Novel Use of a Surveillance System to Enhance Communication with General Public and Local Boards of Health

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Methods
- On-Call Access database crashed in 2009 during H1N1 epidemic
- In response an on-call module/on-call event was created
- New workflows created to triage calls to programmatic areas at MDPH
  - General Epidemiology
  - Vaccine Preventable Epidemiology
  - General MAVEN or Surveillance Queries

Enhance communication with existing surveillance system

On-Call Workflows
- Automated “folders” in MAVEN called “Workflows” triage on-call events to General Epidemiology, Vaccine Preventable Disease Epidemiology or ISIS program areas
**Maven Disease Surveillance Suite - TEST**

**Event Summary**
- **Event ID:** 10026113
- **Date:** 09/06/2015
- **Time:** 23:52 PM
- **Call open:** 500
- **Program:** Interstitial Program
- **Disease:** Mumps
- **Summary:** Doctor is calling to first outline how to aid patient for mumps. No need for face-to-face on site, but need to call/reg for some of the patients.

**Event Information**
- **Status:** Active
- **Type:** Phone
- **Phone:** 206-555-5555
- **Event Type:** Phone
- **Event Type:** Phone

**On-Call Events Created**

<table>
<thead>
<tr>
<th>Year</th>
<th>Number of On-Call events created in MAVEN</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>3,999</td>
</tr>
<tr>
<td>2010</td>
<td>6,941</td>
</tr>
<tr>
<td>2011</td>
<td>7,139</td>
</tr>
<tr>
<td>2012</td>
<td>7,778</td>
</tr>
<tr>
<td>2013</td>
<td>6,569</td>
</tr>
<tr>
<td>2014</td>
<td>6,245</td>
</tr>
<tr>
<td>2015 so far…</td>
<td>6,711</td>
</tr>
</tbody>
</table>
#2 Sensitive report dissemination

Report Dissemination

- Created Communication event product code (COM) for 351 towns
- Report added as an attachment

#3 Communicating with 351 LBOH
Conclusions

- Integrating On-Call and Communication capacity within MAVEN has allowed MDPH to retire aging databases with limited functionality
- Improved communication between MDPH, local boards of health and general public.
  - ability to track call volume by program area
  - Ability to track length of time from inception to completion of on-call events by program area
- Has allowed for secure information sharing by using MAVEN attachment functionality.

Thanks to MDPH IT Team, MDPH Epidemiologists and other ISIS program staff who contributed to this work for these projects

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