



Contact Tracing Conversations

Course Overview

Public Health (PH) plays a vital role in pandemic management. Crucial components of this include source and contact tracing and case management. The conversations through which these processes are conducted can be both technically difficult and emotionally challenging. Education of staff is of utmost importance for case integrity, staff and patient safety; particularly for those who have been deployed from their usual work environment to meet pandemic surge demands. This course, developed in conjunction with the NSLHD PHU, provides a 3 stage framework for conducting these conversations.

Target Audience

Public Health Unit contact tracing staff

Course Description

Course Aims:

- To provide Public Health staff with a 3 stage framework for conducting tracing interviews
- To develop strategies for managing common challenges in interviews
- To explore techniques for thorough and comprehensive data collection
- To deliberately practice elements of the interview with simulated patients

Topics covered:

The course focuses on the following topics

- Preparing for the call
- Previewing the conversation and potentially breaking bad news
- Managing strong emotion
- Using a conversation structure

Topics not covered:

- The investigative process and local PHU guidelines

Approach

- Participants work in small groups with experienced clinical simulation instructors.
- The focus on the day will be practice and feedback using actors as contacts.

Prerequisites

Some familiarity with local questioning guidelines.

Participant Numbers

6 – 9 people per course, with a minimum of 3.

Delivery mode

Face to face or delivered remotely on Zoom platform

Bookings and Further information

Contact the SCSSC on 9926 4620 or via email NSLHD-SMSC@health.nsw.gov.au



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