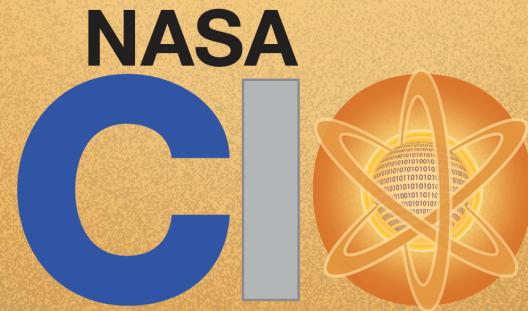


National Aeronautics and Space Administration



Contract Tracing & Tracking Application

Release Items – September 11, 2020





Agenda

- Welcome
- Request Feedback
- Reminder - training environment available
- Review presumptive inquiries Q&A
- Release enhancements



Feedback Requested

- Please answer the below questions and send input to kellie.d.white@nasa.gov
 1. How long should we keep the identifiable information in the system?
 2. How far back have you reviewed or do you anticipate needing to review specific contact tracings?
 - a. 2 months
 - b. 4 months
 - c. 6 months
 - d. Other time period (please enter time period)



Training Environment

- CTT Training Environment is available for use
 - <https://nasahealth--training.lightning.force.com/>
 - All users should have an account in this environment
 - The new features detailed in this presentation will not be available in the training environment until Tuesday, September 15, 2020



Presumptive Inquiries

- If a "Presumptive Inquiry" refuses to be tested for Covid-19 do I need to perform contact tracing?
 - This is left to the discretion of the Center to determine if contact tracing should be performed on a "Presumptive Inquiry"
 - If a center checks the "presumptive" box for someone who is presumed positive, but (a) refuses to be tested and (b) the Center wants to perform contact tracing for the Contact then the Contact Tracer should uncheck the "presumptive" box and treat Contact as a "Positive Inquiry" in order to view and work the "Contact Outreach" queries in the queue
- All "Presumptive Inquiries" that have a negative test recorded in the system should be closed



Release Enhancement Overview – 09/11/20

Awaiting Return To Work

- A new "Awaiting Return to Work" status & Return to Work section has been created, but it is not mandatory to move a "Positive Inquiry" through this status or populate the section
 - A new inquiry status of awaiting return to work has been created
 - A new drop-down picklist for adding recommendation reason has created for the return to work section
 - A textbox to enter recommendation notes has been created for the return to work section
 - A new view has been created to easily view the cases that are currently in a status of "Awaiting Return to Work"

A screenshot of a CRM application interface showing a list of cases. The top navigation bar includes a back arrow, forward arrow, a search bar, and a status dropdown set to "Awaiting Return To Work". A "Mark Status as Complete" button is also visible. The main content area displays a table for an inquiry titled "Positive Outreach".

Status	Inquiry Number
Awaiting Return To Work	00001696

Below the table are two tabs: "Details" and "Other Actions". The "Details" tab is selected and shows the following data:

Account Name	James RTW Locations	Inquiry Owner	Kellie White
Status	Awaiting Return To Work	Onsite Exposure Location	Kennedy Space Center
Closed Reason		Date/Time Opened	9/9/2020, 6:46 PM
Contact Inquiries		Date/Time Closed	

The "Details" tab also contains a section titled "Symptom Information" which is currently collapsed. The "Other Actions" tab is visible but contains no data.

At the bottom of the screen, there is a section titled "Return To Work" with two fields: "Recommendation Reason" and "Recommendation Notes".



Release Enhancement Overview – 09/11/20

- The CTT application has been updated to allow sharing/viewing of Center “Inquiries” when the “Home Center” is different than the “Onsite Exposure Location”
 - For Positive Outreach Inquiries if the contact’s “Home Center” is different than the “Onsite Exposure Location”, then both Centers will have access to view the “Positive Inquiry”, however only the Center where the exposure occurred will be able to work the inquiry
 - For Contact Outreach Inquiries if the contact’s “Home Center” is different than the “Onsite Exposure Location”, then both Centers will have access to view, but the Onsite Exposure Location will only be able to perform the initial Contact Tracing
 - A location section in the “Positive Outreach” script has been added to input additional Centers the Contact may have visited while in an infectious state



Release Enhancement Overview – 09/11/20

- Reports have been renamed to remove “Case” from title and replace with “Inquiry”
- The drop-down list for test results has been updated to include only the following selections
 - Inconclusive
 - Negative
 - Positive
 - Test Failed
 - Test Result Pending

A screenshot of a software application window. At the top, there are two tabs: "00001696" and "00001696 Guided S...". The "Guided S..." tab is active and highlighted with a blue border. Below the tabs is a dropdown menu titled "Test Taken Date". The menu is open, showing several options: "--None--", "Inconclusive", "Negative", "Positive", "Test Failed", and "Test Result Pending". The "Positive" option is selected, indicated by a blue highlight. Other fields in the window include "Do you have symptoms?", "Symptom Onset Date" (set to Sep 7, 2020), "Symptom Resolution Date", "Last Onsite Date" (set to Sep 9, 2020), and a checkbox for "Have you already been tested?". At the bottom right of the window are "Previous" and "Next" buttons.



