

Community Tracing Collaborative



Partners
In Health

Rollout Planning Presentation to LBOHs

April 21st, 2020

Presenters



Kelly Driscoll, Command Center



Louis Gutierrez, Health Connector



Dr. John C. Welch, Partners In Health



Dr. Emily Wroe, Partners In Health



Gillian Haney, Department of Public Health



Kevin Cranston, Department of Public Health

Goals

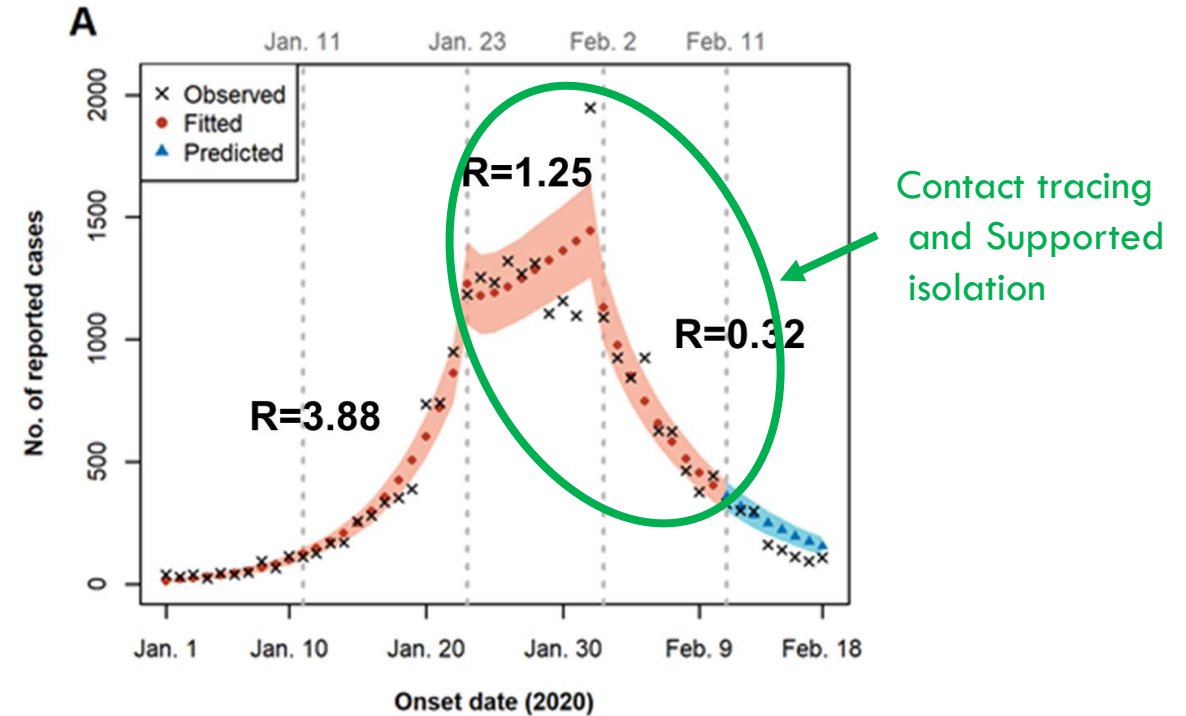
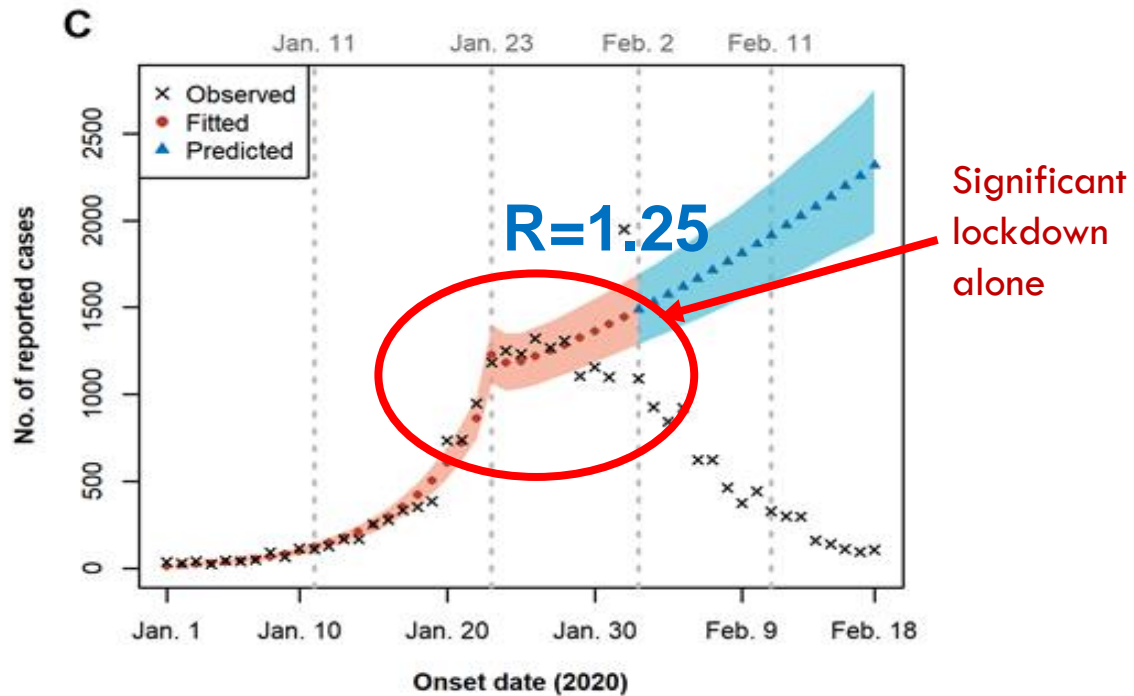
- To orient Local Boards of Health to the entities that comprise the Community Tracing Collaborative (CTC)
- To articulate the role and expectations of Local Boards of Health (LBOH) and public health staff in the CTC
- To provide concrete guidance around MAVEN as it pertains to the CTC
- To encourage LBOHs to self-select into the next group of participants in the CTC
- To respond to LBOH questions regarding the CTC

