Follow-up for Positive COVID-19 Cases and their Close Contacts

Tools for LBOHs

September 15, 2020

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Topics Today

• MAVEN Status Map as of 9/15
  • 4 offline towns
• Immediate COVID Workflow
• New Report – LBOH Cluster Line List Report
• New Office Hours on Friday’s from 11-12 for questions/answers
• Key Documents
• Last Week’s Recap
• Jurisdiction Questions
• Contact Events – REQUIREMENTS
  • You NEED Exposure Date
  • You NEED Contact Info
• Daycares – postponed until next wk
• Your Questions
Tuesday Webinars for COVID-19 Case Investigation and Follow-up

Tuesdays @ 11am


**NEW! MAVEN Office Hours**

Fridays 11:00-12:00

- Open Q&A. Not a formal presentation.
- Send us your questions or ask us live.
- No requirement to attend. Pop in, pop out.
- You’ll need to register via Scott’s email.

MAVEN Help has Guidance Documents and Previous Webinars:


**MDPH Epi Program:** 617-983-6800
**MDPH MAVEN Help Desk:** isishelp@mass.gov
**MDPH Food Protection Program:** 617-983-6712
**CTC Help Desk:** 857-305-2828
**COVID19CommunityTracingCollaborativeQuestions@mass.gov**
Higher Education Overview
MAVEN Updates

As of 9/15/2020

Scott Troppy, MPH, PMP, CIC, Surveillance Epidemiologist
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MA Department of Public Health
Updates for today, Tuesday, 9/15

- **MAVEN Status Map** – four towns offline
  - Florida, Holland, New Ashford and Chesterfield

- **LBOH Immediate Workflow** – COVID-19 event only – please check your workflow and clear out the workflow

- **Umbrella Clusters Line List** – for Higher Ed (Help Section)

- **NEW** New Report “LBOH Cluster Line List Report – can now extract a report for all clusters in your jurisdiction

- **NEW** Office Hours on Friday’s from 11-12 with DPH Staff – email invite will be sent out on Wednesday
MAVEN Status Map as of 9/15/2020

Chesterfield, Florida, Holland, New Ashford,

Massachusetts Virtual Epidemiologic Network

Massachusetts Virtual Epidemiologic Network (MAVEN) is a web-based disease surveillance and case management system that enables MDPH and local health to capture and transfer appropriate public health, laboratory, and clinical data efficiently and securely over the Internet in real-time. The system interfaces with Electronic Laboratory Reporting (ELR) efforts, has automatic (24/7/365) notification of state and local officials of any event requiring their attention and geographic Information system (GIS) activities. MAVEN will replace the current paper-based methods of data exchange between MDPH, local public health, and clinicians. For more information please contact sis.help@state.ma.us or by phone at (617)-983-6801.

This map displays 347 out of the 351 cities and towns in Massachusetts receiving disease notifications electronically through the MAVEN System as of September 7, 2020.

*Boston reporting data via BoSS MAVEN.

For more detailed information please zoom in on the map or click on town.

MAVEN Status September 15, 2020

- Online (347)
- Offline (4)
Immediate Notification workflow (COVID-19 Only)

- **UPDATE:** COVID-19 Immediate Notification Workflow - 878 events in this workflow today
  - This will allow proper notification of all new COVID-19 events for your jurisdiction. *(Confirmed and Probable Cases)*
  - Please review all events/cases in this workflow and complete your **Step 1- LBOH Notification to “Yes”** to clear out this workflow.
    - If you are retaining ownership then complete Steps 2 (Investigation Started) & 3 (LBOH Investigator (name, lboh, phone number))
    - When you are done then complete Steps 4 (CRF Complete) & 5 (Final Review)
Umbrella Clusters Created in MAVEN

- **Note:** Umbrella Cluster event was created for the purpose of data management and does not represent a cluster or outbreak of illness. Any Epi Cluster events associated with this school should be linked to this Umbrella Cluster for tracking purposes. Individual COVID cases should not be linked to this Umbrella Cluster event; school association is captured in individual case events through the variable “Education Institution” in the Risk Question Package. Please call (617) 983-6800 with any questions.

