I.C.A.R.E. Awards
Employees of the Month – January 2021
I.C.A.R.E Quality

**INTEGRITY:** Cook County Health defines integrity as being trustworthy, dependable, and reliable when called upon to deliver a service. This includes fulfilling assigned tasks, communicating openly and honestly, and acting in ways that reflect positively on Cook County Health.

**COLLABORATION:** Cook County Health defines collaboration as always interacting with coworkers and other departments in a respectful manner and valuing their contributions. This includes cooperating with coworkers and assisting them when help is needed.

**ACCOUNTABILITY:** Cook County Health defines Accountability as taking ownership over your actions - good or bad. This includes recognizing that you have a role to play in the success of Cook County Health and ensuring that your actions align to the improvement of the patient experience, employee experience, and the attainment of our strategic priorities.

**RESPECT:** Cook County Health defines respect as being friendly and polite with gracious consideration toward others. It is recognizing that our actions can directly impact ourselves, our colleagues, our department, the patient experience, and Cook County Health as a whole.

**EXCELLENCE:** Cook County Health defines excellence as aspiring to provide exceptional patient care and customer service through job excellence, professionalism, and a positive attitude. This includes being flexible, willing to accept new tasks, ask questions, and use time wisely.
## I.C.A.R.E. Award Winners

### January 2021

<table>
<thead>
<tr>
<th>Category</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Integrity:</strong></td>
<td>Barbara Marban</td>
<td>Barbara Marban is a Physical Therapy Assistant for Cook County Health. She spends an extended amount of time checking on patients to ensure they have everything they need and is always willing to lend an extra hand. Her colleague says there is nothing she won’t do for patients over the course of her 35-plus year career.</td>
</tr>
<tr>
<td><strong>Collaboration:</strong></td>
<td>Josh Ablis</td>
<td>Josh Ablis is a Senior Project Manager in the Project Management Office. He keeps the team focused on accomplishing set goals and is constantly striving for improvement. Mr. Ablis is a role model for how we should respectfully interact with one another and continues to serve as a reminder to put our patients at the center of our focus.</td>
</tr>
<tr>
<td><strong>Accountability:</strong></td>
<td>Lillian Hampton</td>
<td>Lillian Hampton is an Administrative Assistant IV in the Surgery Oncology Clinic. She takes ownership over her actions. Ms. Hampton works very well with others and is always willing to have an open ear for fresh ideas to improve the health care integrity of Stroger Hospital.</td>
</tr>
</tbody>
</table>
I.C.A.R.E. Award Winners

January 2021

**Respect**

**Chad Simmons**

Chad Simmons is a Physician Assistant I in the Orthopedics Clinic. His colleague who nominated him said their patient had the best experience with Mr. Simmons. The patient said that from the moment she was called in the waiting room, to the end of the visit, she felt so comfortable with him. Mr. Simmons took the time to let her know what was going to happen, show her images and involved her throughout the whole process – she can't say enough good things about him.

**Excellence:**

**Patricia Torres-Thompson**

Patricia Torres-Thompson is a Recruitment and Selection Analyst in Human Resources and is leading the COVID-19 hiring project. She has kept the team on task and has been very patient doing so. Ms. Torres-Thompson provides great customer service to her hiring managers and new hires in her role at Cook County Health.
COVID-19 Update

CCH Patient COVID Testing
CCH COVID Testing and Positivity Rate

Tests Performed (Blue Bar) vs Percent Positive (Orange Line)

