Key Metrics and Actions for a COVID-19 Delivery Plan

Managing the Disease | These are likely to be important for nearly every government.

Category	Key Actions	Measures to Track	Outcomes
Testing	• Ramp up testing capacity • Focus on access for high-risk populations • Establish hotline/system for logging every case	• Tests done per day • % Positive • # People confirmed immune*	Infection rate Hospitalization rate Fatality rate
Tracing and quarantine	• Deploy contact tracing for every confirmed case • Develop isolation guidelines and open community quarantine locations • Prioritize essential services for isolated and quarantined individuals • Train and support contract tracers	• Time it takes to start contact tracing a case • % Cases we can obtain contacts for and % contacts we can track • % Symptomatic contacts tested • % Infected contacts isolated • % exposed contacts quarantined or monitored • Access to food, medication, and other essentials for quarantined individuals • # of contact tracers trained and utilized	
Health system management	• Centralize or coordinate purchasing and deployment of personnel, infrastructure, and PPE • Create or improve data system for sharing information across hospitals • Build temporary hospital and ICU capacity • Increase pool of available health care workers (incentives, child care, etc.) • Prioritize immunity testing for health care workers*	• # Days left of disposable PPE • % Utilization of non-disposable PPE • % Utilization of hospital beds • % Utilization of ICU beds • % Utilization of ventilators • # Health care workers available • Infection rate among health care workers • % who have confirmed immunity* • % Utilization of health care workforce	
Social distancing	• Establish social distancing policy, including "levels" of social distancing and protocols for moving between them • Create multi-channel campaign to raise awareness • Put in place feedback loops for monitoring compliance	• # Citations issued on violation of policy • # Social media impressions, engagement, amplification • Community perception of social distancing • Infection rates vs. estimated trajectory by location (2-week lag)	
Vaccines and treatment	• Create procurement and distribution plan for vaccine or treatment before it is available • Prioritize health care workers, essential service providers, high-risk populations • Establish system to certify vaccination	• % Cases receiving treatment* • % Population vaccinated*	

Key Metrics and Actions for a COVID-19 Delivery Plan

Supporting society | These will vary more by context, but will apply to most governments.

Category	Key Actions	Measures to Track	Outcomes
Funding and resources	• Establish funding priorities (health, other essential services, supports to individuals and businesses) • Maximize funding available from other levels of government (e.g., stimulus/recovery, emergency) • Spend funds quickly, transparently, and on funding priorities	• Reimbursement rate for emergency expenditures • Total external funding secured (break down by priority area) • Average time to spend funds once received • % Funding disbursements that are accurate and concluded on time	Unemployment rate Sales tax revenue Self-reported physical and mental well-being among residents Morbidity/mortality from non COVID-19 causes (e.g., suicide, homicide)
Economic relief	• Support workers through cash transfers or unemployment insurance • Expand/improve other safety net benefits • Support businesses to maintain payroll • Support businesses to evolve their models • Identify and facilitate creation of jobs to meet new needs	• Uptake/utilization of relief benefits by individuals and businesses • Sales tax revenue from businesses that continue to operate • New jobs created	
Continuity of services	• Define essential services other than health (e.g., police, fire, water, electricity, food, medicine, transportation, logistics) • Move all possible essential services online • Support in-person essential workforce: implement safety protocols, provide child care, prioritize testing and tracing	• Continuity of essential services as defined for each service (e.g., uptime, utilization/attendance of workforce, throughput of critical supplies) • % Targeted essential services brought online • Equitable access to and use of each essential service by residents	
Physical safety and mental wellbeing	• Increase capacity to respond to domestic violence incidents • Create or facilitate capacity to measure and improve mental well-being during sheltering-in-place (e.g., hotline, access to counseling services)	• Domestic violence incidents and resolution • Uptake of well-being hotline/service	
Safe and resilient reopening	• Set metrics-based triggers for loosening and tightening social distancing • Establish policies for reopenings that are safe and resilient to future intermittent social distancing • Prioritize schools, child care, other essential services • Provide/fund necessary infrastructure to comply	• % Schools and child care facilities open under new policies • % Businesses reopened and compliant with new policies • Sales tax revenue from reopened businesses	