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)

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

**Isolation** - Case stays away from others to prevent transmission

**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

Client-Centered

- Confidential
- Voluntary
- Evidence-Based
- Culturally & Linguistically Appropriate
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

Data from 4/13-6/26
### Staffing

- 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

<table>
<thead>
<tr>
<th></th>
<th># of frontline staff</th>
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<tbody>
<tr>
<td>Case Investigation</td>
<td>26</td>
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<tr>
<td>Contact Tracing</td>
<td>85</td>
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<tr>
<td>Clinicians</td>
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<td>Client support for I&amp;Q</td>
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<tr>
<td><strong>TOTAL</strong></td>
<td><strong>142</strong></td>
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Snapshot of the Team’s work

Data for 4/13/20-6/21/20

- 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%**

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%**
- **Level 2: 80%-90%**
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Contact tracing dataset coming soon!

Data through 6/26/2020

Updated Weekly

https://data.sfgov.org/stories/s/epem-wyzb
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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