Patients Tested vs Positive Rate

Dates:
- 3/8/2020 - 3/14/2020
- 3/15/2020 - 3/21/2020
- 3/22/2020 - 3/28/2020
- 4/5/2020 - 4/11/2020
- 4/12/2020 - 4/18/2020
- 4/19/2020 - 4/25/2020
- 4/26/2020 - 5/2/2020
- 5/10/2020 - 5/16/2020
- 5/24/2020 - 5/30/2020
- 5/31/2020 - 6/6/2020
- 6/7/2020 - 6/13/2020
- 6/14/2020 - 6/20/2020
- 6/21/2020 - 6/27/2020
- 6/28/2020 - 7/4/2020
- 7/5/2020 - 7/11/2020
- 7/12/2020 - 7/18/2020
- 7/19/2020 - 7/25/2020
- 7/26/2020 - 8/1/2020
- 8/2/2020 - 8/8/2020
- 8/9/2020 - 8/15/2020
- 8/16/2020 - 8/22/2020
- 8/23/2020 - 8/29/2020
- 8/30/2020 - 9/5/2020
- 9/6/2020 - 9/12/2020
- 9/13/2020 - 9/19/2020
- 9/20/2020 - 9/26/2020
- 9/27/2020 - 10/3/2020
- 10/4/2020 - 10/10/2020
- 10/11/2020 - 10/17/2020
- 10/18/2020 - 10/24/2020
- 10/25/2020 - 10/31/2020
- 11/1/2020 - 11/7/2020
- 11/8/2020 - 11/14/2020
- 11/15/2020 - 11/21/2020
- 11/22/2020 - 11/28/2020
- 11/29/2020 - 12/5/2020
- 12/6/2020 - 12/12/2020
- 12/13/2020 - 12/19/2020
- 12/20/2020 - 12/26/2020
- 12/27/2020 - 1/2/2021
- 1/3/2021 - 1/9/2021
- 1/10/2021 - 1/16/2021
- 1/17/2021 - 1/23/2021
- 1/24/2021 - 1/30/2021
- 1/31/2021 - 2/6/2021
- 2/7/2021 - 2/13/2021
- 2/14/2021 - 2/20/2021
## CCH COVID Testing

**All CCH Testing* as of 2/21/21**

<table>
<thead>
<tr>
<th>Test Result</th>
<th>Test Count</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Negative</td>
<td>98,317</td>
<td>92%</td>
</tr>
<tr>
<td>Positive</td>
<td>8,370</td>
<td>8%</td>
</tr>
<tr>
<td>Undetermined</td>
<td>647</td>
<td>1%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>107,334</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

*This slide represents all tests conducted at CCH. If a patient was tested multiple times, each test is counted.*
# Patient Testing

## All CCH Testing as of 2/21/21

<table>
<thead>
<tr>
<th>Gender</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>33%</td>
</tr>
<tr>
<td>Male</td>
<td>67%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Group</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-20</td>
<td>10%</td>
</tr>
<tr>
<td>21-40</td>
<td>42%</td>
</tr>
<tr>
<td>41-64</td>
<td>38%</td>
</tr>
<tr>
<td>65 +</td>
<td>10%</td>
</tr>
</tbody>
</table>

## Positives Only

<table>
<thead>
<tr>
<th>Gender</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>35%</td>
</tr>
<tr>
<td>Male</td>
<td>65%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age Group</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-20</td>
<td>7%</td>
</tr>
<tr>
<td>21-40</td>
<td>36%</td>
</tr>
<tr>
<td>41-64</td>
<td>47%</td>
</tr>
<tr>
<td>65 +</td>
<td>10%</td>
</tr>
</tbody>
</table>

Due to rounding, totals may not equal 100.
# Patient Testing

## All CCH Testing as of 2/21/21

<table>
<thead>
<tr>
<th>Race</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>African/American</td>
<td>58%</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>2%</td>
</tr>
<tr>
<td>Asian</td>
<td>2%</td>
</tr>
<tr>
<td>Other/Multiple/Unknown</td>
<td>9%</td>
</tr>
<tr>
<td>White</td>
<td>29%</td>
</tr>
</tbody>
</table>

## Positives Only

<table>
<thead>
<tr>
<th>Race</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>African/American</td>
<td>45%</td>
</tr>
<tr>
<td>American Indian/Alaska Native</td>
<td>5%</td>
</tr>
<tr>
<td>Asian</td>
<td>2%</td>
</tr>
<tr>
<td>Other/Multiple/Unknown</td>
<td>13%</td>
</tr>
<tr>
<td>White</td>
<td>35%</td>
</tr>
</tbody>
</table>

