

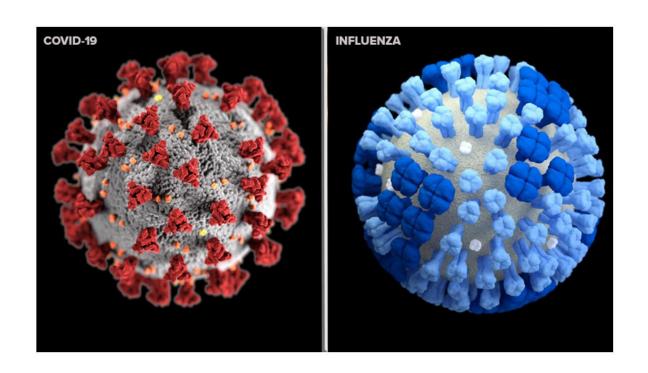


COVID-19 CONTACT INVESTIGATION TRAINING 03/11/2020

Training Agenda

- Introduction and Welcome Dr. Cathy Wasserman
- COVID-19 Background Chas DeBolt
- WA Case Investigation Chas DeBolt
- Interview Techniques Hanna Oltean
- Types of Contact Follow-Up Chas DeBolt
- DOH IMT Priorities Joanne Amlag
- Resources Joanne Amlag

COVID-19 Background



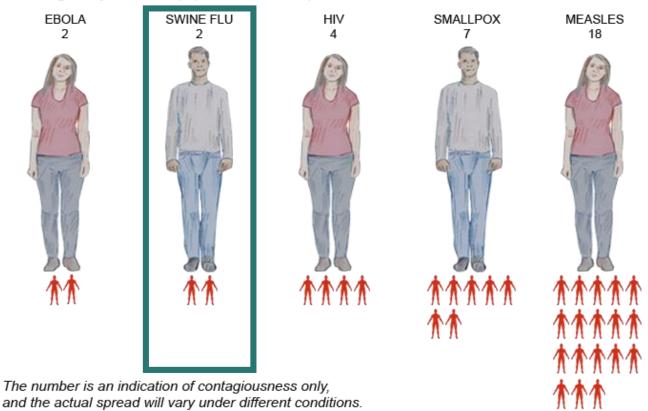
Photos courtesy of the Centers for Disease Control and Prevention

DOH Investigation Quick Sheet

- Main symptoms: fever and cough, shortness of breath
 - Maybe: headache, sore throat, general feeling of being unwell (myalgia or fatigue), diarrhea not uncommon
- Infectious period: contagious at symptom onset and possibly shortly before. Asymptomatic infections occur may be presumed contagious
- Incubation: Unknown. The average incubation period may be 3 - 5 days (range 2-14 days)
- Treatment: There is no specific recommended treatment for COVID-19 and no vaccine is currently available

How contagious is COVID-19?

For each sick person, how many subsequent people will be infected? assuming everyone in the population is susceptible



WA Case Investigation

Essential Variables for COVID-19 data entry into WDRS March 10, 2020 Please provide the following information in WDRS: Name DOB Gender Pregnant? (if female) Address Include name of facility if resides in a congregate setting Place of work/school(s) attended Give name of school or employer to facilitate cluster identification Is case a HCW? Indicate "retired" or "none" if applicable Date of symptom onset _/_/_ Asymptomatic? Yes/No Did case have pneumonia? Collect and enter all symptoms if possible Hospitalization? Include admission and discharge date(s) if available Died? Include date of death if applicable (in person information) Case's exposure International/domestic travel? In prior 14 days to onset. Include destinations and dates of travel Exposure to a COVID-19 case? Include exposure details and date; give WDRS number if WA case Visited known high risk setting Include event names, location, and dates if applicable (e.g., visited or worked in a long term care facility where a COVID-19 outbreak is occurring; attended a square dance gathering attended by other persons subsequently identified as COVID-19 cases) Possible transmission settings (Named contacts, events, and public locations visited by case while symptomatic/contagious) If worked, name of supervisor: Include date(s), times, and contact information Attended school/childcare? Include date(s), times, and name of facility Did they attend: Meetings Include date(s), times, location, and organizer/contact info Large gatherings/ Events Include date(s), times, and name of facility Did they have health care visits? Spent time with named individual(s) Include date(s), times, contact info, and county of residence for

