COVID-19 Case Investigation and Contact Investigation in Residential Congregate Settings in New York City

New York City Department of Health and Mental Hygiene:

Shama Ahuja, PhD, MPH
Jeanne Sullivan Meissner, MPH
COVID-19 Congregate Settings Investigation and Response Unit

Heather Papowitz, MD, MPH
COVID-19 Hotel Program Lead
Welcome

**Hillary Kunins, MD, MPH, MS**
Executive Deputy Commissioner, Division of Mental Hygiene, NYC Health Department
Housekeeping

- Our understanding of the COVID-19 pandemic is rapidly evolving
- This presentation is based on our knowledge as of June 23, 2020, 10 a.m.
- All participants will be muted
- There will be about 20 minutes for questions and answers (Q&A)
- Please type questions in the Q&A box
Agenda

- Background
- Case investigation and contact investigation in residential congregate settings
- NYC Health + Hospitals Take Care: Isolation Hotels
- Questions and answers
Background
# COVID-19 in NYC as of June 22, 2020

## Cases, Hospitalizations and Deaths

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td><strong>Cases</strong></td>
<td>209,562</td>
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<tr>
<td><strong>Hospitalizations</strong></td>
<td>54,412</td>
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<tr>
<td><strong>Confirmed deaths</strong>*</td>
<td>17,636</td>
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<td>Deaths following a positive COVID-19 laboratory test</td>
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<td><strong>Probable deaths</strong></td>
<td>4,685</td>
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<tr>
<td>Cause of death reported as &quot;COVID-19&quot; or equivalent, but no positive laboratory test</td>
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*Due to data collection differences, the City's reported total of confirmed deaths for any given day is usually different than the State's data about NYC deaths. For more information, visit our Github repository.*

Get the data • Created with Datawrapper

For daily data updates, visit nyc.gov/health and search for COVID-19 data summary.
COVID-19 Cases by Neighborhood in NYC, from March 1 to June 20, 2020

- Every NYC neighborhood has been impacted
  - Case rates from 582 per 100,000 in Battery Park City to 4487 per 100,000 in East Elmhurst

For daily data updates, visit nyc.gov/health and search for COVID-19 data summary.
Number of Confirmed COVID-19 Cases by Diagnosis Date, February 29 to June 20, 2020

Due to delays in reporting, recent data are incomplete.

For daily data updates, visit nyc.gov/health and search for COVID-19 data summary.
NYC is Moving Toward the Suppression Phase

Multi-Pronged Approach to Stopping COVID-19

• **Test**: Rapidly expand COVID-19 testing to detect infections

• **Trace**: Identify cases, identify their contacts, and recommend isolation (to cases) or quarantine (to contacts)

• **Take Care**: Connect New Yorkers to resources so they can safely isolate or quarantine at home or in a hotel
NYC Testing Recommendations as of June 2020

- **All New Yorkers** should receive a COVID-19 diagnostic test
- **Repeat testing** should be considered if a person’s previous test was negative and they:
  - Have symptoms of COVID-19
  - Were exposed to someone who’s suspected or confirmed to have COVID-19
  - Are planning to visit someone at the highest risk for severe COVID-19 illness (for example, people 65 or older and people with serious underlying medical conditions)
Symptoms of COVID-19

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

- Less common symptoms have been reported, including diarrhea, nausea and vomiting
- Older patients may have atypical signs or symptoms, such as delirium or falls
Widespread Testing is Now Available in NYC

- Walk-in testing is available at NYC Health + Hospitals public hospitals and clinic sites
- Free testing is available by appointment for essential workers and vulnerable populations at One Medical

Contact Investigation: Key Concepts

- **Incubation period**: time between exposure and onset of symptoms
- **Infectious period**: time when a person can transmit an infection to others
- **Isolation**: separation of people with a contagious disease from people who are not sick
- **Quarantine**: separation of people who were exposed to a contagious disease to see if they become sick
Contact Investigation: Key Steps

- Starts with a positive test result, which indicates a new case.
- The individual is interviewed by public health staff and educated about isolation.
- The person is asked to recall everyone they had close contact with during the time they may have been infectious.