Members & Partners and their Roles

Entity	Role
Command Center Lead	Provides overall direction and coordination
MA Dept of Public Health	Maintains/manages core MAVEN database. Provides guidance on policy, protocols, scripts, etc.
Local Boards of Health*	Trusted partners and first-line Case Investigation, Contact Tracing and Community-based support
Academic Health Departments*	Schools of Public Health student, alumni, faculty volunteers contact tracing using REDCap database
MA Health Connector	Contracts for services and software necessary to enable CTC. Chairs the interorganizational group that reviews development priorities.
Partners In Health	Hires/deploys workforce: Case Investigators, Contact Tracers, COVID Care Resource Coordinators Coordinates with and provides augmentative support to LBOHs
Accenture	Develops and deploys virtual call center CRM technologies, and back-end connectivity to keep MAVEN the system of record.
Buoy Health	Automated self-assessment and referral for symptomatic individuals; Extending capability to include automated 14-day monitoring support for cases and contacts
Community Health Centers	Provide community-based contact center staff augmentation
Other Potential Contractors	Potential staff augmentation from BCBSMA. UMMS Commonwealth Medicine, others

* Collaboration Partners

The Wuhan Experience



Mitigation, even more severe than social distancing currently implemented in MA is **highly effective** (R 3.88 reduced to 1.25) **but not enough to control the outbreak.**

Effective reproductive number R must be pushed below 1 to control the outbreak.