## Ethnicity

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic/Latino/Spanish Origin</td>
<td>21%</td>
</tr>
<tr>
<td>Non-Hispanic/Latino/Spanish Origin</td>
<td>79%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hispanic/Latino/Spanish Origin</td>
<td>39%</td>
</tr>
<tr>
<td>Non-Hispanic/Latino/Spanish Origin</td>
<td>61%</td>
</tr>
</tbody>
</table>

Due to rounding, totals may not equal 100.
Cermak Update
This graph illustrates the impact of testing availability. As was true in the community, our initial testing was constrained exclusively to symptomatic patients. The availability expanded eventually to include patients without overt signs of infection and then to surveillance. Testing continues to inform care and housing and plays a critical role in focused interventions and ongoing containment.

Rolling 7 Day Positivity Rate as of 2/23/21 = 0.8%
Cermak Update

- Cermak remains our highest priority.

- Population continues to rise compressing space to accommodate social distancing. There are approximately 600 detainees awaiting transfer to the Illinois Department of Corrections. The number continues to rise as the state has suspended prison transfers and now requires all transfers to have 2 doses of vaccine.

- Lower census allowed for single celling, distancing and other mitigation strategies that have led to containment.

Source: https://www.cookcountysheriff.org/data/
Department of Corrections & JTDC Vaccines

Staff

- More than 3,500 doses of vaccine have been administered since 1/20/21

Detainees

- Detainees and prisoners are Phase 1b
  - Detainees are being offered Moderna which aligns with the Illinois Department of Corrections in the event a patient is transferred prior to their second dose.
  - Detainees are provided with a CDC vaccination card and a list of community clinics in the event they are released prior to second dose.
- To date, nearly 1,300 detainees have received their first dose.
COVID-19 Vaccination

CCH Staff
COVID-19 CCH Vaccination Reporting

CCH Staff Vaccination Summary

- CCH Staff vaccinated ~70%
  - 5,089
- CCH Employees vaccinated ~56%
  - 3,384

As of 02/16/2021
Staff includes FTEs and contractors
COVID-19 CCH Vaccination Reporting

CCH Employees Vaccinated by Race/Ethnicity

As of 02/16/2021

<table>
<thead>
<tr>
<th>Race/Ethnicity</th>
<th>Vaccinated (56%)</th>
<th>Not Vaccinated (44%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black or African-American</td>
<td>1132/2,862</td>
<td>2,749</td>
</tr>
<tr>
<td>American Indian/Alaskan Native</td>
<td>14/19</td>
<td>19</td>
</tr>
<tr>
<td>White</td>
<td>856/1,189</td>
<td>1,333</td>
</tr>
<tr>
<td>Hispanic or Latino</td>
<td>433/729</td>
<td>286</td>
</tr>
<tr>
<td>Asian</td>
<td>887/1,165</td>
<td>1,278</td>
</tr>
<tr>
<td>Two or More Races</td>
<td>33/63</td>
<td>29</td>
</tr>
<tr>
<td>Unknown</td>
<td>29/32</td>
<td>23</td>
</tr>
</tbody>
</table>

Vaccinated (56%) | Not Vaccinated (44%)
COVID-19 CCH Vaccination Reporting

CCH Employees Vaccinated By Age

As of 02/15/2021

Vaccinated (56%)  Not Vaccinated (44%)