- You will only see Umbrella Clusters that you have jurisdictional access to see.

- A Cluster/Outbreak Webinar occurred on September 8th – webinar recording and slide set now available – please review
NEW Report - LBOH Cluster Line List – report outputs a line list of cluster events for LBOH. Please try to run the report for only 1 month at a time if possible.
- Umbrella clusters have been created for all higher education and boarding schools in Massachusetts
- A line list of clusters will be added to the MAVEN Help Section to use as a reference
- Umbrella clusters will be searchable under the following general naming convention:
  - SCHLU_[School Name]_[City/Town]
  - Example_SCHLU_BOSTONCOLLEGE_BOSTON
“Friday - Office Hours for Questions”

- Starting Friday, September 18 we will start a pilot webinar
  - You can check in and ask a question around COVID-19 case investigation
  - Stay online for what you need and then depart
  - Attend when you need assistance
- Standing webinar from 11 a.m. - 12 p.m. with DPH Staff
- Webinar that allows users to ask questions
- Webinar attendee’s can enter questions into the question box and an epidemiologist will do our best to answer questions during the hour long office hours session
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

General Information

Frequently Asked Questions(FAQs)

Division of Global Populations(DGP)

ePostcards/Webinars
Summary of Key Guidance & Tools

- **9/2/2020 Updated COVID-19 Case Classification Manual**
  - Serology positive labs are now classified as “suspect” cases.

- **Date: 8/22/2020: - COVID-19 PCR and Antibody Testing Public Health Response Recommendations**
  - Table describes different Public Health Actions based upon different testing results.
    - Big take home: PCR & Antigen positive patients should be treated like cases.
    - Serology + cases no longer require public health follow-up.

- **Date 8/10/2020: Follow-up for Positive Antigen Test Results**
  - [http://www.maventrainingsite.com/maven-help/pdf/Antigen%20Results%20Follow-up%20Guidance_ver1.0_August_10.pdf](http://www.maventrainingsite.com/maven-help/pdf/Antigen%20Results%20Follow-up%20Guidance_ver1.0_August_10.pdf)

- **Date: 8/9/2020: Updated Isolation & Quarantine Guidelines Documents**
  - Translations Pending

- **Date: 8/7/2020: Updated MA Testing Guidance**
  - Update says to get a PCR with ANY Antigen test
  - Also says no need to test again in 90 days after initial diagnosis.
Summary of Key Guidance & Tools

- Date: 7/24/2020 - Gov. Baker issued **COVID-19 Order No. 45** which issues a mandatory 14 day quarantine period for travelers to MA (including MA residents who traveled outside of MA and are returning).
  - If travelers (including returning MA residents) don't fit into one of the 3 Exemption Categories, must quarantine.
  - There is a form to fill out online. [https://www.mass.gov/forms/massachusetts-travel-form](https://www.mass.gov/forms/massachusetts-travel-form)
  - A negative PCR test within 72 hours of travel can excuse you from quarantine.

- Date: Aug 16, 2020 – Updated CDC Guidance on Duration of Isolation & Precautions for Adults with COVID-19
  - 10 Day Isolation Period now has more data supporting it.
  - Ignore most additional PCR tests up to 3 months after initial illness onset.
  - No need to quarantine up to 3 months after initial illness onset.

- Date: May 7, 2020 – Occupational Exposure & Return to Work Guidance

We do not yet have an updated State Doc reflecting this. But you should use this CDC updated guidance for follow-up.

A bit outdated after the new CDC guidance.

More Updated FAQs. Check them out!
Updates – A quick recap for 9/15.

