

Commonwealth of Massachusetts
 Department of Public Health
 Helping People Lead Healthy Lives In Healthy Communities

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

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Enhance communication with existing surveillance system

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

On- Call Workflows

- Automated “folders” in MAVEN called “Workflows” triage on-call events to General Epidemiology, Vaccine Preventable Disease Epidemiology or ISIS program areas

On-Call			
Epidemiology On-call	2 (0)	Very High	05/19/2015 02:37 PM
ISIS On-call	2 (0)	Very High	05/19/2015 02:37 PM
Immunization On-call	5 (0)	Very High	05/19/2015 02:37 PM

Maven Disease Surveillance Suite - TEST

Event Summary

Basic Information

Event ID: 100026113 (Unique Event ID)

Event: On-call event

Person: Nancy Drew () Phone:

Investigation Status: Open

Linked Events/Contacts: 0 linked event(s)/contact(s) (View)

Attachments: 0 attachment(s) (Add) (View)

Notifications: Event Date: 06/12/2015
Event Status: Contact
Event Type: Report Date

Edit Event Properties

Event Information

Event Data | Lab Results | Concerns | Persons | Tasks | Event P

Question Packages

QUESTION PACKAGE

01. Call Information

Information gathered at time of call to triage: correctly to appropriate program (General Epidemiology, Immunization, or MAVEN General Help)

Disease and Program Choice

01. Call Information Package , Nancy Drew On-call event

Event ID: 100026113

Event date: 06/12/2015

Call opened by: Molly

Call opened (date/time): 06/12/2015 03:52 PM (Immunization Program)

Disease: Mumps

Program: Immunization

Summary: Doctor is calling to find out how to test his patient for mumps - child fell on face while on trampoline, but can not rule out mumps for cause of facial sweating

Phone: (555) 555-5555 Add New

Type: Phone

Connecting and Documenting

EPI Call Info

Call Initiated: Yes Add New

Date: 05/20/2015

* Time: 10:31 AM

Epi taking call: Busy
Consult
EOD transfer
Left message
No answer
Other
Paged
Research for call
Spoke with caller
Wrong number

* Duration: 5

Outcome: Spoke with caller

Epi notes: Spoke to call - she is a list

EPI Close Call

Call status: Closed

Call Close Date: 05/20/2015

* Call Close Time: 10:35 AM

Call Close By: Sue S

Programmatic Epidemiologist accepts call from workflow

Programmatic Epidemiologist closes call to remove from the workflow

On-Call Events Created

Year	Number of On-Call events created in MAVEN
2009	3,999
2010	6,941
2011	7,139
2012	7,778
2013	6,569
2014	6,245
2015 so far...	6,711

#2 Sensitive report dissemination



What is in the Key Indicators Report

- Town/City Report (Top half)
- Statewide Comparison Report (Bottom half)

MDPH Disease Surveillance Evaluation - Data as of: 01JUN2014

Surveillance Summary - By Disease Priority - Name of Town

Disease Priority	Event Year	Total Events	Completeness of Key Indicators			
			#	%	#	%
Immediate	2010	39	31	79%	1	2.6%
	2011	37	20	54%	2	5.4%
	2012	44	34	77%	1	2.3%
	2013	36	21	58%	1	2.8%
	Total	156	114	73%	5	3.2%
Routine	2010	301	75	25%	44	14.6%
	2011	332	129	39%	48	14.5%
	2012	363	174	48%	52	14.3%
	2013	419	202	48%	54	12.9%
	Total	1415	580	41%	198	14.0%
All Diseases	All Years	1571	694	44%	253	12.9%

Tip: Your town/city specific data

Maven Surveillance and Case Management System

Event Summary

Basic Information
 Event ID: 101824167
 Event: Communication Florida
 Person: Communication Florida (1) Phone:
 Investigation Status: Open
 Attachments: 1 attachment(s) (add) (delete)
 Notifications: 1 notification(s) (add) (delete)
 Event Date: 07/02/2014
 Event Status: N/A
 Event Type: N/A
 Online/Offline Status: Offline

Attachment Functionality allows for secure report distribution for each town

Event Information

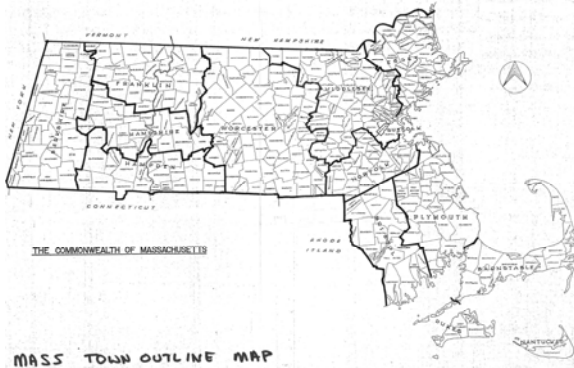
Event Data | Lab Results | Concerns | Persons | Tasks | Event Properties | Event History Trail

Question Packages

QUESTION PACKAGE PERSON
 LBOH Database Communication Florida

View Question Package

#3 Communicating with 351 LBOH



Maven Surveillance and Case Management System

Event Summary

Basic Information
 Event ID: 101824167
 Event: Communication
 Person: Communication Florida (1) Phone:
 Investigation Status: Open
 Linked Events/Contacts: 0 linked event(s)/contact(s) (close)
 Attachments: 1 attachment(s) (add) (delete)
 Notifications: 1 notification(s) (add) (delete)
 Event Date: 07/02/2014
 Event Status: N/A
 Event Type: N/A
 Online/Offline Status: Offline

Existing LBOH Database questions integrated into MAVEN that allows for each town to view their information and update accordingly

Event Information

Event Data | Lab Results | Concerns | Persons | Tasks | Event Properties | Event History Trail

Question Packages

QUESTION PACKAGE PERSON
 LBOH Database Communication Florida

View Question Package

LBOH Database Package - Communication Brookline Communication
Event ID: 101492018

Type of Coverage: [LBOH] | Region: [State] | Warm Status: [On] | **Specialized Service Area**

Name: [Brookline Board of Health] | Address 1: [15 Francis St] | Address 2: | Phone/City/State/Zip: [Brookline, MA 02445] | Phone: [(617) 730-2300] | Fax: [(617) 730-2298] | T3 Fax: | Email: | LBOH Website: [http://www.brookline.com/brookline/health/boeh/health/boeh.html] | Hours of Operation: [Mon 8:00-5:00 p.m., Fri 8:12:30 p.m.] | Comments: [Please contact Barbara for all communicable diseases.]

General LBOH Contact Information

First Name	Last Name (Inn Name)	Title
Test	Brookline (Brookline)	Test Account
Malala	Milner (Brookline)	BOH Agent
Dee	Nguyen (Brookline)	Public Health Agent
Barbara	Sheffer (Brookline)	Public Health Nurse


MAVEN User Information

First Name	Last Name	Title
Corvette	Stroobbe	Public Health Inspector
Man	Statham	Director of Public Health
Lynn	Karimian	Communicable Disease
Corey	Chen	

Affiliated Contacts (Non-MAVEN Users)

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.



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