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Vaccinated</th>
<th>Not Vaccinated</th>
</tr>
</thead>
<tbody>
<tr>
<td>&lt;21 Years</td>
<td>25.0%</td>
<td></td>
</tr>
<tr>
<td>21-30 Years</td>
<td>65.4%</td>
<td></td>
</tr>
<tr>
<td>31-40 Years</td>
<td>52.9%</td>
<td></td>
</tr>
<tr>
<td>41-50 Years</td>
<td>53.3%</td>
<td></td>
</tr>
<tr>
<td>51-60 Years</td>
<td>56.1%</td>
<td></td>
</tr>
<tr>
<td>61-70 Years</td>
<td>58.3%</td>
<td></td>
</tr>
<tr>
<td>71-80 Years</td>
<td>46.4%</td>
<td></td>
</tr>
<tr>
<td>&gt; 80 Years</td>
<td>83.3%</td>
<td></td>
</tr>
<tr>
<td>Unknown</td>
<td>100.0%</td>
<td></td>
</tr>
</tbody>
</table>

As of 02/15/2021
# COVID-19 CCH Vaccination Reporting

## CCH Employees Vaccinated By Job Category

<table>
<thead>
<tr>
<th>Job Category</th>
<th>Vaccinated</th>
<th>Not Vaccinated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unknown</td>
<td>27/27</td>
<td>100.0%</td>
</tr>
<tr>
<td>Public Health</td>
<td>59/59</td>
<td>100.0%</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>56/56</td>
<td>100.0%</td>
</tr>
<tr>
<td>Non-Clinical Leadership</td>
<td>63/63</td>
<td>100.0%</td>
</tr>
<tr>
<td>Administrative/Clerical Support</td>
<td>207/207</td>
<td>100.0%</td>
</tr>
<tr>
<td>Doctors</td>
<td>819/980</td>
<td>83.6%</td>
</tr>
<tr>
<td>Pharmacists</td>
<td>65/98</td>
<td>66.3%</td>
</tr>
<tr>
<td>Healthcare Professionals</td>
<td>301/460</td>
<td>65.4%</td>
</tr>
<tr>
<td>Hospital Police/Security</td>
<td>22/36</td>
<td>61.1%</td>
</tr>
<tr>
<td>Trades</td>
<td>61/101</td>
<td>60.4%</td>
</tr>
<tr>
<td>Nursing</td>
<td>748/1371</td>
<td>54.6%</td>
</tr>
<tr>
<td>Technicians and Technologists</td>
<td>261/529</td>
<td>49.3%</td>
</tr>
<tr>
<td>Public Health Professionals</td>
<td>16/39</td>
<td>41.0%</td>
</tr>
<tr>
<td>Service and Maintenance</td>
<td>140/364</td>
<td>38.5%</td>
</tr>
<tr>
<td>Clinical Support</td>
<td>158/445</td>
<td>35.5%</td>
</tr>
<tr>
<td>Management/Administrative Support/</td>
<td>304/1013</td>
<td>30.0%</td>
</tr>
</tbody>
</table>

As of 02/16/2021

![Bar chart showing vaccination rates by job category.](chart.png)

**Note:** The chart above shows the vaccination rates for CCH employees by job category as of 02/16/2021. The percentages represent the proportion of employees vaccinated, with the remainder not vaccinated. The numbers indicate the count of vaccinated employees divided by the total count of employees in that category.
COVID-19 CCH Vaccination Reporting

CCH Employees Vaccinated By Union vs. Non-Union

As of 02/16/2021

- **Union (5193) 86%**
  - Vaccinated: 2769 (53%)
  - Not-Vaccinated: 2424 (47%)

- **Non-Union (866) 14%**
  - Vaccinated: 615 (71%)
  - Not-Vaccinated: 251 (29%)

As of 02/16/2021
COVID-19 Vaccination

Patient & Community Points of Distribution (PODs)
Doses Distributed at CCH PODS as of 2.19.21

Open to CCH patients and the general public who meet current eligibility. Appointments required.

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

*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
Doses Distributed at Mega and Targeted PODS as of 2.19.21

**Mega PODs:** Open to the general public who meet current eligibility criteria.

**Targeted PODs:** Open initially to a specific eligible population (i.e. educators, police, etc) within a geographic region.