Contact Investigation: Key Steps

- These “contacts” are notified of potential exposure as soon as possible.
- Contacts are provided with education about quarantine, risk and connection to testing (if indicated) and other services.
- Contacts who develop symptoms are advised to isolate, are referred for testing and are evaluated for need of medical care.

Contact Investigation: Core Principles

- Protect case confidentiality
- Approach cases and contacts in a sensitive manner
- Promptly identify and act on any new illness among contacts
- Provide comprehensive wraparound services so additional interventions are safe, feasible, acceptable and effective
- NYC Health Department staff routinely conduct contact tracing for diseases such as tuberculosis, HIV, other sexually transmitted infections, and measles

Isolation and Quarantine Can Have a Big Impact on Transmission

- Stopping one transmission chain can prevent many future cases

Case Investigation and Contact Investigation in Residential Congregate Settings in New York City
Overview

- The NYC Health Department will lead case investigation and contact investigation in residential congregate settings through a dedicated unit: **COVID-19 Congregate Settings Investigation and Response Unit (CSIRU)**
  - This group will use a comprehensive, team-based approach
  - Focus is on facility-based transmission and facility support
- Contact tracing among people who do not live in a congregate settings (for example, facility staff) will be conducted through the **NYC Health + Hospitals Test and Trace Corps**
Site Types

- Residential programs licensed or funded by the New York State Office for People With Developmental Disabilities
- Residential and crisis treatment programs (including sites licensed or funded by the New York State Office of Addiction Services and Supports)
- Residential programs licensed or funded by the New York State Office of Mental Health
- Residential programs for individuals living with HIV/AIDS
Site Types

- NYC Department of Youth & Community Development residential programs
- NYC Administration for Child Services residential programs
- Shelters
- Correctional facilities
- Nursing homes
- Adult care facilities
Core Objectives

- Ensure timely identification of people infected with SARS-CoV-2, people who have been exposed to SARS-CoV-2, and people at high risk for poor outcomes
- Lower the risk of transmission among residents and staff
- Ensure continuity of essential medical, behavioral health and social services
- Build capacity within settings to support outbreak preparedness and prevention
- Promote equity, respect and dignity
Core Activities

- Identify cases of COVID-19 occurring in congregate residential settings
- Coordinate with state and local agencies
- Notify and coordinate with facility management
- Conduct case investigation interviews and assess possible transmission
- Identify contacts and facilitate contact monitoring
- Provide technical assistance and support
  - Provide isolation and quarantine recommendations; provide behavioral health support; and recommend environmental controls
Core Activities

- Facilitate transport of residents to other facilities if indicated for optimal management, including for isolation or quarantine
- Provide educational materials about COVID-19 for residents and staff to assist with the development of a communications plan as needed
- Coordinate case and contact referral with NYC Health + Hospitals Test and Trace Corps
  - Site staff and visitors and other non-residential contacts
Preparing for Case Investigation and Contact Investigation

- Designate at least one point-of-contact at each organization
- Conduct capacity planning exercises
  - Staffing needs
  - Space considerations for isolation and quarantine
  - Communications plans for staff, residents and families
- If you have questions, email CSIRU@health.nyc.gov
NYC Health + Hospitals
Isolation Hotels
NYC Health + Hospitals Hotel Program

- **Goal:** to reduce the spread of COVID-19 within living spaces and, in doing so, the community

- **Intervention:** free hotel rooms for people who need to isolate or quarantine due to COVID-19 but cannot do so where they live

- **Population:** people who have COVID-19, COVID-19 symptoms or contacts of people with suspected or confirmed cases of COVID-19
NYC Health + Hospitals Hotel Experience

• A social worker will conduct a psychosocial assessment and coordinate with referring agency
• Three meals per day are delivered to the person’s room. Kosher, halal, vegetarian and vegan options are available.
• Air conditioners, Wi-Fi, cable TV and local phone service are available
• Children can be accommodated with parents
• Regular wellness checks
• Access to video videoconference including with psychiatry if needed
NYC Health + Hospitals Hotel Experience

