



Quarterly Report

October through December 2020



COUNTY OF SANTA CLARA
Health System

Leading the way is what happens in Silicon Valley, and the County of Santa Clara Health System is no exception.

During the pandemic, the combined efforts of Santa Clara Valley Medical Center Hospitals and Clinics, the County of Santa Clara Public Health Department and Behavioral Health Department resulted in outstanding accomplishments. For example, with the State of California and private healthcare providers, nearly 2 million COVID-19 tests were given in our community.

The Health System and its departments continue to be at the center of innovation and commitment for both the response to the pandemic and the delivery of healthcare services. Let's start with the pandemic.

Protecting the health of the community — response to COVID-19

Community Testing

Santa Clara Valley Medical Center continued to lead the way in COVID-19 community testing. Free testing programs were expanded and tests were offered at over 25 locations. These sites provided tests to 2000-3000 individuals per day. The drive through testing site at the County Fairgrounds started exceeding their capacity of 1500 appointments per day and additional tents and lanes were opened to serve up to 3000 people per day.

City testing sites, staffed by the Public Health Department, also saw an increase in demand. They reached their full capacity of 750 tests per day on multiple days in October. Mobile testing teams continued to serve locations near underserved and at-risk populations including sites at the Cardenas Market, San Ysidro Park, Catholic Charities sites, Second Harvest Food Bank, and Juvenile Hall for visiting family members. Two testing teams remain daily in Gilroy and East San Jose due to the testing positivity rates in those communities.

By the end of 2020, the County completed more than 1.9 million COVID-19 tests. This robust community testing effort has been key to reducing the spread of the disease in our community. Learn more about how the Health System has expanded services to provide testing to more people in more locations by watching this [short video](#).

Additionally, a dedicated phone team at Valley Connections provided support for residents with questions about testing locations and results, and those needing help to schedule a test. This team has been providing phone support to over 200 individuals per day on average, 7 days a week.



"Providing nearly 2 million tests shows an incredible commitment from our community to confront COVID-19," said Dr. Sara Cody, Health Officer for the County of Santa Clara. "There is a light at the end of the tunnel with vaccines being available. But that in no way means we can let our guard down. The positivity rate is still too high, and COVID-19 is still prevalent in our community."



Protecting the health of the community



Inpatient Census & Surge

Following the Thanksgiving holiday, all hospitals in Santa Clara County experienced a significant surge of patients. The increase in COVID-19 patients represented a third wave that appeared distinctly different from the prior two waves in the Spring and Summer of 2020. Additionally, the number of non-COVID patients in the three public hospitals were higher than earlier in the year, and so exacerbated the strain on the system of care.

Medicine, surgical and telemetry (Med/Surg/Tele) patient census increased with growth in both COVID-19 positive and non-COVID-19 patients in December. Available bed capacity dropped to 12.7 %, representing 55 unoccupied beds for the public hospitals as of December 31, 2020. COVID-19 patients also utilized an increasing number of Intensive Care Unit (ICU) beds, accounting for 98.6% of total ICU beds as of December 31, 2020. This dropped the available ICU bed capacity to 1.4 %, representing 1 unoccupied bed at the end of December. Ventilator capacity continued to remain well above demand with 85% or 441 ventilators available. Additionally, the three public hospitals added 81 ICU surge beds and 105 non-ICU level surge beds to be able to care for more patients.

DePaul Health Center

With California Department of Public Health approval, DePaul Health Center opened on December 15 to provide subacute inpatient care for patients being discharged from an acute care hospital. With this added capacity, DePaul was instrumental in the response to COVID-19 surge at the end of the year.

DePaul will continue to play an important role in providing care for patients and community. Facility plans include having both a Skilled Nursing Facility and an expanded Urgent Care Clinic to better serve the South County. These services are scheduled to open in spring, 2021. For more information and a virtual tour of the project, please watch [this video](#).



Protecting the health of the community



Community Health and Business Engagement Team

To engage community members and businesses, 117 Community Health Workers (CHW) received specialized training. Teams go into the community and provide information and resources in a linguistically and culturally competent manner. Information provided includes the location and hours of testing sites, and in December, who was eligible for a vaccine, locations and what to bring.

