

## **Post-Acute Care Facilities Staffing Assistance Request Procedure**

### **Purpose:**

To establish a process for post-acute care (PAC) facilities to request supplemental staffing from the Delaware Medical Reserve Corps (DMRC).

### **Procedure:**

**Steps 1–5 MUST be completed and documented before submitting request for staffing assistance.**

1. Use incentives and overtime pay for current staff.
2. Re-assign non-direct care staff to assist in appropriate ways.
3. Actively recruit new staff by advertisement. Provide documentation.
4. Refer to Emergency Preparedness Plan's contingency plan for additional staffing needed and call BOTH staffing agencies. If unsuccessful, provide documentation.
5. Where applicable, contact corporate headquarters to request re-allocation of available resources from other facilities/areas. If unsuccessful, provide documentation.
6. When ALL above options have been explored and exhausted, submit a fully completed **Staffing Assistance Request Form** to [DPH\\_PAC@delaware.gov](mailto:DPH_PAC@delaware.gov)
  - \* Requests for staffing must be submitted a MINIMUM of 24 hours in advance. \*
7. The PAC team will review requests, and take following information into consideration:
  - Current facility census
  - Current staffing capacity
  - Location of facility

Requests are filled based on availability.

The PAC team will approve requests for staffing determined appropriate, which may not fulfill the entire request.

8. An approved request will be forwarded to the DMRC Coordinator to post in ServeDE. If DMRC is able to fill the request, the PAC team will notify the requesting facility with names of staff, category of staff, and what shift(s) they will be covering.

If not approved, the PAC team will contact the requesting facility to inform and discuss other options.