$R > 1$ epidemic continues, $R < 1$ epidemic wanes

A Comprehensive Approach



Test

Increase access to testing and number of people tested so people with COVID-19 are aware of their diagnosis and can self-isolate



Trace

Trace all contacts of people with COVID-19 to ensure safe quarantine and testing for those who need it



Isolate

Stop transmission through timely and safe isolation and quarantine for people with COVID-19 and their contacts

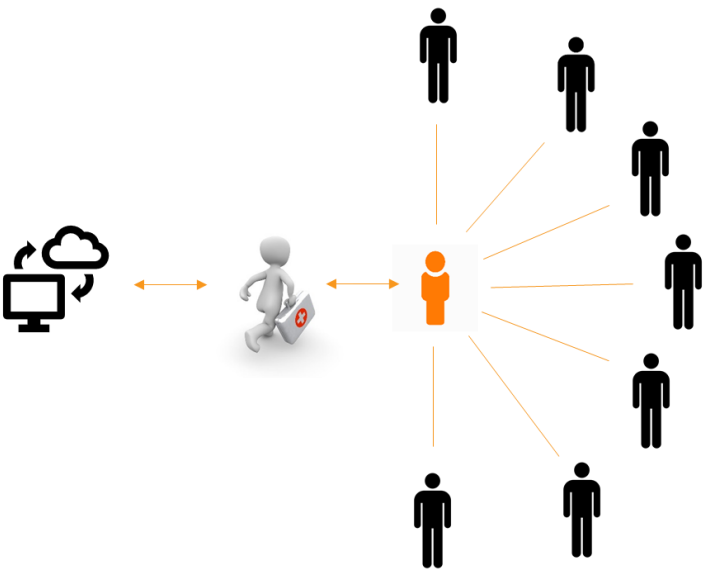


Support

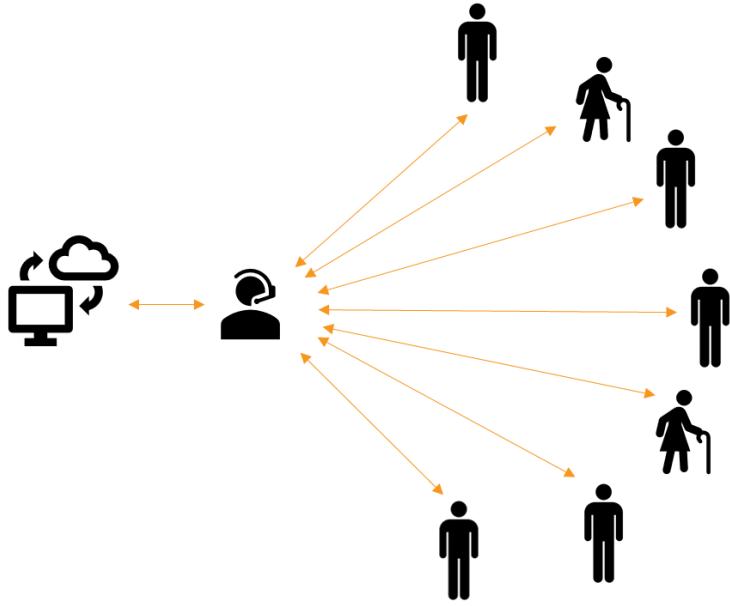
Identify vulnerability and address needs for social assistance so all people can safely isolate and quarantine

