

MDHHS COVID-19 Case Investigation Assistance

MDHHS has brought on numerous staff to assist local health departments (LHDs) with COVID-19 case investigation surge capacity. MDHHS understands that LHD priorities are numerous, existing resources may be constrained, and priorities may change at any given time. In other words, LHD staff may need to pivot off of COVID-19 case investigation to meet other needs. Or, simply, LHDs may want to give their staff a breather. MDHHS centralized staff are here for one reason only: assisting with COVID-19 case investigations. Dozens of LHDs have used MDHHS to assist with COVID-19 case investigation since the pandemic began.

In addition, MDHHS assistance can be turned on and off as needed. Using MDHHS staff does not have to be permanent, LHDs can identify which cases they'd like MDHHS to investigate and when that assistance is tapped into. For example, some LHDs utilize MDHHS only for weekends. Ultimately the goal is, when COVID-19 case volume remains low to assure that all confirmed and probable COVID-19 cases are getting a phone call from public health in a timely manner.

This document identifies how an LHD might refer cases to MDHHS for investigation assistance, the process MDHHS uses for investigating cases, and what LHDs can expect in this process.

Ways for LHDs to refer cases to MDHHS for COVID-19 Case Investigation Assistance

Option 1: Email MDSS IDs for which you are requesting case investigation assistance to Joe Coyle (CoyleJ@michigan.gov) and Jeremy Kuo (KuoJ1@michigan.gov) by 2:30 PM each day

Note: It is important that option 1 happens each day so that cases are investigated in a timely way. For example, if cases are only submitted to MDHHS once per week, many of those cases will not be investigated within 1-2 days of referral to the MDSS.

Option 2: Provide Joe and Jeremy a set of criteria and cadence by which you would like MDHHS staff to pull records for case investigation assistance:

- *Example 1 (Pull all confirmed cases assigned to a particular investigator each day)*
 - Jurisdiction = 'xxxxxxx'
 - Case Status = Confirmed ← up to LHD
 - Investigation Status = New ← up to LHD
 - Referral Date = run each day ← up to LHD
 - Assigned Investigator = 'xxxxxxx' ← up to LHD
- *Example 2 (Pull all confirmed and probable cases, but only for even dates of referral):*
 - Jurisdiction = 'xxxxxxx'
 - Case Status = Confirmed + Probable ← up to LHD
 - Investigation Status = New, Active ← up to LHD
 - Referral Date = even days ← up to LHD

- Assigned Investigator = Any ← up to LHD
- *Example 3 (Pull all confirmed and probable cases, but only on weekends):*
 - Jurisdiction = 'xxxxxxx'
 - Referral Date = 'Friday-Sundays'

Option 3 (for PEG Counties): Send Jeremy and Joe a list of investigation ids which you would like MDHHS staff to investigate OR provide Joe and Jeremy a set of criteria and cadence by which you would like MDHHS staff to pull. MDHHS staff will complete cases in PEG. You no longer need to assign the cases each day in PEG. MDHHS staff, during times of high case counts, will not call cases that partially/mostly complete their PEG forms to verify information.

- *Example 1 (Pull all confirmed cases assigned to a particular investigator each day)*
 - Jurisdiction = 'xxxxxxx'
 - Case Status = Confirmed ← up to LHD
 - Investigation Status = New ← up to LHD
 - Referral Date = run each day ← up to LHD
 - Assigned Investigator = 'xxxxxxx' ← up to LHD
- *Example 2 (Pull all confirmed and probable cases, but only on weekends):*
 - Jurisdiction = 'xxxxxxx'
 - Referral Date = 'Friday-Sundays'

What Happens Once a Case is Assigned to MDHHS

- 1) The MDHHS Investigator will reassign the case in MDSS or PEG to themselves
- 2) MDHHS investigator will attempt and hopefully successfully complete interview with the case
- 3) MDHHS investigator will document all information in the MDSS case report form or PEG and at the conclusion of the investigation will mark investigation status as 'Review' in MDSS or "Investigator Submitted" status, or "Invest Sub" as it shows up abbreviated in the Dashboard in PEG.
 - a. If the investigator is unable to reach the case they will document as such in the MDSS record or PEG and mark as 'Review' or "Investigator Submitted" status, or "Invest Sub" as it shows up abbreviated in the Dashboard in PEG.
 - b. Case will remain assigned to MDHHS Investigator in case the LHD would like to follow-up with any questions

