



DATE: March 2, 2023

TO: Honorable Board of Supervisors
Jeffrey V. Smith, County Executive

FROM: Paul Lorenz, Chief Executive Officer, Santa Clara Valley Healthcare

SUBJECT: Report back on SCVMC Kitchen Licensing Strategy

DocuSigned by:
Paul Lorenz
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3/2/2023

At the Board of Supervisors meeting on February 28, 2023 (Item No. 47), at the request of Supervisor Chavez, the Board directed Santa Clara Valley Healthcare (SCVH) to provide an off-agenda report relating to the administrative delays in completing the retroactive fifth amendment to the agreement with Ruck-Shockey and Associates and the strategy to complete California Department of Public Health (CDPH) licensing of the new Receiving and Services Center (RSC) kitchen at Santa Clara Valley Medical Center (SCVMC).

The Department of Nutrition and Food Services is utilizing the consulting services of Ruck Shockley and Associates to assist in the completion of all policies, procedures, workflow consulting and documentation efforts to assure a successful licensure of the RSC kitchen by March 31, 2023.

Delays in executing the fifth amendment

The SCVH Contracts Solutions team has experienced significant staffing gaps due to retirements and promotional transfers. The Department is using extra help and has recently onboarded three permanent staff to help support contracting volume, as staff are trained and develop experience. Additional staff are being recruited to help better support the need, and moving forward, contract expiration dates will be better tracked to ensure there are no administrative delays.

Strategy to complete licensing of the RSC Kitchen

In preparation for CDPH licensing of the RSC kitchen, SCVH has developed the licensing workplan that has been reviewed by CDPH. SCVH is conducting daily internal department meetings and weekly collaborative calls with the lead CDPH surveyor to ensure readiness for the onsite licensing survey. These meetings focus on review and reinforcement of the expected standards necessary for licensure. Mock surveys are also conducted weekly to assess staff readiness. Contractors are actively working to ensure all kitchen equipment is tested and fully operational. Additionally, registry staff are being utilized and expedited hiring and training is

underway to ensure appropriate staffing levels to fully support the new kitchen. The target date for the licensing survey is March 20, 2023, to allow an additional week to make any potential corrections noted in the survey before the March 31, 2023, completion deadline.

A request for a license extension can be made to CDPH with supporting documentation if additional time is needed. However, SCVH is committed to meet the state and regulatory requirements and complete licensing by March 31, 2023. Should an extension be required, daily food service operations with kitchen planning, menu and recipe development, organization, and inventory management would continue without interruption.

cc: Chief Board Aides
Greta S. Hansen, Chief Operating Officer
James R. Williams, County Counsel
Tiffany Lennear, Clerk of the Board of Supervisors
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