each contact

Case Investigation Form

Washington State Department of Health COVID-19 County	Phone Address type Home Ma Street address City/State/Zip/County	at birth F M Other Alternate name Email ailing Other Temporary Work						
ADMINISTRATIVE		DEMOGRAPHICS						
Investigator		Age at symptom onset ☐ Years ☐ Months						
LHJ Case ID (optional)		Ethnicity Hispanic or Latino Not Hispanic or Latino Unk						
LHJ notification date//		Race (check all that apply) Unk Amer Ind/AK Native						
Classification Classification	pending	Asian Black/African Amer Native HI/other PI White Other Primary language Interpreter needed Yes No Unk Employed Yes No Unk Occupation Industry Employer Work site City Student/Day care Yes No Unk Type of school Preschool/day care K-12 College						
Investigation complete date		☐Graduate School ☐ Vocational ☐ Online ☐ Other						
		School name						
Case complete date//_	_	School address						
Outbreak related Yes No		City/State/CountyZip						
LHJ Cluster IDC	Cluster Name	Phone number Teacher's name						
REPORT SOURCE		COMMUNICATIONS						
Initial report source		Primary HCP name						
1111		Phone						
Reporter organization		OK to talk to patient (If Later, provide date)						
Reporter name		Yes Later/ Never						
Reporter phone		Date of interview attempt//						
All reporting sources (list all that	apply)	☐ Complete ☐ Partial ☐ Unable to reach ☐ Patient could not be interviewed Alternate contact ☐ Parent/Guardian ☐ Spouse/Partner ☐ Friend ☐ Other						
i		Name Phone						

Clinical Information Section

CLINICAL INFORMATION
Complainant ill Yes No Unk Symptom Onset// Derived Diagnosis date/_/_
Disease suspected COVID-19 Clinical Features
Y N Unk
☐ ☐ Any fever, subjective or measured Temp measured? ☐ Yes ☐ No Highest measured temp°F
Any rever, subjective or measured
☐ ☐ Pharyngitis (sore throat) ☐ ☐ Cough
Productive cough Onset date//_
☐ ☐ Dyspnea (shortness of breath)
☐ ☐ Pneumonia
Diagnosed by ☐ X-Ray ☐ CT ☐ MRI ☐ Provider Only
Result Positive Negative Indeterminate Not tested Other
☐ ☐ Acute respiratory distress syndrome (ARDS) Diagnosed by ☐ X-Ray ☐ CT ☐ MRI ☐ Provider only ☐ ☐ Vomiting
Diagraphes (3 or more loose stools within a 24 hour period)
☐ ☐ Diarrhea (3 or more loose stools within a 24 hour period) ☐ ☐ Other symptoms consistent with this disease:
Coronavirus required variables are in held. Answers are Ves No Hallabreum to cook
Coronavirus required variables are in bold . Answers are: Yes, No, Unknown to case DOH 420-110 (Rev.03/06/2020)
Case Name LHJ Case ID
Predisposing Conditions – if information is readily available
Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset ☐ Pregnant ☐ Postpartum ☐ Neither pregnant nor postpartum ☐ Unk
Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset ☐ Pregnant ☐ Postpartum ☐ Neither pregnant nor postpartum ☐ Unk Y N Unk
Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset ☐ Pregnant ☐ Postpartum ☐ Neither pregnant nor postpartum ☐ Unk Y N Unk ☐ ☐ ☐ Current tobacco smoker
Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset Pregnant Postpartum Neither pregnant nor postpartum Unk Y N Unk
Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset Pregnant Postpartum Neither pregnant nor postpartum Unk Y N Unk
Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset Pregnant Postpartum Neither pregnant nor postpartum Unk Y N Unk
Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset Pregnant Postpartum Neither pregnant nor postpartum Unk Y N Unk
Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset Pregnant Postpartum Neither pregnant nor postpartum Unk Y N Unk Ourrent tobacco smoker Diabetes mellitus Immunosuppressive therapy, condition or disease Specify Chronic heart disease Asthma/reactive airway disease Chronic lung disease (e.g., COPD, emphysema)
Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset Pregnant Postpartum Neither pregnant nor postpartum Unk Y N Unk
Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset Pregnant Postpartum Neither pregnant nor postpartum Unk Y N Unk
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Predisposing Conditions – if information is readily available Pregnancy status at time of symptom onset

