

# CCH/CCDPH COVID-19 Vaccination Program & Contact Tracing Update



## Cook County Health & Hospitals Committee Meeting February 24, 2021

### Presenters:

- Israel Rocha, Jr., CEO Cook County Health
- Robert Sumter, PhD, FACHE, Chief Information Officer
- Kiran Joshi, MD, MPH, Senior Medical Officer & Co-Lead, Cook County Department of Public Health
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# CCH Vaccine Strategy

CCH is developing a multi-pronged approach to vaccine administration to expand current capacity, ensure an equitable distribution of vaccine in vulnerable communities and to help safely restore critical public services to the community. As vaccine supply increases, additional Points of Distribution (PODs) will be considered. All sites require an appointment.

POD Type	Definitions	Location(s)
CCH Mega PODs	Open to the general public who meet current eligibility criteria. Appointments required. Scheduling done through vaccine.cookcountyl.gov or 1-833-308-1988 M-F 7AM – 7PM	Tinley Park Conv Center – Tinley Park Triton College – River Grove South Sub. College – South Holland
Targeted PODs	Open initially to a specific eligible population (i.e. educators, police, etc) within a geographic region. May have capacity to expand to other priority populations or eligible community members in same geographic area. Appointments required. Scheduling handled by local facility.	Thornton Fractional South – Lansing (initial population is educators) MABAS 3/New Trier High School – Northfield* (Initial population is first responders in MABAS 3) *Opening 2/24/21
CCH PODs	Open to CCH patients and the general public who meet current eligibility. Appointments required. Scheduling done through vaccine.cookcountyl.gov or 1-833-308-1988 M-F 7AM – 7PM	<b>Suburban Locations:</b> Arlington Heights Health Center Blue Island Health Center Cottage Grove Health Center Morton East Health Center North Riverside Health Center Robbins Health Center <b>Chicago Locations:</b> Austin Health Center Dr. Jorge Prieto Health Center Englewood Health Center Logan Square Health Center Provident Hospital Ruth M. Rothstein CORE Center Stroger Hospital
CCDPH Partner PODs	CCDPH has distributed vaccine to more than 145 partner locations consisting of Jewel-Osco, Walgreens, Marianos, FQHCs, hospitals. Appointments required. Scheduling is done by each partner organization.	<i>Jewel-Osco (20 locations) Walgreens (40 locations) Mariano's (15 locations) FQHCs (20 locations) Hospitals (18) Others (32)</i>

# Vaccine Supply

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- Vaccine supply continues to be the largest limiting factor across the U.S.
- CCH is working closely with the county and state to stand up additional Points of Distribution (PODs) in the coming weeks which will enable us to move quickly as the vaccine supply increases.
- Until vaccine supply significantly improves, there will be weeks when the overwhelming number of appointments will be prioritized for second doses.
- More than 80% of this week's CCH appointments are second doses.



# Shots in Arms – as of 2/19/21

## Vaccine Administered (1<sup>st</sup> & 2<sup>nd</sup> doses) at CCH PODs\*

CCH Chicago PODs*	Total	CCH Suburban PODs**	Total
Austin Health Center	1,142	Arlington Heights Health Center	8,413
Dr. Jorge Prieto Health Center	1,070	Blue Island Health Center	5,807
Englewood Health Center	1,144	Cottage Grove Health Center	4,399
Logan Square Health Center	1,093	Morton East Health Center	2,183
Sengstacke Health Center	2,526	North Riverside Health Center	6,466
Ruth M. Rothstein CORE Center	2,400	Robbins Health Center	4,725
Stroger Hospital	2,268		
<b>TOTAL</b>	<b>11,643</b>	<b>TOTAL</b>	<b>31,993</b>

\* Vaccine Distributed to CCH by the Chicago Department of Public Health. City sites began later than suburban sites thus the lag in shots administered.