Updated Field Names – Home Center & Onsite Exposure Location

The field previously “Primary NASA Location” has been relabeled to “Home Center”.

The field previously labeled “NASA Location” has been relabeled to “Onsite Exposure Location”.

Actions & Recommendations

Actions History

Add



You don't have any actions yet. Add an action to get started.

Contact Details

Account Name Johnny Presumptive	Mobile 256-888-9999
Employment Type Civil Servant	Phone 256-888-9999
Primary NASA Location Marshall Space Flight Center	Email johnty.presumptive@nasa.gov
Building Name	Employer

Supervisor Name
Dr. Reed

Related Inquiries (1)

[00001335](#)

History

Awaiting Outreach → **Outreach Underway** → **Closed**

Status: Awaiting Outreach

Inquiry Positive Outreach

+ Follow Change Owner Edit

Status Awaiting Outreach	Inquiry Number 00001334
Details	
Account Name Johnny Presumptive	Primary Owner Kellie White
Status Awaiting Outreach	NASA Location Marshall Space Flight Center
Closed Reason	Date/Time Opened 8/27/2020, 1:46 PM
	Date/Time Closed
Symptom Information	
Symptoms	8/12/2020
Have you already been tested?	<input checked="" type="checkbox"/>
Test Status	Positive
Did you wear a face mask?	<input checked="" type="checkbox"/>
Description	Presumptive



Creating a New Account – Enter Home Center

New Account: Person Account

Account Information

Account Name	Salutation	Mobile
	--None--	256-544-0000
First Name	James	
Middle Name	RTW	
*Last Name	Locations	
Suffix		
Employment Type	Govt Servant	Home Phone
Home Center	Marshall Space Flight Center	256-544-0000
Supervisor Name	Dr. Jones	Phone
		256-544-0000
		Email
		james.rtw.locations@nasa.gov

System Information

Account Record Type: Person Account

Buttons: Cancel, Save & New, Save



Selecting Onsite Exposure Location

Form Name: James II RTW Locations Inquiry Owner: Kellie White

Reason: Awaiting Outreach Onsite Exposure Location:

Inquiries: Search Inquiries... Symptom Onset Date:

Information

Has the individual been tested for COVID-19? Symptom Resolution Date:

Has the individual been in close proximity to a COVID-19 positive individual? Test Taken Date:

Has the individual been in close proximity to a COVID-19 positive individual? Test Result Date:

Has the individual been in close proximity to a COVID-19 positive individual? Last Onsite Date:

Has the individual been in close proximity to a COVID-19 positive individual? Presumptive:

Exposure Notes: No Contacts Reported:



Viewing Positive Inquiry Location/Home Center Fields

Contact Tracing Home 00001696

Actions & Recommendations

Actions History

Add

You don't have any actions yet. Add an action to get started.

Contact Details

Account Name James RTW Locations	Mobile 256-544-0000
Employment Type Civil Servant	Phone 256-544-0000
Home Center Marshall Space Flight Center	Email james.rtw.locations@nasa.gov
Building Name	Employer
Supervisor Name Dr. Jones	

Related Inquiries (0)

Status: Awaiting Outreach ✓ Mark Status as Complete

Inquiry Positive Outreach

Status: Awaiting Outreach Inquiry Number: 00001696

Details **Other Actions**

Account Name James RTW Locations	Inquiry Owner Kellie White
Status Awaiting Outreach	Onsite Exposure Location Kennedy Space Center
Closed Reason	Date/Time Opened 7/7/2020, 8:48 PM
Contact Inquiries	Date/Time Closed
Symptom Information	
Symptoms <input type="checkbox"/>	Symptom Onset Date
Have you already been tested? <input type="checkbox"/>	Symptom Resolution Date
	Test Taken Date



Updated Test Results Selections

00001696

00001696 Guided S...

Still have symptoms?

Yes

Symptom Onset Date

Sep 7, 2020

Symptom Resolution Date

Last Onsite Date

Sep 9, 2020

Have you already been tested?