Risk & Response Section

RISK AND RESPONSE (Ask about exposures 14 days before symptom onset) – If information is available									
Travel									
	Setting 1	Setting 2	Setting 3						
Travel out of:	County/City	County/City	County/City						
	State	State	State						
	Country	Country	Country						
	U Other	U Other	U Other						
Destination name									
Start and end dates	/ to//	/ to//	/ to//						
Risk and Exposure	Information – if information is readil	y available							
Is the patient (check	c all that apply) \square Healthcare worker	☐ US military ☐ Flight crew ☐ 0	Other position of concern						
Y N Unk		_ , _ ,	•						
□ □ □ Is case a	recent foreign arrival (e.g. immigrant, re	efugee adoptee visitor) Country							
	case know anyone sharing travel with s								
	es of travel								
	days prior to symptom onset, did the pa	atient have close contact with a confirm	med or probable coronavirus case						
Contac	t start date// Contact end	d date//							
Nature	of contact (check all that apply) Sa		ealthcare environment						
	☐ Oti								
☐ ☐ ☐ Contact w	ith a person with pneumonia or influen:	za-like illness							
Exposure and Trans	smission Summary								
Likely geographic re	egion of exposure 🗌 In Washington -	– county Dther s	state						
	☐ Not in US – cou	ıntry Unk							
International travel re	International travel related During entire exposure period During part of exposure period No international travel								
Suspected exposure	setting Day care/Childcare Sch	nool (not college) Doctor's office	☐ Hospital ward ☐ Hospital ER						
_	tient facility Home Work (
	Long term care facility Homeless	•							
	stel ☐ Other		Tooladian						
Describe:	200								
Describe:									

Risk & Response Section (continued)

Suspected transmission setting Day care/Childcare School (not college) Doctor's office Hospital ward												
☐ Hospital ER ☐ Hospital outpatient facility ☐ Home ☐ Work ☐ College ☐ Military ☐ Correctional facility												
☐ Place of worship ☐ Laboratory ☐ Long term care facility ☐ Homeless/shelter ☐ Social event												
☐ Large public gathering ☐ Restaurant ☐ Hotel/motel/hostel ☐ Other												
Describe:												
Public Health Issue	es											
Y N Unk												
	. , .	travel from any COVID affecte	ed areas or within 24 hours of	return to the US or								
local are		urs before onset of fever or sy	motoms and thoroafter (list o	ach portion or log of trip)								
List all travel on pu	Leg 1	Leg 2	Leg 3	Leg 4								
	-											
Start and end date	/to/	/to/	/_ to//	/_ to//								
Departure and		From	From	From								
arrival cities	То	To	To	To								
Transportation type	Airline Train Cruise	Airline Train Cruise	Airline Train Cruise	Airline Train Cruise								
	☐ Bus ☐ Auto ☐ Tour group	☐ Bus ☐ Auto ☐ Tour group	Bus ☐ Auto ☐ Tour group									
Transport company	Other	Other	Other	Other								
Transport number		 	Backaga									
		smission Tracking Question P	аскаде									
Public Health Inter	ventions/Actions											
	precautions											
☐ ☐ Isolation precautions												