The work done by CHW teams is done in partnership with five community-based organizations (CBO). Each CBO manages their own part of the work.

Sí Se Puede! Collective	Community Health Partnership	Roots Clinic	Fair Workplace Collaborative	Nueva Vida
25 CHWs 15 hours/week	15 CHWs 35-40 hours/week	7 CHWs 15-20 hours/week	60 CHWs 35-40 hours/week	10 CHWs 15-20 hours/week
Partners SOMOS Mayfair; Amigos De Guadalupe; Grail Family Services; The School of Arts and Culture; Veggielution	Partners Gardner Health Services; Indian Health Center; AACI Health Clinics; Ravenswood; Planned Parenthood; North East Medical Services	Partners Roots Clinic; Ujima Adult and Family Services; Unity Care; African American Community Services Agency	Partners Working Partnerships USA; Day Worker Center of Mt. View; Step Forward Foundation; Pilipino Association of Workers and Immigrants; Vietnamese American Roundtable; Enterprise Foundation; Latino Business Council of SV	Partners South County Outreach

Crisis Services

Call center lines for mental health and substance use services remained open 24/7 during the pandemic. Playing a significant role, these lines offered screening, triage, and referral services for the community. Both Crisis Text Line conversations and the Suicide & Crisis Hotline calls had peaks of increased calls during the pandemic, and the overall number of calls has remained higher than pre-pandemic volumes.

Do you or a loved one need someone to talk or text with?
Call or text our crisis counselors. These services are anonymous and confidential.

24-hour Crisis Text Line Text RENEW to 741 741	24-hour Suicide & Crisis Hotline 1-855-278-4204
---	---

Women's Health Urgent Care

This innovative care concept provides specialized and urgent obstetrics or gynecological (OB/GYN) services. Opened in April of 2020, this clinic has treated more than 500 patients during the pandemic. By offering women an urgent care option at a site dedicated to their health needs and staffed by OB/GYNs, the Center has improved the timely access to care. These patients no longer need to wait in an Emergency Department where patients with traumas or other emergency illnesses or injuries take precedent. The Center was developed by the OB/GYN Department and is located at Valley Health Center Bascom.

Whole Person Care Response

COVID-19 has changed how our programs respond to the needs of their patients and clients. Whole Person Care team members transformed their work and expanded their partnerships to support the overall County response to the pandemic, which you can see in this [short video](#).

Protecting the health of the community



Danna Ruth Dela Cruz had been receiving care from of Santa Clara Valley Medical Center for more than six years. During the pandemic, Danna Ruth started getting some of her obstetrical care via video appointments 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. As someone who does not drive it means not having to find or pay for a ride to and from a clinic or hospital."

Angelica Martinez, another obstetrical care patient with Maternal Fetal Medicine, appreciates the 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."

Patients using telehealth agree that this feature should not only continue but be expanded. As Danna Ruth said, "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."

Telehealth

Video visit usage continued to increase across primary care sites. During the pandemic, more than 45% of visits were done by video or phone, with the majority taking place by phone.

Video visit usage continued to increase across primary care sites. Clinics were supported in expanding the use of video for telehealth by the HealthLink (electronic medical record system) team. Weekly provider and staff drop-in lunch training sessions were held, and improvements were made to offer patients easier access to video visits.

Patient and provider surveys were conducted to collect feedback on video visit experiences and preferences. Patients reported accessing video visits was easy (71%), assistance from support staff was great (82%), and audio and video quality was great (82-86%). Patients described video visits as better or equal to office visits in the following ways:

- Amount of time spent waiting for clinician (83%)
- Amount of time spend with clinician (73%)
- Personal connection with clinician (64%)
- Overall quality of visit (68%)

In addition, providers reported that accessing video visits was straightforward (77%) and audio and video quality was good (81-85%). Respondents described video visits as better or equal to office visits for:

- Scheduling timely access for follow up appointments (68%)
- Efficiency of visit (68%)
- Amount of face time with patient (53%)

Suicide Prevention

As research showed, the pandemic has had a dramatic impact and taken a toll on jobs and financial stability, social and family lives, and overall mental health and well-being. The situation has opened a door to talk about mental health in a different, more universal way. Local research found people wanted communications to be direct when discussing suicide and messages that stated help is not exclusively for those who are considering suicide.

