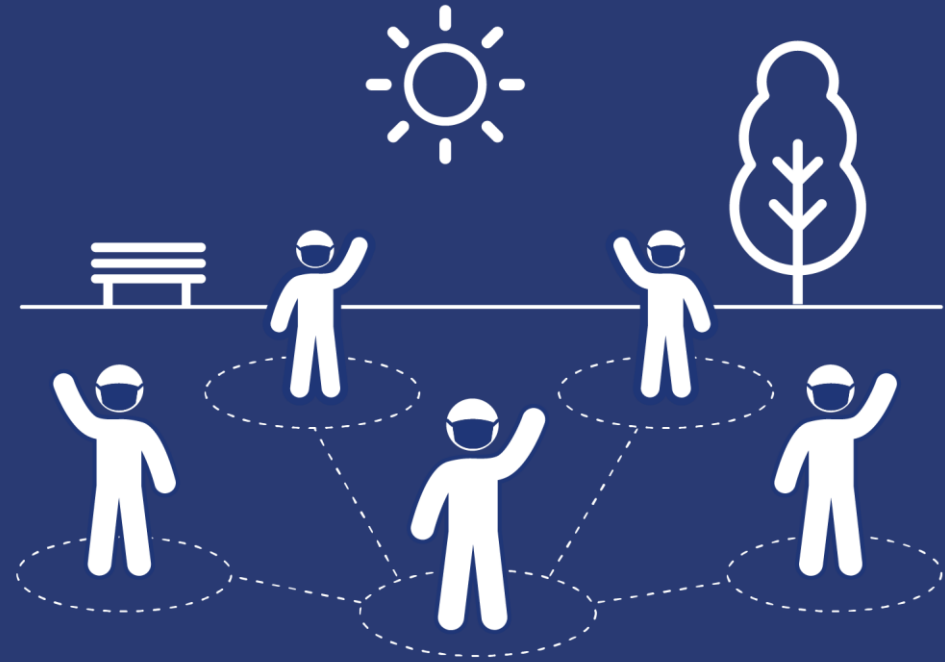


COVID-19 Case Investigation & Contact Tracing

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San Francisco Department of
Public Health

Overview

Role of Case Investigation/Contact Tracing
in Reducing COVID-19 Transmission

Case Investigation/Contact Tracing
Approach

Current Status

Reopening Challenges and Strategies

Key Definitions

Case - a person who has tested positive for the coronavirus (COVID-19)



Isolation - Case stays away from others to prevent transmission

Contact - someone who was within 6 ft of an infectious person (the case) for at least 15 min



Quarantine - Contact stays away from others until their risk of infection has passed

Infectious Period – when a person's COVID-19 infection is considered contagious (48 hours before symptoms to 10 days following)

Purpose of Investigation and Tracing



Communicate with those who have infectious disease (**cases**) such as COVID-19 to:

- Identify exposed persons (**contacts**)
- Recommend strategies to reduce further transmission
- Improve community and population health

.....All about breaking the chain of transmission!

