

# EpiC Indonesia COVID-19 Response: Summary of Achievements

August 2021 – March 2023

In mid-July 2021, Indonesia was at the forefront of the global COVID-19 crisis, registering an alarming 57,000 new cases daily. This unprecedented surge not only put the country's courageous front-line health care workers in harm's way but also threatened to overwhelm the backbone of the country's health care infrastructure. The response to this challenge set in motion a period of adaptation, collaboration, and innovation.

The United States Agency for International Development (USAID) recognized the country's pressing need for COVID-19 assistance early on and swiftly activated the Meeting Targets and Maintaining Epidemic Control (EpiC) project to provide support. In August 2021, we focused on accelerating vaccination coverage across five high priority Indonesian provinces with the assistance of thousands of private sector doctors, nurses, and data entry specialists. As we entered 2022, our mission evolved to encompass COVID-19 case management and contact tracing system strengthening. By early 2023, EpiC for COVID-19 programming shifted towards delivering "last mile" vaccinations in hard-to-reach communities across Papua, North Sumatra and East Java.

## EPIC FOR COVID-19 KEY ACCOMPLISHMENTS

- Administered 1,840,918 COVID-19 vaccine doses
- Established or supported 3,764 vaccination sites, and carried out 11,262 vaccination events
- Recruited and trained 3,412 private sector vaccinators and 2,309 data entry and recording and reporting personnel
- Established 3 private sector partnerships, with approximately 950 million Indonesia rupiah in cost-share
- Reached 42.5 million Indonesians with vaccination demand creation messages through Meta ads
- Transported and refilled 2,997 oxygen cylinders for 40 Jakarta hospitals
- Trained 1,442 health workers on COVID-19 case management and 6,043 individuals on vaccine-related topics

## Activities and Results

### ACCELERATING COVID-19 VACCINATION COVERAGE

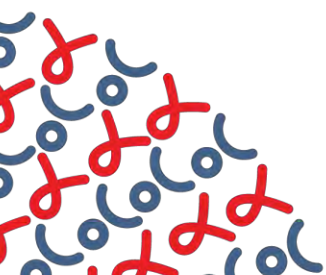
**Amplifying vaccination efforts with help from the private sector.** Guided by the USAID mandate to accelerate access to and delivery of safe and effective COVID-19 vaccinations, EpiC for COVID-19 supported provincial health authorities in Jakarta, Banten, and West Java to develop ambitious vaccination rollout plans. The project articulated a terms of reference for mobile and outreach vaccination assistance that could rapidly extend vaccination coverage in densely populated areas where vaccination rates were low and access to facility-based vaccination services was limited. Under this plan, EpiC for COVID-19 sought to recruit private sector health care providers to staff mobile vaccination teams. The project also developed a scope of work for data entry personnel to support vaccine recording and reporting tasks at subnational and site levels.

In August 2021, EpiC for COVID-19 issued the first of three calls via social media for vaccination assistance from private sector doctors, nurses, and other health care professionals (Figure 1). In the first recruitment cycle, 1,300 health care workers submitted applications, and almost 5,000 individuals registered over the course of the program. EpiC for COVID-19 selected 3,328 Ministry of Health (MOH)-accredited private sector vaccinators, managing, and monitoring their deployment through the project’s web-based vaccinator scheduler and payment application, and providing training on vaccine storage, handling, administration, and adverse events. To train and mobilize the private sector vaccinators, EpiC for COVID-19 collaborated closely with the MOH and Indonesia’s medical associations. One participating medical doctor from Banten remarked, “Thank you USAID and EpiC for COVID-19 for sending us to collaborate with Puskesmas Panunggangan in Tangerang. We hope our contribution can help our country control this serious pandemic.”

Figure 1. Social media announcement for private sector vaccinators



EpiC for COVID-19 also mobilized 2,241 data entry personnel—selected from over 2,300 applicants—to enter electronic vaccination data directly into the Government of Indonesia’s COVID-19 PCare system during vaccination events. At the district and provincial levels, 13 EpiC for COVID-19 data recording and reporting specialists assisted health authorities in Jakarta, Banten, and West Java to aggregate COVID-19 vaccination data for robust decision-making across Indonesia’s COVID-19 response.