Rooted in research and cultural competency, two suicide prevention awareness campaigns were created. The goals of these campaigns were to raise public awareness about suicide, improve knowledge about when and where to seek help, increase help-seeking behavior, and connect individuals to available resources.

Based on the demographics of groups with the highest rates of suicide in Santa Clara County, an initial campaign was launched in Vietnamese and English, geared towards men over the age of 55 years. A second effort followed, geared towards Spanish-speaking and English-speaking males 35 to 54 years of age. The Spanish/English campaign activities continued into February 2021.

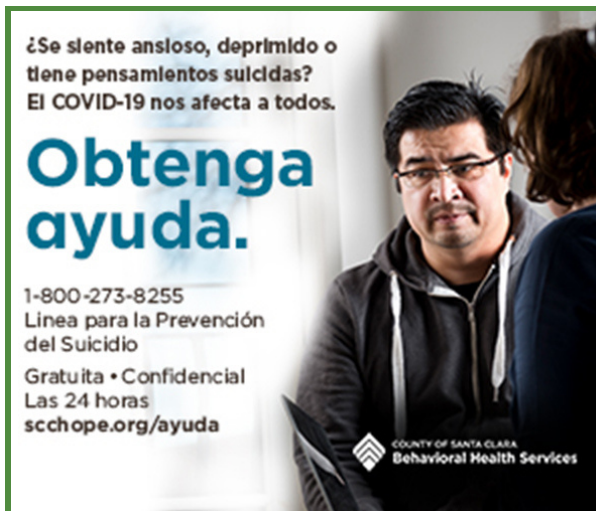


Nếu quý vị hoặc người thân đang nghĩ đến tự tử?

Nên biết các dấu hiệu cảnh báo và cách thức để trợ giúp.

Gọi đường dây phòng chống tự tử số 1-800-273-8255
Miễn Phí • Bảo Mật • Làm Việc 24/7

The advertisement features a photograph of an elderly man sitting at a table, looking thoughtful with his hand to his chin. The text is overlaid on the image in a clean, sans-serif font.



**¿Se siente ansioso, deprimido o tiene pensamientos suicidas?
El COVID-19 nos afecta a todos.**

Obtenga ayuda.

1-800-273-8255
Linea para la Prevención del Suicidio

Gratuita • Confidencial
Las 24 horas
scchope.org/ayuda

COUNTY OF SANTA CLARA
Behavioral Health Services

The advertisement features a photograph of a man with glasses and a dark jacket, looking slightly to the side. The text is overlaid on the image in a clean, sans-serif font.

The Behavioral Health Services Department's Suicide Prevention Program implemented mass media activities that included in-language radio spots on Vietnamese, Spanish, and English stations, and Spotify, targeted digital ads in Vietnamese, Spanish and English, outreach to community contacts with electronic informational flyers, geo-fencing awareness promotions at key locations in the county including pharmacies and COVID-19 testing sites, and new or updated web pages with resources.

Evaluation of the Vietnamese/English effort showed that it made more people aware about where to go for help. This was demonstrated by increase traffic to web pages and an increase of calls to the Suicide & Crisis Hotline. Evaluation survey results indicated that people who saw the campaign were more aware of suicide prevention resources than people who had not seen the campaign. Local research found people wanted communications to be direct when discussing suicide and messages that stated help is not exclusively for those who are considering suicide.

Virtual Support Groups for Employees

With so many employees serving on the front lines of the COVID-19 response for months on end, the Employee Assistance Program (EAP) offered interactive support groups to help staff connect with others, strengthen their resiliency, and reduce feelings of isolation. EAP also offered group or individual virtual support sessions.

