

# **Contact Tracing**

*Release Highlights*  
*Release 9.0*

April 1st, 2021

# Features Included in this Release:

| Story | Summary                                                                                               |
|-------|-------------------------------------------------------------------------------------------------------|
| 52772 | As a Contact Tracing user, I want to see changes to Traceforce to account for the new COVID variants. |

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## ❑ Contact Tracing Platform Changes

- ✓ Variant Information and Variant Indicator identifiers
- ✓ Monitoring period extended to 14 days for variant contacts
- ✓ Twice Daily monitoring for variant contacts (includes queue prioritization)
- ✓ New list views for customized tracking of variant contacts
- ✓ Mass update variant information and end monitoring date
- ✓ Statewide vs. LHD Monitoring of variant contacts available on a county-by-county basis
- ✓ Reporting available for variant contacts

# When Will the Changes Occur?

These changes will happen on the evening of Thursday April 1st, 2021 and users will see the changes on Friday April 2nd, 2021.



# Variant Information Field – MDSS/Traceforce

- New Variant Indicator and Variant Information fields
- Displays the name of the variant strain identified in the source case from MDSS and a red warning indicator if present

The screenshot shows the 'Epidemiologic Information' form in MDSS. A dropdown menu for 'COVID-19 strain/variant' is open, displaying options: Confirmed B.1.1.7, Suspected B.1.1.7, Confirmed B.1.351, Suspected B.1.351, Confirmed P.1, and Suspected P.1. The form also includes fields for 'What best describes where the case was identified?' and 'Time of illness onset (or at time of positive test for asymptomatic individuals?)'.