EpiC for COVID-19 vaccination acceleration activities took place from August 2021 to March 2022, beginning in Jakarta, Banten, and West Java and expanding to Central Java and the Special Region of Yogyakarta. Across 36 targeted districts, 2,853 vaccination sites were established at health facilities, places of worship, schools, malls, villages, and other community spaces. Mobile vaccination vans were deployed hundreds of times to conduct mobile and door-to-door vaccinations, and to transport vulnerable individuals—such as the elderly and people with disabilities—to and from COVID-19 vaccination sites.



Vaccinating train commuters, in collaboration with Commuter Train Indonesia. Photo by EpiC for COVID-19

EpiC for COVID-19's private sector partnership with PT Kereta Commuter Indonesia (PT KCI) brought COVID-19 vaccinations to work commuters at train stations in Jakarta and Greater Jakarta, while collaboration arrangements with the Diponegoro Alumni Association, Traveloka, and Grab Indonesia helped the project organize mass vaccination events attended by dignitaries such as the Indonesian Minister of Health, U.S. Ambassador to Indonesia, Minister of Cooperatives and Small Medium Enterprises, USAID Indonesia Mission Director, and Mayor of Tangerang Selatan City, together with a variety of media agencies.

Using US\$60,000 of Meta ad credits, demand creation messages that promoted COVID-19 vaccination were reinforced, particularly among those aged 60 or older where uptake was lower (Figure 2). The messages reached 42.5 million Indonesians and were viewed more than 100 million times.

Figure 2. Social media messaging promoting COVID-19 vaccinations among elderly Indonesians

The figure displays three social media posts from EpiC Indonesia, each with a 'LEARN MORE' button and engagement metrics:

- Post 1:** Text: "Tidak mudah bagi lansia menghadapi pandemi. Dengan segala keterbatasan yang ada, mereka menjadi golongan yang mudah". Image: A man wearing glasses and a blue shirt. Engagement: 11 comments, 3 shares.
- Post 2:** Text: "Bagi para lansia yang berusia di atas 60 tahun, vaksinasi covid-19 dapat dilakukan apabila sudah mengantongi minimal tiga". Image: A person wearing a bicycle helmet and a face mask. Engagement: 102 comments, 28 shares.
- Post 3:** Text: "Lansia menjadi salah satu golongan penting yang sangat dianjurkan untuk vaksinasi covid-19. Pasalnya, manfaat yang". Image: An elderly man and a woman raising their hands. Engagement: 21 comments, 9 shares.

During the vaccine acceleration implementation period, 1,741,688 immunizations were administered with EpiC for COVID-19 support, including 552,373 first doses, 1,002,311 last doses, and 187,004 boosters.

**Vaccinating the “last mile.”** As vaccination acceleration activities ended, USAID EpiC for COVID-19 turned attention to addressing the needs of un- or under-vaccinated individuals in hard-to-reach communities across North Sumatera, East Java, and Papua (Figure 3). The last mile vaccination program prioritized 11 districts where vaccination coverage was below the Indonesia target of 70% for the general population and among those aged 60 or older.

Figure 3. Vaccination coverage areas highlighted in red.



Unlike the vaccination acceleration phase, last mile vaccination coverage began slowly as EpiC for COVID-19 negotiated program approvals, navigated vaccine commodity stock-outs, and conducted intensive door-to-door vaccination demand creation. The project recruited and trained 84 health care workers, 52 data entry personnel, and 11 health cadres to promote vaccinations, administer doses, and/or record vaccination events. Twenty field coordinators were mobilized to support vaccine delivery preparation and coordination efforts at sub-district levels, while three recording and reporting specialists strengthened COVID-19 data recording and reporting at provincial levels.

Nine hundred and eleven vaccination sites were established at facilities, community settings, and individual homes (see photo). Community outreach activities were integrated into all vaccination events, with EpiC for COVID-19 mobilizing community leaders, religious figures, and health cadres to promote the benefits of vaccination and gather residents to assemble at vaccination sites.



Bringing vaccines to remote communities through EpiC for COVID-19's last mile vaccination initiative. Photo by EpiC for COVID-19.

