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## Informant



The informant looks for rumors in the population, e.g. at a health facility or in the community, and informs the surveillance officer. He / she also collects information on death of any health care worker from an acute illness, health worker absence from work or hospitalization as a result of an acute illness. For the informant, there exist three different forms depending on where he / she is situated: Ebola focal point at a health facility, community informant, community health care worker.

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### Needs

- needs a checklist on what information to retain from a rumor, e.g. hospitalized / dead health care worker from an acute illness
- needs to be able to enter demographic information of the rumor (name, address, age, sex)
- needs to be able to enter any history of contact with a suspected case, history of travel to infected zone, history hospital attendance, occupation (health care worker, others), relation of health care worker), symptoms, temperature
- needs to be able to enter information on any health worker's death from an acute illness in my facility (name, age, sex, designation, date of death, signs and symptoms of illness, probable cause of death)
- needs to be able to enter information on any health worker's illness from an acute cause in my facility (name, age, sex, address, onset of illness, designation, signs and symptoms, date of hospitalization, place of hospitalization)
- needs to get information if and when a surveillance officer will come to investigate
- needs a checklist / standard operating procedures of what information to provide for rumor and its contacts and how to handle them while waiting for investigation
- needs to get general alerts (news feeds, health updates) on community health information to develop my capacity to be able to detect diseases more efficiently

### Interactions/Dependencies with/to Other Roles

- Surveillance Officer

### Artifacts (Input/Output)

- Form for entering rumor information
- Checklist for necessary rumor information
- Checklist for handling rumor while waiting for investigation

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## Surveillance Supervisor



The **Surveillance Supervisor** coordinates the input from multiple officers: **Rumor Officers** and **Surveillance Officers**. He supports **Rumor Officer** in deciding on the investigation on a new rumor. He/She can also receive incoming rumors from the community etc., but will forward this to the **Rumor Officer**. The **Rumor Officer** investigates rumors. Once a suspected case is identified, she/he will hand over all relevant information to the **Surveillance Supervisor** for action.

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### **Needs**

#### **Rumor Management**

- needs to get informed by my rumor officers on the outcome of rumor investigation
- needs to enter the information on the outcome of a rumor
- needs to hand over information about suspect cases to the case supervisor
- needs to have a daily list of all incoming rumors
- needs to have a checklist for incoming rumor calls
- needs to log rumors, e.g. call, mail, person, time, place, name, reason, type of rumor, source, in the alert investigation form which are to be investigated

#### **Active Case Finding Management**

- needs to get informed by the surveillance officer of new suspected cases
- needs to get informed on the death of a health care worker
- needs to get informed on the cluster of ill health care worker

#### **Reporting**

- needs to get a daily, weekly, monthly graph on the location from where rumors were reported
- needs to get a summary of rumors discarded
- needs to get a report of the number of rumors investigated (%)
- needs to get an epicurve daily on newly identified confirmed cases, suspect cases etc.
- needs to get a report on hospitals visited daily
- needs to get a report on the number of communities visited

#### **Interactions/Dependencies with/to Other Roles**

- Surveillance Officer
- Rumor Officer
- Case Supervisor
- Contact Supervisor
- Informant

#### **Artifacts (Input/Output)**

- Alert investigation form, i.e. information on rumor
- Checklist for incoming rumor calls

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## Surveillance Officer



The surveillance receives incoming formal notifications as well as informal rumors or hints to possible cases. Furthermore, he or she also reaches out to hospitals to assure zero reporting and may verify on site whether criteria of case definitions apply for a possible case. The surveillance officer is involved in active search of possible cases in the community and reports them to the surveillance supervisor.

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### Needs

#### **Active Case Finding**

- needs a daily reminder of sending a zero report in case I have not heard about new suspect cases of EVD in my district, in order for the surveillance to be assured of my vigilance
- needs a list of healthcare facilities with contact details to schedule regular calls or visits to actively ask for zero reports
- needs to schedule new appointments with healthcare facility incl. to be reminded of ensuring constant surveillance of all listed healthcare facilities, e.g. once per week
- needs to complete the alert investigation form during my rumor investigations that was initially filled out by the surveillance supervisor
- needs to document the results of incoming phone calls, e.g. the outcome of a healthcare facility call asking for new deaths
- needs to document rumors
- needs a checklist of information to retain from a rumor
- needs to enter information on a rumor in the system to inform the Surveillance Supervisor to take appropriate action
- needs to enter demographic information of the rumor (name, address, age, sex, state, LGA, ward, work address, phone number)
- needs to enter any history of contact with a suspected case, history of travel to infected zone, history hospital attendance, occupation, e.g. health care worker or others, relation of health care worker, symptoms and their onset, temperature, consumption of bats or other wild animals, bats in the surroundings, history of involvement in recent burial
- needs to inform the surveillance supervisor about the outcome of the investigation (rumor dropped, further investigation needed, or person should be picked)
- needs to inform the surveillance supervisor of the death of a health care worker due to an acute illness
- needs a checklist what information I should give to a suspected case and his/her contacts
- needs the community to inform me about rumors, or other kind of hints of cases occurring in or close to my district in order for me to enhance vigilance or to activate additional social mobilization
- needs to be informed about the Ebola situation in my LGA state, e.g. via weekly or monthly summaries generated automatically
- needs to be reminded of unfinished tasks