Community Tracing Collaborative Team

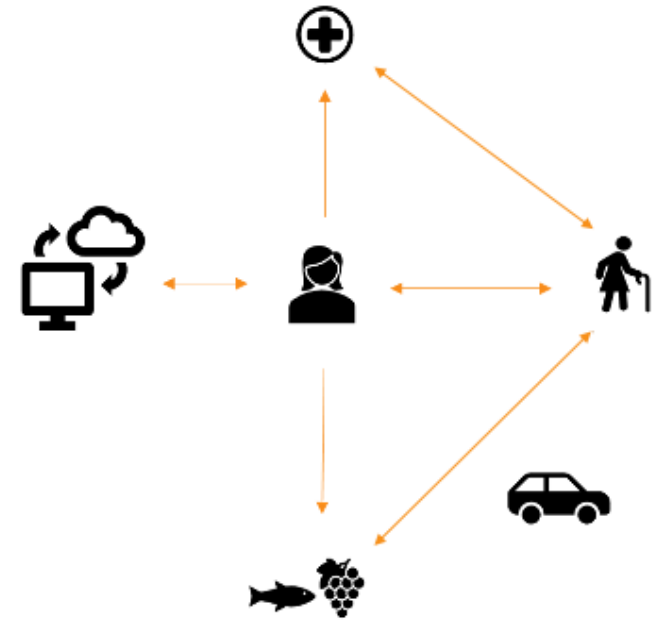
Case Investigators



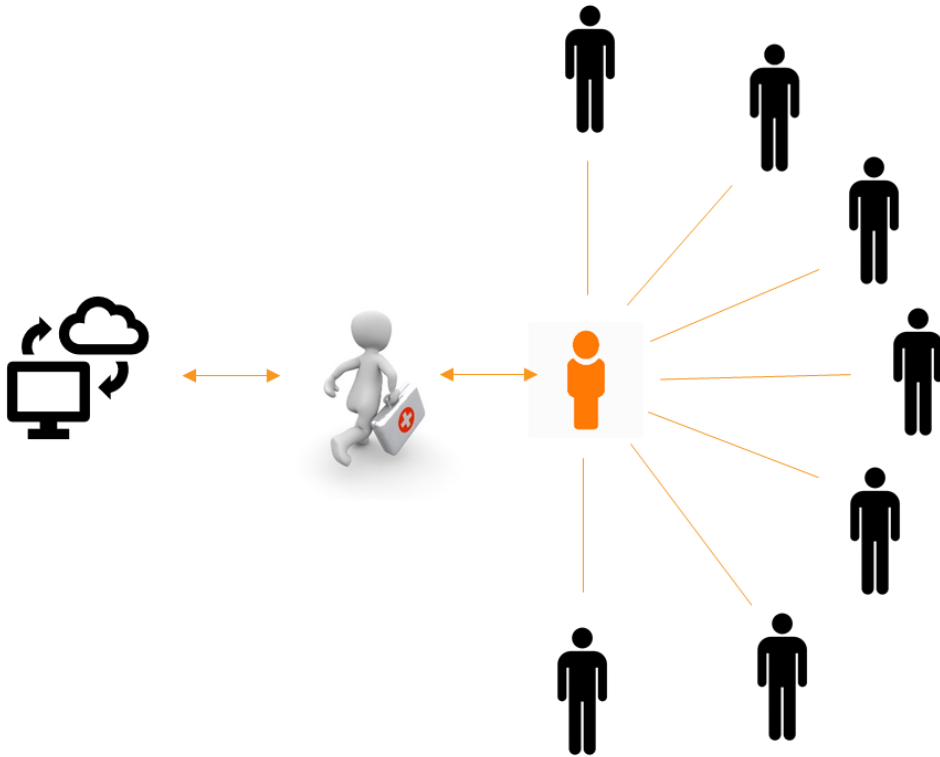
Contact Tracers



Care Resource Coordinators

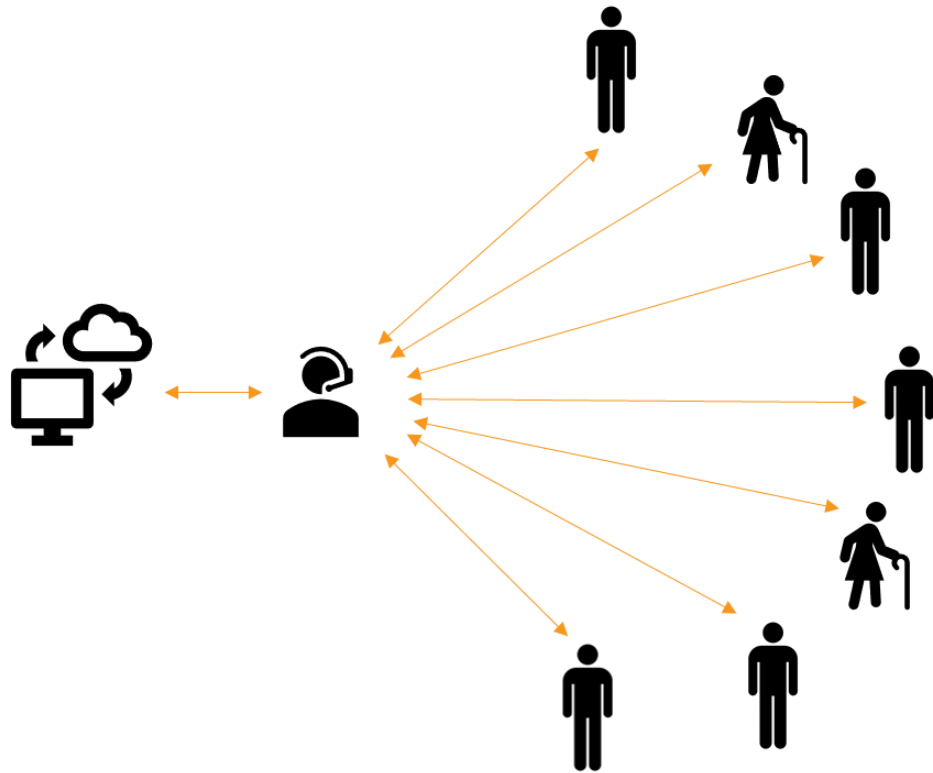


CTC Team: Case Investigator



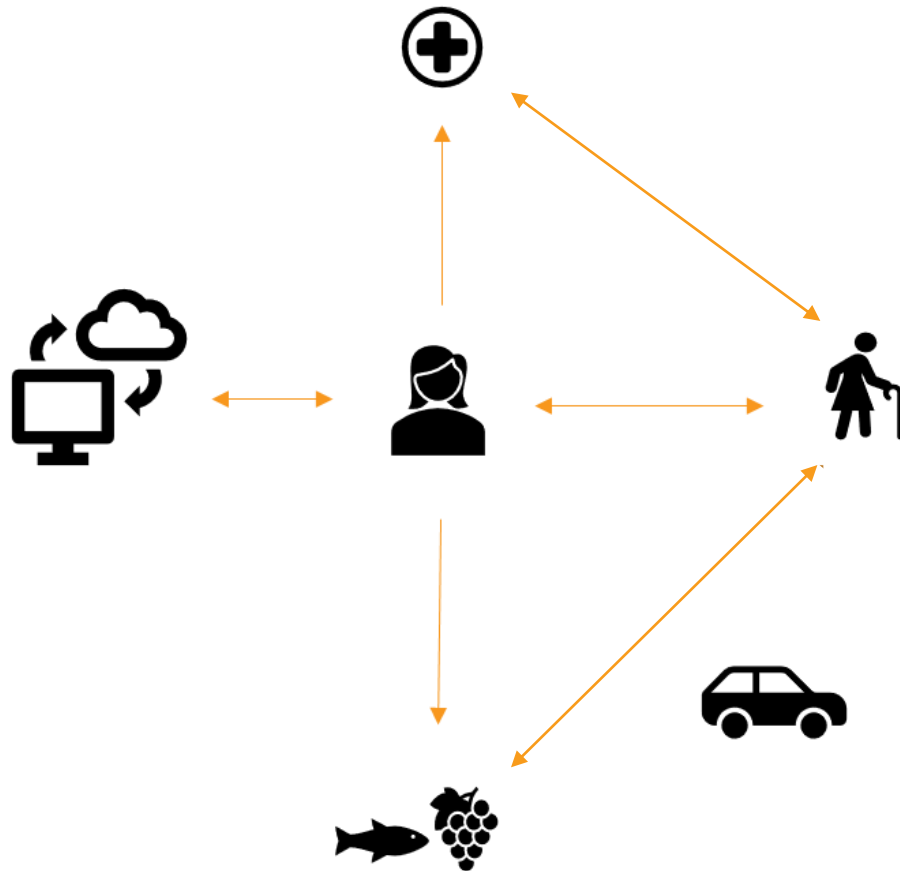
- Recruited and hired by: Partners In Health
- Trained by: DPH, PIH and Academic partners in contact investigation for COVID-19.
- Qualifications: Communication skills, empathy, ability to use smart phone technology, highly motivated and knowledgeable about the community.
- Scope of work:
 - Supplements the DPH efforts
 - Supervises a team of contact tracer
 - Contacts newly diagnosed COVID-19 patient (orange)
 - Explains diagnosis
 - Collects details on contacts
 - Enters contact details into a database