From September 2022 to March 2023, EpiC for COVID-19 assisted the Government of Indonesia to administer a total of 99,230 last mile vaccination doses, achieving 96% of the overall target of 102,934. EpiC for COVID-19 helped nine of 11 targeted districts to exceed 70% first dose vaccination coverage among the general population and supported three of these districts to exceed 70% last dose vaccination coverage among the general population. Notably, in the pivotal elderly demographic, seven districts attained the 70% benchmark for first dose vaccination coverage among individuals aged 60 or more, while three districts achieved 70% last dose vaccination coverage.

### CASE MANAGEMENT

Alongside vaccination efforts, USAID EpiC for COVID-19 collaborated with the MOH to ensure robust COVID-19 support in other strategic areas. Resources—initially designated for COVID-19 mechanical ventilation technical assistance—were reallocated toward initiatives that curtailed transmission and expanded access to evidence-based, high-quality care for patients with moderate to severe COVID-19 infections. EpiC for COVID-19 also enhanced the proficiency, safety, and resilience of health workers as they strived to improve patient treatment outcomes and control the COVID-19 epidemic.

**Increasing oxygen availability at Jakarta hospitals.** When severe shortages of oxygen threatened to overwhelm Jakarta's hospitals, EpiC for COVID-19 quickly mobilized assistance to transport oxygen cylinders to and from the Krakatau steel plant, where they could be refilled and re-distributed. In August 2021, almost 3,000 oxygen cylinders were transported, refilled, and redistributed to 40 hospitals to combat a debilitating COVID-19 surge.



EpiC for COVID-19-supported oxygen transport services in Jakarta during the August 2021 COVID-19 surge. Photo by EpiC for COVID-19.

**Strengthening COVID-19 surveillance and contact tracing systems.** With accurate and timely health data urgently required, EpiC for COVID-19 worked closely with the MOH to refine and expand the national COVID-19 contact tracing platform, known as SiLacak. EpiC for COVID-19 assembled a team of 18 information technology specialists who undertook the following transformative actions:

- Upgraded the SiLacak COVID-19 tracing application, integrating a Key Performance Index for enhanced contact tracing oversight. This reconfiguration involved refining the user interface and expanding server capabilities to accommodate augmented patient data.
- Introduced a comprehensive COVID-19 case detection dashboard that aligned with the indicators set by the MOH, offering nuanced insights at national, provincial, district, and subdistrict levels.
- Pioneered a mobile version of SiLacak's COVID-19 contact tracing application for Android platforms, magnifying its reach and accessibility.
- Initiated the integration of SiLacak with pivotal COVID-19 information systems, namely NAR (New All Record) and the Peduli Lindungi applications.

As 2022 drew to a close, EpiC for COVID-19 collaborated with the MOH Digital Transformation Office and Sub-Directorate of Emerging Infections to transition SiLacak resources and codebase to MOH stewardship, ensuring the sustainability and continued evolution of this critical tool in Indonesia's fight against COVID-19.

**Enhancing health care worker case management capacity.** Together with the MOH, Docquity (an e-learning platform for health care professionals), and medical association partners, EpiC for COVID-19 delivered a variety of online, offline, and hybrid capacity development sessions for Indonesia's health care workers. Training topics included COVID-19 symptom and complications management; COVID-19 and pregnancy; advanced medical care; oxygen treatment therapeutics; post-clinical care; and health worker mental health resilience. Approximately 1,442 health care workers participated in the sessions, including more than 1,000 participants from 614 health facilities who attended the final capacity development workshop in February 2023 focused on the transition of COVID-19 emergency response period, conducted by MOH, RSPI Prof. Dr. Sulianti Saroso Infectious Disease Hospital, and EpiC for COVID-19.

Mental Health Resilience for Health Care Worker Training Session. Photo by EpiC for COVID-19.



*This brief is made possible by the generous support of the American people through the United States Agency for International Development (USAID). The contents are the responsibility of the EpiC project and do not necessarily reflect the views of USAID or the United States Government. EpiC is a global cooperative agreement (7200AA19CA00002) led by FHI 360 with core partners Right to Care, Palladium International, and Population Services International (PSI).*