COVID-19 Vaccinations

In December, the first shipment of COVID-19 vaccines arrived in Santa Clara County. Santa Clara Valley Medical Center Hospitals & Clinics began vaccinating front line health care workers immediately, and the Public Health Department provided vaccines to staff and residents of long-term care facilities.



COVID-19 Response Events

October 2020: Santa Clara County Health Officer Dr. Sara Cody and COVID-19 Testing Officer Dr. Marty Fenstersheib joined Dr. Anthony Fauci, Director of the National Institute of Allergy, and Infectious Diseases, in a virtual panel discussion at the Silicon Valley Leadership Group's annual forum. The discussion focused on COVID-19 at the local, regional, and state levels.

October 5, 2020: The Health Officer issued a Revised Risk Reduction Order under the State's "Blueprint for a Safer Economy". Additional community activities and business operations resumed, including indoor dining and indoor gatherings at 25% of normal capacity or 100 people.

November 2, 2020: Santa Clara Valley Medical Center, the County of Santa Clara Public Health Department, the State of California, and private healthcare providers in the region, the County had conducted more than 1 million COVID-19.

November 30, 2020: All adult elective non-urgent surgeries and procedures that require post-operative admission are cancelled.

December 4, 2020: Health Officers for the counties of Alameda, Contra Costa, Marin, San Francisco, and Santa Clara, as well as the City of Berkeley, jointly announced an early implementation of the State's Regional Stay at Home Order. Capacity restrictions on retail and other public spaces went into place, as well as the continuation of Santa Clara County's mandatory 14-day quarantine for those who traveled farther than 150 miles from the county's borders.

Honors and recognition

- ✓ A \$6M grant was approved for a joint *Behavioral Health Services Department* and *Santa Clara County Office of Education* project. This funding provides for prevention and early intervention services aimed at preventing mental illnesses from becoming severe and disabling.

Goals include improving timely access for underserved populations and providing outreach and education so that early signs of mental illness are recognized. Other goals are to reduce stigma and discrimination and prevent other negative outcomes. Wellness Centers will be established on school campuses and the number of mental health professionals on campuses will be increased to grow the capacity to help students and improve access to services that address behavioral and emotional needs.

- ✓ The *American Public Health Association* (APHA) honored Dr. Sara Cody, Health Officer and Director of the Public Health Department, with the Milton and Ruth Roemer Prize. The award recognizes Creative Local Public Health Work and specifically, Dr. Cody's extraordinary leadership during the COVID-19 pandemic and her decisive actions that led to the first county-wide lockdown order. In their announcement of the award, the APHA said "Dr. Cody's science-based approach saved countless lives in her community at a time when the nation was struggling for direction, resulting in early local control of the outbreak."

- ✓ The *National Committee for Quality Assurance* (NCQA) completed its annual review of Patient Centered Medical Homes. With evidence spanning more than 100 metrics and criteria, 10 primary care clinics continued to exceed the requirements set-forth by NCQA.

- ✓ Santa Clara Valley Medical Center won a *Quality Leader Special Recognition Award* from the California Association of Public Hospitals and Health Systems. This award highlighted the work being done to achieve high value, high quality, patient-centered care. SCVMC was recognized for conducting early rapid COVID-19 surveillance research. The information gathered helped guide public health decisions and established novel COVID-19 testing methods that resulted in an amazing 15-fold increase in testing capacity. This strengthened the County's ability to quickly provide wraparound medical and social services to those most in need.

- ✓ Santa Clara Valley Medical Center was awarded funding to support *pediatric services for children* in the California Children's Services Program. Grant funding from the California Health Facilities Financing Authority supports diagnosis, treatment, and medical case management to children and young adults under 21 years of age who are medically fragile.

- ✓ The *National Science Foundation* awarded Santa Clara Valley Medical Center an innovation grant to research, design, and build inclusive, technology-centered Makerspaces in the hospital's pediatric center. SCVMC was one of only two hospitals in California to receive this funding.

The project takes place over the next two years and will focus on developing new approaches for inclusive, technology-centered environments in pediatric settings. The goal is to support the care, emotional well-being, and mental health of children with chronic and life-limiting illnesses. Expected outcomes for this project include installing STEM and computer technologies, as well as variety of educational electronics like coding kits and robotics, so that patients and their families can be creative together and improve their overall medical experience.