CTC Team: Contact Tracer



- Recruited and hired by: PIH
- Training: Standard protocols created by DPH and PIH.
- Qualifications: communication skills, empathy, ability to use smart phone technology, highly motivated
- Contact tracers will be supervised and evaluated by 10 supervisors (1:50 ratio)
- Scope of Work:
 - Receives names and phone numbers of contacts
 - Explains the to contact the procedure for testing and quarantine
 - Gives contact testing appointment
 - Translation services provided for outreach to contacts not fluent in English

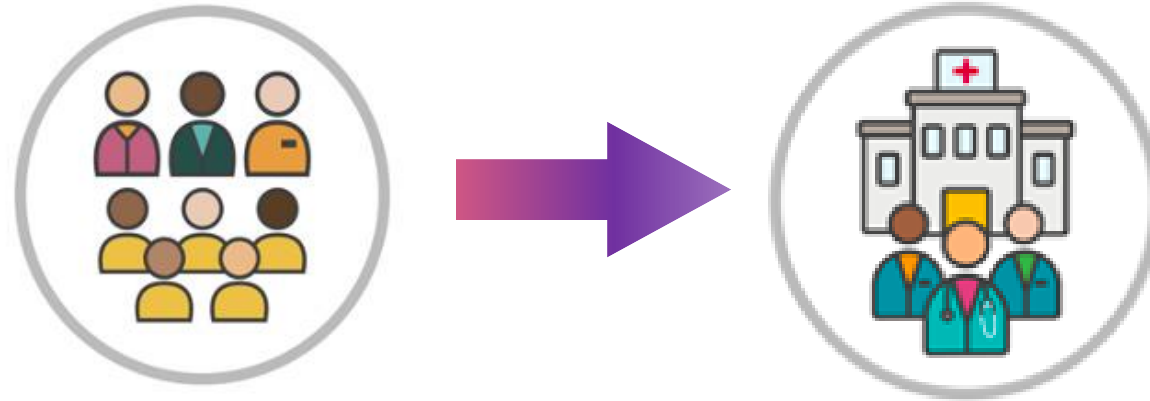
CTC Team: Care Resource Coordinator



- Recruited and Hired by: PIH
- Training: PIH and local boards of public health about community resources
- Qualifications: Social work/nursing or equivalent. Highly motivated and knowledgeable about the community
- Scope of work:
 - Interview patients identified as vulnerable.
 - Assessment of basic needs for follow up of testing or quarantine recommendations
 - Connect those needing support for COVID testing or quarantine with local resources by municipality

High Priority Cases Remain with LBOH

Including cases identified by CTC



- Congregate settings
- Clusters
- Healthcare workers
- Any complex case
- Any case you request to manage
- Special requests to supervisors



Want to be part of the COVID-19 solution?

Just answer the call.

We need your help. If you've tested positive for COVID 19, the COVID Community Team will be reaching out via phone to you and your close contacts to slow the spread. We'll make sure that you are getting the medical attention you need and support through quarantine.

Your caller ID will show the call is coming from

"MA COVID Team."

Your name will not be released.

Massachusetts, let's answer the call.

#COVID19MA

MA Community Tracing Collaborative



For more information

Visit our rolling repository of program information
and artifacts including job descriptions, scripts, policy examples...

<https://www.mass.gov/covid-19-community-tracing-collaborative-resources>

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