

COVID Interim Progress Review (IPR) & After Action Report Update

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Methodology

- VDH Conducted three separate Interim Progress Reviews (IPR) during the COVID response:
 - October 2020
 - September 2021
 - June 2022

Best Practices

- Atypical VDH Staff Deployment to the Virginia Emergency Operations Center
- Large scale implementation of Health Equity programs
- Logistics Management Partnerships with VDEM
- COVIDWISE launch
- Adaptability of National Guard personnel/Missions
- Alternate Care Facility Planning
- Operational Training Unit
- Community Vaccination Center Planning and Operations (Internal & Contract)

Areas For Improvement

COMMON THEMES

Emergency Operations Coordination

- Early decision making
- Coordination with Executive Leadership
- Local Health District Coordination and Engagement
- Healthcare Coordination

Emergency Public Information & Warning

- Office of Communications reliance upon federal COVID funding for messaging efforts
- Office of Communications staffing
- Information rate of change
- Translation Services
- Call Center Standard Operating Procedures and guidelines

Information Sharing

- Data driven dashboard, requests for data were overwhelming
- VDH Data Management Infrastructure was inadequate to keep pace with data volume
- Data science workforce

Medical Countermeasures Dispensing & Administration

- Funding delays hampered vaccination implementation
- Early use of multiple/changing platforms created issues for local users

Public Health Workforce Management

- Workforce Surge challenge
- Retention
- Mental health and morale
- Volunteer management

Finance & Administration

- Shared Business Services
- Accounting practices
- Hiring & Onboarding
- Large number of funding sources created some confusion

The Way Ahead...

- Next Steps:
 - Incorporate additional lessons learned (Office of Epidemiology) into Improvement Plan
 - Develop Executive Summary
 - Develop and Implement Corrective Actions