



# Quarterly Report

July through September 2020



COUNTY OF SANTA CLARA  
**Health System**

# Introduction

The County of Santa Clara Health System and its departments have taken extraordinary steps to respond to the COVID-19 pandemic. As our system responds, the commitment and dedication to the health and well-being of the communities we serve remains steadfast.

Our Health System has learned to adapt to this unexpected situation, change, expand, and improve upon the services we provide. We also continue to transform so that we can better serve our patients, clients, employees, partners, and community. While this progress continues, please take a moment to review these accomplishments.

## Safety of the Community

### Health Orders

Prior to June 30, 2020 the Health Officer issued 11 Health Orders, which addressed issues from prohibiting mass gatherings to requiring personal protective equipment and wearing face masks to sheltering at home. Since the beginning of July 2020, the Health Officer has issued another 3 Health Orders:

**7.2.20** The order imposed strict across-the-board risk reduction measures on activities and businesses and allowed certain activities to resume if measures were followed. Activities included outdoor gatherings of up to 60 people and the reopening of certain businesses. Those allowed to reopen included hair and nail salons, gyms and fitness centers, hotels and motels, childcare, and pools.

**9.4.20** This order mandated that by October 31, 2020, all healthcare facilities in the county require all healthcare workers get their annual influenza vaccine, or if an employee does not want to receive the vaccine, they must provide a signed declination. Under this order, healthcare facilities were instructed to enforce compliance with state and local face-covering requirements for all healthcare workers and visitors to healthcare facilities.

**9.16.20** This new order enhanced testing access by expanding the categories of Essential Workers entitled to testing. This increased access to testing that is easy and quick, and making certain that healthcare providers inform patients about how to get tested.





## Community Testing

The Public Health Department (PHD) and Santa Clara Valley Medical Center (SCVMC) opened the first pop-up COVID-19 community testing site at the Tropicana Shopping Center in May 2020. The free testing program has been expanded to increase availability, especially in underserved communities

Santa Clara Valley Medical Center continued to offer COVID-19 diagnostic testing at additional

drop-in and appointment-based testing locations, and shifted hours at pop-up sites to better accommodate essential workers and those who are returning to school, whether remotely or in person.

In August, the County of Santa Clara opened a new COVID-19 testing site, run by Santa Clara Valley Medical Center. The Santa Clara County Fairgrounds testing center offers language services, including Spanish-speaking staff, and has dedicated lanes for those who may need language assistance. A total of 12 lanes can facilitate large numbers of patients, with the bulk of the lanes used for vehicle traffic. Lanes are available to accommodate walk-up and bicycle traffic.

This site is anticipated to become the highest capacity test center in the region. Testing capacity started with up to 1,000 people a day. As demand increases, the site can be expanded up to 5,000 people per day. This would be more than any other site in the Bay Area.

Even though COVID-19 has disturbed our lives, it has not stopped our commitment to serving the community. Santa Clara Valley Medical Center has staffed over 50 drive-through, mobile, clinic, and pop-up sites.

From July to September 2020 they continued to lead in COVID-19 testing, completing over 185,000 tests in our community.

To see more on testing and testing results, go to [www.sccphd.org/COVID19](http://www.sccphd.org/COVID19).



COVID-19

## Community Health and Business Engagement Team

LIVE with the County of Santa Clara

10AM PT

Facebook Live | [facebook.com/sccpublichealth](https://facebook.com/sccpublichealth)

[sccgov.org/coronavirus](https://sccgov.org/coronavirus)



## Community Health and Business Engagement

The County of Santa Clara and Public Health Department enhanced COVID-19 outreach efforts to residents and businesses. With a focus on in areas disproportionately impacted by COVID-19, essential workers and residents are informed about best practices to protect themselves and prevent the spread of the virus.

As part of the County's continuing commitment to the health of essential workers, the Community Health and Business Engagement Team began canvassing in September. The team consists of about 80 members, including bilingual workers who can inform populations underserved by traditional communication channels. If

a business needs language assistance unavailable from visiting team members, an appropriate team member is sent back for a return visit. Languages spoken include English, Spanish, Vietnamese, and Chinese.

Team members have visited more than 3,800 businesses, spoken with nearly 1,900 workers and engaged more than 2,500 residents. Teams members have real conversations with people, focusing on those living in hard-hit areas such as East San José and Gilroy. This kind of personal engagement has provided accurate information and is finding that most businesses are willing and eager to partner on these efforts.

The County contracted with local community groups to assist with outreach efforts. Partners include Working Partnerships USA, Si Se Puede Collective, Community Health Partnership, and Roots Community Health Center, who coordinates with Ujima Adult and Family Services, the African American Community Service Agency, and Unity Care.

