



COVID-19 Contact Management Programme (CMP) Overview

Scaling up contact tracing in Ireland

Background

Anticipating a substantial increase in the number of cases identified as COVID-19 positive, the HSE developed a national rapid, large scale system operating in three steps:

- Step 1 / Case: Rapid notification to a person of a COVID-19 confirmed (detected) or not detected result and provision of advice
- Step 2 / Contacts: Rapid identification of contacts of confirmed cases of COVID-19
- Step 3 / Control: Rapid public health management of contacts of confirmed cases (see process map on next page)

The CMP is designed and built to have the capacity to communicate with thousands of contacts per day.

Rationale

The rationale for developing a national process is to allow the Departments of Public Health to be freed up to focus on and respond to complex public health issues, making best use of scarce and critical public health expertise. Routine contact tracing therefore is done by a national team, coordinating a series of decentralised physical and virtual call-centres. People working in the HSE, wider public service, educational sectors, and others, have been identified to work in Contact Tracing Centres (CTC) in a variety of roles.

Aim	The aim of the CMP is to notify results to people tested (or their nominated person) and to identify and manage contacts of people known to be COVID-19 positive, commencing 13 th March 2020.
Purpose	<ul style="list-style-type: none">• To rapidly identify and close down chains of transmission of COVID-19• To release time for Public Health Departments to undertake high value public health expert activity including surveillance/enhanced surveillance and complex control activity• To slow the progress of the COVID-19 epidemic in Ireland and delay and lessen the impact on health services delivery capacity.• To save lives through slowing the progress of COVID-19 in Ireland

CTC Team Training and Support

The CMP Induction programme consists of 3 parts;

Step 1 – A series of self-directed learning audio presentation and video role-plays;

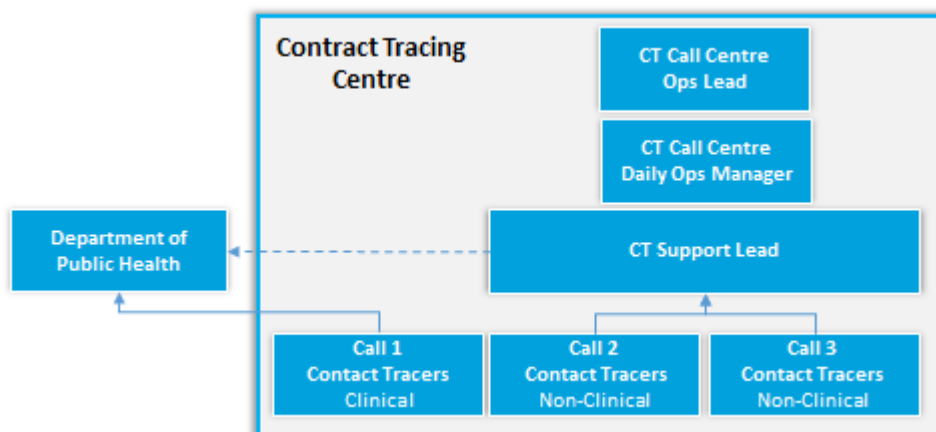
Step 2 – A facilitated virtual learning session where call scripts, FAQs and scenarios are discussed;

Step 3 – A series of introduction videos on how to login and navigate the Covid-19 Case Tracker system.

Having completed all 3 steps of the induction programme, trainees commence work in a Contact Tracing Centre where they receive more “on-the-job” training. The CTC callers have access to a team support lead and public health specialist for advice and queries.

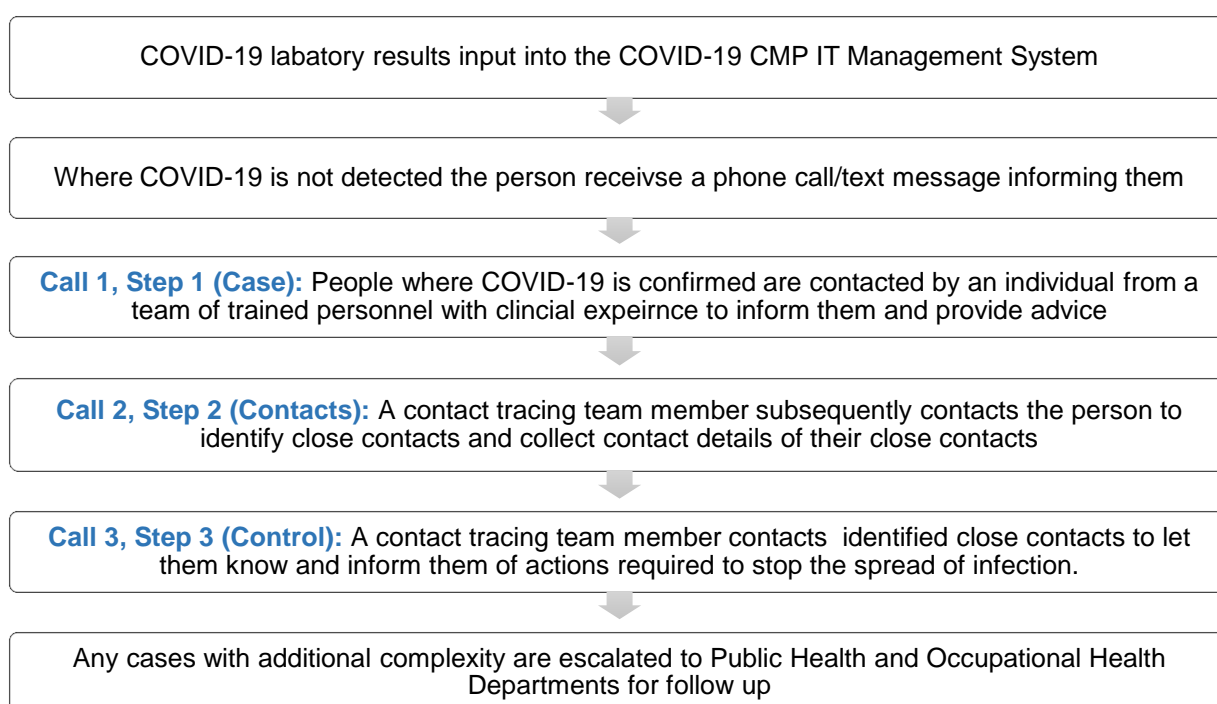
CMP Management System

An ICT system, a module within a wider COVID-19 case management system has been developed to support this process and collect information. This process is managed using the online platform developed to allow consistency of messaging, data collection and process. Collection of surveillance data is incorporated. The overall COVID-19 case management IT system, including the CMP module provides sources of information to inform and support overall management of COVID-19 in Ireland. The clinical governance structures for oversight are in place.



CMP Process

In the days and weeks to come, the HSE will continue to scale up this process



Next steps

- It is anticipated that the CMP Management System will be enhanced over time and the contact management process may become more automated to ensure sustainability and scalability.
- On-going communication to public health colleagues, clinicians and the wider public.
- Advising members of the public that they may receive text messages from the HSE and contact from people working within the contact tracing centre / contact management programme.

Thank you for your help in sharing this information.