COVID-19 Staffing Summary – Case Investigator

Unit Manager: Brian Vanderheyden

Brief Position/Role Summary:

- Call positive COVID-19 cases to discuss symptoms, gather information about close contacts, and share guidance on self-isolation.
- Answer any questions from cases about COVID-19 and help them problem-solve any assistance needed with self-isolation.
- Approve close contacts for contact tracing process.

Training:

1) Complete the Johns Hopkins Contact Tracing Course:

2) Sign the confidentiality agreement on DocuSign:
https://na3.docusign.net/Member/PowerFormSigning.aspx?PowerFormId=50fa6f8d-39ac-4012-a21c-a7e7acf7371d&env=na3&acct=b7ecb6db-11f4-4e7f-b6d5-259ab54c7de0&v=2

3) Review materials on how to do ISU Case Investigation processes in Qualtrics. There are videos and user guides to review.

Scheduling/Commitment:

Cases are assigned by the Case Investigation Unit Manager to Case Investigators each morning. Most cases take 30-45 minutes to complete. Base unit scheduling needs are 16 hours each day (Monday through Saturday) and eight hours each Sunday.

- The employee commitment is for the duration of the spring semester.
  - A consistent and stable staff (vs. new people each time) is the foundation to creating stability in a changing environment.
  - COVID-19 has been anything but predictable, so staff will need to be understanding with last-minute changes (Unit Managers work to minimize that).
- Base daily unit staffing needs total four, four-hour shifts each day.
  - Staff must be available a minimum of eight hours of weekday coverage from each individual, each week. Four-hour blocks are preferred.
    - Two (or more) four-hour daily commitments would be more efficient as cases may not be assigned until around 9 a.m.
- Four hours of weekend (Saturday/Sunday) coverage each month are required, on a rotation.
- Holiday coverage may also be necessary.
- Base schedules will be set in order to allow for better planning. Deviations to the set schedules require Unit Manager approval.

The email inbox covidcasemgmt@iastate.edu can be used for any worker or patient questions.