Institutions of Higher Education & Boarding Schools Webinar

MAVEN/Tools for IHEs and LBOHs

August 24, 2021

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Topics Today: Institutes of Higher Ed

1. School Year 2021-2022: Overview
2. IHE Roles & Responsibilities
3. MAVEN
   • Individual Cases
   • Contacts
   • Clusters
4. Higher Ed Best Practices
5. Follow-up & Next Steps
MDPH Conducts Weekly COVID-19 Case Investigation Webinars

- MDPH presents weekly on Tuesdays 11:00-12:15
  - Updates in Guidance
  - Troubleshooting MAVEN
  - How to conduct case investigations and contact tracing in different settings.
  - Target Audience: Health Agents, Higher Ed, Contact Tracers, and Public Health Nurses doing this work.

MAVEN Help has Guidance Documents and Previous Webinars:

Webinars: Tuesdays @ 11am

MDPH Epi Program: 617-983-6800
MDPH MAVEN Help Desk: isishelp@mass.gov
MDPH ISIS Help Desk: 617-983-6801
MDPH ISIS Fax: 617-983-6813
DESE Rapid Response Help Center: (781) 338-3500
CTC Help Desk: 857-305-2828
  CTC Local Health Help ctclocalhealthhelp@covid19.pih.org
  CTC Supervisor Contact List

this pandemic is the worst group project i’ve ever been a part of in my life.
1 School Year 2021-2022: Overview

- Communication
- Repopulation
- Onboarding Higher Ed to MAVEN under the jurisdiction of your LBOH.
Communication Between School & LBOH

Regular and clear communication with established roles and responsibilities between school and LBOH is key to success

Best practices include:

- **Clear roles and responsibilities** on Case Investigation and Contact Tracing between all parties
  - Clearly identify owners of CI/CT for school and non-school affiliated contacts and any school specific complexities

- **Regular touchpoints** (daily/weekly) as needed for school’s COVID Coordinator and LBOH
  - **Timely responses** from COVID-19 Coordinator/school representative
  - Engage LBOH in other jurisdictions as necessary in coordination with local LBOH

- Established **data sharing** between school and LBOH
  - Routinely record required data needed for data sharing, especially important if assistance is required with an outbreak or for surge assistance.
  - Determine with LBOH if MAVEN use is appropriate for school

- Established **escalation points** with LBOH
  - Large case volume increase
  - Violation of isolation and quarantine
  - Identified or potential community spread
How it All Works: The Players

- There are many players involved in COVID-19 Case investigation and follow-up.
  - **MDPH – The State** (we provide guidance and manage the surveillance system)
  - **351 Local Boards of Health** (they oversee the cases in their jurisdiction)
    - **Institutions of Higher Ed (IHEs)** – work in coordination with your LBOH to facilitate school-related case investigation and contact tracing.
      - Many schools have their own contact tracing teams and may or may not have users on MAVEN (the state infectious disease surveillance system).
        - We will discuss the process for onboarding to MAVEN today.
    - **The Community Tracing Collaborative (CTC)** – Partners In Health (contracted agency to scale up case investigation and contact tracing and assist LBOHs). Many towns use their services.
      - The CTC may be utilized for individual case investigation as requested by LBOH, but there are no longer Higher Ed Units that focus on all cases from an IHE, for example, as were utilized last year.
How it All Works: Surveillance

Massachusetts Virtual Epidemiologic Network (MAVEN): The State Infectious Disease Surveillance & Case Management System. (Tracks about 90 reportable diseases.)

1. All labs processing SARS-CoV-2 specimens are required to report to the MA State Health Department. This is mostly through electronic lab reporting.
   • New labs generate Corona Virus Events in MAVEN and trigger follow-up by LBOH or (or designated IHE or CTC investigator).

2. Towns (LBOHs) are responsible for follow-up on their residents. This includes:
   • Case investigation (Interview, data collection, identification of contacts)
     • Isolation Guidance for Cases
   • Contact Tracing (notification of exposures, referrals for testing, and monitoring for quarantine period)
     • Quarantine Guidance for Contacts
Institutes of Higher Ed (IHEs)

- This school year will present with unique challenges (variants), yet we also have tools we did not have last year (like vaccination, lessons learned, a more educated population, etc.).