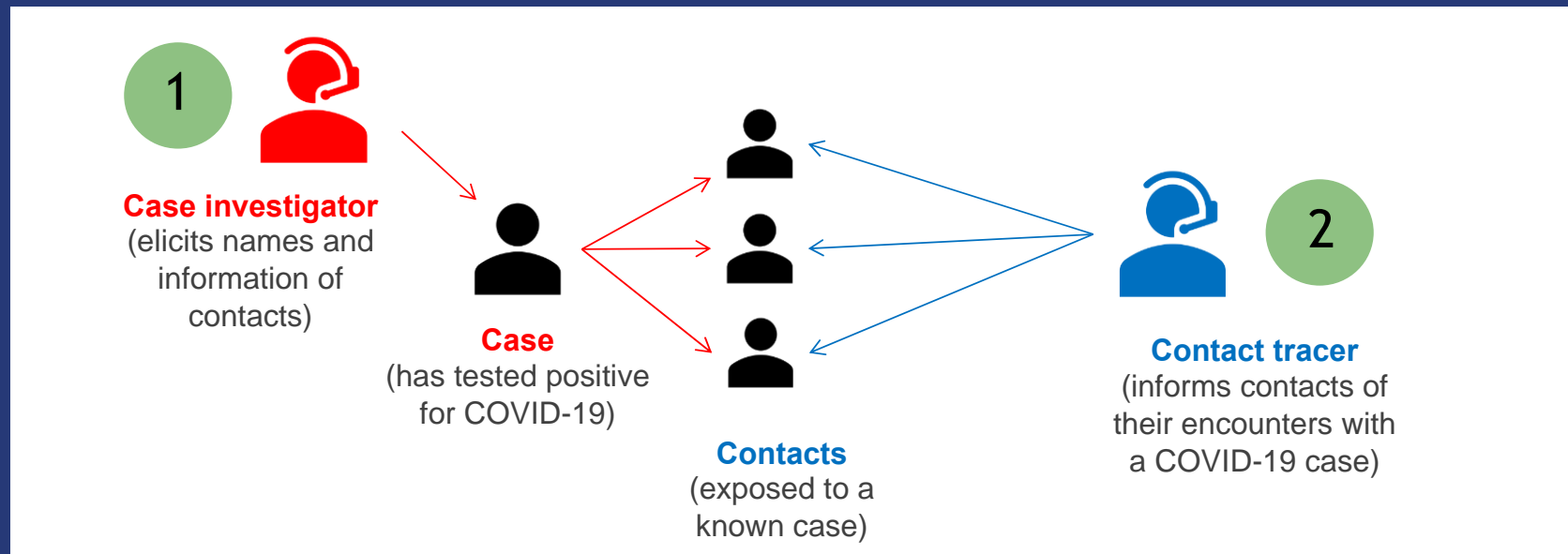
Principles



How It Works

Case Investigators and Contact Tracers notify and support follow-up steps in community settings

- Isolate (cases) or quarantine (contacts)
- Get tested (contacts)
- Access medical and social services to enable these actions



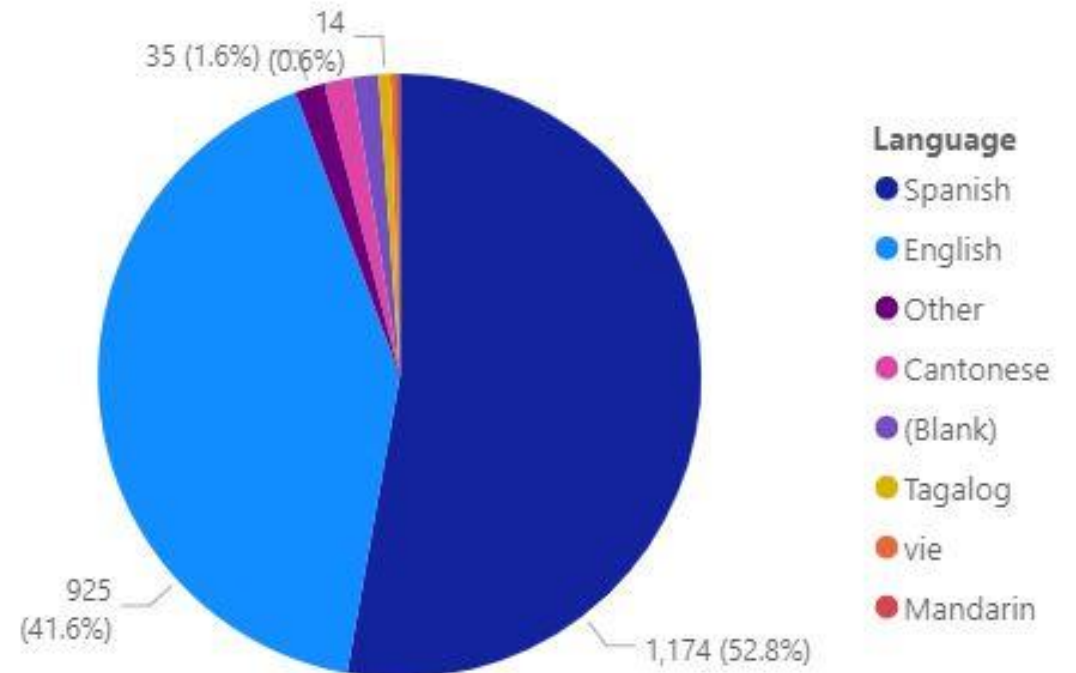
Technology

- Centralized database system used at all stages, e.g. test results, case investigation, contact tracing, isolation & quarantine support
- Communication tools and methods are important factor in overall success and effectiveness
 - Integrated SMS messaging
 - Internet based phone system
- Need to provide tech infrastructure to support remote work and involvement of CBOs