• 9/8 – last week we discussed an overview of Cluster Events (which we went into detail about on a special webinar Friday, 9/4/2020)
  • Defining Clusters
    • What criteria is required to create a cluster?
  • Naming Clusters
    • Rules for Naming Cluster Events
  • Creating Epi Clusters in MAVEN
    • Step by Step Process in MAVEN
  • Linking Events to Clusters
    • Step by Step Process in MAVEN
  • Reviewing/Defining Key Variables in Cluster Events and linked Case Events
    • Risk QP5 Variables (individual cases)
  • Check out MAVEN Help for the full Cluster Training!

Lots of Tip Sheets are in MAVEN Help Section
Interjurisdictional Guidance

ONE DOES NOT SIMPLY

IGNORE JURISDICTION
Key Reminders for Problem Solving Interjurisdictional Questions

- Cases are “counted” in their **Official Address** (town).
- Events in MAVEN can only be seen by the LBOH of the Official Address (town).
  - The address used when creating an event is the Official Address.
    - Changes and updates to an address (as you learn more or make corrections) will not update the “Official Address” unless you additionally click “**Select Official Address**” in the Demographics Question Package (after making changes in the Participants Tab).
    - REMEMBER: changing an official address is a 2-Step Process!

http://www.maventrainingsite.com/maven-help/pdf/How%20to%20update%20addresses%20for%20your%20event%20in%20MAVEN_ver1.0_April_9.pdf
Key Reminders for Problem Solving Interjurisdictional Questions

- You must **SHARE an event** to allow another LBOH (not the Official Address (town)) to view and/or edit an event.
  - You can grant access to just read the event, or you could grant full read/write access when sharing.
  - You can SHARE with a single MAVEN user, or you could Share with a user group (like the full LBOH MAVEN users for a town (recommended if you don’t know who will be doing follow-up specifically)).

Key Reminders for Problem Solving Interjurisdictional Questions

- If you CREATE an event for a different Official Address (town), THAT LBOH can fully see/edit the event (it’s theirs!).

  - **YOU** (individual MAVEN user) will also be able to see the event because you created it, but your **other colleagues** (your LBOH) will not because the Event belongs to the other Official Address (town) LBOH.

  - **Ex:** I work for Lowell LBOH. I create a contact event for a contact that lives in Boston.
    - All Boston LBOH can see the Contact Event (it’s theirs!)
    - I can see the Contact Event (I created it!)
    - My fellow Lowell PH nurse cannot see it (because it is Boston’s Event)
      - I would need to SHARE the event with my own staff if additional Lowell staff need access.
Key Reminders for Problem Solving Interjurisdictional Questions

• CLUSTER/OUTBREAK Events do not have “Official Addresses”
  • Cluster Events have “Affected Town(s)”
    • Cluster Events can only be seen by LBOHs from “Affected Town(s)”
    • Multiple Towns can be added to “Affected Town(s)”
  • To “share” a Cluster Event, you simply add the “Affected Town(s)” in the Standard Question Package.

• If individual people events are linked to the cluster from different towns, those towns should be added to the “affected town(s)” repeatable fields so those LBOHs can view the cluster event as well.
Key Reminders for Problem Solving Interjurisdictional Questions

• Completing Local Health and Investigation Steps (1-5) in the Administrative Question Package will move cases through workflows and on/off different reports.

• These “Steps” are attached to the MAVEN Event, not each MAVEN user.
  • (So if I complete Steps 1 & 2, they are completed for everyone following up on this event.)

• NOTE: If you complete any of the Admin Steps 1-5, but then transfer an event to another town for follow-up (because you realize it is not your case), they may miss seeing the event in their normal workflows because you completed the steps already.
  • Suggestion: You can leave your name in Step 3 (it’s repeatable!) but remove other Step completion if you are officially transferring a case to another jurisdiction.
Key Reminders for Problem Solving Interjurisdictional Questions

• If the “Education Institution” Variable is also completed, the associated Institute of Higher Ed (IHE) MAVEN users can also see the case, and may be involved in follow-up.

  • IHE MAVEN users need to discuss with their LBOHs (and the CTC) how assignment and follow-up will occur.
    • Remember one person completing the admin steps will move the cases through the workflows for LBOHs.