MDSS

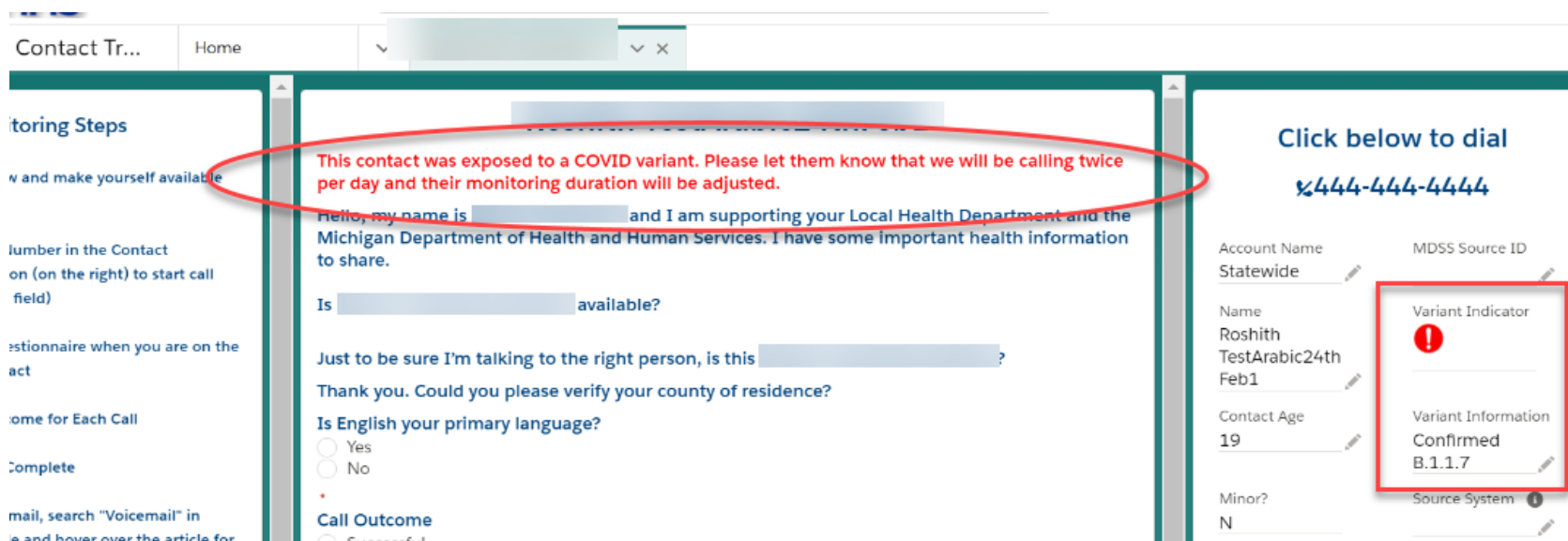


The screenshot shows the Traceforce form with the following fields: MDSS Source ID, Variant Indicator (with a red warning icon), Variant Information (with a red arrow pointing to 'Confirmed B.1.1.7'), Source System (with an information icon and 'MDSS'), and Volunteer.

Traceforce

# Variant Indicator

- When Variant Indicator is present, Traceforce will display an alert to the Contact Tracer that this contact was identified as a variant strain contact
- The Variant Information can be edited/updated from within Traceforce if the variant strain is identified post-import



The screenshot displays the Traceforce interface for a contact. A red oval highlights a red alert message: "This contact was exposed to a COVID variant. Please let them know that we will be calling twice per day and their monitoring duration will be adjusted." Below this, the contact's name is redacted, and a message states: "Hello, my name is [redacted] and I am supporting your Local Health Department and the Michigan Department of Health and Human Services. I have some important health information to share." The contact is asked if they are available, and a confirmation question is posed: "Just to be sure I'm talking to the right person, is this [redacted]?" The contact's age is listed as 19, and they are identified as a minor. The "Variant Indicator" is set to "Confirmed" with the value "B.1.1.7". The "Source System" is also indicated.

Contact Tr... Home

Monitoring Steps

and make yourself available

Number in the Contact

on (on the right) to start call field)

Questionnaire when you are on the act

Home for Each Call

Complete

mail, search "Voicemail" in

ie and hover over the article for

This contact was exposed to a COVID variant. Please let them know that we will be calling twice per day and their monitoring duration will be adjusted.

Hello, my name is [redacted] and I am supporting your Local Health Department and the Michigan Department of Health and Human Services. I have some important health information to share.

Is [redacted] available?

Just to be sure I'm talking to the right person, is this [redacted]?

Thank you. Could you please verify your county of residence?

Is English your primary language?

☐ Yes

☐ No

Call Outcome

☐ Successful

Click below to dial

4444-444-4444

Account Name

Statewide

MDSS Source ID

Name

Roshith

TestArabic24th

Feb1

Contact Age

19

Minor?

N

Variant Indicator

Confirmed

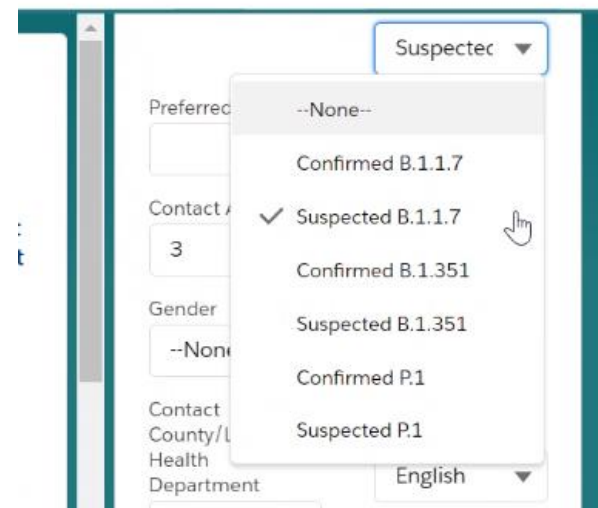
B.1.1.7

Source System

# Monitoring Period for Variant = 14 days

- When a variant contact comes from MDSS/OMS, the default monitoring period will be 14 days instead of 10
- When a user changes the "Variant Information" field in Traceforce to indicate a variant, the end monitoring period will be updated to 14 days instead of 10 days (End Monitoring Period moves 4 days in future)

