Overview

Massachusetts was the first state in the nation to launch a large scale program to track people who have been exposed to COVID-19, called the Community Tracing Collaborative. Dr. Emily Wroe, Partners In Health’s Director of Implementation and Design with the Massachusetts Community Tracing Collaborative (CTC), will present the state’s endeavor to implement contact tracing to manage the spread of COVID-19. Dr. Wroe will be joined by Kelly Driscoll of the COVID Command Center to discuss how the program interfaces with local Boards of Health and other command center activities. Learn more about how hospitals and health systems can play a role in the contact tracing initiative.

Need to Know

**Community Tracing Collaborative.** The entities involved in the statewide mobilization to support contact tracing include command centers, the Massachusetts Department of Public Health, local boards of health, the Boston-based NGO Partners In Health, community health centers, Blue Cross Blue Shield of Massachusetts, and hospitals/care providers. Mitigating the spread of COVID-19 in the community is essential in creating an offensive plan to combat the spread of the virus in the state.

**An Approach to Combat COVID withing Healthcare.** Methods of approach include testing, isolation, social support, and contact tracing. Increasing access to testing will allow people to become more aware of their diagnoses so that they can self-isolate. Through isolation, we can stop the transmission in a safe manner for the people experiencing COVID-19 and their contacts. Identifying vulnerability within the community will allow us to address needs for social assistance so that all individuals can safely isolate and quarantine. Lastly, tracing all contacts of people with COVID-19 ensures safe quarantine methods and testing methods for those who need it. The local boards of health are the community leaders in epidemiologic investigations followed by academic health departments and the community tracing collaborative.

**Community Tracing Collaborative Team.** The team of the community tracing collaborative includes about 1,500 case investigators and contact tracers, as well as about 150 care resource coordinators. The goal of care resource coordinators is to accompany patients on their journey to health and link them to available social supports. They normally work with local communities and partners and work to connect and communicate with health networks as vulnerabilities are discovered. The chain of command goes as follows:
- Supervisors \(\rightarrow\) case investigators & care resource coordinators \(\rightarrow\) contact tracers

**Contact Tracing Workflow.**

1. Receive incoming data. This is a list of COVID-19 positive patients in the community.
2. 2. *Script #1*: Case investigation. This step includes calling the COVID-19 patients and identifying all their contacts.
3. Date entry. Create record of each COVID-19 contacts.
4. *Script #2*: Contact tracing. This step includes calling the COVID-19 contacts to refer them for testing.
5. *Arrange testing.*