

MDHHS Expectations on COVID Case Investigations: Data Quality For Confirmed Cases -DRAFT

90% of COVID19 cases will have initial contact attempted within 24 hours

75% of will have onset date completed within 24 hours

75% of COVID cases will have race/ethnicity documented within 7 days of referral date

750 of COVID19 cases will have at least 1 contact documented in the COVID CRF within 24 hours of referral date

By MDHHS: 10% increase in syndromic surveillance ILI cases for the jurisdiction for 3 consecutive days

MDHHS Expectations on Optimal Case Investigations Processes

MDHHS will reach out if the previous data issues are identified for TA

If you have a back log, focus on the newest cases first or cases that appear to be older and associated with aggregate settings (ex. LTC).

If you need surge capacity reach out to MDHHS to seek assistance with case investigation or contact investigation: MDHHS-COVIDPublicHealthVolunteers@Michigan.gov

Consider the development of a local media plan to encourage community trust and buy-in with contact tracing and case investigations. Provider education should be conducted so that patients know what to expect after a positive test.

Consider using people-finding software like TLO or utilizing EMR access—either on your own or via connections at MDHHS

Case investigations for aggregate care settings (like LTC) should be established via a single point of contact between LTC and the LHD with frequent check-ins—especially after the first case detection (24 hours).

MDHHS Expectations on Optimal Contact Attempts

Each case should be called three times at three different times of the day

Each case should be texted at least one and at least one voicemail should be left

There should be one attempt to contact the case via social media if texting, voicemail, or calls do not work

If the number appears to be disconnected or wrong, consider a people finding software (TLO)

Consider this script for texting, social media, or voicemail: “This is xxxx Health Department reaching you about an important health matter. Please call us back at xxx-xx-xxxx as soon as possible.”