\*\* Vaccine Distributed to CCH by the Cook County Department of Public Health



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# Shots in Arms – as of 2/19/21

## Vaccine Administered (1<sup>st</sup> & 2<sup>nd</sup> doses) at Mega & Targeted PODs

Mega Pods	Total	Targeted Pods	Total
Tinley Park Convention Center	35,699	Thornton Fractional South HS	1,264
Triton College	7,494	MABAS 3/New Trier HS	Opens 2/24
South Suburban College	3,260		
<b>TOTAL</b>	<b>46,453</b>	<b>TOTAL</b>	<b>1,264</b>

## Vaccine (1<sup>st</sup> & 2<sup>nd</sup> doses) Administered to Specific Populations

Population	Total Doses (first & second)	Unique Individuals
Cook County Health Employees & Contractors	9,165	5,176
Dept. of Corrections and JTDC Employees & Contractors	3,579	2,250
Cermak Health Services Patients	1,096	1,096
<b>TOTAL</b>	<b>13,840</b>	<b>8,522</b>



# Vaccine Registration & Scheduling

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## Vaccine Website

- [vaccine.cookcountyil.gov](http://vaccine.cookcountyil.gov)

## Vaccine Hotline

- **1-833-308-1988**  
**Monday – Friday**  
**7:00AM – 7:00PM**



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# Vaccine Registration & Scheduling

- **Vaccine Registration:** allows patients to enroll in the vaccine automated notification program.
  - SMS and Email Notifications

Cook County is currently in Phase 1b which includes individuals 65 and over and front line essential workers. Vaccine supply is extremely limited at this time. Please be patient.

[English](#) [Español](#)

Vaccine Sign-Up Hotline: [833-308-1988](tel:833-308-1988) M-F 7am-7pm CT

[Sign-up](#) [COVID-19 FAQs](#) [Top Ten Reasons to Be Vaccinated](#) [Pfizer EUA](#) [Moderna EUA](#)



[Click Here to Sign-Up](#)

# Vaccine Registration & Appointment

- **Vaccine Appointment and Call Center Administration:** Provides self-service capability to schedule a vaccine appointment for the patient. It also allows for patients to have appointments scheduled through the use of the call center. A critical function of the appointment system is its integration into CCH electronic medical record, which automatically provides real time feeds into I care.
  - **Features include:**
    - Web base
    - Supports up to 4000 users per second
    - AES 256 encryption- with data at rest and in transit
    - Meets HIPAA requirements
    - SMS and Email Notifications
    - Uses barcoding technology to eliminate the hassle of having to manually enter every vaccine's details or scheduling patients for the second vaccine.

The screenshot shows the 'COVID-19 COMMUNITY VACCINATION PROGRAM' interface. At the top, it says 'Please select a time. You'll request your appointment on the next page.' Below this is a 'Date Range' selector set to 'Feb 11, 2021' to 'Mar 28, 2021'. The main content is divided into two sections: 'Thursday, Feb 11' and 'Friday, Feb 12'. Each section shows the location 'South Suburban College' at '15800 State St., South Holland, IL 60473'. Underneath, there is a 'COVID Vaccine' icon and a grid of available appointment times. For Thursday, Feb 11, the times range from 11:20AM to 4:40PM. For Friday, Feb 12, the times range from 8:30AM to 5:00PM.



# Vaccine Registration & Scheduling

## Microsite Stats

- **vaccine.cookcountyil.gov**
  - The microsite has received more than 700,000 unique registrations since it launched on January 25th.
  - The site averages 775,000 hits each day with 421,000 unique visits.
  - On average, there are 3,400 unique visitors active at any given moment.
  - CCH continues to monitor the user experience and make improvements to the site.

