

# San Joaquin Operational Area



## Healthcare Coalition Memorandum of Understanding

December 20, 2013

**San Joaquin County Emergency Medical Services Agency**  
P.O. Box 220, French Camp, California 95231

# San Joaquin Operational Healthcare Coalition Mutual Aid Memorandum of Understanding for Healthcare Organizations

## I. Introduction

The Hospital Preparedness Program (HPP) grant requires that each participating hospital, clinic, and provider enter into a voluntary memorandum of understanding for the sharing of personnel, resources and information during a medical/health disaster or other event. MOU participants agree to voluntarily share resources only when resources are available, with the requesting organization agreeing to replace or pay the cost of the resource. An MOU participant is not required to share resources which it believes are needed to maintain its own operations, etc.

The San Joaquin County Healthcare Coalition Mutual Aid MOU (MOU) is designed to establish a process for resource sharing among the hospitals, clinics and healthcare providers in San Joaquin County. During the spring and summer of 2009, as resources became scarce and supplies proved slow, several hospitals and clinics used these MOU procedures to “borrow” N95 respirators from the cache of supplies available from the San Joaquin County EMS Agency. It is this type of situation that best illustrates how the MOU is designed to be used.

The San Joaquin County Healthcare Coalition Mutual Aid MOU augments the government authorized mutual aid process used during times of a declared or actual disaster or emergency.

## II. Background

The development of a healthcare mutual aid memorandum of understanding is required for any healthcare organization receiving Federal preparedness and response grant funds, as well as organizations accredited through the Joint Commission.

### 1. National Incident Management System (NIMS)

Homeland Security Presidential Directive (HSPD)-5 *Management of Domestic Incidents* called for the establishment of a single, comprehensive national incident management system. As a result, the U.S. Department of Homeland Security released the National Incident Management System (NIMS) in March 2004. NIMS provides a systematic, proactive approach guiding departments and agencies at all levels of government, the private sector, and nongovernmental organizations to work seamlessly to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life, property, and harm to the environment.

All hospitals and healthcare systems receiving Federal preparedness and response grants, contracts or cooperative agreements (e.g., Hospital Preparedness Program grants) must work to implement the National Incident Management System (NIMS). Compliance with the NIMS requires healthcare

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organizations to implement all 14 NIMS Objectives. NIMS Objective #4 specifically requires that Grant Recipients, "Participate in interagency mutual aid and/or assistance agreements, to include agreements with public and private sector and nongovernmental organizations".

2. U.S. Department of Health and Human Services  
Healthcare organizations that receive FY 2008 HHS Assistant Secretary for Preparedness and Response (ASPR) funding are required to implement and report on all 14 NIMS implementation objectives.
3. California Department of Public Health Services (CDPH)  
The 2008/09 Application Guidance for Local Hospital Preparedness Program Entities develop a Memoranda of Understanding for the sharing of information, staff, and other resources.
4. Joint Commission  
Healthcare organizations that are accredited through the Joint Commission are required to have mutual aid agreements to comply with the Emergency Management Standards EM.02.02.03.

**III. Purpose of Mutual Aid Memorandum of Understanding**

The purpose of this MOU is to help participating healthcare organizations quickly obtain emergency assistance in the form of personnel, equipment, materials, information and other associated services during disasters. Furthermore this MOU will help participating healthcare organizations meet the Federal and/or Joint Commission requirements for having mutual aid agreements.

This MOU is a voluntary agreement between the participating healthcare organizations located in San Joaquin County. This document is not intended to replace each organization's disaster plan. By signing this MOU, the healthcare organizations are evidencing their intent to abide by the terms of the MOU as described below. The terms of this MOU are to be incorporated into each healthcare organization's disaster plan.

**IV. General Terms of this Agreement**

1. Agreement to Share Resources: To the best of their ability, each healthcare organization participating in this MOU agrees to share the following available resources during a disaster:
  - a. Personnel
  - b. Equipment
  - c. Supplies
  - d. Pharmaceuticals
  - e. Information

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**Reimbursement:** The default process for reimbursement of utilized resources is located in Attachment B. Any deviation from the default process must be agreed upon between the receiving and donor organizations in writing.