#### **Interactions/Dependencies with/to Other Roles**

- Informant
- Surveillance Supervisor

#### **Artifacts (Input/Output)**

- EVD HCW Active surveillance Form I + II
- Rumor documentation in case no further investigation is needed
- Checklist to decide on further rumor investigation
- Contact list of healthcare facilities
- Zero reports to indicate a successful follow-up without new documented case

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## Contact Supervisor



The contact supervisor coordinates the activities of several contact officers. Contacts that develop symptoms are reported to the contact supervisor by the contact officer as suspected cases. The contact supervisor then informs the case supervisor for immediate evacuation, laboratory confirmation, and decontamination. Contacts or relatives of contacts who have issues with stigmatization, rejection or are difficult to deal with are also referred to the case supervisor.

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## Needs

### Contact Management

- needs to be informed about any death of a healthcare worker
- needs to inform other state epidemiologists about contacts or suspected cases that have entered their area
- needs to be informed immediately when a suspected case was tested negative to stop contact tracing
- needs to create a list of task, i.e. contacts to follow-up, to delegate to contact officers within my district
- needs to have a daily overview on contacts to be visited today and how many contacts have actually been visited
- needs to be informed on the outcomes of created tasks, i.e. in case a contact got lost, is not cooperative, or could not be visited, to ensure that all tasks are fulfilled and to take countermeasure where necessary, e.g. to re-assign task to new contact officer
- needs to have an overview at any time on the current status of all tasks of my contact officers, e.g. assigned, in progress, completed
- needs to have the outcome of any completed contact visit available in real-time, e.g. to trigger immediate action in case of a detected suspected case
- needs to be able to inform the case supervisor directly about detected suspected cases, e.g. via push message / SMS (including feedback that the message was read)
- needs to be informed immediately about any new contacts identified by a contact officer that have to be assigned to a contact officer for contact tracing
- needs the system to provide functions to optimize workload of my contact officers equally, e.g. the same amount of contacts to visit, include route optimization, time estimations of already visited contacts, etc. - my officers, however, should be able to change the priority and assigned contacts after proposed optimization
- wants the system to automatically assign a contact to the same contact officer (unless it is a new contact)
- needs to have a daily meeting with my contact officer team
- needs to mark contacts as "moved to another area / state" if a contact has moved to a location outside of my responsibility area

### Reporting

- needs to get an epicurve daily on newly identified confirmed cases, suspect cases etc.
- needs to have a daily follow-up rate of contacts
- needs a daily summary of contacts needing psycho-social support (i.e. name and location of contact, contact type [1, 2, 3, 4], relationship to case, status of contact visited or not, if already visited by psycho-social officer: name and his GPS location)

- needs to inform the case supervisor about contacts needing psycho-social support (the case supervisor also supervises the psycho-social group, so he must be informed to appoint the psycho-social officer to take charge)
- needs to get a summary of contacts that have been "generated" by a particular case, including their geo-locational distribution (e.g. on a map)
- needs to receive a daily report on contacts lost to follow-up, not cooperative contacts to initiate countermeasures
- needs to receive daily reports from my contact officers containing
  - number of contact supposed to be seen and how many seen (%)
  - number of symptomatic contacts
  - number of new contacts registered
  - number of symptomatic contacts that were picked
  - number of symptomatic contacts that were negative and discharged from isolation
  - number of contacts that completed follow up
  - projection of contacts to be followed up for the next 7 days
  - ratio of contact tracers to contacts

### **User Management**

- needs to maintain a list of contact officers, i.e. creation of new contact officers with contact details and accounts, deletion of left officers, and status such as available, in field, sick etc. to reassign workload to other officers if needed

### **Interactions/Dependencies with/to Other Roles**

- Contact officer
- Case supervisor

### **Artifacts (Input/Output)**

- Case report / information about case for which contact tracing is done
- List of contacts to trace, where each contact contains details on tracing, e.g. last visited (timestamp) or geospatial position like GPS data
- Staff list with all contact officers to coordinate and their current status
- List for each officer with contacts to trace
- Meeting protocol from daily meeting with all contact officers
- Daily reports from each contact officer
- Information on suspected case received from contact officers to be forwarded to case supervisor

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## Case Supervisor



The case supervisor coordinates the activities of several case officers by assigning tasks such as clinical management of cases at the isolation facility, decontamination of residences and facilities, safe burial of corpses, psychosocial support of cases, contacts and relatives. He or she also informs the contact supervisor and surveillance supervisor about the laboratory results and status of suspected cases, i.e. either confirmed or discarded.

