



Track It, Trace It, Stop It: MSKCC's COVID-19 Contact Tracing Initiative

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ABSTRACT

Healthcare facilities are the epicenters of the COVID-19 pandemic. On January 29th, 2020, the Hospital Incident Command Center, met for the first time, with an absolute single-minded goal to protect the health and safety of our patients, front-line and support staff. An unprecedented number of programs and initiatives were developed to embody the principles and values of our Relationship-Based Care model. MSKCC effectively developed and implemented the COVID-19 Response Initiative which included the contact tracing program, to identify, trace, and mitigate the spread of the COVID-19 virus. We followed CDC guidelines with NY or NJ state requirements, depending on the facility location. Research shows contact tracing as a key component to containing communicable diseases. With a multidisciplinary approach, the program has documented more than 30,000 exposure records. Through overwhelming personal and professional challenges, MSKCC's staff demonstrated unwavering strength, courage, caring and resiliency. The COVID-19 response team provided tremendous support for our

HEROES

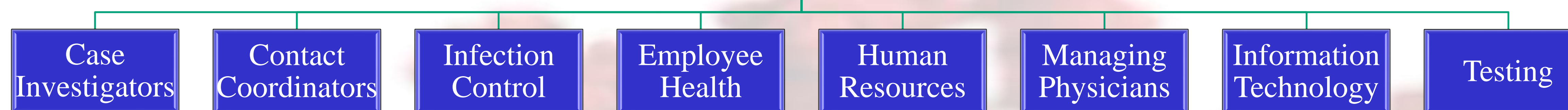
PREPARATION AND IMPLEMENTATION

- Information Technology support, electronic data base creation
- Redeployed, existing staff training specific to COVID-19 team role
- Development of web-based employee daily health check tool
- Development of COVID-19 employee and patient web portal for up-to-date information
- Critical features of program: Simplicity, high precision, integrability, and confidentiality
- Online communication and forms created to reduce in person contact
- Investigator specific qualities & skills: confidentiality, basic crisis counseling, non-judgemental, trustworthy, resourceful, referral acumen, cultural and interpersonal sensitivity.

COVID TRACING TEAM ROLES

- **Case Investigators:** Reach out to all COVID+ employees, conduct investigation to determine if contact tracing is necessary, notify possible employee exposures, contact and follow up with high-risk exposures.
- **Contact Coordinator:** Identify & provide names of possible exposed employees to case investigators
- **Infection Control:** Monitor & manage patient positives & exposures
- **Employee Health:** Manage clinical concerns and return to work clearance
- **Human Resources:** Manage time, attendance and employee assistance resources, created a COVID-19 specific sick bank
- **Physicians-Direct CT team** regarding clinical & process decisions
- **Information Technology:** Create, manage & trouble shoot system & data
- **Testing:** Schedule all COVID-19 screening and testing

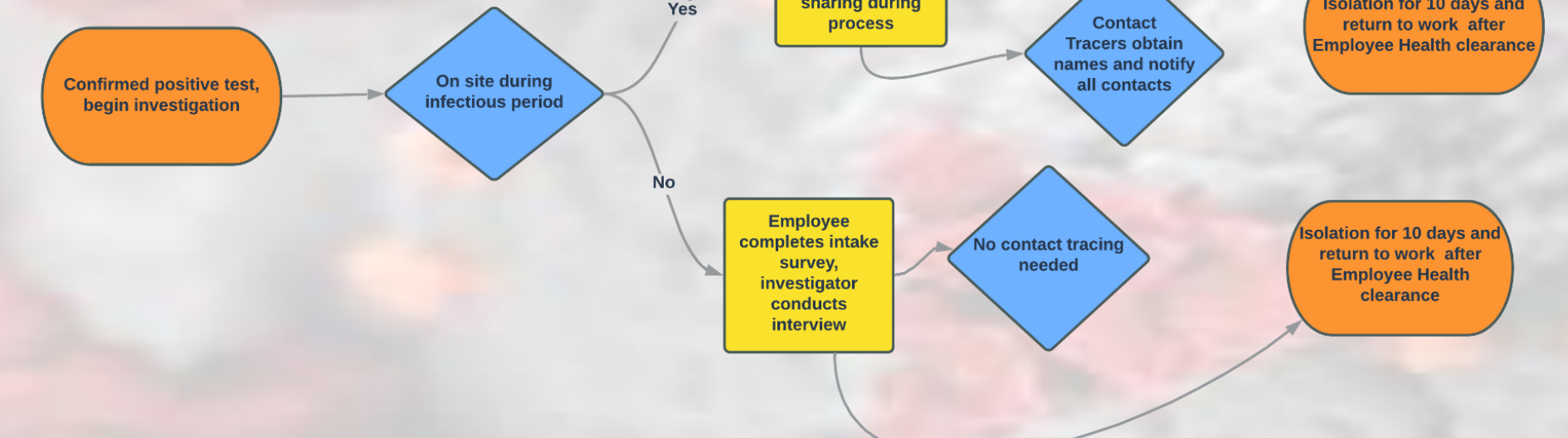
CONTACT TRACING TEAM



MSKCC AT A GLANCE: 2020

- Facilities in New York State and New Jersey: 28
- Employees: 21,105
- Volunteers: 432
- Students (fellows, residents, research, nursing): 10,402
- Inpatient admissions: 22,822
- Outpatient visits: 781,924