Note: If contact is changed to 14-day monitoring based on presence of variant, this will remain 14 days even if the variant is changed back to None, unless the change is made in the same day



# Twice Daily Monitoring and prioritization for calling and contact attempts:

Queuing logic updates (to accommodate 2x daily monitoring):

- When a variant contact being monitored was attempted but not reached today (no successful outcome), then they will be requeued after 3 hours
- When a variant contact being monitored was attempted and reached, but only successful once today, then they will be requeued after 5 hours
- When a variant contact being monitored has two successful outcomes today, then they will not be requeued again that day

When a contact is enrolled in text monitoring and “Variant Information” is present, then the text survey will be sent a second time in one day after they respond to the first one

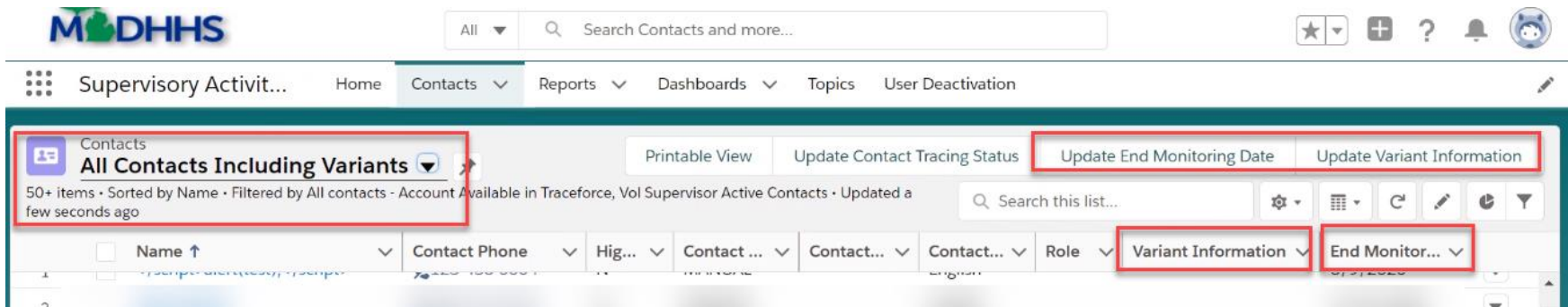
# New List View – All Contacts Including Variants

Superusers and LHD Supervisors will see a new list “All Contacts Including Variants,” which includes the “Variant Information” and “End Monitoring Date”

Superusers and LHD Supervisors will also see two new options in addition to “Update Contact Tracing Status” to mass update records :

- “Update End Monitoring Date”
- “Update Variant Information”

