# Texas Health Trace

## Public Health Entity Integration

Division for Regional and Local Health Operations

**TEXAS**
Health and Human
Services | **Texas Department of State Health Services**

# Texas Health Trace Milestones

- April 24      Initial DSHS Contact Tracing Training
- April 27      Texas Health Trace Launched
- May 1      First contact tracing via system
- May 7      First Texas Health Trace System Training
- May 8      First Texas Health Trace Q&A
- May 9      Initial Public Health Region Integration
- May 15      Case Management System Enhancements Complete (Sprint 1)
- May 15      Statewide Integration of Public Health Regions
- May 18      MTX Call Center Launched
- May 25      Initial Local Health Department Integration
- May 29      Case Management System Enhancements Complete (Sprint 2)

# LHE Integration

Option 1: LHE does case investigation and contact tracing
- Option 1A: LHE uses own system
- Option 1B: LHE uses Texas Health Trace (THT)

Option 2
- LHE performs case investigation only
- LHE uses Texas Health Trace
- DSHS performs contact tracing

Option 3
- DSHS performs case investigation and contact tracing

Note: LHEs will have access to THT for data and reporting for their jurisdiction, regardless of selection

|  | Option 1A | Option 1B | Option 2 | Option 3 |
|---|---|---|---|---|
| CT System | LHE system | THT | THT | THT |
| Case Investigation | Data passed from LHE system into THT | Data entered directly into THT by LHE | Data entered directly into THT by LHE | Data entered directly into THT by DSHS |
| Contact Tracing | Data passed from LHE system and uploaded into THT | Data entered directly into THT by LHE | Data entered directly into THT by DSHS | Data entered directly into THT by DSHS |
| Reporting | LHE has ability to run reports | LHE has ability to run reports | LHE has ability to run reports | LHE has ability to run reports |
| Target Onboard | After June 1 | Week of May 25 | After June 1 | Week of May 25 |

# Option 1A: LHE Integration

- Required Trainings (completed prior to provisioning)
  - HIPAA ⟶
  - Cybersecurity ⟶
  - Basics of Contact Tracing ⟶
  - Texas Health Trace Reports (ETA: Mid-June, 2020)

  Should take place at the local level prior to provisioning

- Other Resources
  - Texas Health Trace Job Aids
  - Texas Health Trace Help Desk
  - Texas Health Trace System Training

# Option 1A: Responsibilities

- LHE
  - Work with DSHS to create a plan for jurisdictional data to be integrated into Texas Health Trace
  - Submit required forms and data for system configuration: Texas Health Trace (THT) Implementation Option Confirmation Form, LHE THT User Roster (including org name, EIN, and POC name/contact information), and any other requested information
  - Review help desk job aid and access help desk support as needed
  - Optionally, complete data entry and contact tracing trainings
- DSHS
  - Provide access to trainings
  - Provide access to job aids and help desk support
  - Provide Texas Health Trace access for a limited number of LHE users (information provided by LHE)

# Option 1B: LHE Integration

- Required Trainings (completed prior to provisioning)
  - HIPAA →
  - Cybersecurity →
  - Basics of Contact Tracing →          Should take place at the local level prior to provisioning
  - Texas Health Trace System
  - Texas Health Trace Data Entry
  - Texas Health Trace Reports (ETA: Mid-June, 2020)
- Other Resources
  - Texas Health Trace Job Aids
  - Texas Health Trace Help Desk

# Option 1B: Responsibilities

- LHE
  - Submit required forms and data for system configuration: Texas Health Trace (THT) Implementation Option Confirmation Form, LHE THT User Roster (including org name, EIN, and POC name/contact information), and any other requested information
  - Complete required trainings
  - Manually enter cases into Texas Health Trace (through beginning of June)
    - Future enhancements will include automated ingestion of electronic lab reporting
  - Access and share jurisdictional reports in Texas Health Trace
  - Review job aids and access help desk support as needed
- DSHS
  - Provide access to required and optional trainings
  - Provide access to job aids and help desk support
  - Provide Texas Health Trace access for LHE users (information provided by LHE)

