Presenters

Kelly Driscoll, Command Center

Dr. John C. Welch, Partners In Health

Gillian Haney, Department of Public Health
Agenda

- Updates from the **CTC program**
- Updated **MAVEN** instructions
- **CTC Help Desk** contact information
- Answer **questions**
Update on Timeline

- The CTC experienced technical difficulties on April 30, and the CTC system (CRM) was down for a portion of the day
- **Current MAVEN protocols remain in effect**, meaning:
  - **YES**: Cases marked YES go to the CTC
  - **NO**: Cases marked NO stay with the LBOH
  - **BLANK**: Cases left BLANK stay with the LBOH
- CTC calls began again this morning (Friday a.m.)
- CTC will remain in close contact with LBOH with updates; integration between LBOH and the CTC is vital
### Roll-out Timeline

**Completed**

**Rollout**
- LBOH requested CTC CTC during scale-up

April 15-22
- 200 trained CTC Staff
- LBOH selected cases for CTC by 11:59pm
- DPH extracted “yes” cases
- Webinar & information circulated

**In Progress**

**Scale-Up**
- CTC expanded to high-need areas

April 23-TBD
- 1,000+ trained CTC Staff
- Locales with high case burden will be informed CTC enrollment
- Establish communication & relationships with LBOH

**Entering this Phase**

**Surge**
- CTC expands to all of MA

[Date TBD] Onward
- 1,000+ trained CTC Staff
- Goal: All cases investigated; all contacts traced
- Active care resource coordination at local level
- LBOH can refer cases to CTC at any time

**April 30 TBD**
- All “YES” and “Blank” sent to CTC
- All “NO” stay with LBOH
- High-risk cases referred back to LBOH

Confidential | Draft Concepts For Discussion Only
Scale Up Phase Remains in Effect
April 15 - TBD

- All others marked “YES” go to CTC
- Active outreach between CTC and LBOH
- Public Health Directors and Public Health Nurses align on strategy
- Widespread dissemination of detailed planning from CTC to LBOH

Case stays w/ LBOH

Does LBOH request COVID assistance? by 10AM on previous day’s reported Cases

NO

No action taken

YES

CTC
High Priority Cases Remain with LBOH

Including cases identified by CTC

- Congregate settings
- Clusters
- Healthcare workers
- Any complex case
- Any case you request to manage
- Special requests to supervisors
Surge Phase Forthcoming

TBD - onward

CTC/DPH will communicate with LBOH ASAP regarding when the “surge” phase will begin

- All cases marked “NO” stay with LBOH
- LBOH have more capacity for essential operations

Case stays w/ LBOH

Does LBOH request COVID assistance? by 10AM on previous day’s reported Cases

CTC
Detailed MAVEN Instructions
COVID Requested Assistance as “Yes” or “No”
For now, all “Blank” or “null” responses will stay with LBOH.
In the future (date TBD), blank responses will go to the CTC.

Please answer Yes if you would like contact tracing assistance or No if you do not require assistance for your COVID-19 events.
MAVEN Fields

1. Step 1 removes event from immediate WF
2. Step 2 - Investigation Started - can be Yes/No
3. Step 3 LBOH completes information so we know who is requesting assistance
4. Step 4 removes from LBOH Pending WF and the Contact COVID WF
5. Step 5 removes from Final Review WF
MAVEN Instructions: Event has been sent to CTC

• “Additional Concern” appears on event main page to let you know Event has been sent to CTC.
• Please do not initiate follow-up at this time.
MAVEN COVID-19 Wizard

The MAVEN COVID-19 Wizard is a tool designed to manage and analyze data related to COVID-19 cases. The image shows a part of the interface where various question packages are listed, including Administrative, Demographic, Clinical, Risk/Exposure/Control & Prevention, Contact Monitoring, Epi-linked and Outbreak Information, and ECR Information. Each package has an associated Event ID and Last Update date.

Highlighted in the image is the 'COVID-19 Case Investigation Wizard', which is presumably a feature within the MAVEN COVID-19 Wizard that assists in the investigation of COVID-19 cases.
New Variables in Wizard

When event is sent to CTC you will see this populated as Yes and Date first sent to CTC.

