

16<sup>h</sup> March 2021

Deputy Neale Richmond  
Dail Eireann  
Leinster House  
Kildare Street  
Dublin 2

**RE: PQ 11793/21**

Dear Deputy Richmond,

The Health Service Executive has been requested to reply directly to your above referenced Parliamentary Question, which you submitted to the Minister for Health. The question concerned was referred by colleagues in Parliamentary Affairs to Strategic Planning and Transformation in the HSE for review and direct response, as we are managing the HSE's COVID-19 Contact Management Programme (CMP).

**Parliamentary Question: To ask the Minister for Health the current average turnaround time for contact tracing following a positive test for Covid-19; the goal for the turnaround time; and if he will make a statement on the matter.**

**Response:** The CMP was established by the HSE in March 2020 to notify results to people tested for COVID-19 (or a nominated person), and to identify and manage contacts of people known to have COVID-19. This consists of four steps:

1. Informing the case about their diagnosis.
2. Collecting data on close and complex contacts of the confirmed case.
3. Advising close contacts of appropriate management.
4. Undertaking active follow-up of close contacts which includes daily contact by SMS and referral for SARS-CoV-2 test.

We continue to keep sharp focus turnaround times, highlighting any opportunity for improvement, while recognising that some cases are increasingly complex in nature.

Over the seven-day period 9th – 15th of March, the average time to complete all contact tracing calls is 6.1 hours and the median time to complete all contact tracing calls is 3.8 hours.

Overall, over the seven-day period 9th – 15th of March, the median end-to-end turnaround time, from referral to contact tracing complete by call, for detected results in the community setting was 1.9 days.



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

Oifig an Stiúrthóra Náisiúnta um Phleanáil agus Chlaochlú Straitéiseach  
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In order to capture the turnaround time for the full contact tracing process we measure the percentage of test results communicated in 48 hours from swab (test). The goal for this is 90%, our actual in February 2021 was 93%.

We also look at the percentage of close contacts successfully contacted within 24 operational hours of contacts being collected. The goal for this is 90%, our actual in February 2021 was 93%.

I trust this information is of assistance to you.

Should you have any further queries please do not hesitate to contact this office on 01 6352041 or via email [strategicplanning@hse.ie](mailto:strategicplanning@hse.ie).

Yours sincerely,

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Sarah Ryan  
Business Manager  
National Office Strategic Planning and Transformation and Contact Management Programme  
Health Service Executive



Seirbhís Sláinte  
Níos Fearr  
á Forbairt

Building a  
Better Health  
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