Cultural Competency

- Language skills are critical; interviews most successful when conducted in primary language
- Majority of interviews conducted in Spanish
- Case Investigation and Contact Tracing should respond to disproportionate cultural impact of COVID-19

Cases Interviewed by Language



Staffing

	# of frontline staff
Case Investigation	26
Contact Tracing	85
Clinicians	27
Client support for I&Q	4
TOTAL	142

- Additional management, data support staff
- ~30 hours of training
- Operate 7 days/week
- 45% of current staff are bilingual/multilingual
- Time required for in-language interviews.
 - CI: 60 minutes
 - CT: 20-30 minutes
- Interviews require 1.5-2x more time through interpreters

Snapshot of the Team's work

1,867 Case Investigation Interviews Completed



2,968 Contacts Identified



2,285 Contacts Notified

CI/CT Outcomes are one of 5 Key Indicators for our Status in San Francisco

82%

Level 2: Low Alert

Percent of Cases Reached Over the Prior Two Weeks

Level 1: Above 90%

Level 2: 80%-90%

Level 3: 65%-80%

Level 4: Below 65%

Date

Contact tracing dataset coming soon!

Data through 6/26/2020
Updated Weekly



88%

Level 2: Low Alert

Percent of Contacts Reached Over the Prior Two Weeks

Level 1: Above 90%

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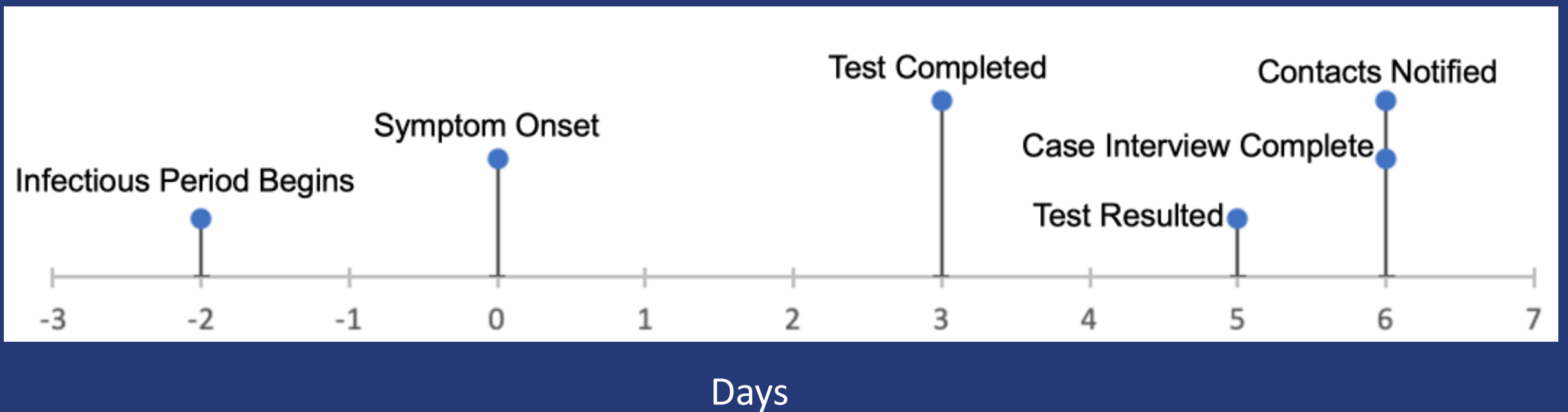
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CI/CT Success Depends on Many Steps



Data for 4/13/20-6/8/20

Challenges

- More movement = more cases and contacts
- Structural barriers
 - Poverty
 - Racism/xenophobia
- Very large and skilled workforce needed
- Must match language and cultural needs

Opportunities

- CBO partnerships and strategic staffing
- Wage replacement pilot
- Coordinate testing; reduce barriers
- New messaging and resources to support masking, testing, I&Q
- Explore tech/apps; person based CI/CT is core

Thank you!

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