COVID Staffing Summary – Contact Tracer

Unit Managers: Shaun Jamieson, Kurt Beyer

Brief Position/Role Summary:
Contact tracers follow-up with individuals who have been notified that they’ve been in close contact with someone who tested positive for COVID-19 and that they should quarantine. The contact tracer will confirm they received notification and review what is required to self-quarantine, when they can return to normal activity, answer questions about logistics, and refer them to resources they may need.

Training:
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) You will review materials on how to do ISU Contact Tracing processes in Qualtrics. There are videos and user guides to review.

Scheduling/Commitment:
Contact Tracing cases are put into a queue following the completion of the Case Investigators tasks. Because of this, cases become available at rolling times throughout the day. Most cases take 10-15 minutes to complete and unit base 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 would need to be understanding with last-minute changes (Unit Managers work to minimize that).
- Base daily unit staffing needs total 16 hours each day each day.
  - Each employee must be available a minimum of eight hours of weekday coverage each week.
  - Two four-hour commitments may be more efficient than one eight-hour commitment as cases may not be available right away each day.
  - It is more efficient working from the queue half of the time throughout the day, mixing in tasks from employee’s home job. Another option may be to work two hours mid-morning and two more hours near the end of the workday.
• Four hours of weekend (Saturday/Sunday) coverage are required each month, on a rotation. The time of day may be later due to nothing in the queue until after the Case Investigators complete their duties.
• 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.