Addressing Process Complexities

Johns Hopkins Bloomberg School of Public Health

Common Process Issues

► Contact becomes ill

► It took a long time to find the contact

► They now live in another state or city

► Incorrect information about the case or contact

► Computer breaks

► Need to call back—but it's the end of your shift

Best Practices When Dealing With Process Issues

► Stay organized
  ► Record data carefully
  ► Write detailed notes for others to follow

► Empathize
  ► Practice reflective listening
  ► Provide reassurance

► **Follow local protocol, and escalate to a supervisor if needed**

Applying Best Practices: An Example

They've already been contacted by the health department

► **Stay organized**
  - ► Check to see if a record exists
  - ► If not, continue the call
  - ► Collect the information
  - ► Inform your supervisor, and make notes in the call

► **Empathize**
  - ► *"I hear you that you're frustrated."*

Example: Follow-Up Call With Annette

► Now let's return to Annette and see how the contact tracer handles finding out that Annette is sick, using the new framework!

Video: *Follow-Up Call With Annette*

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