If Yes, this event has been sent to the MA COVID-19 Community Tracing Initiative

Yes

Date first sent to the CTC:

04/27/2020

Investigation Status:
CTC Data Visibility – eCR Question Package

<table>
<thead>
<tr>
<th>Question Package</th>
<th>Person</th>
<th>Last Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Administrative</td>
<td>Event ID</td>
<td>04/30/2020</td>
</tr>
<tr>
<td>2. Demographic</td>
<td>TEST CASE COVID #3</td>
<td>04/30/2020</td>
</tr>
<tr>
<td>3. Clinical</td>
<td>TEST CASE COVID #3</td>
<td>04/30/2020</td>
</tr>
<tr>
<td>5. Risk/Exposure/Control &amp; Prevention</td>
<td>TEST CASE COVID #3</td>
<td>04/30/2020</td>
</tr>
<tr>
<td>6. Contact Monitoring</td>
<td>TEST CASE COVID #3</td>
<td>04/30/2020</td>
</tr>
<tr>
<td>6. Epi-linked and Outbreak Information</td>
<td>TEST CASE COVID #3</td>
<td>03/24/2020</td>
</tr>
<tr>
<td>8. ECR Information</td>
<td>TEST CASE COVID #3</td>
<td>03/24/2020</td>
</tr>
</tbody>
</table>
### eCR Question Package

**8. ECR Information**

- **Novel Coronavirus (SARS, MERS, etc)**

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>If Yes, this event has been sent to the MA COVID-19 Community Tracing Initiative</td>
<td>Yes</td>
</tr>
<tr>
<td>Date first sent to the CTC</td>
<td>05/01/2020</td>
</tr>
<tr>
<td>Investigation Status</td>
<td>In progress</td>
</tr>
<tr>
<td>CTC Person ID</td>
<td>Add New</td>
</tr>
<tr>
<td>CTC Case ID</td>
<td>Add New</td>
</tr>
<tr>
<td>Last Exposure date</td>
<td>04/29/2020</td>
</tr>
<tr>
<td>First Monitoring date</td>
<td>05/02/2020</td>
</tr>
<tr>
<td>Last Monitoring date</td>
<td>mmm/dd/yyyy</td>
</tr>
</tbody>
</table>
Investigation Status Variables
Steps 2, 3, & 4 are Updated with CTC Information
Additional MAVEN guidance

1. Run your reports at least daily (recommend beginning & end of day) to make sure you can select Yes or No for “COVID Assistance Requested” in the Admin Question Package.
   • Starting soon (date TBD), going forward, any cases left blank by end of day will be sent to the CTC for follow-up.
   • Cases transfer over End of Day cutoff. (You could switch to No if it is still same day.)

2. All events sent to the CTC will be completed by the CTC unless the following is determined:
   • Hospitalized
   • Resident in a Congregate setting (LTCF, ALF, DDS, etc.)
   • Died

3. Once event is sent to the CTC, complete Steps 1-5 in Admin Question Package to move out of your workflows.
CTC → LBOH Transfer

• The CTC may transfer certain high-risk cases back to the LBOH, including
  • Healthcare workers
  • Residents in congregate settings
• High risk cases are escalated to a CTC Supervisor who then works directly with LBOH staff by email and/or phone to hand off
• MAVEN ID’s are shared with LBOH staff
COVID-19 LBOH Requested Assistance Line List Report

<table>
<thead>
<tr>
<th>Status</th>
<th>Date Requested</th>
<th>COVID Assistance Requested</th>
<th>Date First Sent to the CTC</th>
<th>County</th>
<th>Step 3 - LBOH/Agency Investigator</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/27/2020</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/19/2020</td>
<td>Unknown</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/19/2020</td>
<td>Yes</td>
<td></td>
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</tr>
<tr>
<td>04/19/2020</td>
<td>Yes</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>04/21/2020</td>
<td>No</td>
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<td></td>
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<tr>
<td>04/21/2020</td>
<td>Yes</td>
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<tr>
<td>04/21/2020</td>
<td>No</td>
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<td></td>
<td></td>
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<tr>
<td>04/29/2020</td>
<td>No</td>
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<td></td>
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<tr>
<td>04/02/2020</td>
<td>No</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>04/02/2020</td>
<td>No</td>
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<td></td>
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<tr>
<td>04/23/2020</td>
<td>No</td>
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<tr>
<td>04/23/2020</td>
<td>No</td>
<td></td>
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</tr>
<tr>
<td>04/23/2020</td>
<td>Yes</td>
<td>04/24/2020</td>
<td></td>
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<tr>
<td>04/23/2020</td>
<td>No</td>
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<td>04/22/2020</td>
<td>No</td>
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<td>04/23/2020</td>
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<tr>
<td>04/22/2020</td>
<td>No</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>04/22/2020</td>
<td>Yes</td>
<td>04/23/2020</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/22/2020</td>
<td>Yes</td>
<td>04/23/2020</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/22/2020</td>
<td>Yes</td>
<td>04/23/2020</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/22/2020</td>
<td>Yes</td>
<td>04/23/2020</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Additional report variables:
- Event ID
- Disease classification status
- Name
- Event Date
- Date Requested
- COVID Assistance Requested
- Date first sent to the CTC
- County
- Step 3 - LBOH/Agency Investigator
- LBOH/AgencyOther (specify)
- Contact monitoring status
- Specify other status
- Official City
Help Desk Assistance
MAVEN Help Section

MAVEN Online Help

- Expand all
- Collapse all

- COVID-19 LROH
- General Information
- Frequently Asked Questions (FAQs)
- Division of Global Populations (DGP)
- ePostcards/Webinars

How to Contact the Maven help desk in ISIS.
We are available M-F (9-5p.m.)