# Option 2: LHE Integration

- Required Trainings (completed prior to provisioning)
  - HIPAA ⟶
  - Cybersecurity ⟶
  - Basics of Contact Tracing ⟶     Should take place at the local level prior to provisioning
  - Texas Health Trace System
  - Texas Health Trace Data Entry
  - Texas Health Trace Reports (ETA: Mid-June, 2020)

- Other Resources
  - Texas Health Trace Job Aids
  - Texas Health Trace Help Desk

# Option 2: Responsibilities

- LHE
  - Complete required trainings
  - Submit required forms and data for system configuration: Texas Health Trace (THT) Implementation Option Confirmation Form, LHE THT User Roster (including org name, EIN, and POC name/contact information), and any other requested information
  - Manually enter cases into Texas Health Trace (through beginning of June)
    - Future enhancements will include automated ingestion of electronic lab reporting
  - Complete case investigations in Texas Health Trace
  - Access and share jurisdictional reports in Texas Health Trace
  - Review job aids and access help desk support as needed
- DSHS
  - Provide access to required and optional trainings
  - Provide access to job aids and help desk support
  - Provide Texas Health Trace access for LHE users (information provided by LHE)

# Option 3: LHE Integration

- Required Trainings (completed prior to provisioning)
  - HIPAA
  - Cybersecurity
  - Basics of Contact Tracing
  - Texas Health Trace Reports (ETA: Mid-June, 2020)

Should take place at the local level prior to provisioning

- Other Resources
  - Texas Health Trace Job Aids
  - Texas Health Trace Help Desk
  - Texas Health Trace System Training
  - Texas Health Trace Data Entry Training

# Option 3: Responsibilities

- LHE
  - Submit required forms and data for system configuration: Texas Health Trace (THT) Implementation Option Confirmation Form, LHE THT User Roster (including org name, EIN, and POC name/contact information), and any other requested information
  - Access jurisdictional reports in Texas Health Trace
  - Access help desk support as needed
  - Optional: review job aids and complete system and/or data entry training(s)
- DSHS
  - Complete case investigations and contact tracing in Texas Health Trace
  - Provide access to optional trainings, job aids, and help desk support
  - Provide Texas Health Trace access for a limited number of LHE users (information provided by LHE)

# Texas Health Trace Help Desk

- Available from 8AM to 8PM
- Create ticket by sending email to thtsupport@mtxb2b.com
- Include the following information:
  1. First & Last Name
  2. Job Role
  3. Organization (DSHS, MTX, University, etc.)
  4. Email Address
  5. Phone Number
  6. Question or Issue
  7. Priority (Low, Medium, Urgent)

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# Texas Health Trace Help Desk

- Help Desk Support
  - THT system overview
  - Contact tracing process overview
  - Technical and/or system difficulties
  - Trouble logging into THT
  - Password resets
  - General customer service

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# Next Steps

- Ensure completion of required trainings
  - HIPAA
  - Cybersecurity
  - Basic of Contact Tracing
- Complete any additional required trainings (if applicable)
- Review other resources
- Provide list of users to receive Texas Health Trace access (if not already provided)
  - Users will receive an email from Salesforce with further instructions
  - All users will be asked to complete an acceptable use agreement (AUA) prior to initial login

# Next Steps

- Available Trainings
  - Texas Health Trace System Training
  - Texas Health Trace Data Entry Training

- Future Trainings
  - Learning Management System (ETA: May 25, 2020)
  - Dashboards and Reporting
  - Soft Skills

- Other Resources
  - Texas Health Trace Demo
  - Making Contact: A Training for COVID-19 Contact Tracers (ASTHO)

# Texas Health Trace

## https://dshs.texas.gov/tht

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