  • Students are typically counted where they live most of the year (which would be their college address) – even if they just moved there.

  • IHEs with a follow-up Model for their cases (the majority of which will be residents in their town(s)) should have a clear path for follow-up.
    • The occasional IHE-associated student who lives in a different town will require a check-in with that LBOH and an agreement on follow-up.
MAVEN Jurisdictional Scenarios

- COVID-19 response requires constant interjurisdictional communication due to relocation of cases and contacts before and during their quarantine and isolation period, and identification of Out Of State (OOS) cases and contacts during case investigation.

- Don’t forget we have 351 different towns/Jurisdictions, and people cross town borders for all aspects of daily living (school, work, errands, vacation, family, etc.).
  - Make use of COMMUNICATION Events to notify the correct LBOH.

- We will discuss some principles here, but not every situation will be clear cut.

- Remember to update event notes with details that will help anyone picking up where you have left off.
MAVEN Jurisdictional Scenarios

• **Outgoing notifications:**
  • MA cases/contacts quarantining/isolating in another MA jurisdiction
  • MA cases/contacts quarantining/isolating out of state/country
  • MA cases who worked outside of MA during their infectious period
  • MA cases who utilized certain transportation methods (i.e. plane, train, cruise) during their infectious period
  • OOS cases/contacts identified by MA quarantining/isolating outside of MA
  • OOS cases/contacts identified by MA quarantining/isolating in MA

• **Incoming notifications:**
  • OOS cases/contacts quarantining/isolating in MA
  • MA cases/contacts identified by an OOS jurisdiction quarantining/isolating in MA
  • MA cases/contacts identified by an OOS jurisdiction quarantining/isolating OOS
  • OOS cases who worked in MA during their infectious period

There Are Probably More.
MAVEN Jurisdictional Scenarios

• If a MA case or contact is quarantining or isolating in a MA jurisdiction other than where they usually reside:

  1. SHARE: The LBOH for the town where the case or contact usually resides should share the event with the LBOH where the case or contact is temporarily staying in Maven
     • SHARING gives access to the event.

  2. TASK: Notify the receiving LBOH via a Task.
     • Tasking will send an email notification to the receiving LBOH with your notes/guidance for the task.
     • The benefit of a task is the receiving LBOH can mark it complete once follow-up (quarantine or isolation monitoring) is done. This action would send an email back to the original person who assigned the task to let them know it has been completed.

  3. Best Practice (Call): Follow-up with a phone call to the LBOH. This will help, particularly if there needs to be coordination on follow-up.
# Two Step Process for Interjurisdictional Partnerships

<table>
<thead>
<tr>
<th>Step 1: Give LBOH Access to Event via Sharing.</th>
<th>Step 2: Notify the LBOH via Tasking.</th>
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</thead>
<tbody>
<tr>
<td><strong>To Share an Event:</strong> Within the case or contact’s Maven event select “Share Event” located on the left side of Maven then navigate to “Add Event Share”:</td>
<td></td>
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<tr>
<td>• Type = View &amp; Update Full</td>
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<tr>
<td>• User Group = Select the appropriate LBOH group</td>
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<td>• Save</td>
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<tr>
<td><strong>To Task an Event:</strong> Within the case or contact’s Maven event, go to the “Tasks” tab</td>
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<tr>
<td>• Add task</td>
<td></td>
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<tr>
<td>• Type = Assignment</td>
<td></td>
</tr>
<tr>
<td>• Description: Case/Contact Isolating/Quarantining in your town</td>
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<tr>
<td>• Assign to group: Select the appropriate LBOH group</td>
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<tr>
<td>• Save</td>
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Best Practice: Follow-up with a Call. (See Communication Event for contact info.)
MAVEN Jurisdictional Scenarios