- ISIS Help Desk 617-983-6801
- ISIS Fax Number 617-983-6813
- isishelp@state.ma.us
  (do not email names or identifying information - use the MAVEN Event ID)
- Epi-of-the-Day and Epidemiologist on Call 617-983-6800
- Maven Change Request Document (please print, complete and out fax back to ISIS to request changes, enhancements, corrections to the MAVEN database)
MAVEN Online Help

- Expand all
- Collapse all

- COVID-19 LBOH
  - Case Follow-Up Tools
  - Trainings & Webinars
  - Memos and Orders
  - Guidance Documents & Resources
  - MAVEN Tipsheets & General Instructions
    - LBOH Line List for Emergency Responders_ver2.0_April26
    - LBOH COVID-19 Report Tip Sheet_ver1.0_April5

• Line List for Confirmed Cases
• Line List for Contact Events
• Line List for Which cases have been sent to CTC.
## FAQs

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When will the lag time between CTC - MAVEN improve?</strong></td>
<td>The CTC team is actively working to minimize that lag time. The driver behind the lag time is some data elements that need to get cleaned up before the two systems can ‘talk to each other’ seamlessly.</td>
</tr>
<tr>
<td><strong>How will the LBOH know if there is a case that needs LBOH support?</strong></td>
<td>The CTC Resource Coordinators are proactively reaching out to LBOH regarding complex cases in each geography, such as those involving healthcare workers or cases in congregate settings. The CTC will continue to focus on investigating and tracing the large numbers of lower risk cases.</td>
</tr>
<tr>
<td><strong>What if MAVEN receives a case from my town at 11:30pm? Will the LBOH ‘miss’ that case?</strong></td>
<td>Cases from the previous day will migrate from MAVEN to the CTC at 10am the following morning. For example: All cases from 12am-11:59pm on May 15th will be ‘available’ in MAVEN for the LBOH to affirmatively ‘take’ until 10am on May 16th.</td>
</tr>
<tr>
<td><strong>Will there be other fixes and updates to the CTC? How will the LBOH know about them?</strong></td>
<td>New functionality will continue to be communicated and questions addressed during DPH MAVEN webinars, held each week on <strong>Tuesday and Friday at 11:00 a.m.</strong> If you are not already attending the webinars, please email <a href="mailto:isishelp@state.ma.us">isishelp@state.ma.us</a> to be added to our MAVEN distribution list.</td>
</tr>
<tr>
<td><strong>Where do I go with my day-to-day questions for the CTC?</strong></td>
<td>CTC and DPH staff are available to assist LBOH during the upcoming transition to help reach our collective goal of tracing all potentially exposed contacts.</td>
</tr>
<tr>
<td></td>
<td>• DPH will continue to field questions via the MAVEN help desk.</td>
</tr>
<tr>
<td></td>
<td>• A new CTC LBOH Help Desk will be operational beginning Friday, May 1 at 12:00 pm to field questions regarding specific cases as well as general questions for the CTC (number below).</td>
</tr>
<tr>
<td></td>
<td>• The CTC LBOH Help Desk will operate 7 days per week from 8:00 am to 8:00 pm. Call: 857-305-2828.</td>
</tr>
</tbody>
</table>
Additional COVID-19 Questions?

• If you have a question about **MAVEN functionality**, contact the **MAVEN Help Desk**:
  ➢ **ISISHelp@MassMail.State.MA.US**

• If you have questions about a **case** that has gone to the **CTC**, call the **CTC Help Desk**
  ➢ **857-305-2828**
Questions?

*Please use the Q&A chat feature*
Appendix
Information Integration

**Local Boards of Health**
- View all results in MAVEN
- Continue to work on case investigation and contact tracing
- Lean on COVID Community Team for assistance when needed
- Reserve special cases in MAVEN for LBOH review
- DPH epidemiologists remain available to assist LBOHs

**Community Tracing Collaborative**
- View all results in CRM
- Large workforce to support high volume case investigation and contact tracing, as needed
- Case investigators focus on vulnerable populations, linking with LBOH and local resources
- Automatic triggers for LBOH communication built-in

**Mutual goal of investigating and tracking 100% of cases and contacts**
- Supported by nimble system with ‘pop off valve’ of CTC workforce
- Frequent person-to-person communication on high risk cases, vulnerable populations, and local needs
MAVEN remains system of record

- Regular updates to MAVEN
- All data in MAVEN remains visible to LBOH