2. Activation of the Mutual Aid Memorandum of Understanding: Only the Incident Commander at each healthcare organization has the authority to activate this MOU.
3. Credentialed Personnel: Each healthcare organization that wishes to request prescreened medical personnel, whose credentials are verified once every 24 hours, may request personnel through the Medical Health Operational Area Coordinator (MHOAC). The San Joaquin County Emergency Medical Services Agency serves as the county administrator of the Disaster Healthcare Volunteers (DHV) of California. To request personnel contact the EMS Agency Duty Officer 24/7 at (209) 234-5032.

Each healthcare organization is strongly encouraged to have their personnel register with the San Joaquin Unit of the Disaster Healthcare Volunteers to ensure that there are always an adequate number of prescreened personnel available during a disaster. For more information about the Disaster Healthcare Volunteers go to <https://www.sjgov.org/departments/ems/Menu/emergency-preparedness>. Register online at <https://healthcarevolunteers.ca.gov/>

**V. Region IV Medical/Health Mutual Aid System**

The process for requesting medical and health mutual aid resources will be coordinated by the San Joaquin County Medical Health Operational Area Coordinator (MHOAC) and the Region IV Regional Disaster Medical Health Coordinator (RDMHC). The MHOAC and RDMHC are available through the EMS Agency Duty Officer 24/7 at (209) 234-5032. For more information see the Region IV Medical/Health Mutual Aid System Manual 3, available online at [https://www.sjgov.org/docs/default-source/emergency-medical-services-documents/policies/section-7000-multi-casualty-incident-and-disaster-medical/7030---mci-manual-3-mutual-aid.pdf?sfvrsn=b13cc99d\\_6](https://www.sjgov.org/docs/default-source/emergency-medical-services-documents/policies/section-7000-multi-casualty-incident-and-disaster-medical/7030---mci-manual-3-mutual-aid.pdf?sfvrsn=b13cc99d_6)

**VI. Mutual Aid Memorandum of Understanding (MOU) Administration**

The San Joaquin County Emergency Medical Services (EMS) Agency will maintain all of the original MOU documents and provide copies to all participating healthcare organizations.

All correspondence with the EMS Agency should be sent to:

**San Joaquin Operational Healthcare Coalition  
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San Joaquin County Emergency Medical Services Agency  
P.O. Box 220  
French Camp, CA 95231  
Attn: MOU Administrator

**VII. Term and Termination**

The terms of this Agreement will commence on the date this Agreement is signed and will continue in full force and effect for five (5) years from that date unless terminated or modified by mutual written agreement by all participating healthcare organizations. An individual organization may elect to terminate its participation in this MOU by providing thirty (30) days written notice to other participating healthcare organizations of its intent to terminate.

**SIGNATURE PAGE FOLLOWING**

**San Joaquin Operational Healthcare Coalition  
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IN WITNESS WHEREOF, the undersigned have executed this Agreement on behalf of:

\_\_\_\_\_  
*Healthcare Organization Name*

\_\_\_\_\_  
*Address*

\_\_\_\_\_  
*City*

\_\_\_\_\_  
*State*

\_\_\_\_\_  
*Zip Code*

By:

\_\_\_\_\_  
*Name<sup>1</sup>*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

\_\_\_\_\_  
*Title*

\_\_\_\_\_  
*Telephone Number*

\_\_\_\_\_  
*Email Address*

NOTE: For healthcare organizations with multiple locations, within San Joaquin County, please attach a list of all facility names, addresses and telephone numbers covered by this MOU.