- **If a MA case or contact is quarantining or isolating in a MA jurisdiction other than where they usually reside (cont.):**
  - The LBOH for where the individual usually resides should ensure that all relevant information is documented in the event including:
    - phone number, where the individual is currently staying, any progress made in the investigation/monitoring, any relevant dates (e.g. when isolation or quarantine is supposed to end) prior to sharing the event with receiving LBOH
  - The address in the Participants Tab and the Demographic Question Package of the event should be the case or contact’s usual residence, not the address where they are temporarily staying.
MAVEN Jurisdictional Scenarios

• If a MA case or contact is quarantining or isolating in a MA jurisdiction other than where they usually reside (cont.):
  • The receiving LBOH should notify the LBOH in the town of residence when isolation or quarantine is complete
    • If using Maven tasks, the receiving LBOH:
      • Can acknowledge the event by changing the task status from “Pending” to “In Progress”
      • When isolation/quarantine is complete the receiving LBOH can change the task status to “Completed”. This will send an alert to the LBOH in the town of residence that the event is completed and can be closed.

Let’s apply this scenario to a student attending college as this seems to be the question of the day!
MAVEN Jurisdictional Scenarios - Students

• **Students who move to University Town, and test positive in their new town, are counted as cases of that town.**
  
  • The student who moves to school and tests positive Day 1, is a case at their new school address, not their parents’ home.
  
  • The student who moves to school and tests positive Day 1, but goes back home to isolate at their parents’ address is a case at the school address, as they are technically still living at school and will be going back after they recover.

  • **Note:** Schools who are sending their isolating students back home to recover should ensure the student has an adequate space to isolate (where they will not be exposing others). If this is not possible, schools should reassess where they can safely have their positive students isolate.

• **GUIDANCE:** If there is a case in Town A (university residence), but the student goes home to their parents’ house in Town B to isolate, we count it as a Town A case.
  
  • Town A LBOH should **share the event** with Town B and TASK Town B LBOH User Group to notify them about the case isolating in their jurisdiction.
  
  • Best Practice would be give them a friendly call as well.
MAVEN Jurisdictional Scenarios - Students

- **Student Tests Positive While Visiting Parents:** If a student lives at Town A (university residence), but was sent home to their parents’ house (Town B) to quarantine due to an exposure, and subsequently tests positive while in quarantine in Town B.

  - They would still be counted as a case for Town A (university residence) as that is where they are technically a resident and where they will be returning after they recover.

  - This would also apply if a student living in Town A (university residence) returns to their parents’ house (Town B) for a holiday break, and tests positive while visiting Town B.

- **GUIDANCE:** Official address may need to be updated if the student put Town B as their address when seeking testing. Town B LBOH should conduct the interview (that is how they will determine the student should be counted by their university residential address in Town A) and create relevant contact events.

  - There may need to be some communication back and forth between Town A and Town B LBOH on a case by case basis. Make sure all notes are updated in MAVEN.

  - The Education Institution Variable (Risk QP) will need to be updated manually after the interview.
What if the student moved here from Out of State (OOS) just before they tested positive?

- If a student moves to Town A, Massachusetts from Town B, Rhode Island to start the school year and tests positive Day 1, they are counted as a case for Town A, even if they were likely exposed in Town B, Rhode Island.

- During case investigation, Town A LBOH should identify all close contacts, including out-of-state contacts and create contact events in MAVEN.
  - If the official city for the RI contacts is completed, MDPH will notify RI about any RI contacts.
  - If the case goes back to RI to isolate, Town A LBOH should notify MDPH by calling 617-983-6800 so MDPH can notify RI (although they will still be counted as an MA case).
MAVEN Jurisdictional Scenarios - Students

- **Student is a MA case/contact isolating/ quarantining Out of State**
  - If a MA case or contact is quarantining or isolating out of state (e.g. a MA college student who returned home to quarantine/isolate) then:

- **GUIDANCE:**
  - Ensure all relevant information is documented in the event including: phone number, address where the individual is currently staying, any progress made in the investigation/monitoring, any relevant dates (e.g. when isolation or quarantine is supposed to end)
  - Call 617-983-6800 or email isishelp@mass.gov to let them know MAVENID# and that the MA resident is out of state for quarantine/isolation.
  - The address in the Participants Tab and the Demographic Question Package of the event should be the case or contact’s usual residence (Official Address), not the address where they are temporarily staying.
MAVEN Jurisdictional Scenarios - Workers

• **MA cases who worked outside of MA during their infectious period**
  • If a MA case worked outside of MA during their infectious period then the LBOH should complete the **Employment Information** section of the Demographic Question Package:
    • ‘Employer State’ needs to be completed for the appropriate state to be notified by ISIS
    • MDPH will notify the appropriate state.