Test Taken Date

Sep 4, 2020

*Test Results

Positive

Test Result Date

Did you wear a face mask?

Other Pertinent Info

Previous Next



Updated Test Results Selections

00001696

00001696 Guided S...

Still have symptoms?

Yes

Symptom Onset Date
Sep 7, 2020

Symptom Resolution Date

Last Onsite Date
Sep 9, 2020

Have you already been tested?

Test Taken Date
Sep 4, 2020

Positive

--None--
Inconclusive
Negative
Positive
Test Failed
Test Result Pending

Did you wear a face mask?

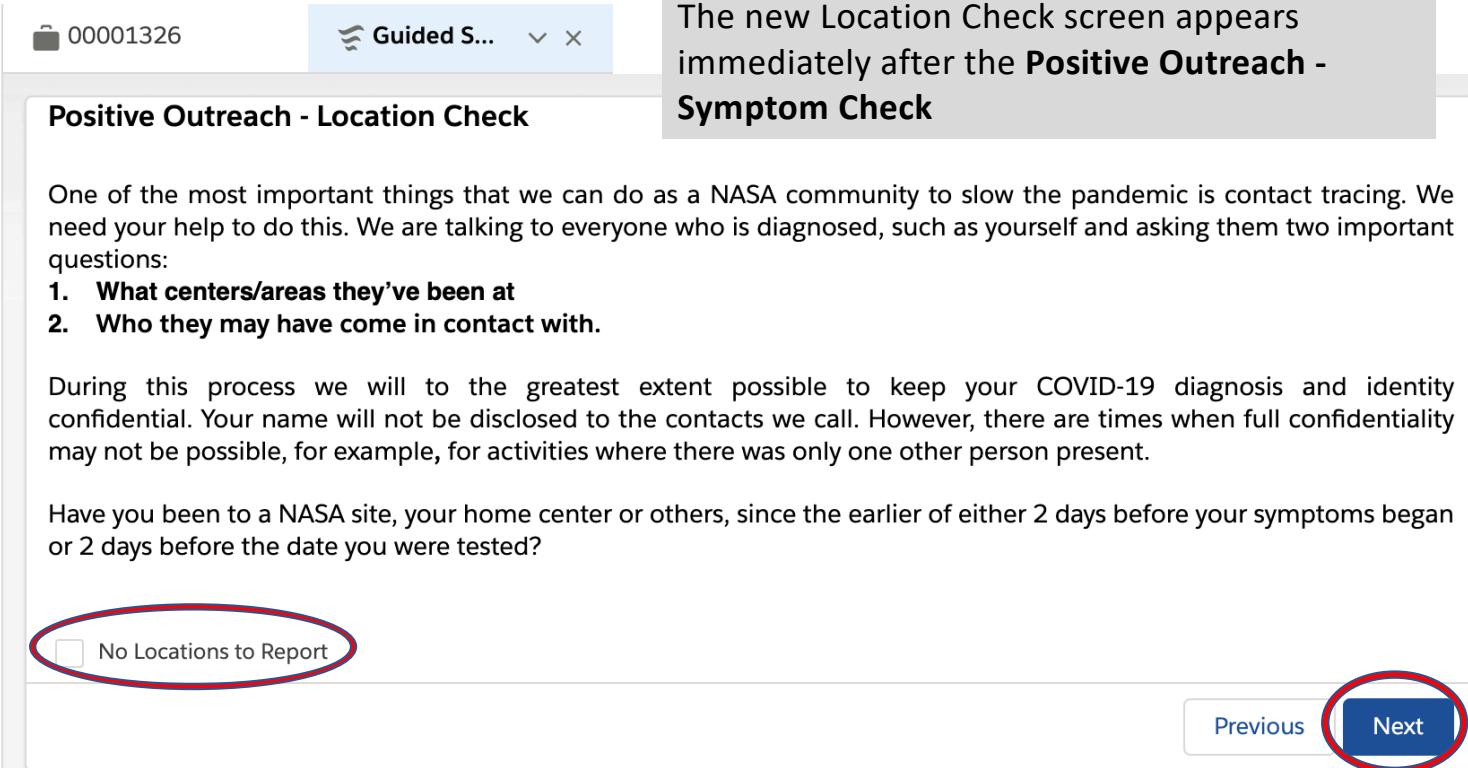
Other Pertinent Info

Previous Next



Updated Positive Guided Script to include NASA Sites Visited – Location Check

The new screen titled "Positive Outreach – Location Check" has been added to the guided script to capture if the Contact has visited other Centers during infective period. If the Contact has only been at their "Home Center" or has not been on-site then the Contact Tracer will check the "No Locations to Report" and then select next. If the Contact has visited another Center outside of their "Home Center" then the Contact Tracer will not check the box, but simply select "next".