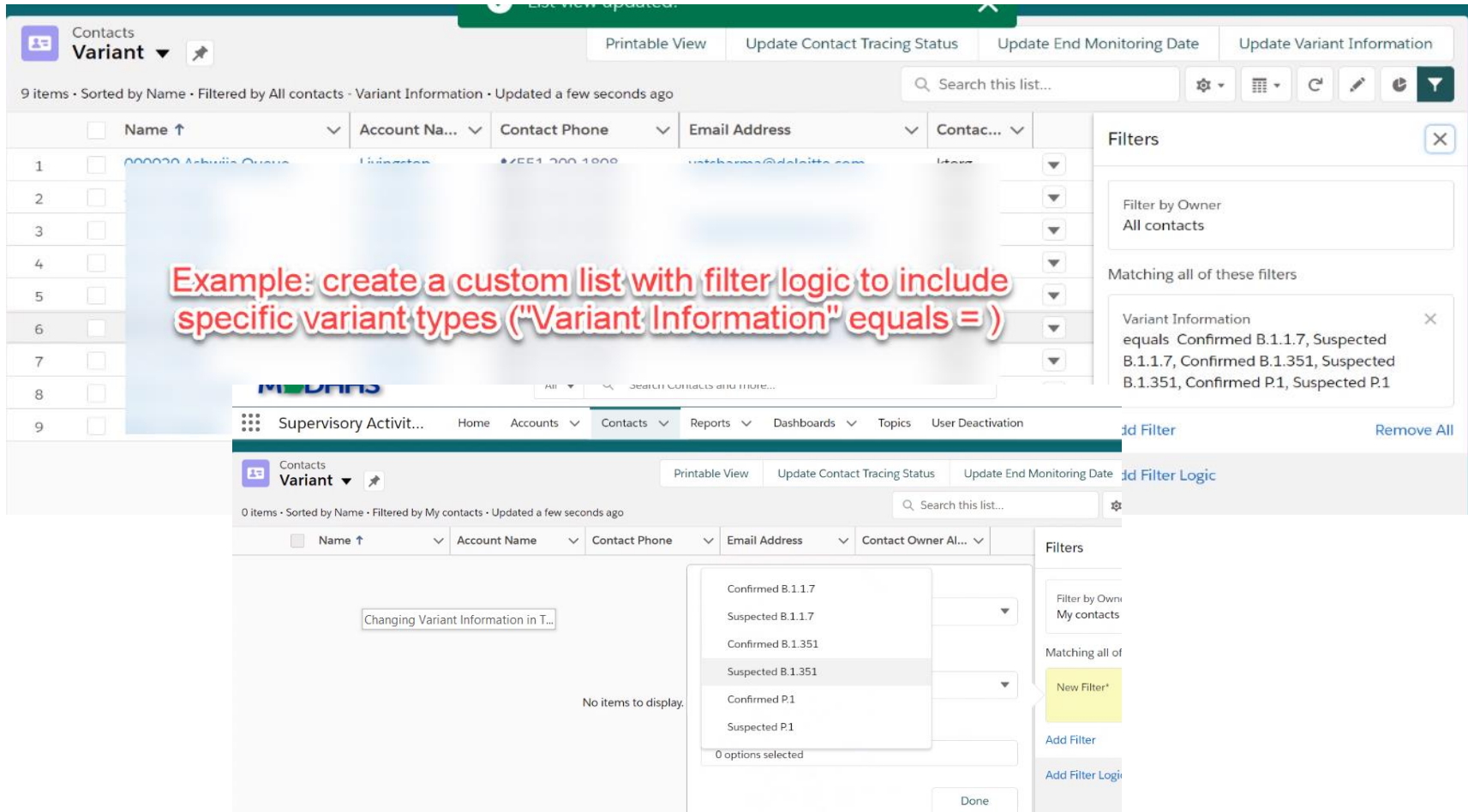
*(There will also be a checkbox to “Update the field to Blank/None” to allow for updates to multiple fields with different variants stored)*



The screenshot displays the MDHHS web application interface. At the top, the MDHHS logo is on the left, and a search bar with the text 'Search Contacts and more...' is in the center. To the right of the search bar are icons for favorites, a plus sign, a question mark, a bell, and a user profile. Below the header, a navigation bar shows 'Supervisory Activit...', 'Home', 'Contacts' (selected), 'Reports', 'Dashboards', 'Topics', and 'User Deactivation'. The main content area features a 'Contacts' section with a dropdown menu showing 'All Contacts Including Variants'. Below this, it indicates '50+ items • Sorted by Name • Filtered by All contacts - Account Available in Traceforce, Vol Supervisor Active Contacts • Updated a few seconds ago'. To the right of the list are buttons for 'Printable View', 'Update Contact Tracing Status', 'Update End Monitoring Date', and 'Update Variant Information'. Below these buttons is a search bar 'Search this list...' and a set of icons for settings, list view, refresh, edit, and filter. The table below has columns for 'Name', 'Contact Phone', 'Hig...', 'Contact ...', 'Contact...', 'Contact...', 'Role', 'Variant Information', and 'End Monitor...'. The 'Variant Information' and 'End Monitor...' columns are highlighted with red boxes.