- All follow-up models designed and implemented last year have been discontinued. Local Boards of Health are responsible for the morbidity (Cases) in their jurisdictions. IHEs should partner with their LBOHs to implement best practices and to identify a streamlined process for case investigation and contact tracing among IHE-affiliated cases (particularly those living on campuses).
  - Identify cases early
  - Isolate cases & quarantine susceptible contacts to prevent spread
  - Ensure clusters are rapidly identified and documented, and control measures are implemented as needed.
Repoptation Phases

**ASSESS CAPACITY & PREPARE FOR REPOPULATION**

- Engage all relevant stakeholders in capacity assessment and preparation for repopulation
- Communicate plan clearly to faculty, staff, and students

**DELAY & STAGGER REENTRY**

- Phased Reentry: staggered move in for on-campus housing

**IMMEDIATE QUARANTINE & PRELIMINARY TESTING**

- Preliminary testing (if applicable)
- Isolate all cases and quarantine close contacts of preliminary testing
- Notify LBOH/MDPH if issues arise

**PRECAUTIONARY PERIOD**

- Once initial response is complete, evaluate response and address issues
- Heightened protocols; consider limiting activities and campus movement

**CONTINUED SURVEILLANCE**

- Return to “COVID-informed” regular activities
- Notify LBOH/MDPH if issues arise

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*Be prepared for higher case volumes during repopulation*
MAVEN REQUEST PROCESS – HIGHER EDUCATION

- LBOH point of contacts to email maventraining@mass.gov with approval of access for new and existing users or account reactivations
  - New users MUST be conducting active case investigation and follow up
  - New users MUST have a school/college/university organizational email address

- MAVEN training team will reach out to send the new user the User Request Form and training materials. Training includes:
  - MAVEN training and proficiency test
  - Higher education specific training

**Please note this process can take 1-2 weeks**
MAVEN REQUEST PROCESS – HIGHER EDUCATION

**Please note this process can take 1-2 weeks**
Action Needed – Higher Education MAVEN Approvals Still Pending as of 8/24/21

- Hampshire College
- Massachusetts School of Law
- Endicott College
- Montserrat College of Art
- Bridgewater State University
- Signature Healthcare Brockton Hospital School of Nursing
- Massasoit Community College
- Massachusetts Maritime Academy
- Elms College
- North Shore Community College
- University of Massachusetts-Dartmouth

- Nichols College
- Bristol Community College
- Fitchburg State University
- Mount Wachusett Community College
- Northern Essex Community College
- Holyoke Community College
- Bay Path University
- Middlesex Community College
- University of Massachusetts-Lowell
- Lawrence Memorial Hospital School of Nursing
- Massachusetts College of Liberal Arts (MCLA)

- Merrimack College
- Wheaton College
- Berkshire Community College
- Eastern Nazarene College
- Quincy College
- Mount Holyoke College
- Babson College
- Massachusetts Bay Community College
- Gordon College
- Williams College
Get the Covid-19 Training Basics Here:

**Introduction to COVID-19 Follow-up Part 1 – May 11, 2021**
- Part 1 Intro Training Slides
- Part 1 Intro Training Recording

**Introduction to COVID-19 Follow-up Part 2 – May 18, 2021**
- Part 2 Intro Training Slides
- Part 2 Intro Training Recording

**COVID-19 Cluster Events Training – May 25, 2021**
- Cluster Training Slides
- Cluster Training Recording

- There are tools available for you to help collect information on close contacts and to calculate out their quarantine period (and potential quarantine options as applicable).

- All tools, including the Interview Tool, are available on MAVEN Help.
  - You do NOT have to be in MAVEN or be a MAVEN user to access these tools. They are available online.

- Close Contact Form (1 Contact Extended Calculation Tool)

- Close Contact Form (2 Contacts)
2 Roles & Responsibilities

- Understanding Access
- Utilizing Workflows and Reports
MAVEN COVID Events: Who Can View

LBOHs conduct case investigation and follow-up on COVID-19 cases and contacts if the case or contact lists the town as their “official residence.”

• COVID events are assigned a LBOH jurisdiction based on city of residence of the student/staff/other and additionally may be associated with a higher education institution.
  • **Official City:** The official city variable will determine which LBOH owns this case and has full read/write access.
  • **SHARE:** LBOHs not the Official City – only have access if the event has been SHARED with them.
  • **CREATE THE ORIGINAL EVENT:** The single MAVEN user that created the event for another town would also be able to see it if they created it (but not their LBOH colleagues).

