHOAC. **Note: Even though hospitals often realize that local, regional, and state caches may be empty, or do not carry the item needed, it is important to continue submitting resource requests.**

This is critically important, as the MHOAC resource request process provides situational awareness to the CA Logistics Task Force with respect to hospital resource needs and has resulted in the task force initiating purchase of some items such as beds, vaccination supplies, and other resources that it originally did not procure.

HOW TO REQUEST THROUGH THE MHOAC

The state EMSA website includes a comprehensive [list of county MHOAC contacts](#).

Instructions for requesting supplies through a MHOAC — a process that is tested annually with all California hospitals and local disaster coordinators during the November Statewide Medical and Health Exercise — are below.

In general:

- 1. A hospital initiates the request to the MHOAC** using a resource request form. Each county has its own form, so hospitals should obtain the form from the applicable MHOAC.

- 2. The MHOAC reviews the request and distributes** any available local supplies.
- 3. If there are insufficient local/county supplies,** the MHOAC submits the hospital's resource request to the RDMHS to check for available supplies in the region.
- 4. If there are insufficient resources within the respective region,** the RDMHS will check with other mutual aid regions.
- 5. If there are insufficient supplies in the other regions,** the RDMHS submits the hospital's resource request to the state Medical and Health Command Center (MHCC), which is a combined state command center of the Emergency Medical Services Authority, CDPH, and California Department of Health Care Services, and works with other state departments.
- 6. If there are insufficient state supplies within the California Emergency Support Function 8 (CA ESF 8),** the MHCC sends the requests to the State Operations Center, which coordinates with CA ESF 7 for appropriate procurement.

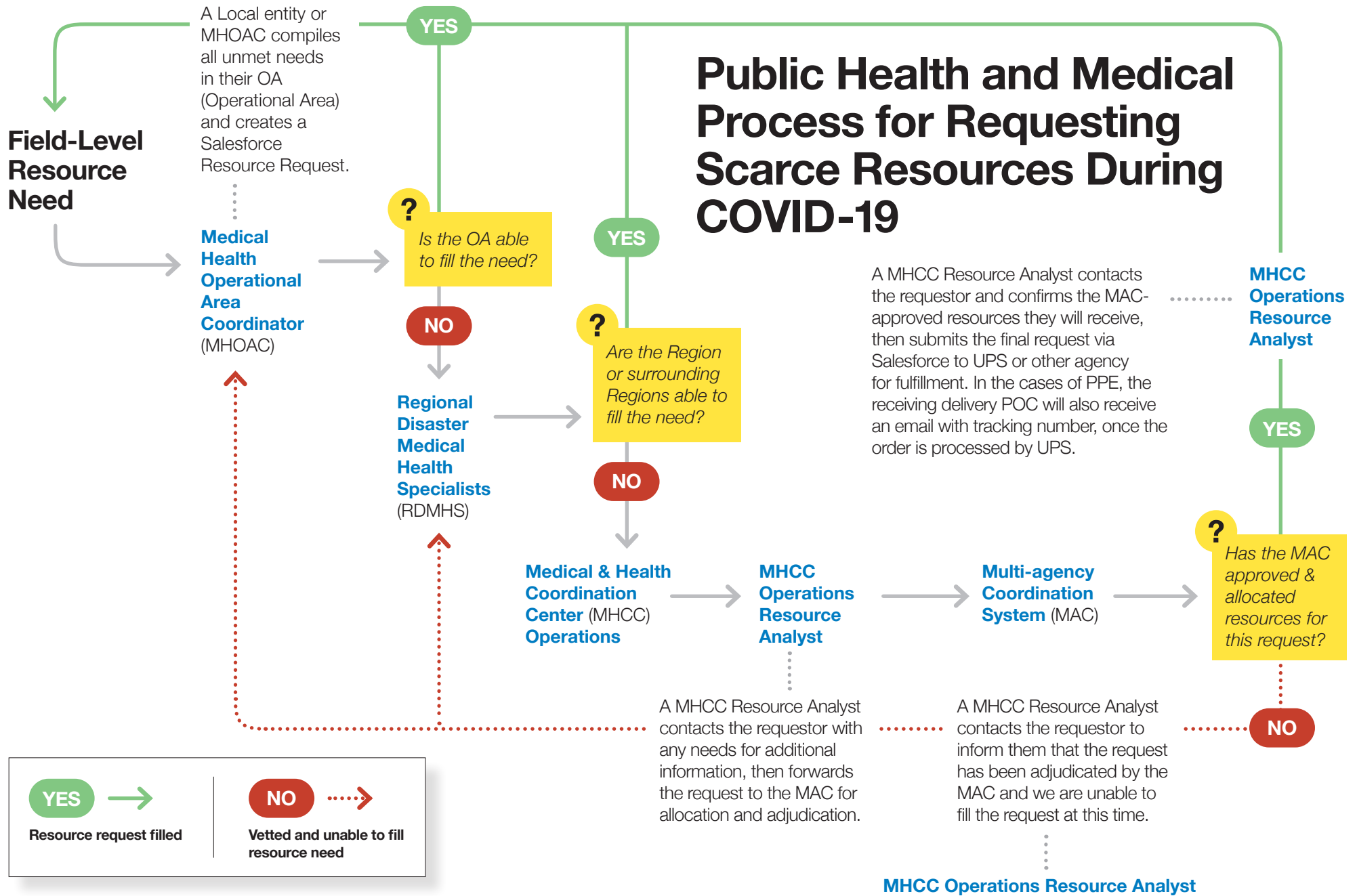
See the diagram on **page 3** for additional details about the flow of resources.

HOW TO TRACK A REQUEST

The ability to track a resource request varies by county. Some counties have provided access to Salesforce so that a hospital may track the request directly; for other counties, hospitals must contact the applicable MHOAC directly.

If a hospital is using its county's process and is not receiving a response or the necessary resources it needs, it should contact Mary Massey, CHA vice president, emergency preparedness, at mmassey@calhospital.org.

Public Health and Medical Process for Requesting Scarce Resources During COVID-19



<p>YES →</p> <p>Resource request filled</p>	<p>NO →</p> <p>Vetted and unable to fill resource need</p>
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