The screenshot shows a computer interface for a "Guided S..." script, specifically the "Positive Outreach - Location Check" screen. The title bar includes the script ID "00001326". The main content area displays the following text:

One of the most important things that we can do as a NASA community to slow the pandemic is contact tracing. We need your help to do this. We are talking to everyone who is diagnosed, such as yourself and asking them two important questions:

1. **What centers/areas they've been at**
2. **Who they may have come in contact with.**

During this process we will to the greatest extent possible to keep your COVID-19 diagnosis and identity confidential. Your name will not be disclosed to the contacts we call. However, there are times when full confidentiality may not be possible, for example, for activities where there was only one other person present.

Have you been to a NASA site, your home center or others, since the earlier of either 2 days before your symptoms began or 2 days before the date you were tested?

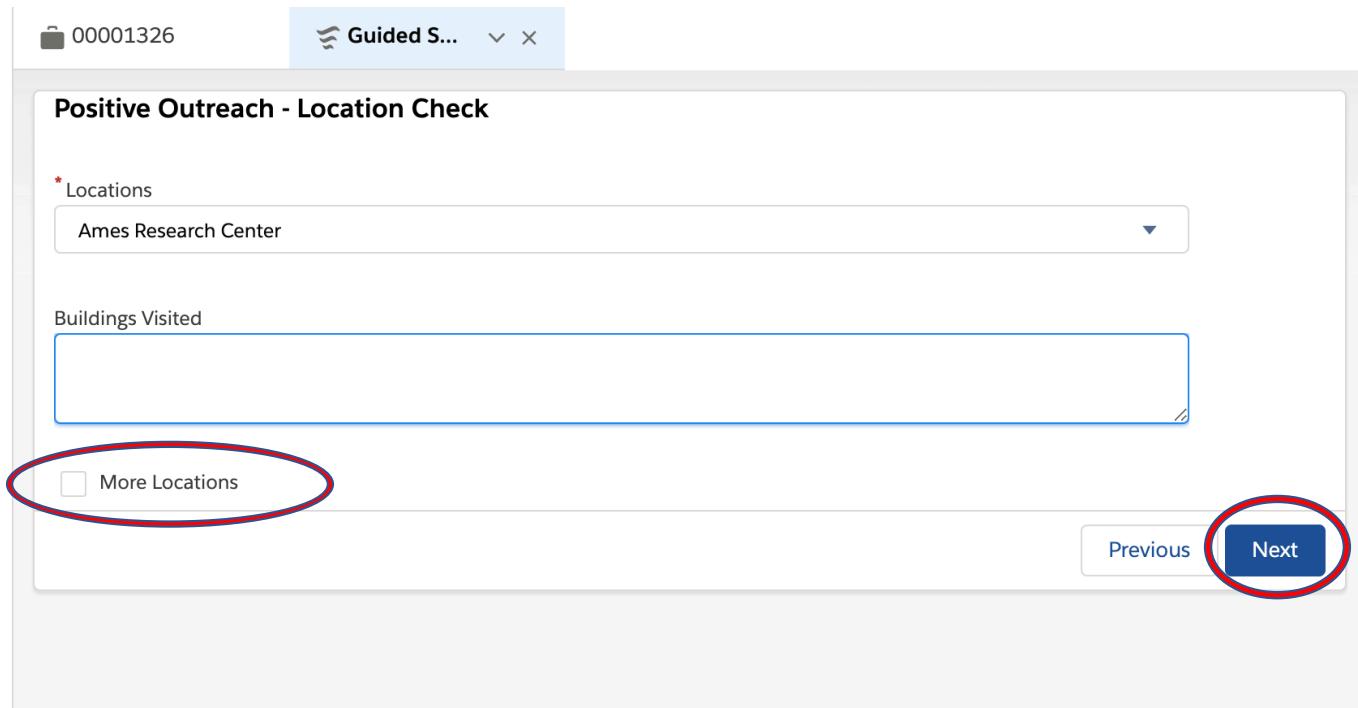
No Locations to Report

At the bottom right, there are "Previous" and "Next" buttons. The "Next" button is highlighted with a red oval.



Updated Positive Guided Script to include NASA Sites Visited – Location Check

If the Contact had Centers to report you would select from the “Locations” drop-down, and then enter details of Buildings Visited. If the Contact visited more than 1 Center outside of their “Home Center” then the Contact Tracer would select the “More Locations” box and then select “Next”. If the Contact has not visited any other Centers then the Contact Tracer will not check the box, but simply select “next”.