MAVEN Tip Sheet: How to Update an Address

MAVEN Tip Sheet: How to Share an Event
MAVEN COVID Events: Who Can View

• **Higher Ed Maven Users** can see cases associated with their schools that have the **Education Institution Variable** filled in with the relevant Education Institution.

  • When the **first positive laboratory** result is reported by a college, university, or boarding school, the name will auto-populate Education Institution QP #5 with corresponding school.
  • This would only fill in automatically if the specimen was processed through school testing. (If a college student gets tested off campus, this field would not automatically populate with a known IHE affiliation.)
MAVEN COVID Events: Who Can View

Education Institution Variable:

- **Automatically Completed:** This Variable is filled in upon the first positive lab from a specimen tested through university testing.
- **Manually Completed:** Can also be filled out manually
  - If you learn through interviewing a case about a school association, complete this variable.
- **This Variable is Repeatable:** If case is associated with multiple IHEs, add each one.
  - Users may also go into QP #5 and manually add to the drop down when cross institutional exposures are identified.

This Variable is in Risk Question Package 5 and grants IHE MAVEN user access.
Higher Ed Cases in MAVEN: Example

Boston LBOH will see all their residents – some of which will be affiliated with an Institution of Higher Ed.

If they have the Education Institution Variable filled in, a Higher Ed MAVEN user can also see the case & conduct follow-up.

There is only one event in MAVEN for the case, so LBOH and IHEs should have clear expectations on who conducts follow-up for these higher ed cases.
When can you NOT view a MAVEN event?

Negative Labs = Unclassified Event Status in MAVEN.

• LBOH can view unclassified events in their own town.
  • Need to search for the person. These would not show up in a workflow or report at this time.

• Higher Ed MAVEN users cannot see most unclassified events in MAVEN.
  • Currently, the Education Institution Variable only autocomplete if there is a positive first lab test from a school.
  • Students with negative tests have Unclassified Events in MAVEN until their case status changes. Unclassified Events will not be viewable by Higher Ed MAVEN users because the Education Institution Variable will be blank.
When can you NOT view a MAVEN event?

The Case didn’t get tested through School Testing.

• LBOH can view the case’s positive event regardless of testing location if the official address is in their own town.
  • However, if the student put a different address on their test (example, they put their parents’ address and not their local school address on the test), then another LBOH would see this new case.
  • The receiving LBOH would interview the case and update the official address accordingly, granting the correct LBOH access.

• Higher Ed MAVEN User would not automatically see outside test results and the positive case.
  • If a student got tested off campus, the ordering provider would not be listed as the school, and the Education Institution Variable would not be autocompleted.
  • The interviewing public health entity (LBOH or CTC) that received the case would then determine the case is associated with a school and complete the variable manually, then the Higher Ed MAVEN user would be able to see the case (by searching or on reports).
When can you NOT view a MAVEN event?

Something was wrong with the lab order submitted.

- Every test order sent from higher ed must have standardized ordering facility and testing facility names (or Education Institution will not be filled in completely).

- Every test order sent from higher ed must use the current local address of the person being tested.
  - Use physical addresses not PO Boxes.
  - Use the street/dorm level address for this, not a generic university address.
MAVEN Higher Ed User Workflows

COVID-19 confirmed/probable events in this workflow need your attention within 24 hours. Please answer steps 1-3 and begin case investigation.
1st Step Each Morning for Higher Ed Users

Check Workflow: LBOH Notification for Immediate Disease (COVID only)

- This workflow should show all new cases (confirmed and probable) with new first positive labs.
- You can assign cases (task assignment to self or others) from this workflow.
- You must go into a case individually to acknowledge it (Admin Question Package Steps 1-3) which will remove it from this workflow.
- This workflow is viewable by all LBOH and IHE users.
  - LBOH will see all the cases in their town. A column in the workflow table designates Education Institution, so LBOH can see IHE associated cases.
  - Higher Ed Users will see the cases with their Education Institution variable completed. A column in the workflow table designates which Official City for each case.
1st Step Each Morning for Higher Ed Users

Check Workflow: LBOH Notification for Immediate Disease (COVID only)

Continued:

- LBOH and Higher Ed users can see the same case in this workflow, but if ONE user completes steps 1-3, it removes the case from everyone’s workflow.