Transmission Tracking Section

TRANSMISSION TRA	RANSMISSION TRACKING												
Visited, attended, employed, or volunteered at any public settings (including healthcare) while contagious													
	Setting 1 Setting 2 Setting 3 Setting 4												
Setting Type (as checked above) Facility Name	Setting Type (as checked above)												
Start Date	1 1	/ /	1 1	1 1									
End Date	/ /	/ /	1 1	/ /									
Time of Arrival													
Time of Departure													
Number of people potentially exposed													
	Setting 1	Setting 2	Setting 3 Setting 4										
Details (hotel room #, HC type, transit info, etc.)													
Contact information available for setting (who will manage exposures or disease control for setting)	☐Y ☐N ☐Unk	□Y □N □Unk	□Y □N □Unk	☐Y ☐N ☐Unk									
Is a list of contacts known?	Y N Unk	Y N Unk	☐Y ☐N ☐Unk	☐Y ☐N ☐Unk									

Exposure & Transmission Timeline

APPENDIX A: Novel Coronavirus WORKSHEET

COLLECT THE FOLLOWING INFORMATION FOR EACH DATE:

Locations of potential exposure and transmission

- Addresses and phone numbers of locations
- Dates and times visited (time of arrival and length of stay)
- Complete travel information (e.g., departure & arrival cities, method of transport, transport company, transport numbers)
- Remember to ask about stops at grocery stores, gas stations, churches, healthcare facilities, schools and child care centers

Information about Contacts

- Names and phone numbers of contacts
- Relation to case
- · Are contacts symptomatic?

lame:	Patient DOB:	/

PART I: Identifying Sources of Infection

	, DATE	DAY	LOCATIONS (with times)	CONTACTS
EARLIEST EXPOSURE DATE		-14		
		-13		
		-12		
		-11		
		-10		
		-9		
		-8		
Exposure Period		-7		
		-6		
		-5		
		-4		
		-3		
		-2		
		-1		
SYMPTOM ONSET		0	See Part B for Contagious Period	

PART I: Identifying Sources of Infection

	DATE	DAY	LOCATIONS (with times)	CONTACTS
EARLIEST EXPOSURE DATE		-14		
		-13		
		-12		
		-11		
		-10		
		-9		
Exposure		-8		
Period		-7		
		-6		
		-5		
		-4		
		-3		
		-2		
SYMPTOM		-1		
ONSET		0	See Part B for Contagious Period	

PART II: Identifying Exposed Contacts and Sites of Transmission

	DATE	DAY	LOCATIONS (with times)	CONTACTS
SYMPTOM ONSET		0		
		1		
		2		
		3		
		4		
		5		
		6		
Contagiou s Period		7		
		8		
		9		
		10		
		11		
		12		
		13		
		14		

Interview Techniques

Interview Techniques

- Before the Interview
 - Brush up on COVID-19
 - Resources will be provided
 - Gather all of the materials you'll need
 - Pencil recommended
 - Print extra copies
 - Do a practice run to familiarize yourself with the questions
 - Find a quiet, private place

Interview Techniques

- Explain what you're doing & why you're doing it
- Confidence is key!
- Be conversational
 - Mirror tone, pace, diction
 - Try to stay within the questionnaire
- Show empathy; this person was just pretty sick/scared
- Gently re-direct as needed
- Probe for specific answers if response is vague
- Let them ask questions
- Express gratitude

Important to Remember

- Accurately record what people say
- Persistence gets the job done
 - Okay to ask why they are refusing
 - Call multiple times, including evenings or weekends
- Write legibly, someone eventually has to read it!
- Fill out all of fields
- Note the date & time