## Call Center Stats

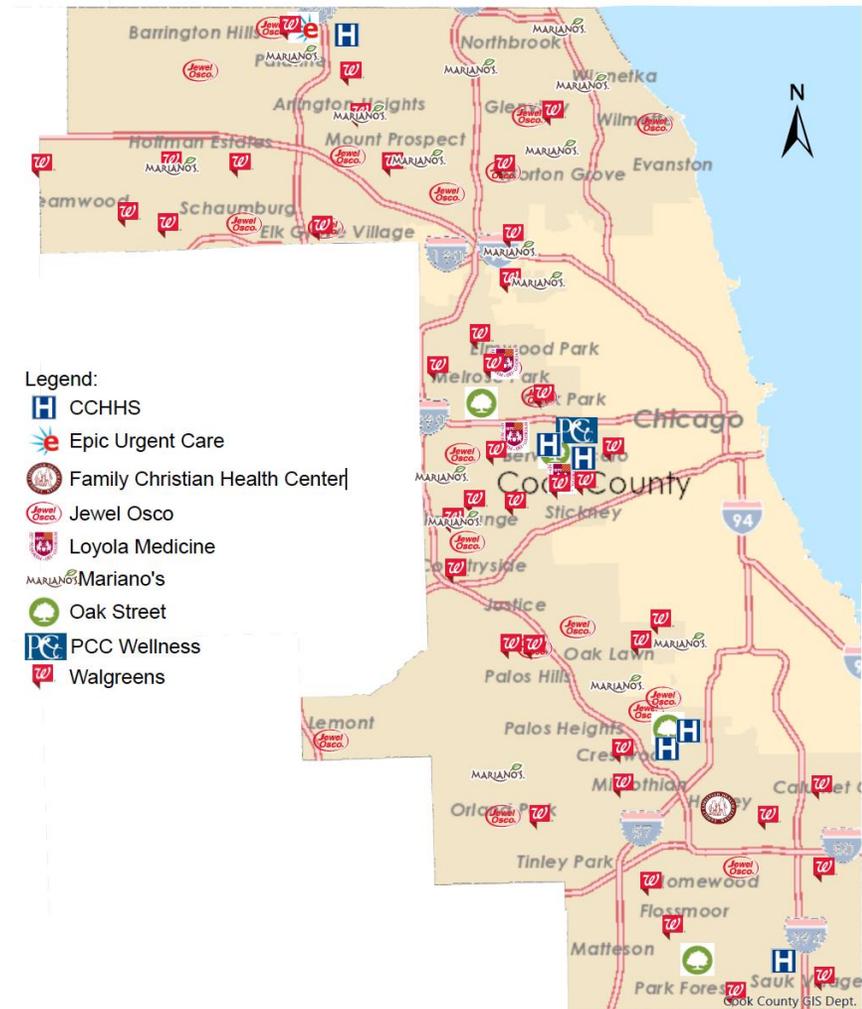
- **1-833-308-1988 Monday-Friday, 7:00AM – 7:00PM**
  - Over the past week, the Vaccine Registration/Sign Up Call Center received 60,468 calls averaging more than 12,000 calls per day.
  - Additional capacity continues to be added.



# CCDPH Partnership Vaccination Access Points \*

*\*Capacity based on supply of vaccine*

- **Federal Pharmacy Program**
  - Partnership with CVS and Walgreens to provide vaccine to Long Term Care Facilities
- **Hospitals**
  - Vaccinated hospital personnel, some EMTs/Paramedics
  - Loyola, Advocate vaccinating 1a and beyond from community
- **Pharmacies**
  - Jewel-Osco, Walgreens, Mariano's providing vaccine for Phase 1a and beyond at select sites
- **Community Healthcare Providers**
  - Federally Qualified Health Centers (FQHCs), Oak Street Health
- **Schools + EMS/Fire – Hyperlocal sites**
  - Planning for frontline essential workers a local level



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# CCDPH Contact Tracing Initiative Update