- During a surge, this workflow can max out with cases from across the state, so reports may be a better option for identifying new cases each day.

- Run Reports for Cases & Contact Events. – Best Practice
Reports

• Two Key Higher Ed User Reports
  • 1 for confirmed/Probable Line Lists
  • 1 for Contacts
Case Follow-up In MAVEN: Data needs to be entered into MAVEN quickly and efficiently

- Remember, cases are “owned” by the official jurisdiction in which they reside. Higher Ed and CTC users follow-up on cases under the oversight of the appropriate LBOHs.

- IHEs should have well established and clear agreements for standard operating procedures on follow-up with their home LBOH, as well as any major towns in which IHE affiliated students and staff reside.

- If you have not yet established a process with your LBOH/IHE this should be your next step following this presentation.

- Required data elements for cases and clusters must be entered into MAVEN rapidly to track cases and outbreaks.
Case Follow-up In MAVEN

• Occasionally, a student or staff member may be tested through school testing but live in a different town not under a formal agreement with the higher ed COVID program.

• **Coordination is key.** Both Higher Ed users and the LBOH can see Official City and higher ed affiliation in the *Workflow: LBOH Notification for Immediate Disease (COVID only).*

• **Contact each other** to determine who will be completing follow-up.
  
  • Use the *Communication Event in MAVEN* to obtain contact information for the other jurisdiction’s MAVEN users.

• There may be overlap in outreach to a case, but try to communicate with relevant jurisdictions as applicable.
3 MAVEN: Individual Cases

• Required Variables in a Case
This View of a COVID event looks the same for cases and contacts. They all have the same Question Packages Available.

What’s linked? Go here to see/link to contacts or a cluster event.

Confirmed/Probable/Suspect/Contact/Unclassified

Lab Tab to see lab tests

Patient Person Details (address, phone)

Electronic Trail for this event. Who has entered data? Where did this case come from?

9 Question Packages

View Wizard
## Risk Question Package 5

### Group Setting Questions

Please Note, College/University and Boarding School Information should be entered in the Education Institution questions:

**Employed at, enrolled at, admitted to, or visited a group setting? (For example, nursing home, hospital, jail)**

### Group Setting Questions - Daycare/School-Aged Childcare/K-12 Information

**Employed at or enrolled in a child care program or K-12 school (includes daycare, preschool, before/after school care, and K-12 school)**

### Group Setting Questions - College/University and Boarding School Information

Please respond to the following questions for the 14 days prior to the case’s infection. The Education Institution variable and subsequent questions are a repeatable question block. The first time you complete these variables, please complete them for the Education Institution where the case is primarily associated. Add a new question block for each Education Institution-related activity or exposure identified.

**Education Institution:**

![Search Bar](image)
2) Click the magnifying class icon to open a search window and enter a search term. *Note: this will show options where the term appears anywhere in the name (not just the beginning like above).*

1) Start typing and available school names will populate with options:

If you needed to fill in the Education Institution Variable manually:
The Education Institution Variable is repeatable. The first iteration (and the child questions) should be filled out about the case in general (and the exposure setting if you know where your case was exposed). You can repeat the variable (and child questions) if the case is associated with additional clusters or specific risk activities/events of note.
Information about an EXPOSURE (if any)

<table>
<thead>
<tr>
<th>Education Institution:</th>
<th>Westfield State University</th>
</tr>
</thead>
</table>

**Date linked to cluster, if applicable:**

**Primary campus of case, if applicable:**

**Case’s residence type:**

**Association of case:**

**Education exposure setting:**

<table>
<thead>
<tr>
<th>Party</th>
</tr>
</thead>
</table>

**Specify:**

**When was case at this setting?**

**Were close contacts to the case identified in this setting?**

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>Unknown</th>
</tr>
</thead>
</table>

**Infection Period**

<table>
<thead>
<tr>
<th>Incubation Period</th>
<th>Infectious Period</th>
<th>Both</th>
<th>Unknown</th>
</tr>
</thead>
</table>

**Classroom**

**Dom**

**Food Establishment**

**Greek Life**

**Gym**

**Library**

**Other**

**Party**

**School Club**

**School Event**

**Sports Team**

**Add New**
Example 1: Cape Cod Community College professor. Lives off campus and has been teaching remotely.

Risk Question Package

Demographic Question Package

Please complete the Employer and Occupation Information in the Demographic Question Package.
Example 2: Worcester Polytechnic Institute graduate student who lives off campus. Worked as a Teacher’s Assistant for the undergrad course “Introduction to Biomedical Engineering” during their infectious period. Poor social distancing and mask wearing in the classroom with several close contacts identified.