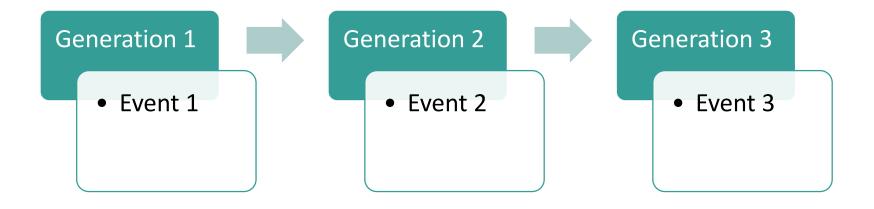
Patterns in Response

- If you notice a pattern, point it out to your group lead
 - Attending the same event
 - Repeat contacts
- Iterate as needed
 - Add a question at the end of a section or the entire interview
 - Ask the same way each time
 - Record who was asked

10 Cardinal Rules of Interviewing

- Do a practice run until you're comfortable with the questionnaire
- 2. Find a quiet place to conduct your interviews
- 3. Be non-judgmental
- 4. Avoid leading the responder
- 5. Accurately record what people say
- 6. Ensure confidentiality, beginning with conducting interviews in a private location
- 7. Gently re-direct, as needed
- Probe if answers are vague, particularly about time of symptom onset
- Work with epidemiology staff to provide language interpretation, if needed
- 10. Thank interviewee at closing and explain how info will be used

What can be learned from in-depth interviews



Types of Contact Follow-Up

Contact Type	Description	Follow-Up Action
Named Contact	Household member, including partner of confirmed case	Call directly and provide guidance
Employer	Lab positive case works at a restaurant	Call HR directly or supervisor of case and provide guidance
Healthcare facilities	Lab positive case works at a hospital	Call Infection Prevention or healthcare manager and provide guidance
Small/private groups	Everyone in the small group can be contacted	Call event organizer/host/manager and provide guidance
Large groups	Everyone in the large group can receive individual PH follow-up or event organizer can send info to individuals	Contact event organizer and provide guidance
Public exposure site	No way to quantify who may have been present at the public location	Inform PIO of new public exposure site of date and time of exposure and notify site manager of pending public announcement