What can LHDs Expect from MDHHS Case Investigations

MDHHS Investigators will mark "high-risk referral" in MDSS to escalate priority cases/situations to LHD attention by the end of each day. These cases will be sent to you via a HAN folder by the regional epidemiologist for your review:

☐ Imported, but not able to determine source state and/or country	
Case is a high-risk referral ☐ Yes ☐ No ☐ Unknown	High-risk referral reason:
Other reason for high-risk referral or additional information: 	
Case is requesting a return to work letter ☐ Yes ☐ No ☐ Unknown	
Case ID 19752280696	First Name SHANNON Last Name LANGLEY
Novel Coronavirus COVID-19 Case Report	
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COVID-19 Vaccine History

- If a high-risk exposure is identified during the case investigation (flight, work site, healthcare setting, etc.)
- If a case is found to be deceased
- Vaccine breakthrough
- If lab results are not included with the case or do not make sense
- For any other reasons the investigator thinks warrants your awareness
- Regional epidemiologists will forward those onto you as appropriate

At the beginning of each day MDHHS runs a quality assurance report on cases that were assigned out the previous day. If cases are missing information (like date of first interview attempt), those records are flagged back to the investigator to remedy.

Frequently Asked Questions

- *How do I know the status of a case assigned to the State?*
 - If a case is still assigned to a local investigator it likely means we have not assigned to a case investigator yet.
 - If a case is assigned to a state investigator and is in new/active investigation status it suggests the case is under investigation
 - If the investigation is in review investigation status it indicates that the state investigator has concluded work on the case. Either the case has been contacted or lost to follow-up. If a case calls the state investigator back after the case being moved to review, the state investigator will complete the interview.

Note: Assigning records and changing investigations statuses are manual processes and human errors will occur, but we aim for a high rate of accuracy with this workflow

- *When will my cases be investigated by a state investigator?*
 - Cases sent to the state are generally sent to the case investigation team for investigation the next day and our investigations are concluded by the end of the day
 - The state sorts cases by Referral Date (Old to New), Age (youngest to oldest), and Street Address (A to Z) in terms of ordering cases to be assigned out to the MDHHS team. MDHHS will always prioritize with the most recent case investigation guidance located at www.michigan.gov/cdinfo.

Note: There are things that could delay state investigation:

- If an LHD is using Option 2 for referring cases to the MDHHS team, it is possible that cases that switch jurisdictions or are stuck in de-dup might not be pulled until they are assigned to the LHD in question

- Also note that for Option 2 cases are pulled around 2:30PM each day, so cases that come into the MDSS after 2:30PM will not be pulled for assignment until referral date +1 and then not investigated until referral date +2
 - If a case is missing a phone number, this will likely result in an extra day delay in assigning out and investigating the case
 - If we cannot find a phone number for a case, there will be no activity in the case in MDSS
- What if the LHD wants to 'take a case back'
 - LHDs may email Katie Macomber (MacomberK@michigan.gov), Joe Coyle (CoyleJ@michigan.gov), or Jeremy Kuo (KuoJ1@michigan.gov) at any time they need to investigate a case that had been assigned to the State team.

Note: If an LHD begins work on a case and documents information in the case report form, a State investigator will see that. The state investigator will not call a case that appears to be under investigation by a LHD user

- *Who do I contact if I have questions about a case or want to provide feedback on a particular situation?*
 - The MDHHS Team takes the quality of case investigations seriously. If you are finding scenarios that are not meeting your expectations, please contact Katie Macomber at MacomberK@michigan.gov
 - Katie can communicate with individual investigators to get clarity on a scenario
 - We also use LHD feedback to re-enforce our standards with case investigators