First Block: Information about the case

Key Risk Question Package Variables for Higher Ed

Risk/Exposure/Control & Prevention Block: Was case originally named as a close contact?

College/University Block: Education Institution is most important to complete (it gives viewing access to the event and also associates the case with the IHE for reporting purposes).
Documenting Vaccination Among Cases

So Important!!!

- Please complete the **Vaccine Question Package** in MAVEN to track vaccination history data.
- Ask your cases if they have been vaccinated and complete the Vaccine Question Package questions.
  - You can also check MIIS.
- This information will be very important as we track cases going forward.
Documenting Vaccination Among Cases

If not vaccinated, why not received?

- **Missed Opportunity**
  - They didn’t go back for their second dose.
  - Haven’t gotten around to it.
- **Patient/Parent Refusal**
- **Philosophical Objection**
- **Religious Objection**
- **Underage**
  - Select if <12 yrs

NOT VACCINATED is just as important to be SURE to document (Select *No Vaccine Administered*). Otherwise we don’t know if the person is not vaccinated or just never was asked.
Documenting Vaccination Among Cases

- If they have an international vaccine that is not listed, select **Unspecified COVID-19 Vaccine** and complete the info as a text entry.

If your cases were **VACCINATED OUTSIDE OF MASSACHUSETTS**, we do not have a record of that vaccination here and you **MUST MAKE SURE to update MAVEN directly**.

This is **SO IMPORTANT** for tracking **BREAKTHROUGH CASES** and **TRENDS**.
Do Not Delay Follow-up Waiting on MAVEN

- Many IHEs will have access to lab reports prior to data being reported to MDPH and MAVEN. You do not need to wait for MAVEN to begin your work.
  - You can start your follow-up on paper.
- You can call the LBOH or MDPH and ask for access to the current Unclassified Event (we can add the Education Institution variable and you can begin your documentation).
  - Unclassified events have all the same question packages & variables. You can begin follow-up.
  - A new positive lab will append to the unclassified event when reported and will update the case classification status accordingly.
3 MAVEN: Contacts

• Creating Contact Events
  • Required Variables for a Contact
This View of a COVID event looks the same for cases and contacts. They all have the same Question Packages Available.

What’s linked? Go here to see/link to contacts or a cluster event.

Confirmed/Probable/Suspect/Contact/Unclassified

Lab Tab to see lab tests

Patient Person Details (address, phone)

Electronic Trail for this event. Who has entered data? Where did this case come from?

9 Question Packages

View Wizard
Contact Monitoring Question Package

Key Variables:
- **Contact Monitoring Status**
  - In Progress, Completed, Lost to Follow-up, Transfer, Other
- **Last potential Exposure Date**
  - Exposure date – to calculate quarantine.
- **First/Last Day of Required Monitoring**
  - Quarantine Period
- **Contact Information**
  - You need enough to contact them (at least a phone).
  - You need a town. Without a town, you must start the notification process because no one else will see it.

Notes are important, but these particular variables MUST be entered in the question packages or Wizard.

These are required variables for contacts.
Close Contact: Updated Definition

The mass.gov definition of Close Contact has been updated to **Exclude Outdoor exposures**.

This is the wording on mass.gov (updated early Summer 2021):

- **How do I know if I am a close contact of someone with COVID-19?**
  - You are a close contact of a COVID-19 positive person if you were within 6 feet of them while **indoors**, for at least 15 minutes, while they were symptomatic or within the 48 hours before symptom onset.
  - You are also a close contact if you were within 6 feet for at least 15 minutes of someone while **indoors**, who tested positive for COVID-19 in the 48 hours before their test was taken or anytime in the 10 days after the test.
  - According to CDC guidance, individuals are less likely to be exposed to COVID-19 during outdoor activities, even without the use of masks.

**Defining Close Contact in the IHE setting – are there differences between classroom, residential halls, etc.?**

- No. We would still be looking at close contact within 6 ft of an infectious individual for 15 minutes or more.
Reminder: Outdoor Exposures

• Just a reminder that outdoor exposures are not considered close contact requiring quarantine in MA at this time.