<table>
<thead>
<tr>
<th>Mega PODs</th>
<th>Total</th>
<th>Targeted PODs</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tinley Park Convention Center</td>
<td>35,699</td>
<td>Thornton Fractional South HS</td>
<td>1,264</td>
</tr>
<tr>
<td>Triton College</td>
<td>7,494</td>
<td>MABAS 3/New Trier HS</td>
<td>Opened 2/24</td>
</tr>
<tr>
<td>South Suburban College</td>
<td>3,260</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>46,453</strong></td>
<td><strong>TOTAL</strong></td>
<td><strong>1,264</strong></td>
</tr>
</tbody>
</table>
Vaccine Eligibility – CDC/ACIP* Recommendations

*Centers for Disease Control & Prevention Advisory Committee on Immunization Practices

- Phased Approach for Vaccine Allocation
  - **Phase 1a**
    - Healthcare Personnel
    - Long-term care facility (LTCF) residents
  - **Phase 1b**
    - Frontline essential workers
    - Persons aged 65 years and over
  - **Phase 1c**
    - Persons aged 16-64 years with high-risk medical conditions
    - Essential workers not recommended for vaccination in Phase 1b
  - **Phase 2**
    - All persons aged over 16 years not previously recommended for vaccination

Source: https://www.cdc.gov/mmwr/volumes/69/wr/mm695152e2.htm?s_cid=mm695152e2_w 1.1.21
## Vaccine Eligibility – IDPH* Guidance

**Illinois Department of Public Health**

### COVID-19 Vaccination Phase 1b

Persons that have been disproportionately affected by COVID-19 and frontline workers with higher risk of exposure due to inability to perform work duties remotely and proximity to coworkers or the public.

<table>
<thead>
<tr>
<th>Eligible individuals</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elder</td>
<td>Age 65+</td>
</tr>
<tr>
<td>First Responders</td>
<td>Fire, law enforcement, 911 workers, security personnel, school officers</td>
</tr>
<tr>
<td>Education (Congregate Child Care, Pre-K through 12th grade)</td>
<td>Teachers, principals, student support, student aids, day care workers <em>(see more details in backup)</em></td>
</tr>
<tr>
<td>Food and Agriculture</td>
<td>Processing, plants, veterinary health, livestock services, animal care</td>
</tr>
<tr>
<td>Manufacturing</td>
<td>Industrial production of good for distribution to retail, wholesale or other manufactures</td>
</tr>
<tr>
<td>Corrections Workers and Inmates</td>
<td>Prison/jail officers, juvenile facility staff, workers providing in-person support, inmates</td>
</tr>
<tr>
<td>United State Postal Services Workers</td>
<td>--</td>
</tr>
<tr>
<td>Public Transit Workers</td>
<td>Flight crew, bus drivers, train conductors, taxi drivers, para-transit drivers, in-person support, ride sharing services</td>
</tr>
<tr>
<td>Grocery Store Workers</td>
<td>Buggers, cashiers, stockers, pick-up, customer service</td>
</tr>
<tr>
<td>Shelters/Adult Day Care</td>
<td>Homeless shelter, women's shelter, adult day/drop-in program, sheltered workshop, psycho-social rehab</td>
</tr>
</tbody>
</table>
Community Vaccination Access Points

Capacity Based on Availability of Vaccine

- **CCH Facilities**
  - Administered our 100,000th dose on 2/19/21!

- **Large & Targeted Vaccination Sites**
  - Tinley Park Convention Center
  - Triton College
  - South Suburban College
  - Thornton Fractional High School
  - New Trier High School
  - Additional sites continue to be identified and evaluated with a focus on equity

- **CCDPH Mobile Units**
  - Suburban Cook County Board Districts prioritized based on COVID cases and economic indicators

- **CCH/CCDPH Strike Teams**
  - Homeless shelters, home-bound populations, low-wage work locations, hard-to-reach populations

- **Community Drive-Thru Vaccination Locations**
  - Cook County Forest Preserve District sites