# List Views – Custom Monitoring / Management

- The "Variant Information" field will be available to use when creating custom lists.
  - If this column is added to a list view, users can clone list views, sort on this field, and use the filters to monitor variant contacts more efficiently



The screenshot displays the MDHHS Contacts list view interface. The top navigation bar includes buttons for "Printable View", "Update Contact Tracing Status", "Update End Monitoring Date", and "Update Variant Information". The main header shows "9 items • Sorted by Name • Filtered by All contacts • Variant Information • Updated a few seconds ago". A search bar is present with the text "Search this list...".

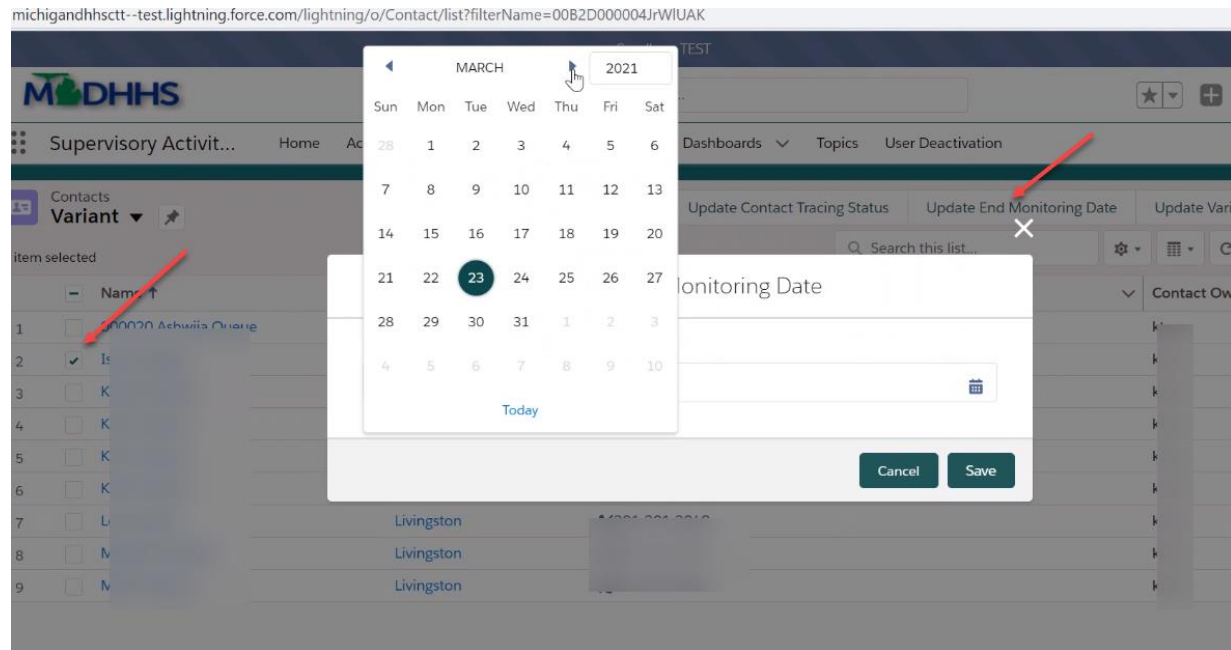
The table below shows the list of contacts with columns for Name, Account Name, Contact Phone, Email Address, and Contact Owner. A red text overlay on the table reads: "Example: create a custom list with filter logic to include specific variant types ('Variant Information' equals =)".

The "Filters" panel on the right shows a filter by Owner set to "All contacts". Below this, it states "Matching all of these filters" and lists the filter logic: "Variant Information equals Confirmed B.1.1.7, Suspected B.1.1.7, Confirmed B.1.351, Suspected B.1.351, Confirmed P.1, Suspected P.1".

