Public Administration Fighting Against Covid-19

**Background:** As of March 24, 2020, 120 cases of covid-19 have been confirmed in Xi'an, 114 have been cured, 3 have died, and 3 are still in hospital. The experience and practice of Xi'an city are suitable for the cities in the early stage of the outbreak. After people in Hubei made great sacrifices in the implementation of the blockade procedures, the other cities mainly completed two tasks: 1 is to find and treat local patients, as well as carry on medical observation of close contacts; 2 is to persuade citizens to stay at home, and provide necessary supplies to protect the needs of citizens. These two main strategies combined with other strategies have saved enormous social costs and kept our health care system functioning. After the outbreak is under control, support and help will be provided immediately to Hubei province. In this process, local governance, inter-city cooperation and the role played by the country in the whole fight against the pandemic are crucial.

1. **Setting up Specialized Institutions.** Based on Wuhan's situation, Shaanxi province quickly activated the first-level public health emergency response on January 25th. There were 15 confirmed cases and 179 close contacts back then, who were all in centralized medical observation. Hence, the Epidemic Prevention and Control Headquarters were set up at all levels, from the central and provincial governments to municipal and district governments. There are over 300 civil servants from municipal and district governments in the municipal headquarter working together. Their job is to summarize problems in terms of epidemic prevention and people's livelihood that are reported by all districts and resort to solutions. Besides, they need to convey the work deployments from the provincial government to fight against the epidemic and ensure unified implementation.

2. **Cutting off the Epidemic Spread.** Adhering to the principle of ensuring all citizens' right to life and health, the government suggested that all citizens should stay at home and avoid the spread of the virus in the worst situation. The government provided daily necessities at the supermarkets or open grounds in the community. All citizens were suggested to stay within the community without engaging in social activities and gatherings. All shopping malls, catering, and entertainment places were temporarily closed. Schools of all kinds postponed the commence day and adopted an online or TV learning method. The government should gain people's understanding that staying at home is the greatest contribution one can ever be made to other people and the society.
3. **Scrutinizing the Confirmed Cases and Close Contacts & Provide Free Medical Treatment.**

To avoid the huge impact of the spread of the epidemic on Xi'an's medical system, we continue to enhance our efforts in scrutinizing key areas and populations. Strict prevention and control measures are taken in those areas where confirmed or suspected cases have been found. Meanwhile, people who have close contacts with confirmed cases are advised to have Nucleic Acid Testing (NAT) and quarantine themselves at home. Close contacts are traced on a backward 14 days basis. And close contacts who have fever need to go to the medical center for centralized quarantine. Strict test and control measures on traffic, such as airport, high-speed rail station, train station, bus station, city entrances of the high-speed road are carried out. The government shoulders the costs for confirmed cases and suspected observers.

4. **Conducting the Unified Deployment & Engaging in Coordination.** Pandemic prevention and control is a unified system that requires cooperation and coordination among local governments. Wuhan government shut down the city on January 23rd, guaranteeing the supply for goods and materials in advance, to avoid secondary infections due to the flow of people, which made a huge contribution to the prevention of the spread of the epidemic, while giving opportunities to other provinces and cities to have concentrated efforts in accepting confirmed cases and providing sufficient treatments, which saved huge social costs. Because of the rapid spread of the epidemic in Hubei, other provinces have sent medical teams to support cities in Hubei and send materials and goods to ensure a smooth operation of local medical facilities.

5. **Ensuring Mental Guidance.** During this special period, Xi'an makes great efforts in alleviating the panic, nervous and anxious feelings of the public, preventing extreme accidents caused by mental stress. Xi'an Epidemic Prevention and Control Headquarter coordinates various departments and provides necessary resources to establish a professional mental guidance team, which provides various forms of psychological counseling through social media, hotline, online courses, science popularization videos, etc.

6. **Guaranteeing Basic Living Conditions.** Xi'an ensures the supply of daily necessities, including but not limited to food, oils, meat, eggs, milk, and vegetables. Also, the government stabilizes the prices and increases the food distribution capacity. Also, the medical supplies are managed and allocated in a centralized manner and the N95 facial masks first meet the demands of the medical
staff. Whoever driving up the price of the medical supplies (masks, disinfectants, etc.) will be fined according to relevant laws and regulations, and the city residents can purchase self-use masks regularly.

7. **Adjusting Governance Policies.** The prevention of imported cases is the core in fighting against the epidemic. **Firstly, data analysis should be strengthened.** At three-pitch points, check-in, after departure and before landing, we need to understand the information of international passengers in advance through big data analysis to identify those who have stayed in severely infected countries (regions) and share information to relevant departments in time to achieve accurate early warning. **Secondly, import personnel should be strictly examined and tested.** Measures under the law and regulations should be conducted on import personnel through inquiries and inspection of the immigration seals in the documents. People who have a history of staying in severely infected countries (regions) will be sent to the customs quarantine department and receive medical inspections. We have set up special channels for symptomatic passengers, close contacts and other high-risk persons, and cooperate with the customs to arrange the transshipment and quarantine. **Thirdly, strengthen coordination with local governments.** Under the unified guidance of National Immigration Administration and other institutions, we collect data of people who plan to come back to Shaanxi province after entering the border notified by the border inspection stations of other provinces daily, and summarize, fill in, and share the information as soon as possible to buy more time for the local departments in the prevention and control of the virus.

8. **Utilizing Big Data to Dynamically Implement "One Code Pass" Management.** Local governments arrange conditions for resuming productions and work in cities according to the current situation. At present, Xi'an has fully resumed productions. To ensure people's safety, the government uses "one person, one code" as a hall pass for citizens to enter and exit the community, supermarkets, office buildings, and other public places through WeChat and Alipay, which is the common social media in China. The hard copy of "Pass Permit" will be issued to those who have no access to the "One Code Pass" via smart phone. Through big data and internet technology, citizens are classified and the code can be used across the nation. The **electronic QR codes are divided into three types, red, yellow and green.** Different colors target different groups of people.
9. **Providing Information Consultation Service & Daily Report for the Overseas.** Xi'an Municipal People's Government issues the situation of the epidemic daily in English and introducing relevant policies. Meanwhile, a hotline has been established for the overseas.

10. **Setting Good Examples & Earning More Understanding.** Civil servants work in the community, and explain to citizens of the Home Quarantine Policy. They also help the community to implement relevant policies. Meanwhile, they engage themselves in on-duty detection, environmental disinfection, delivering community supplies and other epidemic prevention and control works.