

Tracing Health

A Public Health Workforce Solution



Tracing Health's Vaccination Support Services

The Tracing Health Program

The Public Health Institute and the Oregon Public Health Institute created the Tracing Health program in the spring of 2020 to meet the needs of the COVID-19 pandemic and to mitigate the exacerbation of health inequities. Tracing Health combines best practices and an equity-driven approach to provide a comprehensive suite of COVID-19 support services to health departments and healthcare partners who are navigating COVID-19 response and recovery.

A Flexible Workforce - Contact Tracing to Vaccine Support

In the Spring of 2021, as COVID-19 vaccines became more widely available, Tracing Health saw a need to support the vaccination rollout efforts and quickly added vaccine outreach and coordination to our list of support services. Tracing Health's Contact Tracing and Case Investigation (CT/CI) staff had extensive cross-discipline training and months of frontline community experience, making it easy to pivot to address the evolving priorities.

In partnering with public health departments with their vaccine rollout Tracing Health prioritized supporting communities of color, the elderly, people living with disabilities, and other groups that we knew would experience barriers to access these lifesaving immunizations. By providing multilingual outreach and education, we connected vulnerable communities such as migrant farmworkers, individuals experiencing homelessness, and homebound seniors with vaccine opportunities.

Remote Vaccine Outreach & Support

Once COVID-19 vaccine's became widely available, our remote CT/CI workforce was able to quickly stand up vaccine call centers and databases. As our new Vaccine Teams came online, they began calling prior COVID-19 cases and contacts already in our databases to help schedule vaccine appointments and answer questions or concerns they might have. In areas where we worked directly with health care facilities, we did specific outreach to high-risk groups within the patient populations to determine vaccination status and assist with scheduling using the state systems. Our teams also took the important step of making follow-up calls to ensure appointments were kept and that second vaccine doses were scheduled. Additionally, we consulted and developed partnerships with community-based organizations that were best positioned to reach people impacted by health inequity.

We are an effective, experienced and equity-driven contact tracing solution. We are Tracing Health.

For more information about partnering with Tracing Health, please contact: inquiries@tracinghealth.org



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Remote Vaccination Support Services

- Assist with scheduling appointments through the state systems
- Outreach to communities experiencing barriers to vaccine access
- Calling back prior COVID + cases to help schedule a vaccine appointment.
- Supporting specific mass-vaccination sites with scheduling and outreach
- Supporting Community Health Centers with direct outreach to patients

Vaccine Ambassador On-Site Support

Tracing Health has also been able to offer in-person vaccine support services in many of the communities where we work. These 'Vaccine Ambassadors' have worked on-location at vaccination sites ranging from suburban Community Health Centers (CHC) to rural fairgrounds, public libraries and even remote ranches and farms. We support healthcare professionals and community-based organizations by assisting with all non-clinical aspects of vaccine delivery. From logistics, and coordination to translation and temperature taking, Tracing Health's Vaccine Ambassadors are on the frontline of protecting high risk and hard to reach populations.

On-Site Vaccination Support Services

- Greeting patients and directing them to the appropriate stations
- Helping patients fill out consent forms and interpreting when needed
- Answering any questions or concerns in patients primary language

Digital Tools to Assist in Vaccine Support

In addition to the human resources Tracing Health was able to allocate to vaccine rollout efforts, our Data Technology team developed and/or adapted multiple HIPAA compliant platforms and databases to manage the data and coordinate the workflow. These tools, developed with extraordinary speed, created extremely important efficiencies so that the frontline teams could manage the workload.

VIP - Vaccine Information Platform

Tracing Health and PHI developed the VIP Platform to streamline and automate data coming into our Vaccine Call Centers. With a large number of callers needing assistance, Tracing Health was not always able to answer each call immediately. The VIP system transcribes voicemails left in the general inbox automatically and relevant data points auto-populate in the database. This efficiency helps our team quickly gather important data and allows them to get back to the callers promptly and with the most relevant information.

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VIP Platform Features

- Automated transcription of voicemails into text data
- Automated data transfer from voicemail to database
- Built-in call system within the platform
- Interactive web pages for data entry and business rules for data validation
- Interactive dashboard for metrics and reporting
- Custom filtering of records by variables like status and language

VAST - Vaccine Administration Scheduling Tracker

Tracing Health works in communities throughout California, Oregon, and Washington. The Vaccine support teams needed to have the most updated information regarding vaccine locations, scheduling availability and patient tracking across these regions. To assist in these efforts, we developed the VAST platform. With VAST, vaccine providers could upload their information directly to the program giving the Tracing Health teams immediate access to details such as current vaccination site locations and appointment availability. The teams could then make calls to our communities and help schedule appointments in the proper locations.

VAST Platform Features

- Interactive platform for data entry and vaccine data storage
- Built-in call system within the platform
- Custom filtering of records by status

A Flexible Workforce is an Effective Workforce

Tracing Health has been able to adapt to urgent public health needs throughout the pandemic. By providing comprehensive training to our team members and hiring a majority multilingual workforce, we have been able to provide Public Health Departments and Community Health Centers with crucial support at each stage of the COVID-19 pandemic. While continuing our contact tracing services we were able to actively support the communities where we work with crucial vaccine coordination services. Our Vaccine Teams teams have reached out to high risk populations and scheduled thousands of vaccine appointments, answered countless questions about vaccine safety and efficacy and directly helped in-person at vaccination sites throughout the areas where we work in California and the Pacific Northwest. With our focus on cultural responsiveness and primary language services, Tracing Health continued to mitigate health inequity through the vaccine rollout by improving vaccination rates in the populations we serve.

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