## Whole Person Care

This program provides coordinated, patient-centered health and social services for more than 6,300 people with multiple medical and behavioral issues. Whole Person Care (WPC) staff and partners have adapted to the COVID-19 pandemic by changing the way in which many services are provided. To ensure patient and staff safety, WPC teams have shifted their focus to enhanced telephone support and reduced in-person interactions with clients. Staff report that clients have an increased need for support and are now more open to receiving services through frequent phone visits.

In responding to the pandemic, WPC has realized new opportunities to support at-risk populations. WPC team members have been assigned as Disaster Service Workers and work with the Office of Supportive Housing (OSH), Behavioral Health Services Department (BHSD) and Valley Homeless Healthcare Program (VHHP) to provide medical and social services at temporary housing locations and encampments. The experience and expertise of members of the WPC staff has provided support to people with diverse needs. WPC staff continue to look for new ways to enroll patients into the program, develop a deeper relationship with their patients, and improve their overall health. WPC has also focused on strengthening and expanding their relationships with community partner agencies, supporting them in reaching and providing services to their shared clients.





In addition to the initiatives mentioned, several important projects are taking place in response to COVID-19.

## Case Investigation and Contact Tracing

The Case Investigation and Contract Tracing (CICT) team support individuals who test positive for COVID-19 in staying safely at home and to slow the spread of COVID-19 among their family, friends, and community. This strategy involves a partnership with individuals to answer calls from a CICT team member, provide information about people who may have been exposed, and stay home safely.

Over 1,000 people have been trained for CICT. Team members call individuals who have tested positive for COVID-19, call potential contacts, enter and manage data, and identify resources needed to ensure appropriate follow up and compliance with isolation and quarantine.



## COVID-19 Comprehensive Care Clinic

Santa Clara Valley Medical Center has treated over 780 patients with COVID-19. At Valley Health Center Downtown, the COVID-19 Comprehensive Care Clinic was opened on August 10, 2020. The clinic provides outpatient care for COVID-19 patients who have been recently discharged from the hospital, or who have been seen at, or referred by, emergency departments or primary care clinics. Patients are followed through the acute phase of their illness, usually for 10-14 days after testing positive, then discharged back to their primary care provider.



## The VMC Foundation

The VMC Foundation continued to support hospitals throughout the county COVID-19 response with needed equipment and supplies. “A Tribute to Heroes – a Drive-Thru Celebration” at Citrix in Santa Clara was held to recognize local healthcare workers and raised funds to support the Foundation’s COVID-19 response efforts. Over 400 participants joined for a 100% drive-thru, 100% socially distant event, which raised \$200,000.

The VMC Foundation also received and donated equipment and supplies with a total value of \$15,178,264. This included \$8.9 million worth of protective equipment. The VMC Foundation has served as the official collection point for donated protective supplies. These donations represent the incredible community response in support of healthcare workers in our community.

## Telehealth

COVID-19 has changed our lives and how we deliver care. And when it comes to telehealth, the change is for the better. This practical approach is being used for both medical and behavioral health appointments. With telehealth, our patients and clients can talk to their doctor, nurse, specialist, counselor, or therapist, and continue to get the care they need.

Signing up patients for myHealth Online (our patient portal) became a high priority because enrollment was needed to access online video visits. More than 13,000 additional patients have been enrolled.

Once the Shelter in Place order took effect in March, 2020, Ambulatory Care teams mobilized to provide the telehealth option to their patients. By the end of April, ambulatory clinics did over 30,000 telephone/video visits. The number of telephone/video visits has remained constant, and in September, there were 30,309 telephone visits, 929 video visits, and 39,305 in-person visits. By providing their patients with these options, Ambulatory Care has made it easier for people to get the care they need. By expanding telehealth, the Health System transformed how we deliver care and provided a great example of our commitment to our patients and clients.



## Telehealth: A Change for the Better

Danna Ruth Dela Cruz has received primary and specialty care from of Santa Clara Valley Medical Center for more than six years. Mid-year, Danna Ruth started getting some of her obstetrical care via telehealth, using video appointments to regularly connect with the Maternal Fetal Medicine Department.

“I have been using VidyoConnect to meet with Nurse Practitioner Sharon Castellanos for my gestational diabetes, and this has been a great way to communicate with her,” said Danna Ruth. “It’s very easy to use and I can get the same service no matter where I am.”

Danna Ruth and Angelica Martinez, another obstetrical care patient with Maternal Fetal Medicine, have found benefits to having video appointments.

“My experience with video calls has been great,” said Angelica. “It is very fast, on time and easy. It is the same as being there in person.”