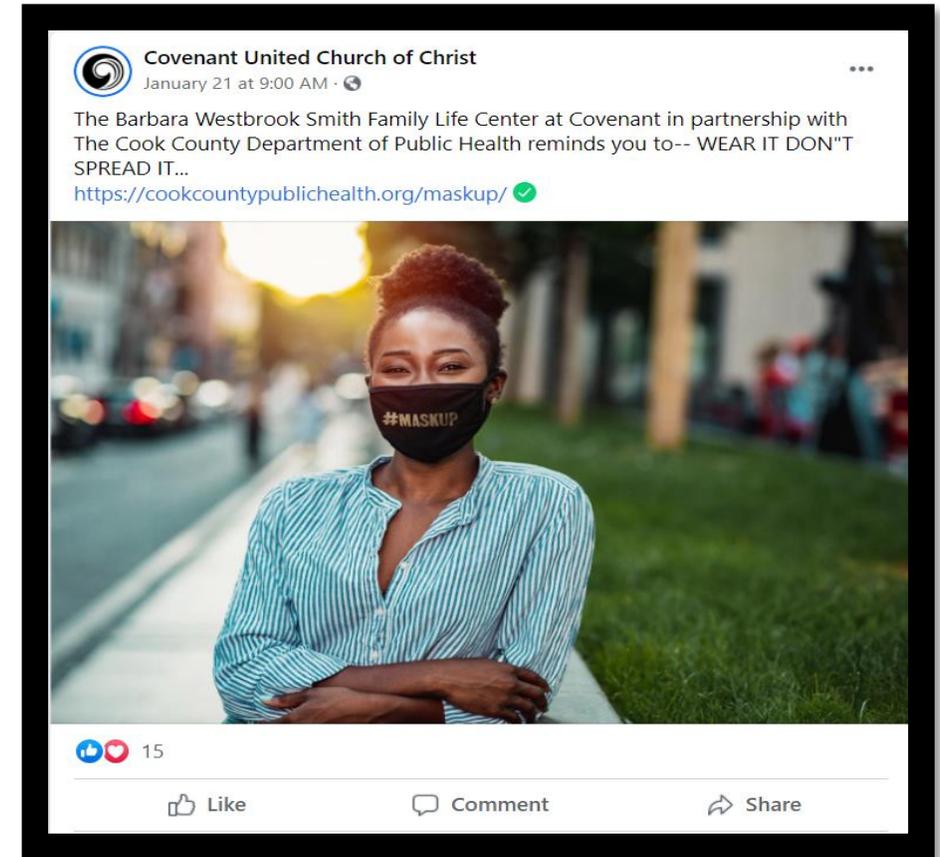
- **Staffing – as of 2/19/21**
  - The Contact Tracing Initiative includes more than 180 contact tracers and 60 case investigators.
  - There are more than 50 bilingual staff at this time.
- **COVID-19 Positive Case Investigations (1/15 – 2/15, 2021)**
  - ~18,000 actionable COVID positive cases in suburban Cook County
    - Of those cases, 70.3% were called & 47.5% were interviewed
      - Of those called, 67.6% were interviewed
- **Close Contact Outreach (1/15 – 2/15, 2021)**
  - 87% of close contacts were called & 73.3% were reached & interviewed



# CCDPH Contact Tracing Initiative

## COVID-19 Community Supports Program

- **Accomplishments:**
- Family Christian Health Center expanded their COVID-19 Testing
  - 99% increase in testing access
  - Provided ~100 tests/per week, over 3,000 to date
- Loyola hired a bilingual dietician to help with food/nutrition provision and guidance
- Rincon Family Services is developing a Spanish language podcast with COVID information
- Access to Care mailed masks and COVID-19 information to 4,000 households
- CBOs continue to amplify key CCDPH key messages and campaigns



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# CCDPH Contact Tracing Initiative

## Worker Protection Program

- Partnership between CCDPH and Worker Centers & Temporary Worker Union Alliance
- Promotes and protects the health and safety of workers through bi-directional, worker-centered systems for education, reporting and compliance
- Worker Centers currently Conducting 'Know Your Rights' trainings
- Also disseminating information about workplace protections under IL Executive Order #43
- Worker centers will also be engaged in vaccination planning



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# Thank You



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