The bottom section shows the "Variant" dropdown menu open, displaying a list of variant types: Confirmed B.1.1.7, Suspected B.1.1.7, Confirmed B.1.351, Suspected B.1.351, Confirmed P.1, and Suspected P.1. The "0 options selected" message is visible at the bottom of the dropdown.

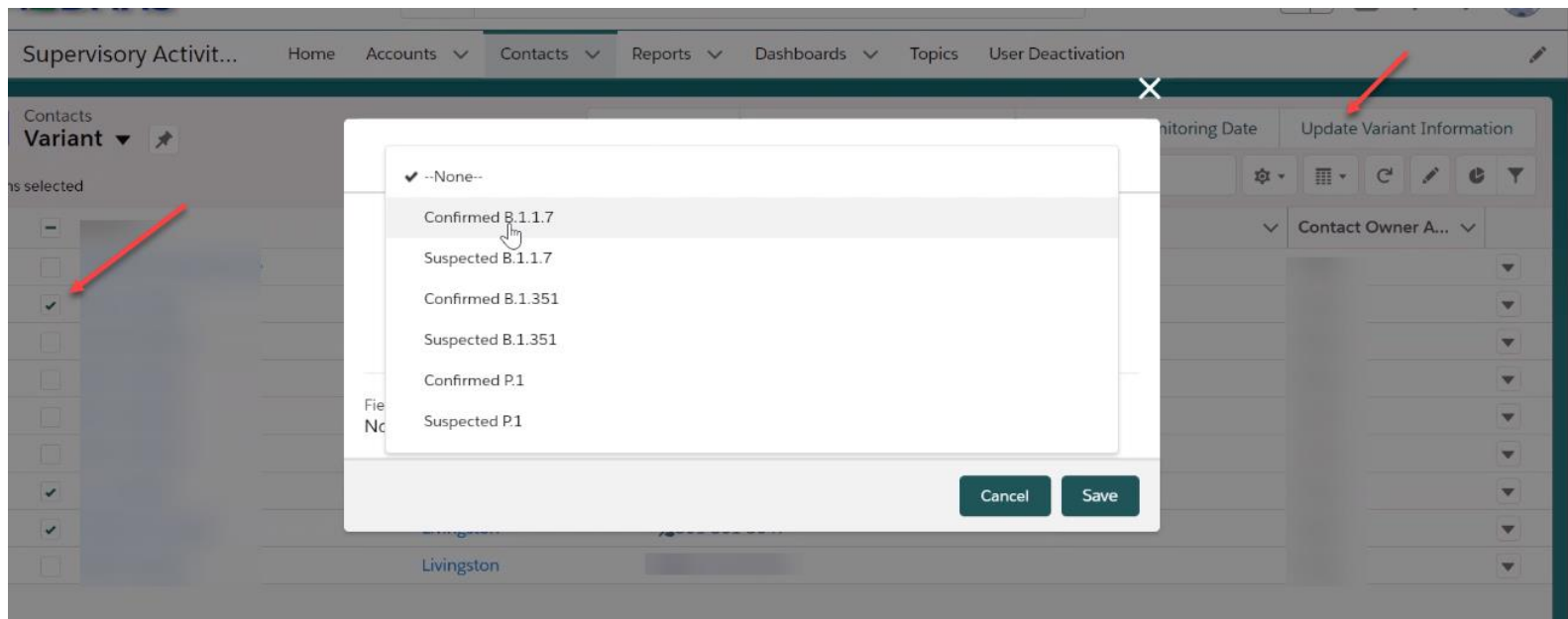
# Mass Update End Monitoring Date

1. From your list view, select record(s) (checkbox)
2. Click “Update End Monitoring Date”
3. Choose new end monitoring date from the date picker
4. Once you save, all records selected will be updated with the new end monitoring date