Submit this original signature page to:

San Joaquin County Emergency Medical Services Agency  
P.O. Box 220  
French Camp, CA 95231  
Attn: MOU Administrator

\_\_\_\_\_  
<sup>1</sup> Authorized by the healthcare organization to sign this agreement

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**Attachment A**

**PARTICIPATING HEALTHCARE ORGANIZATIONS**

**Hospitals:**

1. Dameron Hospitals Association  
525 W. Acacia Street  
Stockton, CA 95203  
209-944-5550
  
2. Kaiser Manteca Medical Center  
1777 W. Yosemite Ave.  
Manteca CA 95337  
209-825-3700
  
3. Lodi Memorial Hospital  
975 S. Fairmont Avenue  
Lodi, CA 95240  
209-334-3411
  
4. Saint Joseph's Medical Center  
1800 N. California Street  
Stockton, CA 95204  
209-943-2000
  
5. San Joaquin General Hospital  
500 W. Hospital Rd.  
French Camp, CA 95231  
209- 468-6000
  
6. Sutter Tracy Community Hospital  
1420 N. Tracy Blvd.  
Tracy, CA 95376  
209-835-1500

**Clinics:**

1. Community Medical Centers, Inc.
  - a. Administrative Office  
7210 Murray Drive  
Stockton, CA 95210  
209-373-2800

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- b. Channel Medical Center  
701 E. Channel St.  
Stockton, CA 95201  
209-944-4700
  
  - c. Hammer Medical Center  
1721 E. Hammer Ln.  
Stockton, CA 95210  
209-751-5210
  
  - d. King Family Center  
2640 E. Lafayette St.  
Stockton, CA 95206  
209-933-7232
  
  - e. Lawrence Family Center & Clinic  
721 Calaveras St.  
Lodi, CA 95240  
209-331-8019
  
  - f. Manteca Clinic  
200 Cottage Avenue, Suite # 103  
Manteca, 95201  
(209) 624-5800
  
  - g. Mariposa Clinic  
2003 E. Mariposa Rd.  
Stockton, CA 95205  
209-751-1900
  
  - h. Tracy Family Practice  
730 N. Central Ave.  
Tracy, CA 95376  
209-820-1500
  
  - i. Woodbridge Medical Group  
2401 Turner Rd.  
Lodi, CA 95242  
209-370-1700
2. Dameron's Occupational Injury Clinic  
420 W. Acacia Street, Suite 2  
Stockton, CA 95203  
209-461-3196



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3. Dameron's Occupational Health Clinic  
420 W. Acacia Street, Suite 19  
Stockton, CA 95203  
209-461-3196
  
4. Defense Logistics Agency (DLA) Occupational Clinic  
25600 S. Chrisman Rd.  
Tracy, CA 95304  
(209) 839-4340
  
5. Kaiser Manteca Medical Offices  
1721 W. Yosemite Blvd  
Manteca CA 95337  
209-825-3700
  
6. Kaiser Stockton Medical Offices  
7373 West Lane  
Stockton, CA 95210  
209-476-2000
  
7. Lodi Health – Plaza Surgical Care  
999 S. Fairmont Ave.  
Lodi, CA 95240  
(209)339-7614
  
8. Lodi Health – West Prenatal Care  
2415 W. Vine St., Suite 103  
Lodi, CA 95240  
(209)333-3030
  
9. Lodi Health – West Family Care  
2415 W. Vine St., Suite 105  
Lodi, CA 95240  
(209)333-3121
  
10. Lodi Health – West Occupational Medicine  
2415 W. Vine St, Suite 105  
Lodi, CA 95240  
(209) 339-7441
  
11. Lodi Health - Fairmont Specialty Care  
845 S. Fairmont Ave., Suite 8  
Lodi, CA 95240  
(209) 339-7625

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12. Lodi Health – Ham Lane Urgent Care  
1235 W. Vine St., Suite 20  
Lodi, CA 95240  
(209) 339-7600
  