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### **Needs**

#### **Case Documentation**

- needs to enter all information provided by my assigned case officers (either by speech or by hand-writing) since they are wearing personal protective equipment and are unable to document anything digitally.
- needs to create a new case

#### **Case Handling**

- wants to have a check list of tasks that must be accomplished for successful case handling
- needs to get notifications about the status of the sample I sent to the lab for diagnosis
- needs to get a reminder in case the lab did not return lab results and diagnosis in time, e.g. no return after 48h
- needs to get immediately informed about incoming lab results of suspected cases
- needs to assign tasks to my case officers, e.g.
  - initiation of an evacuation of the patient,
  - decontamination of the location, or
  - deescalation of the alert.
- needs to be able to notify the contact supervisor about new positive cases to initiate tracing of potential contacts
- must be notified by the system immediately in case of death of a confirmed EVD case, so that I can assign the burial task to a case officer

### **Interactions/Dependencies with/to Other Roles**

- Contact supervisor
- Case officer
- Surveillance supervisor

### **Artifacts (Input/Output)**

- Checklist with tasks for case handling
- Case investigation form / case report (available in folder artefacts)
- Task list for case officers

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## Rumor officer



The rumor officer is part of the EOC team and collects all incoming rumors on possible cases that come in through different channels, e.g. phone, mail, media reports etc. from citizen, health care workers, or indirectly via the hotline.

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### **Needs**

- needs a checklist on all information obtained about a rumor, e.g. Age, name, sex, address, phone number, travel history, occupation, hospital attendance etc.
- needs to enter any history of contact with a confirmed case
- needs to enter history of travel to an infected zone, history of hospital attendance, occupation, health worker or not, symptoms
- needs to inform the surveillance supervisor about the outcome of the investigation, e.g. rumor dropped, further investigation or person should be picked, in order to forward that back to the contact supervisor

### **Interactions/Dependencies with/to Other Roles**

- Surveillance supervisor

### **Artifacts (Input/Output)**

- Checklist with required information on rumor
- Rumor information document, e.g. with history of contact, travel, or hospital attendance



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## Contact officer



The contact officer is responsible for conducting contact tracing within a particular district. He/she visits contacts of cases to interview and monitoring them regarding the development of symptoms, but also derives concrete contacts from abstract contact groups, e.g. "school" or "church". For a contact officer, it can take up to 3 hours driving to a contact, thus they have co-workers within his/her district. Each contact officer receives his tasks/contacts to visit from the contact supervisor and must report outcome of their contact tracing, e.g. the detection of a suspected case, to their contact supervisor.

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The contact officers are often DSNOs, staff members from the Ministry of Health, graduates and residents from the Nigeria Field Epidemiology and Laboratory Training Program, Red Cross Volunteers, or surveillance officers from WHO.

### Needs

#### Contact Management

- needs to have an overview of the contacts I need to visit within the next seven days in order to plan my week accordingly and to reach out to the Contact Supervisor for further help if needed
- needs to schedule appointments with contacts I have to follow
- needs to be immediately informed about new contacts I have to follow
- needs to know which contacts I still need to find and visit for an INITIAL interview
- needs to be able to create a contact placeholder to be able to enter a group of contacts (people in a church / bus)
- needs to add individual persons to contact groups
- needs to mark a contact group as irrelevant or as complete, meaning that all individuals have been identified

#### Contact Interview

- needs to have a list of contacts I have to check today in order to take appropriate monitoring measures and check their health status (structured check list for 21 days)
- needs to have guidance / instructions how to ensure complete identification of contacts in order reduce the chance of missing out contacts
- needs to have up-to-date information about the case whose contact I am currently following in order to facilitate the contact interview
- needs to be guided through the contact interview according to the information that is currently missing in the documents
- needs to have a checklist for measures to implement and document work to be done to ensure complete infection control
- needs to be able to create a new contact with the following information:
  - Surname, last name
  - Relationship to case, type of contact
  - Phone numbers (of contact, relatives)
  - Location (GPS coordinate on a map)
  - Type of contact
- needs to document demographics of a contact on my first visit, including:
  - name
  - age

- sex
- occupation
- home address
- occupational address
- marital status
- religion
- primary phone number
- alternate phone numbers
- education status
- kind of residence (several households flat, single rooms self-contained, single rooms not self-contained, sharing toilets with other households)
- nationality

### **Reporting**

- needs to report any contacts I could not follow to the contact supervisor
- needs to report a detected suspected case, i.e. a contact showing symptoms, immediately to the contact supervisor
- needs to inform the contact supervisor about contacts that were not available, are not cooperative, or can be discharged to take corresponding countermeasures
- needs to inform the contact supervisor of the death of a healthcare worker due to an acute illness
- needs to inform the contact supervisor that a contact needs psycho-social care prior its discharge, e.g. due to depression

### **Interactions/Dependencies with/to Other Roles**

- Contact supervisor

### **Artifacts (Input/Output)**

- Contact List for the day and week
- Daily report for contact supervisor
- Case report relevant for currently followed contact
- Suspected case information
- Contact tracing form
- Interview guide for contact interview
- Appointment calender
- Contact list of new potential contacts to be traced