

The Outreach Worker's Role in Contact Investigations

# Locating Interviewing and Observing

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Outreach worker Training  
2012



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### Locations.... Locations.... Locations.....



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<p><b>INTERVIEWING</b> Gather information</p> 	<p><b>EDUCATING</b> Explain information</p> 
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### Interviewing

Listening



Talking



A slide titled "Interviewing" with a light green background. On the left, a stick figure is shown in profile, leaning forward with its hand to its ear, labeled "Listening". On the right, a stick figure is shown from the front, holding a red megaphone to its mouth, labeled "Talking".

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### People are complex

- × Mental Health Issues
- × Cultural beliefs
- × Substance abuse
- × Anger
- × Private/Secretive/Guarded



A slide titled "People are complex" with a light green background. On the left is a bulleted list of five items. On the right is a photograph of a yellow diamond-shaped road sign with a black symbol of a person with four arrows pointing outwards. Below it is a rectangular sign that says "GOOD LUCK" and "45 M.P.H.".

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### Initial Meeting

- × The first 5 seconds
- × Confidentiality is important to both of us!
  - + I've been doing this a long time
  - + I'm good at what I do
  - + I Understand this may be uncomfortable
- × Body Language



A slide titled "Initial Meeting" with a light green background. On the left is a bulleted list of three items. On the right are three small inset photos: a woman on a phone, a group of people, and a man's face. At the bottom right is the logo for the Vermont Department of Health, which includes the text "VDH VERMONT DEPARTMENT OF HEALTH" and "Protecting You and Your Environment".

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### QUESTION FLOW

- Close Ended
  - Open Ended
    - Clarifying
      - Probing

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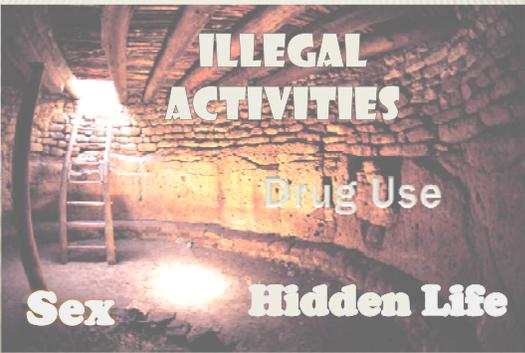
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### PROBING QUESTIONS



**ILLEGAL ACTIVITIES**

Drug Use

Sex Hidden Life

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- Interrupting
- Asking several questions at once
- Asking leading questions
- Not providing enough time to answer
- Putting the person on the spot
- Problem solving in the middle of the interview

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**ACTIVITY**  
**Going down the Rabbit hole**

- Find your partner: match your word/color
- Client: - you will know what you are trying to hide
  - ad-lib as needed
  - Don't be too hard on the interviewer
- Interviewer: - you will know the general topic
  - Concentrate on discovering new information
  - You have 7 minutes to learn what your patient is trying to hide from you
- Discuss the challenges and successes

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**Observation**

How  
Observant  
are you?



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**Observing and Remembering**  
**Answer these questions about the city scene**

1. How many pieces of litter are seen in the street?
2. What color is the car on the right side of the photo?
3. What month was the photo taken?
4. How many people are carrying something as they cross the street?
5. What is the primary color on the banners lining the street?
6. What time of day was this photo most likely taken?
7. What is the color of the building located furthest to the front left hand side of the picture?
8. Is there one or two manhole covers visible in the street?

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**Recall – When is there a change?**



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Thank you

Appreciate the irony  
of the human condition  
as well as  
the circumstances  
that occur in the  
course of your work day



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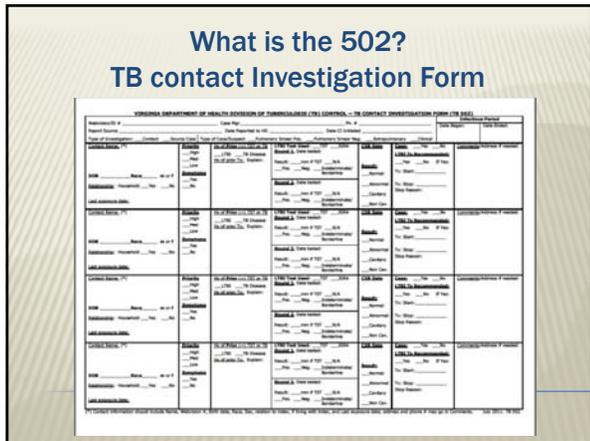
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**New Content**

- ✘ Date Reported to HD
  - ✘ CDC question
  - ✘ Timely reporting = timely intervention
- ✘ Date CI Initiated
  - ✘ Program Evaluation question
- ✘ Last exposure date
  - ✘ Necessary to determine
    - ✘ "Round 2" testing dates
    - ✘ Conversions
- ✘ IGRA





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### USING THE 502

- × Why
- × How
- × When



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### WHY MUST WE REPORT CONTACTS?

- × The CDC is changing focus
- × Fewest cases counted in recorded history
- × Missed contacts slow the decline of morbidity

“Every case was once a contact...”



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### HOW TO REPORT CONTACTS

- × Follow the definitions and instructions provided on the reverse side of the form
- × Fill out the 502 as completely as possible
- × Help is always available – Call me anytime

Paul Regan PHA – 804-864-7969  
Fax – 804-371-0248



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### WHEN TO FAX THE 502 CI REPORT FORM

- **Initial - 4 weeks** after the date the CI was initiated
  - Include round 1 testing information
  - Include as much as is available at that time
- **Follow-up - 4 months** after the date the CI was initiated
  - Include round 2 testing results & updates from round 1
  - Normally, round 1 testing should be complete with infected contacts starting LTBI treatment within 4 months
- **Final - no later than 15 months** after the date the CI was initiated
  - Include final outcomes for all identified contacts
  - For all contacts who started LTBI treatment, include the completion date of the 'stop' reason with date

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### Final Thoughts

Questions?  
Comments?  
Concerns?

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