Honors and recognition

- ✓ Santa Clara Valley Medical Center, O'Connor Hospital and St. Louise Regional Hospital were recognized on the *Opioid Care Honor Roll*. Their "superior performance" was noted in the areas of opioid management, reducing opioid use after surgery, aiding patients transitioning to outpatient care, and the use of medication-assisted therapy. Overall, 53 hospitals were recognized by Cal Hospital Compare for their efforts to prevent opioid overdoses.
- ✓ Santa Clara Valley Medical Center Hospitals and Clinics were recognized for *using electronic medical records and data to improve patient care and outcomes*. O'Connor Hospital and St. Louise Regional Medical Center joined Santa Clara Valley Medical Center in achieving Stage 7 certification from the internationally recognized Healthcare Information and Management Systems Society (HIMSS). The certification is for both the Electronic Medical Record Adoption Model (EMRAM) and Outpatient Electronic Medical Record Adoption Model (OEMRAM).

HIMSS Stage 7 status is the highest level an organization can achieve. Electronic medical records (EMR) are critical to providing better health care. Effective use of EMR improves safety, timeliness, patient-centeredness, communication, education, efficiency, and equity.



On the journey of transformation

Providing better care and service

Addressing Racial Injustice and Discrimination

The Health System has begun a journey to address systemic racism and inequality in response to recent catalyzing events related to racial injustice. The *Office of Diversity, Equity, and Inclusion* established by Santa Clara Valley Medical Center Hospitals and Clinics is committed to recognizing, addressing, and eradicating all forms of racism and discrimination. Leadership and staff have united in the pursuit of a diverse and inclusive healthcare system that strives to eliminate disparities and injustices for our community, patients, and workforce. Here are a few highlights of the work being done:

- Employee survey on Diversity, Equity and Inclusion distributed. Analysis of results underway.
- Government Alliance on Race and Equity Training began with 16 Health System participants representing all 3 hospitals.
- Training for executive leadership held on October 20, 2020.

Expanding Mobile Crisis Response

The Behavioral Health Services Department partnered with the San Jose Police Department (SJPD) to expand Mobile Crisis Response Team (MCRT) services. Initially, two dedicated SJPD officers will work with the MCRT real-time crisis calls. While MCRT services have been in existence for over two years, having dedicated SJPD officers will enhance services. These enhancements include speedier response time, added flexibility in the types of responses, and increased collaboration and cross-training between law enforcement agencies and the Behavioral Health Services Department.

Understanding Suicide Deaths

With researchers from Palo Alto University and the Medical Examiner/Coroner's office, Behavioral Health Services Department conducted a study on suicide deaths in our county. It is one of the first studies to attempt to understand the relationship between cultural variations in suicide method and suicide location.

The [study published in the Journal of Death Studies](#) analyzed 1,145 suicide deaths by method and location in Santa Clara County from 2009 to 2016. Findings noted differences in methods among Latinx and Asian and Pacific Islander (API) compared to White and African American decedents. The ethnicity-location-method analysis revealed a notable variation in suicide patterns. For example, compared to White firearm suicide deaths, API firearm suicide deaths were more likely to occur outside the home. The study also found that API and African American decedents were less likely than White decedents to die-by-suicide at home. The study could have important implications for culturally informed suicide prevention strategies, assessment, and risk management.

On the journey of transformation

Providing better care and service

Helping Kids in Crisis

The Board of Supervisors approved a new state-of-the-art facility that will house the first County-run inpatient psychiatric services for children and adolescents. This critically needed part of the continuum-of-care will be for children in crisis who are now being hospitalized for psychiatric emergencies outside Santa Clara County. The 3-story building will include 21 beds for adolescents and 14 beds for children in need of acute inpatient psychiatric care. Additionally, a separate unit with its own entrance will have another 42 beds for adults. The new facility will also house a pharmacy, mental health urgent care clinic, and emergency psychiatric services for adults, adolescents, and children.

