

COVID-19 After-Action Report Summary

County of Santa Cruz, Health Services Agency

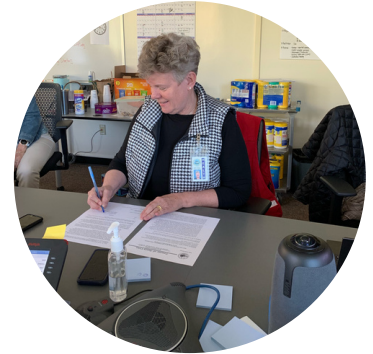
The County of Santa Cruz started the Public Health Department Operations Center (PH DOC) on February 28, 2020 to prepare for and respond to the growing COVID-19 global health emergency. The main goal of the PH DOC was to minimize death and illness from COVID-19. The report highlights key actions taken, successes and areas for growth. It serves to help prepare for future emergency events.

What is a Department Operations Center (DOC)?

A DOC is a location (physical or virtual) where all disasters are managed from. It is where personnel get together to organize information and resources and manage the emergency. The PH DOC included the following roles: Incident Commander, Public Information Officer, Safety Officer, Logistics Section, Liaison Officer, Operations Section, Planning Section and Finance Section.

What are examples of the PH DOC response activities?

- Collect, analyze and share data with the public and partners
- Trace and slow the spread of COVID-19 through individual case contacts and education to those who have or may have COVID-19
- Develop and implement plans for mass vaccination
- Provide education, messaging and resources to the healthcare system, Community Based Organizations (CBOs) and the public
- Increase access and capacity for COVID-19 testing



Successes of the PH DOC Response:

- Worked with partners throughout Santa Cruz to develop the SAVE Lives group to increase community capacity and resiliency
- Established a Health Equity Advisory Committee to eliminate disparities in accessing services
- Santa Cruz County has higher rates of COVID-19 vaccinations (77.2% fully vaccinated) than the statewide average (72.3%) and among the highest County rates in the State
- Santa Cruz has one of the lowest death rates (100.7 deaths per 100,000 cases), compared to other Counties and the overall State rate (240.5)

What are some areas for future growth?

- Maintain and expand relationships with community partners
- Boost the public health workforce
- Establish a culture of preparedness through plans, trainings and exercises
- Develop a county-wide unified command approach for future emergency response

The COVID-19 Pandemic Response by the Numbers



Vaccines

43,557 COVID-19 vaccines given at Public Health sites. These sites included clinics, such as Watsonville Vaccine Center, pop-up clinics held with CBOs and businesses and a Vaccine Strike Team that provided vaccinations to homebound individuals and Long-Term Care facilities.



Tests

1,604,558 COVID-19 tests given, or an average of 1,440 per day. The County averaged 24% above the State rates per 100,000 residents. (*Note: testing numbers shown here are lower than actual due to availability of at-home tests*)

162,472 test kits distributed to individuals and community organizations.



Volunteer Hours

14,000+ volunteer hours from the Medical Reserve Corps, Santa Cruz Volunteer Center, Cabrillo College of Nursing, California Department of Public Health and other organizations.



Personal Protective Equipment

1,850,478 items of Personal Protective Equipment (PPE) distributed to healthcare facilities, schools, CBOS, Emergency Medical Services and other partners. PPE included 1,049,350 gloves, 222,266 gowns and 469,283 masks.



Call Center

30,304 calls fielded by the COVID-19 Call Center to address questions and concerns from the community, medical providers and partners.



Staff Hours

334,552 County staff hours, which included 308,708 regular hours, 9,699 overtime hours and 16,145 uncompensated overtime hours.

The estimated cost of the County response to COVID-19 was \$20 million. Most of this money will be submitted for reimbursement by the Federal Emergency Management Agency.



- ▶ SLOW THE SPREAD
- ▶ ADAPT AND ADJUST
- ▶ VACCINATE AND TREAT
- ▶ ELEVATE READINESS

The County of Santa Cruz Health Services Agency thanks all community members and partners for your tremendous support. Our success would not have been possible without you. We continue our commitment to collaborate with the community to protect, promote and improve the health and well-being for all.