

Date:	June 14, 2021
To:	COVID Case and Contact Management (CCM) Team
From:	NH CCM Implementation Leadership Team
Re:	Update on COVID-19 CCM: Transition to a Single-Point-of-Care Model and Scale Down

Through the spring months, COVID-19 cases have decreased across the province and the north, with continued decreases expected in the summer months. In response, the Northern Health (NH) Case and Contact Management (CCM) Implementation Leadership Team has developed plans to revise the way NH delivers CCM, which includes the transition to a single-point-of-care model and initiating a scale down of CCM teams.

The current two-call model, which separates teams and functions into Case Initial Interview, Contact Tracing, and Contact Notification will be transitioned to a single-point-of-care model on **June 29, 2021** (see appendix 1 for an overview). In the single-point-of-care model, cases will be contacted by one individual for the initial interview, case management and contact tracing. Contacts will continue to be notified by the Contact Notification Team. This model will enable a single phone call to cases, similar to CCM process prior to December 2020. Overall, this approach will support improved client and staff experiences in the months ahead.

To support the transition to a single-point-of-care model and in response to the decrease in COVID-19 cases, the scale down of CCM teams has been initiated. At this time, CCM and PPH staff are being transitioned to other urgent organizational priorities, such as COVID immunizations, which will be an urgent priority for the summer and into the fall. To facilitate this transition, most redeployed staff have already returned to their home units, reassignments and redeployment to COVID immunizations are being planned and implemented, and the call centre is scaling down. However, it is important to note that the CCM Implementation Leadership Team is also planning how to scale back up if case counts show signs of increase again.

We are grateful to all the team members who have supported CCM over the past year, and particularly over the past several months as NH responded to the surge in COVID-19 cases across the north. The effectiveness of CCM and NH's ability to bend the curve in the north is a testament to your great work. Thank you for everything you have contributed to CCM and NH's COVID-19 response.

Further information about these changes will be shared at the June 17th CCM tailgate.

Northern Health COVID-19 Case and Contact Management Process

June 2021

Green = Function conducted in CCM Structure
Grey = Function conducted outside of CCM Structure