• That said, use judgement. Exposure to respiratory droplets is still considered a close contact. Examples where close contact might apply:
  • Kissing
  • Sharing drinks, etc.

• Also think about bookending outdoor contact with indoor time (rides, inside the building before and after an outdoor event, etc.)

• For settings like class, parties, pools, sports, etc., was the exposure outdoors or indoors? Let that determine your guidance regarding identifying close contacts for quarantine.

• Outdoor exposure does not always mean NO exposures, but it doesn’t meet our definition of close contact which requires quarantine at this time.
What if a Vaccinated Contact Develops Symptoms?

- Fully Vaccinated Contacts are not required to quarantine at this time. However, they should have a LOW threshold for symptoms and for seeking testing. If they develop ANY symptoms, they should seek testing.
  - If Positive, they are a case.
  - If Negative, they are not a case but should stay home until they are well.

- Because they are fully vaccinated, quarantine guidance does not apply to them, so you don’t have to figure out which ‘strict quarantine option’ to apply. If they have symptoms, encourage testing, but regardless of seeking testing, they should stay home while sick.
Should we Create Contact Events Even for Vaccinated Contacts Who Might Not Need to Quarantine?

• **Q. Should we create contact events for vaccinated contacts?**

  • **A. Yes.** This is a best practice. This will help us to identify links and spread if people DO become cases.
    
      • This also helps ensure people are notified about their exposures. You never know if your index case believes their contact is vaccinated (but that is not actually the case).

      • So much of their next phase of this disease is teasing out the evidence behind immunity and how this disease is prevented. We will have the best information to inform those big questions if we can identify exposures and then track outcomes. This will only come if you link contacts to their index cases.
Creating Contacts: You Need Demographics/Contact Information

• MAVEN is jurisdiction based, so you NEED an official city when creating a Contact Event.
  • If the index case has not given you a complete address, you have two options:
    1. Call the contact and do the notification, obtain the correct full contact information so you can create an accurate CONTACT event in MAVEN.
    2. Create the Contact with your own town to start. Call the contact and do the notification, obtain the correct full contact information so you can UPDATE the event to be accurate in MAVEN.

• You MUST enter Name, Town, Phone#, exposure date (to calculate Quarantine), applicable notes.
  • Notify the Contact, then update Full Name, Address, Phone, DOB, Race/Hispanic status after confirming.
  • If you don’t create a full and accurate CONTACT Event, new labs will not match and append correctly to their contact event.
Creating Contact Events (from existing Events)

• Most Higher Ed affiliated students have been tested through school surveillance and likely have an existing event in MAVEN that has been tracking their various labs.

• Higher Ed MAVEN users do not have access to unclassified events at this time. If you wish to create a higher Ed CONTACT event, you have 2 options:

  1. **Contact your LBOH** and give them the contact. They can find the event and update the Education Institution variable in Risk QP, then you can access the event and update accordingly.

  2. **Just create the contact event as new.** It may need to be duplicated at a later date, but don't let that stop you from starting your work.
Changing COVID Event Status (Case Classification) & Merging Duplicates

• To change an event’s CASE CLASSIFICATION, you must email isishelp@mass.gov or call 617-983-6800 and an epi can make the update.
  • Ex: Changing an Unclassified to a CONTACT event or a Probable event.

• If you identify two duplicate events for the same person, email the MAVEN IDs to isishelp@mass.gov.
  • Ex: You find a new Confirmed event was created instead of updating your CONTACT event (so the person now has two events).
  • Ex: You find multiple Unclassified events for the same person.
  • Ex: You find multiple events of any case classification for the same person.

• If there is a significant difference in demographics, please indicate in the email to isishelp@mass.gov which address or other data point is correct.
3 MAVEN: Clusters of Cases

• Cluster Follow-Up

• It is SO IMPORTANT to create cluster events in MAVEN in real time!
Cluster Resources

• New Tip Sheet for creating clusters in MAVEN – with a focus on Institutions of Higher Ed (IHEs) and Boarding Schools.

• You can review the Cluster & Outbreak Events Training in MAVEN Help.

• Most important things to track in MAVEN are the Education Institution, Exposure Setting Name, Exposure Setting Type, and the Affiliated Towns in the Standard Question Package.

Key Updates for 2021-2022
• No Umbrella Clusters (just regular clusters that meet the definition of a cluster)
• New Tip Sheet for IHEs coming
• We’ll speak more on clusters in September
What’s in a Cluster Event?