“As someone who does not drive it means not having to find or pay for a ride to and from a clinic or hospital,” commented Danna Ruth in support of expanding the program. “Being able to keep this feature even after COVID-19 would be beneficial for patients and caregivers who may not necessarily need to be physically in the clinic for an appointment.”

## Safety of the Community

### People Experiencing Homelessness

Even though COVID-19 has changed how we deliver care, Valley Homeless Healthcare Program is a great example of how our dedication to our patients and community has not diminished.

Since the pandemic began, Santa Clara Valley Medical Center’s Valley Homeless Health Care Program has been caring for our community’s homeless and reducing the spread of the virus. Teams have been going to shelters, temporary housing and encampment sites to screen, test, treat and provide care for people experiencing homelessness. They also deliver regular medical visits and behavioral health support.

At the end of September, Valley Homeless Healthcare Program’s three surveillance testing teams have performed 4,169 tests for COVID-19 in shelter sites, safe parking sites and large encampments. There have been only 52 positive results.





## Caring for the Uninsured: Healthcare Access Program

Early in the year the Board of Supervisors approved the Healthcare Access Program. Now with more people losing income and jobs, and at a time when they may need critical healthcare services, another option for financial help for healthcare is available. The new program reduces the amount patients owe for services and/or medicines based on their income. For some people there will be no cost.

Outreach and enrollment for the Healthcare Access Program started in July 2020. From July through October, a total of 783 people enrolled in the new program. Including patients who were transferred from the previous Ability to Pay Determination program, enrollment totaled 3,003 people as of October 1, 2020.

Enrollment was supported by an outreach campaign which included flyers distributed at the COVID-19 testing sites, digital ads on healthcare, employment, lending and other appropriate websites, and location-based ads. Google search ads were also placed, as was a YouTube ad (<https://youtu.be/57tzvsbbSGk>).



## Better Care

### Race and Health Disparities

The Board of Supervisors recently approved the formation of a **Race and Health Disparities Initiative**. Health inequities were laid bare by COVID-19, and the County of Santa Clara and the Health System are committed to addressing these issues for all. As this work begins, the system will continue to focus on access to high quality care.

The Santa Clara Valley Medical Center Obstetrics and Gynecology Residency Program has spearheaded an **Anti-Racism/Health Equity Task Force**. Using grant money, the Task Force will fund educational resources and activities, support resident physicians in pursuing activities geared toward promoting health equity, research activities, and trainings.

Santa Clara Valley Medical Center physicians Maryann Abiodun Pitts, MD, Sofia Mahari, MD, and Judith Sanchez, MD were selected to participate in a year-long executive leadership program designed to address racial and ethnic disparities in healthcare. As healthcare providers, these physicians have seen firsthand how systemic racism creates health disparities. By using a health equity and a racial justice framework, clinical care strategies will be developed that improve the quality and safety of healthcare delivery. The **Disparities Leadership Program** will strengthen the organization's capacity to identify and address disparities in our hospital system and in turn, allow us to further advance our institutional vision of providing *Better Health for All*.



### Innovation in Care

**The DaVinci XI surgical robotics** platform launched at O'Connor Hospital and SCVMC in September. The DaVinci Xi is a state-of-the-art surgical robotics platform which allows surgeons to perform minimally invasive surgeries more effectively with improved patient experience and better surgical outcomes. SCVMC is the first public hospital in Northern California to develop a robotic surgery training program.





## Santa Clara Valley Dental Care El Camino

On September 1, 2020, SCVMC opened its first stand-alone dental office in Mountain View. This new clinic has eight (8) chairs and is the second largest dental clinic in our system. The clinic will provide full scope dental for adult and pediatric patients and will serve the North County community. Currently, SCVMC has dental offices in

VHC clinics located in Sunnyvale, East Valley, Milpitas, Downtown, Tully, and Gilroy totaling 29 chairs. Two additional dental care clinics are under development.

## Psychiatric Emergency Response Teams (PERTs)

Funded by the Mental Health Services Act, the PERTs consist of behavioral health clinicians who respond to crisis calls. They accompany law enforcement officers from the Santa Clara County Sheriff's Office, the San José Police Department, the Palo Alto Police Department, and the Morgan Hill Police Department.

## Sexual Assault Forensic Examiner (SAFE)

Managed by Santa Clara Valley Medical Center, these examinations returned to Santa Cruz County. While SAFE exams have been available since 1985, for the past 2.5 years Santa Cruz County residents had to travel to SCVMC for their exam. This was due to a shortage of nurses trained to provide these specialized examinations. The program provides survivors of sexual assault with a safe, confidential, local site to obtain the examination.