Preventing Falls

Did you know that falls are the leading cause of injury-related death for people 65 and older in Santa Clara County? Because of the growing aging population, unintentional falls are a critical health issue in our community. Preventing falls is an effective way to help seniors stay healthy, independent and reduce premature death. It also lessens concerns and hardships for caregivers. The Emergency Medical Services Agency conducted a social media awareness effort aimed at those over the age of 65, their families, friends, and caregivers. The campaign was focused on education around the four ways to successfully prevent falls: exercise, have your vision checked, make the home safer, and review medicines.

Raising Awareness: Risk of Vaping

Vaping products have seen an increase in popularity among youth and teenagers. Often, this group views these items as a “safer” alternative to traditional cigarettes. This has created a new challenge for those seeking to reduce/prevent marijuana and tobacco use.

To address this public health issue, the County of Santa Clara Public Health Department, Behavioral Health Services Department, and the Health System, collaborated on the *Don't Take The Vape* public education campaign. Campaign goals included preventing vaping among adolescents ages 12-17 living in the county. The campaign's initial run began September 9, 2020 and ran for six weeks. Leveraging the momentum of the original campaign a subsequent phase launched on October 26, 2020.

Powerful images and messages were delivered to the intended audience through social media outlets that provided opportunity for multiple engagements. The campaign consisted of digital and video ads formatted for Snapchat, Instagram, and YouTube. Users were directed to the campaign webpage, DontTakeTheVape.org for more information and resources. The campaign ran from October 26 to December 9, 2020 and served a notable 3,574,951 impressions.



On the journey of transformation Providing better care and service

Raising Awareness: Risk of Opioid Overdoses

In 2020, deaths from fentanyl overdoses increased by 200% in Santa Clara County. This powerful synthetic opioid has a potency 50-100 times that of heroin and can be lethal even in very small amounts (2-3 milligrams). The impact of fentanyl is intensified due to people unsuspectingly ingesting the drug when it is mixed in with other substances such as heroin, cocaine, meth, and ecstasy.

To raise awareness, the County of Santa Clara Behavioral Health Services Department, Public Health Department, and Health System partnered on the *Fentanyl Takes Friends* campaign. The goals of the campaign were to raise awareness about the risk of overdose, provide harm reduction strategies, and offer information, tools and resources for youth and young adults in our county. Harm reduction strategies, included having access to Narcan, knowing the source of their drugs, and not using alone.

The awareness campaign incorporated a mix designed to reach county residents in a concentrated effort on digital and social media platforms, maximizing reach and repetition. The priority population was teens and young adults 14-30 years old. Campaign materials were disseminated online through social media (Instagram, Snapchat, Twitter) and digital mobile ads (I-Heart Media) relevant to the intended audience. Paid and organic ads directed individuals to the campaign's webpage [FriendTaker.org](https://www.friendtaker.org) for more resources and information. The campaign ran from September 3, 2020 to December 4, 2020, which resulted in an impressive 8,307,953 impressions and reached 3,732,968 people through the various ad channels and placements.

COUNTY OF SANTA CLARA
Behavioral Health Services

FENTANYL TAKES FRIENDS

FENTANYL WARNING The deadly synthetic opioid *Fentanyl* has been found cut into party drugs. It's an ugly surprise.

PEOPLE ARE OVERDOSING AND DYING.

FriendTaker.org

Better Health for All

The work of the County of Santa Clara Health System and its departments contributes to the health and well-being of our staff, patients, clients, and community. We continue to focus on the challenges and changes in the delivery of care, services, treatments, and information, to make grow, improve and realize success. We continue our efforts to transform to be more effective and efficient and enhance the quality of care and services we provide. Please continue to follow us on this journey.

Follow us on



Facebook [@cshealthsystem](https://www.facebook.com/cshealthsystem)



YouTube [@County of Santa Clara Health System](https://www.youtube.com/CountyofSantaClaraHealthSystem)



Twitter [@cshealthsystem](https://twitter.com/cshealthsystem)



Health System web page: <https://www.sccgov.org/sites/hhs/>



COUNTY OF SANTA CLARA
Health System