• 24-hour nursing services for any emergencies or questions
• Pharmacy services (such as chronic condition care medications) are delivered to the person’s room
• Transportation to and from hotel if needed
NYC Health + Hospitals Hotel Referral and Reservation Process

• Send an encrypted email directly to Community Care: CommCareCP@nychhc.org; include:
  • Client name, Date of birth, telephone, and facility telephone
  • Supportive housing or residential treatment provider and program name
  • Contact # of provider who will complete the screening with the resident
  • If the patient has medical issues that need attention-obtain written consent
NYC Health + Hospitals Hotel Referral and Reservation Process

• Call 844-NYC-4NYC (844-692-4692)
  • Explain there is resident with COVID-19 or exposed to COVID-19, and you will speak with a nurse
  • After you email or call, the Community Care nurse will directly contact you/client (within approximately 1 hour) and will screen if they qualify for hotel or for another level of care
  • H+H Contact Center provides transportation within 1-2 hours as needed
NYC Health + Hospitals Hotel Duration

• Guests with possible or confirmed COVID-19 who are in the hotel to isolate can check out when the following criteria have been met:
  • It has been at least 14 days since symptoms began;
  • Absence of fever for at least three days without antipyretics (if ever febrile); AND
  • And overall illness has improved
NYC Health + Hospitals Hotel Duration

- Guests who are in the hotel to quarantine (due to contact with people with suspected or confirmed cases of COVID-19) can check out when:
  - It has been up to 14 days; OR
  - If their home circumstances change so they can return home and safely self-quarantine
Continuity of Care

- Referring agency is expected to continue providing care (such as follow-up calls, televisits or in-person visits)
- If the client has home care, coordinate with NYC Health + Hospitals to transfer that care to the hotel
- Guests will receive clinical supportive services while in the hotel but are instructed to call their primary care provider as needed
- Referring agency is welcome to visit a client of theirs in the hotel, but they would need to bring PPE and proof of malpractice or indemnity
- Guests should call 911 if they have a medical emergency. On-site staff are on each floor in the hallway and can help triage whether 911 is needed.
Guests should bring:

• Photo identification, if they have one
• A 14-day supply of medications
• Clothes, shoes, a toothbrush or toothpaste, and eyeglasses or contacts
• Dentures, hearing aids, prostheses and durable medical equipment (such as a walker or wheelchair)
• Personal electronic devices such as a cellphone, laptops and chargers, as well as books, magazines or journals
• A small amount of cash or a debit/credit card
• If recently hospitalized, discharge paperwork or medication list
• Wellness Recovery Action Plan (WRAP) or Crisis Plan, as applicable
Hotel Program for New Yorkers Working in Hospitals and Other Care Settings

- Free hotel rooms are available if eligible:
  - Currently employed or volunteering to provide care and/or services in the following settings:
    - Healthcare settings (including hospitals and community providers)
    - Congregate care facilities
    - Shelter facilities
    - Home-based care settings
  - You do not currently have COVID-19; and
  - Temporarily unable to live at home as you continue to work and provide services to New Yorkers
Resources
Resources

• Free walk-in testing is available at NYC Health + Hospitals public hospitals. For a list of COVID-19 testing sites, visit nychealthandhospitals.org/covid-19-testing-sites

• Free testing by appointment for essential workers and vulnerable populations at One Medical. For more information, visit onemedical.com/blog/live-well/covid-19-testing-one-medical
Resources


• Isolation Hotel Program for Those with COVID-19. NYC Department of Health and Mental Hygiene website
Resources

• Hotel Portal for Essential Staff. NYC Emergency Management. [hotelengine.formstack.com/forms/healthcare_form](http://hotelengine.formstack.com/forms/healthcare_form)
• Test & Trace Corps. NYC Health + Hospitals website [nychealthandhospitals.org/test-and-trace](http://nychealthandhospitals.org/test-and-trace)
Questions and Answers