## Suicide Prevention Program

The impact of the COVID-19 pandemic has yet to be fully understood. However, various reports, along with medical organizations at all levels, have indicated the need to address impacts on individual and community mental health. The Behavioral Health Services Department's Suicide Prevention Program focused on raising awareness and increasing help seeking behaviors. They conducted suicide prevention activities among Vietnamese, Chinese, Spanish, and English-speaking older adults (55+) in the county. Older adults have the highest rate of suicide in our community.

Communications to raise awareness addressed the individual who may be at risk, as well as to individuals with loved ones who are at risk. In-language radio spots were produced and ran in Vietnamese, Spanish, Mandarin and English. With an emphasis on the Vietnamese community, a Vietnamese television spot was produced for Vietoday, as well as web-based display ads and YouTube videos. All awareness activities provided the National Suicide Prevention Lifeline number and directed people to [www.scchope.org](http://www.scchope.org).

**Bản thân quý vị hoặc người thân có đang nghĩ đến tự tử hay không?**  
**Nên biết các dấu hiệu cảnh báo và cách thức để trợ giúp.**  
**Gọi đường dây ngăn ngừa tự tử số 1-800-273-8255**  
Miễn Phí • Bảo Mật  
Làm Việc 24/7  
[scchope.org/vi](http://scchope.org/vi)

COUNTY OF SANTA CLARA  
Behavioral Health Services

## Voter Registration

Earlier in the year, the Homeless Healthcare Patient and Family Advisory Team proposed a project to provide outreach and voter registration education to those experiencing homelessness. Valley Homeless Healthcare Program began to provide education about the voter registration process and opportunities to register with an emphasis on the importance of voting.

## Behavioral Health Services Department

As cases of COVID-19 increase, so does the associated anxiety, feelings of fear and uncertainty, and other mental health concerns around this evolving situation. The mental health effects of COVID-19 are just as important to address as the physical health effects. The Behavioral Health Services Department continues to expand services, offer telehealth and other options for care, and find new ways to support those in our community dealing with mental health and substance use issues. The following are updates on some of the department's recently implemented programs.

### Intensive Full-Service Partnership (IFSP)

A 24/7 outpatient treatment model designed to address the needs of individuals leaving or being diverted from custody settings. Intensive and comprehensive services are provided to do “what it takes” to support an individual in their recovery process. IFSP provides outreach and engagement, crisis intervention, mental health services, medication support, case management, housing support, and substance use treatment. Those with housing needs are referred to the Permanent Supportive Housing Program, which includes outreach and support.

- ✓ 42 youth clients enrolled as of September 1, 2020
- ✓ 45 transitional aged youth clients enrolled as of September 1, 2020
- ✓ 232 adult and older adult clients enrolled as of August 31, 2020

### Assertive Community Treatment (ACT)

The highest level of community-based services for individuals with serious mental illness who are at risk of or would be in institutional settings. These clients may also be homeless and may suffer from a co-occurring disorder. Referred to as a “hospital without walls,” ACT is an evidence-based, comprehensive model of treatment, support and rehabilitation for those unwilling or unable to engage in traditional mental health services. ACT offers housing support, substance abuse treatment if needed, educational and vocational services, and rehabilitative services. These services support recovery, reintegration into the community, and reduced hospitalizations.

- ✓ 100 clients enrolled as of August 31, 2020

### Assertive Community Treatment



ACT supports recovery, reintegration into the community.



## Forensic Assertive Community Treatment (FACT)

Modeled after ACT and designed to meet the needs of individuals with serious mental illness who have been incarcerated. FACT provides all ACT services, with the intent of addressing the unique needs of these individuals and reducing incarceration and hospitalization.

- ✔ 80 clients enrolled as of August 31, 2020

## In-Home Outreach Teams

Outreach and engagement, mental health assessment, in-home intervention, family education, support and linkage to treatment are provided for those individuals not voluntarily engaging in services. Services include a 90 to 120-day period to engage clients and link them to the appropriate services.

- ✔ 78 clients enrolled as of August 31, 2020

## Wellness and Recovery Medication Services (WARMS)

A step-down level of care for individuals who are doing well in the community and need less frequent services. WARMS offer psychiatric evaluation, medication supportive services, annual mental health assessment, ongoing treatment planning, "light touch" case management, housing and other services.

- ✔ 133 clients enrolled as of August 31, 2020



# Better Together

The staff, programs, and departments of the Health System have come together in different ways to address the challenges we face. While we continue to focus on changes in the delivery of care and services, the work we do every day contributes to the health and well-being of our staff, our patients and clients, and our community.

The County of Santa Clara Health System has been able to make progress and realize success in so many areas. We continue our efforts to transform our organization to be more effective and efficient and enhance the quality of care and services we provide. Please continue to follow us on this journey.



COUNTY OF SANTA CLARA  
**Health System**