Exposure Matrix

l i																				
Date	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6	Person 7	Person 8	Person 9	Person 10	Person 11	Person 12	Person 13	Person 14	Person 15	Person 16	Person 17	Person 18	Person 19	Person 20
12/7/2018							\i		'									'		'i
12/8/2018	Country 1			Legend												\				
12/9/2018	Country 1		Exposure			Church 1		School 1		LTC 1		School 5		Venue 5		Church 7		Venue 9		Clinic 5
12/11/2018	Country 1		Rash onset			Church 2	·	School 2	'	School 3		School 6		Airport		Church 8		Venue 10		Clinic 6
12/12/2018	Country 1		Contagious	5		State 1	·	Venue 1	'	Church 4		Grocery 1		Clinic 3		Clinic 4		In patient		Venue 15
12/13/2018	Country 1					State 2		Gym		LTC 2		School 7		School 8		Venue 6		Venue 11		Venue 16
12/14/2018	Country 1					City 1		Bus 1	\	Church 5		Clinic 1		School 9		Venue 7		Venue 12		Venue 17
12/15/2018	Country 1					City 2		Church 3	'	Venue 3		Clinic 2		School 10		School 11		Venue 13		Venue 18
12/16/2018	Country 1					City 3		Venue 2		School 4		Venue 4		Church 6		Venue 8		Venue 14		Venue 19
12/17/2018	_																	<u> </u>		<u> </u>
12/18/2019									<u> </u>			الليا						<u> </u>		'
12/19/2018				 	school				·			الليا	اا			ىـــــــــا				·ـــــــــــــــــــــــــــــــــ
12/20/2018					school		school		school		السسا	الله الم	ا ــــــــــــــــــــــــــــــــــــ			ىتىسا		ا ــــــــــــــــــــــــــــــــــــ		·ـــــــــــــــــــــــــــــــــ
12/21/2018							school		School							المسلمان				·ا
12/22/2018					th her at Ch		Church 2		Church 2	Venue 3				Venue 9				'		'
12/23/2018		Church 1	Church 1	Church 1	Church 2	Church 1	Church 2	Church 1	Church 2	Church 4	Church 1				Church 1	Church 1	Church 1		Church 1?	Church 1
12/24/2018																				`
12/25/2018					cousins au	ınts uncles vi:	isit	Church 1		Church 4					Church 1		Church 1			`
12/26/2018																				
12/27/2018																				
12/28/2018					Venue 1							Venue 3	Venue 9	Venue 9						`
12/29/2018	Venue 10						Venue 10,	Venue 7	Venue 10, Ve	nue 7		Venue 3	Venue 10	Venue 10			Church 1	Venue 10		`
12/30/2018					Church 2							-	Church 1		Venue 3		Church 1			
12/31/2018				Church 1		Large party a	at home				Large party				Venue 3					Large party
1/1/2019			-	Venue 3				Church 1				Church 1	Church 1	Church 1	Church(Chi					
1/2/2019			Airport, St	ate 1			School 6		School 6		School 8						Venue 16			`
1/3/2019			State 1			School 8	School 6		School 6		School 8				School 6		Venue 16		Venue 19, B	
1/4/2019			State 1	School 3			<u> </u>			School 4	School 8		+	Venue 15	Russian Sc		Church 1,S	chool	Church 1, Sc	chool
1/5/2019			State 1				Venue 7		Venue 7			Venue 12	LTC 2				Venue 16			\\
1/6/2019			State 1			Church 1		Church 1	Church 2		ldash				\Box		LTC 1			Church 1
1/7/2019			State 1		School 11		Airport	-	Airport		School 8	Venue 12	LTC 2	LTC 2			Venue 16	<u>'</u>		' '
1/8/2019			State 1				State 2		State 2		School 8				School 6		Venue 16		Bus 1	\
1/9/2019			State 1				State 2		State 2		School 8		LTC 2		School 6		Venue 16			
1/10/2019			State 1				State 2		State 2	School 4			 	Venue 13,						
1/11/2019			State 1	Clinic 1			State 2		State 2	Clinic 1			,	Venue 17,	LTC 2					
1/12/2019			State 1	Clinic 1/In	patient		State 2		State 2			Venue 11	Clinic 5	Clinic 5			LTC 1			
1/13/2019			State 1	In patient			State 2	Clinic 1	State 2		Venue 11						LTC 1			Venue 11
1/14/2019							State 2	Clinic 1	State 2						Clinic 5				Clinic 6	
1/15/2019	 	\vdash	\vdash		oxdot	\Box	$\overline{}$												LTC 1	
1/16/2019	 	\vdash	\vdash		acksquare	\Box	$\overline{}$	\Box	<u> </u>											
1/17/2019		<u> </u>	\vdash	<u> </u>	<u> </u>	\Box	<u></u>	\Box	<u> </u>	\Box	\Box	\vdash	\Box	\longrightarrow	\Box	\Box	\Box			

DOH IMT Priorities

- DOH and many counties are in incident command
 - DOH Incident Management Team (IMT) activated
- Provide ongoing support to local partners
- Determining most efficient way to use IMT case investigation and contact follow-up resources
 - March 12th 10am Health Officer Call

Resources

- DOH 2019 Novel Coronavirus (COVID-19) website
- 1-pager guidance for confirmed or suspected
- 1-pager guidance for potentially exposed
- 1-pager guidance for symptomatic, but no exposure
- Guidance for Social Distancing
- LHJ COVID-19 Quicksheet
- LHJ COVID-19 Reporting Form
- Testing for COVID-19
- COVID-19 New Insights on a Rapidly Changing Epidemic
- Script for case interview (pending distribution)
- Script for contact interview (pending distribution)

Questions?



Washington State Department of Health is committed to providing customers with forms and publications in appropriate alternate formats. Requests can be made by calling 800-525-0127 or by email at civil.rights@doh.wa.gov. TTY users dial 711.