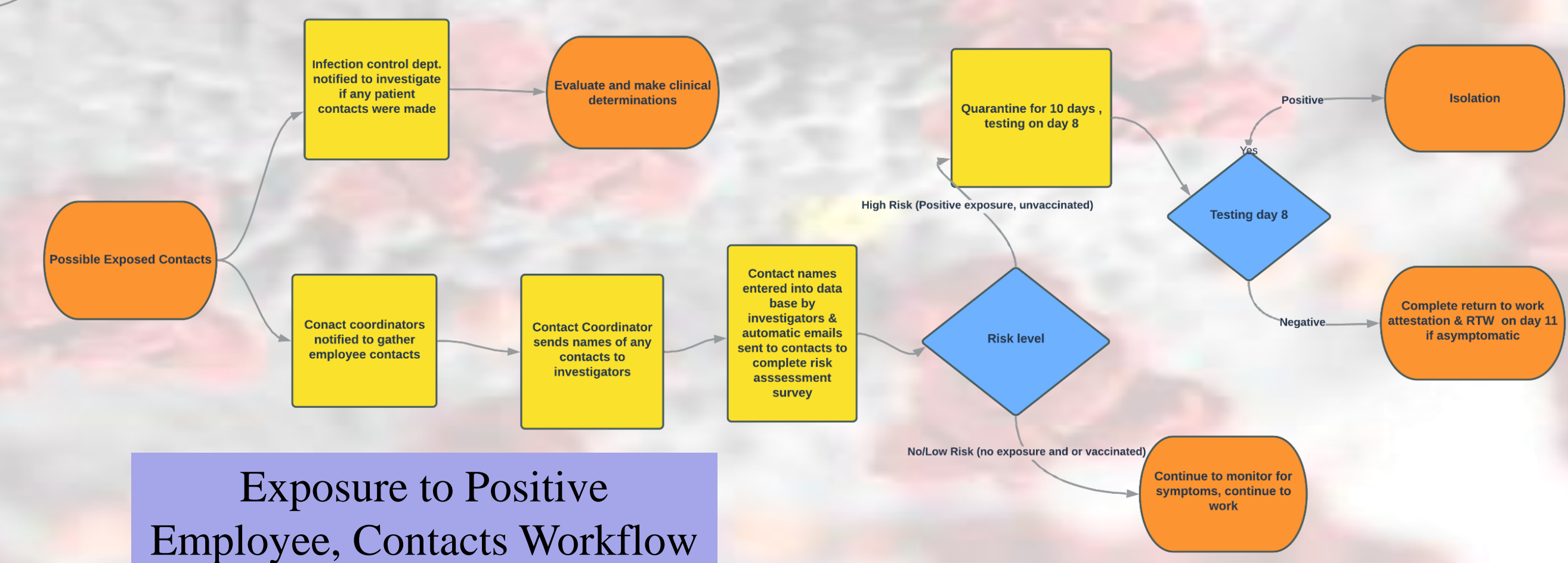
COVID-19 Positive Employee to RTW



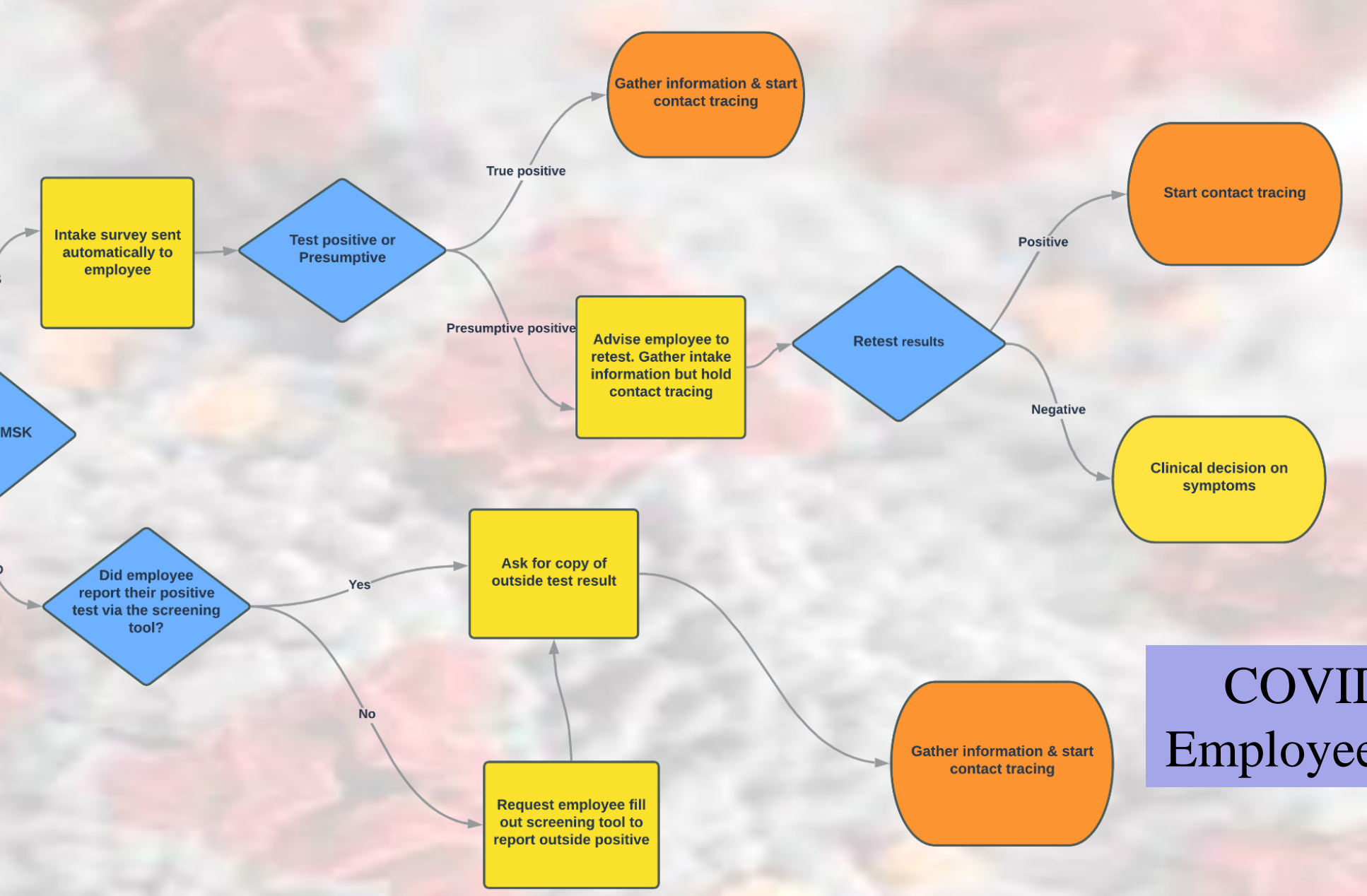
ADDITIONAL CT ALGORITHMS

- COVID-19 Testing @ MSK-Symptomatic & Surveillance
- Employee to Employee Exposure
- Patient to Employee Exposure
- Reporting Outside Exposure
- Post Exposure Testing Guidelines
- Vaccinated & Unvaccinated Employee exposure
- Quarantine and Return to Work Guidelines

Exposure to Positive Employee, Contacts Workflow



COVID-19 Positive Employee Test Workflow



OUTCOMES DATA TO 2/22

- **Unique employee positive results – 6,314 (total of 8,408 actual)**
- **Patient positive results – 9,159 (total of 13,015 actual)**
- **# of Employee traced – 13, 996**
- **Screening surveys sent electronically as of 3/24/21 - 25, 958**
- **# of employee exposures – 1,745**
- **# of Employees quarantined (high risk, non-exempt) – 1,745**
- **Total # employee exposure records – 42,883**

(actual: accounts for persons testing positive multiple times)

NURSING IMPLICATIONS

- Clinical, psychosocial and emotional support to patients, employees and their families
- Focused care on patients, their families, colleagues & ourselves
- Role specific training of redeployed staff
- Workflow and structural changes minimizing personal contact to reduce possible exposure to the virus
- Adjust to new technological innovations
- Remote/virtual patient care
- Resiliency

ACKNOWLEDGEMENTS

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- Maureen Diver MSN, RN, CAPA
- John R. Sciorra
- Shirley Wang

REFERENCES

- MSKCC 2020 Annual report. www.mskcc.org/annualreport
- MSKCC Nursing Annual report 2020 www.mskcc.org/nursingannualreport
- CDC <https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/contact-tracing.html>
- MSKCC Salesforce Data Base



MSKCC's Contact Tracing Initiative is a framework for an efficient, sustainable and scalable program for COVID-19. It has been successfully implemented in a large, multi-site care facility. Enhancement, optimization and evaluation of this program is continuous until the CDC deems the pandemic is under control