

	DAY 1 - MONDAY Self-Paced Overview of Public Health and COVID-19	DAY 2 – TUESDAY 9:30 a.m. – 5 p.m. Introduction to Contact Tracing	DAY 3 – WEDNESDAY 10 a.m. – 5 p.m. Systems Deep Dive (Salesforce and AWS)	DAY 4 – THURSDAY 9 a.m. – 4 p.m. Process Training	DAY 5 – FRIDAY 9 a.m. – 5 p.m. First Day on Unit!
OBJECTIVES <i>(What will you learn?)</i>	<ol style="list-style-type: none"> To provide foundational information on this project and your position Orientation to Microsoft systems (MS Outlook, MS Teams)—you will use these platforms to communicate with your team once onboarding is complete. 	<ol style="list-style-type: none"> Understand the end-to-end process of contact tracing Preview and begin practicing with the technologies (AWS and Salesforce) you will use for contact tracing 	<ol style="list-style-type: none"> Feel confident navigating Salesforce and AWS while performing case investigation/contact tracing Understand advanced topics, such as sending e-mails within Salesforce 	<ol style="list-style-type: none"> Understand the policies and procedures you will use as a case investigator/contact tracer Learn from your experienced team members Know where to go for resources and support 	<ol style="list-style-type: none"> Transition to your team and unit and meet your supervisor Review logistics such as scheduling and tracking time Shadow actual live calls and learn from your peers
FORMAT <i>(How will this training be conducted?)</i>	<p>Complete all self-led training modules on TalentBoost by 5 p.m.</p> <p>A live, optional session on how to use Microsoft Teams and Outlook will be held at 3 p.m. If you'd like to join, the meeting invite is hosted on TalentBoost. If you are unfamiliar with Teams/Outlook, please join this session at 3 p.m.</p>	<p>9:30 a.m. – 10:30 a.m. Introduction to Contact Tracing Workflows</p> <p>10:30 a.m. – 11 a.m. Meet Your HR Team</p> <p>11 a.m. – 12:30 p.m. Independently watch videos introducing Salesforce and AWS</p> <p>12:30 p.m. – 3 p.m. Systems deep-dive: learn about case investigation in Salesforce and AWS. Small-group practice.</p> <p>3 – 5 p.m. Practice exercise and watch a role play of case investigation</p>	<p>10 a.m. – 12 p.m. Small group practice in Sandbox – review practice exercise from yesterday and learn Contact Tracing</p> <p>1 p.m. – 2:30 p.m. Practice with a partner – peer-to-peer roleplay</p> <p>3 – 5 p.m. Special Topics: Self-Reported Positive Cases, sending emails and Isolation/Quarantine Monitoring</p> <p>CARE RESOURCE COORDINATORS ONLY 3 – 5 p.m. Care Resource Coordinator role in Salesforce</p>	<p>9 a.m. – 11 a.m. Advanced Policies and Processes, including closing a case/contact and referring to a CRC</p> <p>11 a.m. – 12:30 p.m. Live Demo with Case Investigators, Q&A about their experiences</p> <p>1 p.m. – 2 p.m. Open Q&A before taking final assessment</p> <p>2:30 p.m. – 4 p.m. Self-paced assessment</p> <p>4:30 p.m. – 5 p.m. Walkthrough of your MS Teams site and additional informational resources</p>	<p>9 a.m. – 9:30 p.m. Logistical huddle – learn about your schedule and supervisor</p> <p>10 a.m. – 12 p.m. First meeting with your supervisor</p> <p>12 p.m. – 1 p.m. Break – make sure your credentials are set up</p> <p>1 – 4 p.m. Shadow a CI/CT on your unit – listen in on their calls to cases/contacts</p> <p>4:30 p.m. Final touchpoint with supervisor before making calls</p>
LOGISTICS <i>(How will you access these trainings?)</i>	<p>All Training Day 1 requirements will be found in Talent Boost. Note: Please use your personal email address as your TalentBoost username.</p> <p>Credentials and information for logging into TalentBoost are contained in the Onboarding Email you received from _____</p>	<p>Once you've completed your Day 1 Training Requirements, you'll receive e-mails with calendar invitations to all future training sessions to your PIH e-mail address. All meetings are held virtually over Microsoft Teams and will be sent from _____</p> <p>Training resources you'll need for Days 2 – 5 – such as additional videos – will continue to be found on TalentBoost.</p>			
PROCESS FOR COMPLETION <i>(What is required to complete training?)</i>	<ul style="list-style-type: none"> Complete pre-quiz; review ALL modules thoroughly and complete post-module quizzes Ensure all boxes are checked within the Data Security, Privacy and Confidentiality module; reviewing this information is required by the MA Department of Public Health If you do not complete modules by 5 p.m., you will automatically be enrolled in training the following week 	<p>At the end of Day 4, you will take an assessment to evaluate your knowledge. Questions on the assessment will be taken from each module. Attendance at all sessions is mandatory. Passing the assessment is required to begin making calls.</p>			<p>At the end of Day 5, your training will be complete. You're ready to start making calls!</p>

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