13. Lodi Health – Walter E. Reiss Outreach Clinic  
300 W. Oak St.  
Lodi, CA 95240.  
(209)365-0835
  
14. Lodi Health – Trinity Family & Specialty Care  
10200 Trinity Parkway  
Stockton, CA 95219  
(209) 323-3480
  
15. Lodi Health – Vine Specialty Care  
1235 W. Vine St., Suite 22  
Lodi, Ca 95240  
(209) 334-8520
  
16. Lodi Health – Millsbridge Family Care  
1901 W. Kettleman Lane, Suite 200  
Lodi, Ca 95240  
(209) 334-8540
  
17. Sutter Gould Medical Foundation - Stockton Medical Plaza  
2505 and 2545 W. Hammer Lane  
Stockton, CA 95209  
(209) 955-3000

**Behavioral Health Centers:**

1. San Joaquin County Behavioral Health Services  
1212 N. California Street  
Stockton, CA 95202  
209-468-8686
  
2. St. Joseph's Behavioral Health Center  
2510 N. California Street  
Stockton, CA 95004  
209-461-2000

**Outpatient Surgery Centers:**

1. Dameron's Outpatient Surgery  
Alex and Faye Spanos Surgical Pavilion

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445 W. Acacia Street  
Stockton, CA 95203  
209-944-5550

2. Lodi Outpatient Surgical Center  
521 S. Ham Lane, Suite F  
Lodi, CA 95242  
209-333-0905
3. San Joaquin Laser and Surgical Center  
1805 N. California St., Suite 101  
Stockton, CA 95204  
(209) 948-5515
4. Sutter Gould Medical Foundation - Stockton Surgical Center  
1800 Don Ave.  
Stockton, CA 95209  
(209) 955-3001
5. Valley Laser and Surgery Center, Inc.  
36 W. Yokuts Ave., Suite 3  
Stockton, CA 95207  
209-952-1189
6. Zeiter Eye Surgical Center, Inc.  
1801 E. March Lane, Suite C360  
Stockton, CA 95210  
(209) 337-2020

**Long Term Care Facilities:**

1. Kaiser Permanente Skilled Nursing Facility  
1777 W. Yosemite Ave.  
Manteca CA 95336  
(209) 825-3700
2. O'Conner Woods  
3400 Wagner Heights Rd.  
Stockton, CA 95209  
(209) 956-3400
3. Windsor Hampton Care Center  
6442 Hampton Street  
Stockton, CA 95204  
209-466-0456

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**Pharmacies:**

1. Dameron's Linacia Pharmacy (Retail Pharmacy)  
420 W. Acacia Street Suite 1  
Stockton, CA 95203  
209-466-2954

**Laboratories:**

1. Dameron Hospital Association - Core Lab  
530 W. Acacia Street, Suite 2  
Stockton, CA 95203  
209-944-5550

**Dental:**

1. Community Medical Centers, Inc.  
San Joaquin Valley Dental Group/Carelink/EIP  
230 N. California St.  
Stockton, CA 95202  
209-940-7200

**Ambulance:**

1. American Medical Response  
400 S. Fresno St.  
Stockton, CA 95203  
(209) 948-5136

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**Attachment B**

**DEFAULT PROCESS FOR REIMBURSEMENT**

**REIMBURSEMENT:**

The process for reimbursement during times of disaster will be conducted as outlined below.

**Loaned Equipment:**

The receiving healthcare organization shall return to the donor organization any and all equipment borrowed during the time of a disaster. Equipment shall be returned to the donor organization in the same condition in which it was received in a timely manner. The receiving healthcare organization shall also pay for any costs related to shipping the equipment back to the donor organization.

**Loaned Supplies, Materials or Pharmaceuticals (Consumables):**

The receiving healthcare organization shall return to the donor organization as soon as feasibly possible an exact replacement inventory of borrowed consumables. It shall be the receiving healthcare organization's responsibility to pay for any costs related to shipping the consumables back to the donor organization.

**Loaned Personnel:**

The receiving healthcare organization shall reimburse the donor organization compensation for all borrowed personnel during times of disasters. Reimbursement rates shall be based on the current compensation rate for personnel as provided by the donor organization. The receiving healthcare organization is only responsible to reimburse wages for personnel that are specifically requested. Personnel that show up to assist without being specifically requested shall be considered volunteers.