- **General**
  - Facility follow-up Notes

- **Facility**
  - Link residents and staff here.

- **Tasks & Assignments**
  - Can attach documents/lists here

- **Outbreak Summary**
  - Who Reported Cluster
  - Key Contact Information (and towns affected (who can view this cluster). Add new towns if this cluster is shared (so LBOH of staff can read it).
Required Cluster Variables Summary

- **Required variables at time of cluster creation:**
  - exposure setting name,
  - exposure setting type,
  - investigation status (“Open”),
  - and affected town(s).
  - For higher education, complete the “Education Institution” block in addition to the exposure setting name block.

- These need to be completed at the time of cluster creation even if the LBOH/Reporter indicates they will fill them in later. These are essential to daily data analyses and reporting, as well as to ensure associated LBOHs and Higher Ed facilities can see the event.

**TIMELY CREATION is Key.**
You can add more linkages as you confirm them, but create the initial cluster to ensure timely reporting.
4 Higher Ed Best Practices

- Best Practices and Recommendations for the IHE Setting
  - Strategies
  - MassNotify
  - Communication
Best Practices and Strategies to Control COVID-19 this Fall

- Establish surveillance testing programs.
- Ensure contact and demographic information is complete and accurate for all individuals utilizing on campus testing.
- Encourage and promote vaccination.
- Have vaccination records easily accessible to ensure speed in case investigation and follow-up.
- Identify Isolation and Quarantine spaces on campus.
- Utilize & promote tools like MassNotify to assist in exposure notifications on campus.
- Have clear expectations and processes for case assignment and investigation across IHE and LBOH.
Dorm Best Practices

• Mask use, hand hygiene, and social distancing in common areas
• Increase cleaning of common spaces
• Logging names of people in common spaces (limit to 10 people)
• Limit common spaces to residents
• Symptom attestations
• Reduce pod of close contacts
• Limit bathroom capacity
• Reduce number of students per dorm or suite
On & Off Campus Roommates

• To prevent repeated exposure and continued transmission, urge cases who live in apartments to isolate in campus isolation housing to reduce risk of transmission to roommates.
  • This should be encouraged even though vaccinated close contacts are not required to quarantine at this time.
  • Ensuring isolation of a case to reduce repeated exposure will help to reduce breakthrough infections.

• If case is utilizing common space (living room, bathroom, kitchen) roommates should be considered close contacts.
  • LBOH/IHE decision
  • Use best judgement if risk reductions practices are enough to eliminate risk of transmission from positive case to roommates (Information and Guidance for Persons in Isolation due to COVID-19)

If cohabitating with case
• Case should be masked in all common areas
• Roommates could also mask in common areas regardless of vaccination status
• Try to have case use one bathroom
• Hand hygiene, distancing, sanitation of high use surfaces, etc.
What is MassNotify?

MassNotify is a voluntary smartphone-based service that can notify users of possible exposures to COVID-19 by alerting them if they have recently been in close proximity with another user who anonymously reported a positive test result.

MassNotify is another tool in the pandemic response toolkit: it is a complement to contact tracing—not a substitute—and is completely anonymous and private for users.

- **Opt in system** – people choose to participate or not
- Notifies users about potential exposures from people they have been in close proximity with — even total strangers
- Alerts are sent automatically
- **No surveillance** information is gathered about where the exposure occurred, how it occurred, or who was involved
- All notifications are completely anonymous
- Serves as an early warning system to help facilitate swift testing/self-quarantine of potential exposures

**HOW IT WORKS**: Individuals reported with Massachusetts home addresses on recent positive COVID-19 tests will receive an SMS with a MassNotify verification link sent to the phone number they provided on their test.

- If they already were enrolled, they can click to notify contacts.
- If they never had it enabled on their phone, they won't be able to notify any contacts. No action needed.
What to know about MassNotify contacts

Due to the anonymous nature of MassNotify, we don't know who received an Exposure Notification unless they choose to self-report, we don't know by whom they were exposed, and we don't know where the exposure occurred.