<table>
<thead>
<tr>
<th>City Locations</th>
<th>Suburban Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logan Square</td>
<td>Arlington Heights</td>
</tr>
<tr>
<td>Austin</td>
<td>Morton East</td>
</tr>
<tr>
<td>Prieto</td>
<td>North Riverside</td>
</tr>
<tr>
<td>Stroger Hospital</td>
<td>Blue Island</td>
</tr>
<tr>
<td>CORE</td>
<td>Robbins</td>
</tr>
<tr>
<td>Englewood</td>
<td>Cottage Grove</td>
</tr>
<tr>
<td>Provident Hospital</td>
<td></td>
</tr>
</tbody>
</table>
Community Vaccination Access Points
Capacity Based on Availability of Vaccine

- 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 at local level

- Federal Pharmacy Program
  - Partnership with CVS and Walgreens to provide vaccine to Long Term Care Facilities
Microsite: vaccine.cookcountyil.gov

Launched January 25, 2021

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.

Vaccine Sign-Up Hotline: 833-308-1988 M-F 7am-7pm CT

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 ICARE.

- **Features include:**
  - Web-based
  - 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.
Microsite & Call Center
Launched January 25, 2021

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 averaged more than 12,000 calls each day.
Education & Engagement

• Tours of vaccine sites with Community Based Organizations
• Townhall Meetings
• Public Service Partnership with CBS
• Vaccine marketing campaign to launch in March
CCDPH Contact Tracing
CCDPH Contact Tracing Initiative Update

• **Staffing – as of 2/19/21**
  o The Contact Tracing Initiative includes more than 180 contact tracers and 60 case investigators.
  o There are more than 50 bilingual staff at this time.

  o ~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)**
  o 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 messages and campaigns
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
Questions?
Monthly Media Report
Recent Cook County Health COVID-19 Media Coverage

147 Media Hits on COVID-19 from January – February 2021

- Tinley Park Convention Center Opens as Mass COVID Vaccination Site
- Cook County study finds Hispanic community suffering from more COVID-19 hospitalizations
- Nearly 1.9 million seek vaccine appointments at Cook County site in first hour of website launch
- Segunda dosis vacuna COVID-19: ¿Qué efectos secundarios podría tener?
- Social Graces: I’m eligible for a vaccine but still can work from home. Should I get one or forgo my dose?
- Cook County administers 100,000th vaccine dose as shortages caused by storm continue
- Cook County COVID vaccine site at South Suburban College opening Thursday
Media Dashboard: January 26 – February 22, 2021

Total Number of Media Hits: 154

Top 5 Local Media Outlets
1. NBC-5
2. Chicago Tribune
3. Daily Herald
4. WBBM-AM
5. WGN-9 and Patch

Top 5 National Media Outlets
1. Yahoo! News
2. MSN
3. Becker’s Hospital Review
4. Modern Healthcare
5. U.S. News & World Report

Most Common Topics
1. Triton College opens as Cook County mass vaccination site
2. Several Cook County vaccination sites close due to inclement weather
3. Tinley Park Convention Center opens as Cook County mass vaccination site
4. CCH announces South Suburban College as COVID-19 vaccination site
5. Doctors warn hiccups could be a symptom of COVID-19
Social Media Insights

As of February 22

Twitter (28-Day Summary)
• Impressions: 146K
• Profile visits: 6,911 (up 87%)
• Mentions: 163
• Followers: 3,696 (up 446)

LinkedIn (30-Day Summary)
• Impressions: 21.6K
• Unique visitors: 636 (up 23%)
• Followers: 6,261 (up 498)

Facebook (28-Day Summary)
• Post reach: 34.8K (up 229%)
• Post engagement: 6,252 (up 106%)
• Page views: 2,098 (up 66%)
• Page likes: 5,023 (up 155)
• Page followers: 5,967 (up 31)

Instagram (30-Day Summary)
• Impressions: 16,188
• Reach: 1,842
• Profile visits: 887
• Followers: 2,285 (up 219)