

Regional Guidelines for Covid-19 QA - Cases and Contacts

Community Area

Background: Unresolved follow-up, recovery, and closure of cases and contacts has resulted in a large body of outstanding work, inadequate client care, and inaccurate reporting of active cases and contacts provincially.

Purpose: To identify required case and contact follow-up in a timely manner and resolve outstanding issues that can impact client care and provincial reporting.

Plan:

1. Ensure primary investigator is assigned to **all cases and contacts**, *including when assuming responsibility for cases returned to region for follow-up by C19-Cis.*
2. Daily running of investigation search report by PHNs to identify outstanding/follow-up work and ensure timely recovery/closure completed within 14 days, over 14 days open/closed only with specific rational, program standard and provincial expectation is zero active investigations over 28 days.
3. Coverage plan for daily reports and follow-up for PHNs away. Must have another PHN covering for vacation (not intake) or disperse caseload if a PHN leaves to avoid clients lost to follow up. (planned or unplanned absences).
4. Weekly investigation search reports by CA admin to identify outstanding work requiring attention. Alert PHN if outstanding past 14 day time period. Team manager responsible to oversee and ensure cases recovered or closed in under 28 days, 14-28 days have rational and a plan to close, zero over 28 days.

NOTE: Shared health will be monitoring reports and contacting WRHA office if we are not within expected timelines.

Definitions:

Open Cases and Contacts: Case and contact investigations with a status of *Open*; investigations that are currently under investigation, review, or follow-up by PHN.

Closed Cases and Contacts: Case and contact investigations with a status of *Closed*; investigations that have met criteria for closure and have been updated and closed per QRC 7.19p.

Active Cases: All open and closed cases without a documented status assessment of recovered or an outcome of fatal.

Recovered: All cases require entry of Intervention>Status Assessment>Recovered in order to move the case from active to recovered in the provincial active case count. **All cases must be recovered prior to closure or will show up as active and outside of acceptable timelines.** *QRC 7.19i*

Criteria for recovery: >10 days since symptom onset or test date without evidence of recent hospitalization or fatality.

** In the absence of details of sx onset for cases unable to locate, use test date

Criteria for closure: Case and contact investigations should be closed when public health follow-up is complete or all attempts to contact have been exhausted. Refer to

<https://professionals.wrha.mb.ca/old/extranet/publichealth/files/covid-19-phn-processes-hard-to-reach-cases-contacts.pdf>

and *QRC 7.19p*

** *For hospitalized cases, notice of discharge is not required to close case investigation*

PHN Responsibilities:

1. Assign primary investigator to all cases and contacts (known and unknown)
Follow *QRC 7.19u* for assigning unknown contacts.
2. Run **Unknown Contact Search Report** daily to identify unknown contacts requiring follow-up.
See appendix for appropriate filters
3. Run **Investigation Search Report** daily to identify open cases and contacts that may require follow-up.
See appendix for appropriate filters

4. Assess and resolve any cases or contacts with a disposition of *pending referral back to region for follow-up*, *follow up by region*, *follow up in progress*, or *refer back to clinician for follow-up* daily.
5. Assess any cases >10 days and update to recovered if criteria for recovery is met as above.
***Cases should be updated to recovered, even if not yet able to close (ie: outstanding PCH forms, etc)*
6. Assess open cases for recovery and/or closure (see criteria above)
7. Assess open contacts for closure (see criteria above)
8. Ensure coverage for PHN absences including running reports and addressing outstanding work.

For PCH residents: a process is in place for regular receipt of recoveries to CA offices from PCH IPC. If recovery status of residents is not being received, lead PHN for the PCH should follow-up in accordance with the Covid-19 Guidance Document within 14- 28 days of case being opened.