*If they call their local public health authority or Higher Ed health services about the MassNotify exposure notification alert:*

- You can encourage them to call the MassNotify inbound line included in their exposure notification alert if they need support.
- Alternatively, you can choose to provide information you normally would for someone with a potential exposure to COVID-19, including the best way to get tested (if applicable).
- There is no expectation for local health or higher ed MAVEN users to create MAVEN records for those that receive a MassNotify exposure notification.
  - If a MAVEN user still wishes to track the exposed individual as a contact event in MAVEN, be sure to search for an existing record first, or contact MDPH to assist in creating a stand alone contact event.
MassNotify resources for local health and higher ed

General questions about MassNotify: [www.mass.gov/massnotify](http://www.mass.gov/massnotify)

More specific MassNotify resources:

- Answers to FAQs: [www.mass.gov/massnotify/faq](http://www.mass.gov/massnotify/faq)
- How to enable MassNotify on your phone: [www.mass.gov/addyourphone](http://www.mass.gov/addyourphone)
- Privacy policy: [www.mass.gov/massnotify/privacypolicy](http://www.mass.gov/massnotify/privacypolicy)

**Technical issues:** Anyone having technical trouble with MassNotify can email the help desk at massnotifyhelp@mass.gov.

Keys to Communication: IHEs & LBOHs

• **Expectations for Best Practices in Communication**
  - What are your established modes of communication and regular touch points?
  - Do you know how to access to your LBOH and other Communication Events?
  - Required variables MUST be entered into MAVEN. You MUST have a secure system in place to report this data directly into MAVEN or to the LBOH.

• **Secure Email**
  - Secure email can be a good practice for conveying case information and patient identifiers back and forth – particularly if the IHE party is not on MAVEN.

• **Tasking**
  - If both parties are on MAVEN, consider updating notes within an event and tasking or emailing an ID# to a relevant party instructing them to see updates in MAVEN.
    - Remember, you can task an individual user or a group in MAVEN.
    - [Tasking MAVEN Tip Sheet](#)
Checklist for Best Practices

• Are you familiar with how to look up a town or university’s communication event? Have you updated yours?
  • MAVEN Tip Sheet: What are Communication Events and how do I access/edit mine? (PDF / Video)
  • University Contact List (MAVEN Help Higher Ed Folder)

• Do you know that you can Bookmark MAVEN Help (you don’t need to be logged into MAVEN to access these tools)?
  • Bookmark this address: http://www.maventrainingsite.com/maven-help/toc.html

• Do you know how to Run Reports to obtain lists of New Cases and New Contacts?
5 Follow-Up & Next Steps

- When to Notify LBOH/CTC
- Contacts
Control Strategies

If cases at your institution begin to increase, there are many strategies that can be employed to get cases/outbreaks under control (channel last year).

- **TESTING: Begin or increase testing**
  - Entry testing, one-time campus-wide testing, surveillance testing, close contact testing (testing vaccinated close contacts 3-5 days after exposure per CDC recommendation: [Quarantine and Isolation](#))

- **MASKING: Introduce or increase indoor masking**
  - For certain high-risk indoor activities, overall, for vaccinated close contacts (14 days after exposure or until negative test per CDC recommendation: [Quarantine and Isolation](#))

- **OTHER:**
  - Increase capacity for quicker isolation of confirmed cases
  - Symptom attestations
  - Physical distancing
  - Risk messaging to students
When to Notify LBOH & MDPH

- High percentage of confirmed cases during initial testing or repopulation
- Confirmed cases will soon overwhelm the system (isolation space or outreach/contact tracing capacity)
- Identification of large increases in breakthrough cases
- Electing to depopulate campus

Don’t wait – ask for help as soon as it’s needed!
Contacts

• **General Epidemiology Support:** 617-983-6800
• **MAVEN Support:** isishelp@mass.gov
• **MAVEN Access & Training Materials:** maventraining@mass.gov
• **MDPH IHE Subject Matter Experts:**
  • Alyssa Loskill (alyssa.loskill@mass.gov)
  • Geena Chiumento (geena.m.chiumento@mass.gov)
  • Alexandra DeJesus (alexandra.dejesus@mass.gov)
  • Julie Coco (julie.coco@mass.gov)
• **CTC Inbound Line:** 857-305-2728
Tip Sheets and Resources

MAVEN Help

- Calculating the Infectious Period for a Case
- COVID-19 Interview Tool for Confirmed & Probable Cases and Identifying Their Contacts
- Link Existing Cases in MAVEN
- Creating Cluster Events in MAVEN
- COVID-19 Testing Scenario Questions

- More Higher Ed tools to be posted shortly.