• **MA cases who worked in a different MA town during their infectious period**
  • If a MA case worked anywhere during their infectious period then the LBOH should complete the **Employment Information** section of the Demographic Question Package:
    • **Update Notes:** Make sure relevant work exposure details are outlined in the notes (and indicate if the workplace and contacts have already been notified). Be very clear if the worksite LBOH still needs to follow-up.
    • **Share and Task** with relevant LBOH if there was a workplace exposure in their town they should know about.
      • **Best Practice:** Follow up with a call.
MAVEN Jurisdictional Scenarios – determined not my case after interview/follow-up

• **Out of State Cases/Contacts identified by MA LBOH where Official Address was WRONG (Quarantining/Isolating outside of MA)**
  
  • If you contact a case or contact listed in your town, but they actually are a usual resident of another state and are isolating/quarantining outside of MA (or is assumed to be quarantining/isolating outside of MA):
    
    • The LBOH should ensure the Demographic Question Package is populated with the address of the case or contact’s usual residence (**update Official Address**)
      
      • This is the only way MDPH will know if we need to notify the other state

    • The LBOH should ensure all relevant information is documented in the event including: contact information, any progress made in the investigation/monitoring, any relevant dates (e.g. when isolation or quarantine is supposed to end)

      • For Contacts: LBOHs must complete “Last Potential Exposure Date” in the Contact Monitoring Question Package
Jurisdictional Questions?
Sharing Cases – Quick Summary

• If my case works in another town, what should I do?
  • **SHARE & TASK** the MAVEN event with the appropriate jurisdiction so you both can communicate on the follow-up.
  • **Best Practice**: Follow up with a call to the LBOH.

• **Who should I Share with?**
  • Share with the full LBOH TOWN MAVEN users. It is easier than picking individual users.
  • Make sure **your contact information** is in the ADMIN QP so any other LBOHs can talk to you if needed.

• **Additional Sharing Scenarios:**
  • Share an index case that named a contact in another town.
  • Share a case/contact that is isolating/quarantining in another town

• **Add Affected Town(s) Clusters (for sharing cluster events)**
Who Owns A Contact Event?

- Contact Events are technically the responsibility of the town of residence.
- If you create a Contact Event for a resident of another town:
  - Enter as much information as possible.
    - All Contact Information, Date of Exposure, Recommended Quarantine Period. Applicable Notes.
    - Also, please enter YOUR (MAVEN USER/Event Creator) contact information in the notes so the receiving town can ask you questions.)
  - Share your index case with the other town so they can see the source.
  - Best Practice: Call the Receiving Town to let them know about the event.
    - You can even decide who will do the notification – this is a partnership.
    - Look up the town COMMUNICATION EVENT to find the right person to call.
  - Remember the more information, the better.
  - The Contact Event will stay in the author’s workflow until signoff. (also receiving town’s workflow.) Don’t sign off until it is complete!
Contact Monitoring Question Package

Key Variables:

- **Contact Monitoring Status**
  - In Progress, Completed, Lost to Follow-up, Transfer, Other

- **Last potential Exposure Date**
  - Exposure date – to calculate quarantine.

- **First/Last Day of Required Monitoring**
  - Quarantine Period

- **Contact Information**
  - You need enough to contact them (at least a phone).
  - You need a town. Without a town, you must start the notification process because no one else will see it.

Notes are important, but these particular variables MUST be entered in the question packages or Wizard.

These are required variables for contacts.