



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

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Deputy David Cullanane  
Dail Eireann  
Kildare Street  
Dublin 2

**PQ PQ 32399/20**  
**Due date 17/11/2020**

**To ask the Minister for Health the training that has been put in place for those seconded, volunteered or otherwise to work in Covid-19 contact tracing; the level of support and training that has been given or continues to be given; and if he will make a statement on the matter.**

**-David Cullinane**

Dear Deputy Cullanane

I refer to the above Parliamentary Question which was referred to the HSE for direct reply. I apologise for the delay in replying

#### **Overview**

The role of a Contact Tracer is to support the public health response to the Covid-19 pandemic by quickly informing patients of their COVID-19 test result, and in the case of a positive diagnosis, identifying and contacting those with whom they have been in close contact. When a positive result is received for a person who has been tested for Covid-19, telephone-based Contact Tracers undertake 3 calls:

- Call 1:** Inform the person that they have COVID 19 and provide information to them on how to protect themselves and others.
- Call 2:** Collect information about people they have been in close contact with to identify those who are at risk of infection.
- Call 3:** Close contacts are then called and given health advice, guided on what to do if they become unwell or develop symptoms and referred for testing if appropriate. This can help to stop the spread of the virus.

Contact Tracers are assigned to three categories for Induction training:

- *Level 1 Contact Tracers:* Trained to undertake Calls 1 and 2
- *Level 2 Contact Tracers:* Trained to undertake Calls 2 and 3
- *Call Specific Contact Tracers:* Trained up to specifically undertake one call only e.g. Call 3

## Induction Training

The CMP Contact Tracer Induction programme is delivered over a period of 2 weeks using a blended learning approach of self-directed and virtual learning as well as Contact Tracing Centre (CTC) orientation and on-the-job training. The induction consists of three parts;

**Part 1** Welcome and Orientation to Contact Tracing Centre (1/2 to 1 day). This covers a welcome to the Contact Tracing Centre, relevant policies, procedures and guidelines and an overview of the training plan.

**Part 2** Contact Tracing and supportive resources. This consists of three steps as outlined in the below table.

| Step  | Method of Delivery        | Content  | Duration  |
|---|---------------------------|--|---|
| <b>Step 1:</b><br>Self-Directed Learning                | Self - directed           | Moodle – self-directed e-learning, role-play videos and pre-reading  | (4 Hours)   |
| <b>Step 2:</b><br>Facilitated virtual learning sessions | Facilitated by 2 Trainers | Level 1 Contact Tracer:<br>Call 1 and 2<br>Level 2 Contact Tracer:<br>Call 2 and 3<br><br>This session includes a review of Call scripts; a CovidCare Tracker (CCT) Demonstration; Scenarios and Frequently Asked Questions (FAQs) with group discussion and an opportunity for questions and answers. | (3 sessions – 5 hours)<br>(3 sessions – 5 hours)              |
| <b>Step 3 :</b><br><b>CovidCare Tracker</b>             | Self-directed             | Viewing videos on how to navigate the CovidCare Tracker and Accessing the 'Sandbox' to practice.   | 2 -3 hour<br>(30 minutes to watch videos and 2hours practice) |

**Part 3** On-the-job Training in a Contact Tracing Centre consists of:

- CovidCare Tracker Training - Onsite/virtual learning session by a CTC Super-user or by the national CCT Training Team. (1-2 hours)
  - In-depth navigation of the live CovidCare Tracker system.
  - Data Entry for Call 1 – 2 – 3
- On-the-Job training with a designated buddy/observation of live calls.
- Supported and supervised skills practice
- Access to Scripts, Scenario Manual, Work Instructions and other relevant documentation.

**Access to Education Resources - Moodle**

All Contact Tracers are given access to a virtual learning environment/online platform called Moodle which is used to host all education resources. Moodle helps facilitate the Contact Management Programme (CMP) in delivering training and in providing access to all CMP staff to the most up to date resources (e.g. Scripts, User Manuals) used across the Contact Tracing Centres.

**Further Training and Development**

The CMP Education and Training Team are working with the Contact Tracing Centres to identify further education and training needs of staff. On-going education and training programmes are designed and offered to staff through a variety of learning opportunities using a blended learning approach of self-directed e-learning, virtual learning, and face-to-face training where appropriate. End.

I trust this addresses your question.

Yours sincerely



Kilian McGrane  
Contact Management Programme