<https://professionals.wrha.mb.ca/old/extranet/publichealth/files/covid-19-guidance-document.pdf>

*For Hospitalized cases: IPC reports recoveries back to the CD coordinator who will add to notes, update status to recovered using QRC 7.19i, and change disposition to pending referral back to region for follow-up. PHN must review and close within 24 hours of receiving. **If 21 days have passed without notice of recovery, please review clinical notes & status assessment in PHIMS for updates. If no updates are available, follow up with IPC to establish recovery.***

CA Admin Responsibilities:

1. Run Investigation Search Report every week on Monday using search criteria as above with *Investigator* field populated with **all PHNs** in CA office
2. Provide copies to PHN who has outstanding cases and TM for review of outstanding work.

TM Responsibilities:

1. Review weekly report by individual PHN if they have open cases.
2. Identify gaps in workload management.
3. Ensure timely completion of any outstanding/unresolved work.
***Cases cannot extend >28 days as **active** or shared health quality assurance will follow up*
*** Cases and contacts cannot extend >28 days open, except in extenuating circumstances*

Appendix

Unknown Contact Search Report

(For date reported, use **1900-01-01 to current date**)

The screenshot shows a web application window titled "Reports". Inside, there is a "Case" section with a "Manitoba Reports" sub-section. Below this, there are two buttons: "View Report Status" and "View Report History". A table lists various report titles, with "MB23000-Unknown Contacts" circled in red. The table has a header "Report Title" and a column of radio buttons.

Report Title
<input type="radio"/> MB2102A-Investigation Extract
<input type="radio"/> MB2102B-Investigation QA
<input type="radio"/> MB22000-Contact Tracing
<input checked="" type="radio"/> MB23000-Unknown Contacts
<input type="radio"/> MB23400-Contact Summary
<input type="radio"/> MB23400B-Unknown Contact Summary
<input type="radio"/> MB2405-Investigation Intervention
<input type="radio"/> MB2701C-Investigation Search
<input type="radio"/> MB2704-COVID-19 Intervention QA
<input type="radio"/> MB4120-Lab Results
<input type="radio"/> MB4120B-Lab Workload

MB23000-Unknown Contacts

This report list unknown contacts of transmission events and their associated dispositions and descriptions.

Date Generated: 2021/01/19 3:37:11 pm

Report Parameters:

Source Case Reported Date:	01-Jan-1900 to 19-Jan-2021
Source Case Investigation Status:	OPEN, CLOSED
Source Case Disease:	COVID-19
TE Responsible Organization:	Winnipeg Health (including Churchill)
TE Workgroup User:	Kim, Danielle
TE Assigned Date:	No Filter
Contact Disposition:	Follow up in progress, Other - see Notes, Pending, Pending - referral out of region
User Organization:	Winnipeg Health (including Churchill)

Investigation Search Report

(For date reported, use **1900-01-01 to current date**)

PHIMS Production Kim, Danielle

Reports

Case

Manitoba Reports

View Report Status View Report History

Report Title
<input type="radio"/> MB2102A-Investigation Extract
<input type="radio"/> MB2102B-Investigation QA
<input type="radio"/> MB22000-Contact Tracing
<input type="radio"/> MB23000-Unknown Contacts
<input type="radio"/> MB23400-Contact Summary
<input type="radio"/> MB23400B-Unknown Contact Summary
<input type="radio"/> MB2405-Investigation Intervention
<input type="radio"/> MB2701C-Investigation Search
<input type="radio"/> MB2704-COVID-19 Intervention QA
<input type="radio"/> MB4120-Lab Results
<input type="radio"/> MB4120B-Lab Workload

MB2701C - Investigation Search

This report is used to search for and list any investigation the user is authorized to see.

Date Generated: 2021/01/19 3:40:47 pm

Report Parameters:

Date Reported:	1900-Jan-01 through 2021-Jan-19
Encounter Group:	Outbreak Response
Investigation Status:	OPEN
Classification Group:	Case, Contact
Investigation Organization:	Winnipeg Health (including Churchill)
Assigned Date:	No Filter
Investigator:	Kim, Danielle
Disease:	No Filter
Investigator Assignment:	All
Display Client Identifiable Data:	Yes
Exclude Investigations With Lab Results:	No
User Organization:	Winnipeg Health (including Churchill)

Updated Feb 3, 2020