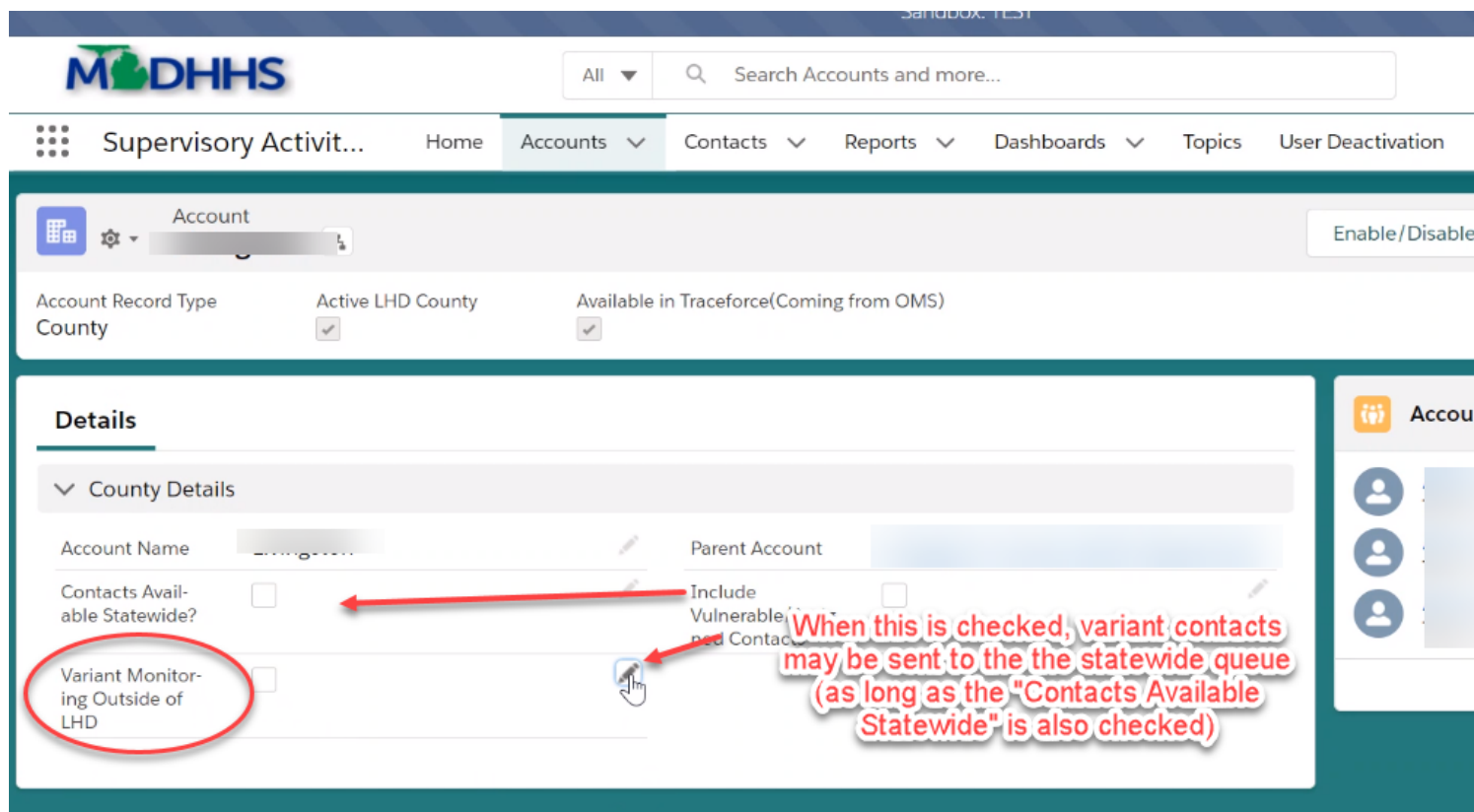
# Mass Update Variant Information

1. From your list view, select record(s) (checkbox)
2. Click “Update Variant Information”
3. Choose variant strain identifier from the list (*list options will match what is available in MDSS*)
4. Once you save, all records selected will be updated with the new variant strain identifier