The screenshot shows a software interface for a “Positive Outreach - Location Check”. At the top, there is a header with a folder icon and the ID “00001326”, followed by a “Guided S...” button with a dropdown arrow and an “X” button. Below the header, the title “Positive Outreach - Location Check” is displayed. The main form contains a section for “Locations” with a dropdown menu showing “Ames Research Center”. Below this is a section for “Buildings Visited” with an empty text input field. At the bottom of the form, there is a checkbox labeled “More Locations” which is currently unchecked. To the right of the “More Locations” checkbox are “Previous” and “Next” buttons. The “Next” button is highlighted with a red oval. The “More Locations” checkbox and the “Next” button are the two elements that are circled in red in the screenshot.



New Awaiting Return to Work Status

00001696 ▼ X

Status: Awaiting Outreach ✓ Mark Status as Complete

Inquiry Positive Outreach + Follow Change Owner Edit

Status: Awaiting Outreach Inquiry Number: 00001696

Details Other Actions

* Account Name: James RTW Locations	Inquiry Owner: Kellie White
* Status: Awaiting Outreach	* Onsite Exposure Location: Kennedy Space Center
Closed Reason: --None--	Date/Time Opened: 9/9/2020, 6:46 PM
Contact Inquiries: ✓ Awaiting Outreach Outreach Underway	Date/Time Closed:
✓ Symptom Information: Awaiting Return To Work	
Symptoms: Yes	Symptom Onset Date: 9/7/2020

A red oval highlights the "Awaiting Return To Work" option under the Symptom Information section.



New Awaiting Return To Work Status Created

✓ Awaiting Return To Work Closed

Status: Awaiting Return To Work ✓ Mark Status as Complete

Inquiry Positive Outreach + Follow Change Owner Edit

Status: Awaiting Return To Work Inquiry Number: 00001696

Details		Other Actions	
Account Name	James RTW Locations	Inquiry Owner	Kellie White
Status	Awaiting Return To Work	Onsite Exposure Location	Kennedy Space Center
Closed Reason		Date/Time Opened	9/9/2020, 6:46 PM
Contact Inquiries		Date/Time Closed	
▼ Symptom Information			
Symptoms <small>i</small>	Yes	Symptom Onset Date	9/7/2020
		Symptom Resolution Date	
Have you already been tested?	<input checked="" type="checkbox"/>	Test Taken Date	9/4/2020
Test Status	Positive	Test Result Date	9/7/2020



New Return To Work Section Created

Test Status	Positive		Test Result Date	9/7/2020	
Did you wear a face mask?	<input checked="" type="checkbox"/>		Last Onsite Date	9/9/2020	
Presumptive <input type="checkbox"/>					
▼ Exposure Information					
Other Exposure Notes	Building 4200		No Contacts Reported	<input type="checkbox"/>	
▼ Guided Script					
Interview Completed Date			Provided Isolation Instructions	<input type="checkbox"/>	
▼ Description					
Description: 					
▼ Return To Work					
Recommendation Reason	Test Based Requirements				
Recommendation Notes	These are the recommendations entered by the Contact Tracer				
▼ System Information					
Inquiry Record Type	Positive Outreach	Last Modified By	Kellie White, 9/9/2020, 7:00 PM		
Subject		Created By	Kellie White, 9/9/2020, 6:46 PM		



New Return To Work Section Created – Drop Down Selections

Other Exposure Notes
Building 4200

No Contacts Reported

Guided Script

Interview Completed
Date

Description

Description

Return To Work

Recommendation Reason
Recommendation Notes

Return To Work Reason (dropdown menu):

- None--
- Asymptomatic Requirements
- Test Based Requirements
- Household Requirement Test Based Requirements
- Hospital Discharge Requirements
- OCONUS Travel Requirements
- Completed Self-observation Period
- Other

--None--

System Information

Inquiry Record
Type

Positive Outreach
This field is calculated upon save

Last Modified
By Kellie White, 9/9/2020, 6:59 PM



New Return to Work Inquiries View Created

All Open Positive Inquir... ▾

Actions & Recommendations

Search bar: Contact Outreach Queue

- My Inquiries
- Recently Viewed (Pinned list)
- ALL OTHER LISTS
- All Closed Inquiries
- All Open Presumptive Inquiries
- Location Inquiries
- My Open Inquiries
- Positive Outreach Queue
- Recently Viewed Inquiries
- Related Locations
- Return To Work Inquiries**