COVID-19 National Result Notification and Contact Management Programme (CMP)

COVID-19 National Notification and Contact Management Programme (CMP) Overview

Scaling up results notification and contact tracing in Ireland

Background

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

- Step 1 / Case: Rapid notification of results to confirmed cases 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 Contacts (see process map)

*It has been designed, and has been built, to have the capacity to communicate with tens of 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 will therefore be done by a national team, coordinating a series of decentralised call-centres.

Aim	The aim of the CMP is to notify results to people tested (or proxies) and to identify and manage contacts of known COVID-19 positive people, commencing 13th March 2020.
Purpose	• To rapidly identify and close down chains of transmission of COVID-19 • To release time for PH departments to undertake high value public health expert activity including surveillance/enhanced surveillance and complex control activity • 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 Education & Preparation

People working in the HSE, wider public service, educational sectors, among others, have been identified to work in Contact Tracing Centres (CTC) in a variety of roles. In-person training, supported by guidance, manuals and check-lists are provided. Staff are supported by initial observation and feedback when they first start in this role, with access to a healthcare professional and public health specialist for advice and queries.
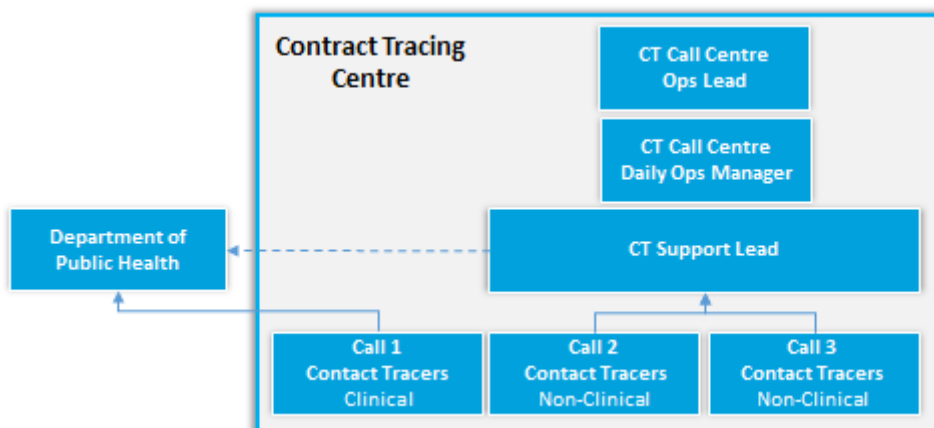
CMP Management System

An ICT system, a module within a wider COVID-19 case management system has been developed and has been deployed to support this process and collect information. Alignment with surveillance is being explored. The overall COVID-19 case management system, including the CMP module will be a rich source of information to inform and support overall management of COVID-19 in Ireland.

This process is being managed using an online platform that has been developed to allow consistency of messaging, data collection and process. The online platform is now available for use. The clinical governance structures for oversight have been established.
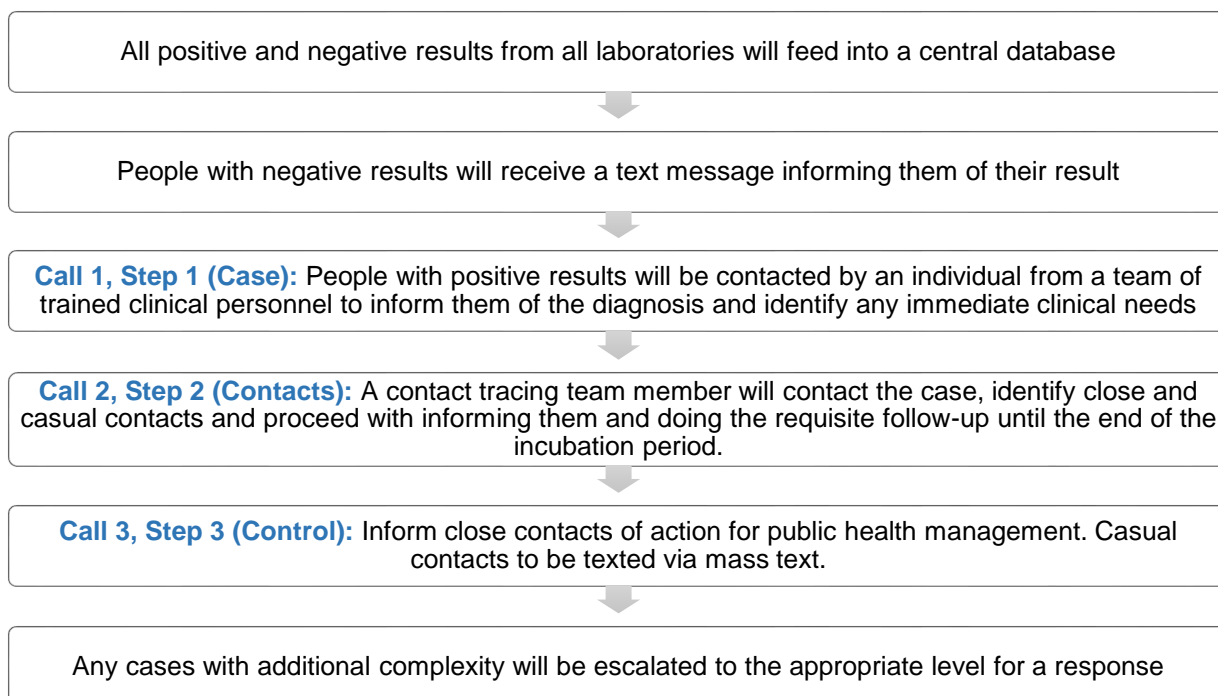
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CMP Process

In the days and weeks to come, the HSE will bring to scale a process that is currently being tested in HSE-EAST:

All positive and negative results from all laboratories will feed into a central database

People with negative results will receive a text message informing them of their result

Call 1, Step 1 (Case): People with positive results will be contacted by an individual from a team of trained clinical personnel to inform them of the diagnosis and identify any immediate clinical needs

Call 2, Step 2 (Contacts): A contact tracing team member will contact the case, identify close and casual contacts and proceed with informing them and doing the requisite follow-up until the end of the incubation period.

Call 3, Step 3 (Control): Inform close contacts of action for public health management. Casual contacts to be texted via mass text.

Any cases with additional complexity will be escalated to the appropriate level for a response

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.
- Communication to public health colleagues, clinicians and the wider public.
- Advising members of the public that they may receive text messages and contact from people working within the contact tracing centre.

Thank you for your help in sharing this information.

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