# Statewide vs. LHD Monitoring of Variant Contacts:

- LHDs may open variant contacts up to statewide for "Variant Monitoring Outside of LHD" (if they choose)
- **By default, this box will not be checked.** When a county has any variant contacts identified post go-live, these contacts will remain with the LHD and not automatically sent to the statewide queue for monitoring

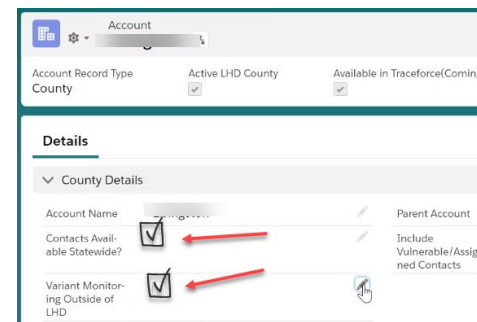


The screenshot shows the MDHHS web application interface. The top navigation bar includes the MDHHS logo, a search bar, and a menu with options like Supervisory Activities, Home, Accounts, Contacts, Reports, Dashboards, Topics, and User Deactivation. The 'Accounts' menu is currently selected. Below the navigation bar, there's a section for 'Account' with an 'Enable/Disable' button. The 'Account Record Type' is set to 'County'. The 'Active LHD County' checkbox is checked. The 'Available in Traceforce(Coming from OMS)' checkbox is also checked. The 'Details' section is expanded, showing 'County Details'. Under 'County Details', there are three rows of information: 'Account Name' (with a dropdown menu), 'Parent Account' (with a dropdown menu), and 'Include Vulnerable... and Contact...'. The 'Variant Monitoring Outside of LHD' checkbox is circled in red. A red arrow points from the 'Include Vulnerable... and Contact...' checkbox to the 'Variant Monitoring Outside of LHD' checkbox. A red callout box with a hand icon points to the 'Include Vulnerable... and Contact...' checkbox, containing the text: 'When this is checked, variant contacts may be sent to the the statewide queue (as long as the "Contacts Available Statewide" is also checked)'.

# Statewide vs. LHD Monitoring of Variant Contacts:

Variant Monitoring can be managed county-by-county, and variant contacts vs. non-variant contacts

- Counties using Traceforce may opt to send ALL contacts to the statewide queue for monitoring (including variant contacts) *\*must have both boxes checked*



Account

Account Record Type: County    Active LHD County: ☒    Available in Traceforce(Coming): ☒

**Details**

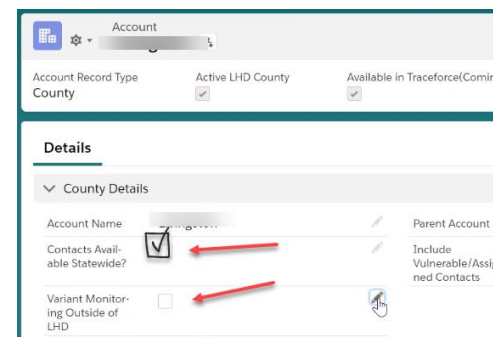
County Details

Account Name: [redacted]    Parent Account: [redacted]

Contacts Available Statewide? ☒    Include Vulnerable/Assigned Contacts: ☒

Variant Monitoring Outside of LHD: ☒    [redacted]

- Counties using Traceforce may opt to send only non-variant contacts to the statewide queue for monitoring *\*Variant Monitoring Outside of LHD = not checked*



Account

Account Record Type: County    Active LHD County: ☒    Available in Traceforce(Coming): ☒

**Details**

County Details

Account Name: [redacted]    Parent Account: [redacted]

Contacts Available Statewide? ☒    Include Vulnerable/Assigned Contacts: ☒

Variant Monitoring Outside of LHD: ☐    [redacted]

# Reports

- “Variant Information” field may be used in reports