

For our first ePostcard of 2018 we'd like to remind our users to review any outstanding 2017 events that remain pending in your workflows. We ask that all Boards of Health complete their 2017 cases to the best of their ability by April 3, 2018.

Please note that any outstanding 2017 events that are **not** completed by April 3, 2018 will be removed from your workflows. MDPH Staff will check off step 4 - **Case Report Form Completed** as **No** with the primary reason being "ISIS – LBOH investigation not attempted/completed. These cases will also appear in our reports as LBOH investigation not completed.

The List of LBOH Workflows that will need to be cleared out. **(Not including Shared and Task Specific Monitors)**

<b>Workflow Name</b>	<b>Description</b>
<b>LBOH Notification for Routine disease</b>	Events in the workflow are new routine disease events. Answer Steps 1-3 to accept notification.
<b>LBOH Case Report Forms (CRF) are pending</b>	This workflow shows events with incomplete case report forms. When the case investigation is complete answer Steps 4 and 5 in the Administrative Question Package.
<b>LBOH Needs final review</b>	These events are awaiting final review. To remove from the workflow complete Step 5 (Needs final review) in the Administrative Question Package.
<b>LBOH Notification but no follow-up required</b>	This workflow contains events that don't require an investigation by the local board of health. This workflow contains clinician based reporting as well as notifications for Refugee Families. ISIS sends out case report forms to the reporting provider for non-refugee events.
<b>LBOH TB Needs final review</b>	TB Events that are still on therapy sit in this workflow. Complete Step 5 in the Administrative Question Package to remove from workflow when they've finished therapy.

In order to respond timely to new disease events, it is critical that someone with MAVEN access from the LBOH logs into MAVEN at least twice a day (this varies based on the number of hours you're contracted to work and the volume of casework in your town) and acknowledges the events. Please remember that email notifications are only sent for Immediate Disease Events in MAVEN. Users will need to log in and check their routine disease workflows for new events. The **LBOH Notification but no follow-up required** workflow contains events, such as Lyme disease, that don't require an investigation by the local board of health. Just respond to "Step 1 - LBOH acknowledged" or select the Bulk Action Button at the bottom of the workflow screen to remove events from the workflow.

<b>Workflow Queues (Hide empty workflows)</b>	
Workflow Queue	Total Count (A)
<b>Immediate Notifications</b>	
LBOH Notification for Immediate Disease	0 (0)
TB suspect/case notification not acknowledged	0 (0)
<b>Online LBOH Notifications</b>	
LBOH Notification for Routine disease	
LBOH Case Report Forms (CRF) are pending	2 (0)
LBOH Needs final review	4 (0)
LBOH Notification but no follow-up required	0 (0)
<b>Online LBOH TB Notifications</b>	
LBOH TB Labs for review	0 (0)
LBOH LTBI Priority Follow-Up	0 (0)
LBOH TB Class A/B Worksheet Complete	0 (0)
LBOH TB Needs final review	0 (0)
LBOH TB Outreach requested and not assigned	0 (0)

These workflows notify you of new events that need case investigation and follow-up by the LBOH

After answering steps 1-3 in the Administrative Question Package, events will flow into pending workflows.

Remember that the workflow queues are for cases that have not been completed by your jurisdiction(s). Workflows should not contain events where the follow-up or case management is complete. In general, investigations should be completed within 2 weeks.

<b>Workflow Queues (<u>Hide empty workflows</u>)</b>	
Workflow Queue	Total Count (A)
<b>Immediate Notifications</b>	
LBOH Notification for Immediate Disease	0 (0)
TB suspect/case notification not acknowledged	0 (0)
<b>Online LBOH Notifications</b>	
LBOH Notification for Routine disease	0 (0)
LBOH Case Report Forms (CRF) are pending	2 (0)
LBOH Needs final review	4 (0)
LBOH Notification but no follow-up required	0 (0)
<b>Online LBOH TB Notifications</b>	
LBOH TB Labs for review	0 (0)
LBOH LTBI Priority Follow-Up	0 (0)
LBOH TB Class A/B Worksheet Complete	0 (0)
LBOH TB Needs final review	0 (0)
LBOH TB Outreach requested and not assigned	0 (0)

Workflow Queues ( <u>Hide empty workflows</u> )	
Workflow Queue	Total Count (0)

**Immediate Notifications**

LBOH Notification for Immediate Disease	0 (0)
TB suspect/case notification not acknowledged	0 (0)

**Online LBOH Notifications**

LBOH Notification for Routine disease	0 (0)
LBOH Case Report Forms (CRF) are pending <b>1</b>	2 (0)
LBOH Needs final review <b>2</b>	4 (0)
LBOH Notification but no follow-up required	0 (0)

**Online LBOH TB Notifications**

LBOH TB Labs for review	0 (0)
LBOH LTBI Priority Follow-Up	0 (0)
LBOH TB Class A/B Worksheet Complete	0 (0)
LBOH TB Needs final review <b>3</b>	0 (0)
LBOH TB Outreach requested and not assigned	0 (0)

The three workflows that manage ongoing work are:

**1. LBOH Case Report Forms (CRF) are pending**

These are events you've acknowledged and begun follow-up (indicated by answering Steps 1-3 in the Admin. Question Package). They will remain here until a CRF is completed, which should be done within two weeks (Step 4).

**2. LBOH Needs final review**

Once Steps 1-4 have been answered, answer Step 5, and the event will be removed from the workflow. Step 5 tells the state Epidemiologist that the case investigation has been completed.

**3. LBOH TB Needs final review**

All TB-Active events currently being case managed remain here. Once all work related to the TB event is complete, answer Step 5, and the event will be removed from the workflow.

If you don't complete all 5 Steps, old events will remain in the workflows. Answer Steps 1-3 to accept notification and Steps 4 & 5 when you have finished your investigation.

\*If you receive an immediate disease that already has an epidemiologist's name, he or she is your MDPH contact for that event. Click "Add New" to answer Step 3 for the LBOH.

Local Health and Investigation Steps (1 - 5)	
Step 1 - LBOH acknowledged:	Yes ▼
Step 2 - Investigation started:	Yes ▼
<div style="border: 2px solid blue; padding: 5px; display: inline-block;"> <b>Start:</b>            Accept notification            Answer Steps 1, 2, &amp; 3         </div>	
Helpful tools for case investigation follow-up	
Step 3 - LBOH/Agency Investigator: <input type="checkbox"/>	Lionel White, RN <span style="float: right;">Add New</span>
LBOH/Agency:	Brookline ▼
LBOH/Agency Investigator phone:	(141) 111-1111 ext 11
Step 4 - Case Report Form Completed:	Yes ▼
Completed by:	Local Board of Health <span style="float: right;">view ▼</span>
Step 5 - LBOH final review:	Yes ▼
<div style="border: 2px solid blue; padding: 5px; display: inline-block;"> <b>Finish:</b>            Complete Steps 4 &amp; 5         </div>	

This is a common mistake when an event is lost to follow-up. If the person is indeed lost to follow up, to remove the event from your workflows answer Step 4 as “No” and choose the reason why the event is lost. You should also add a note in the dashboard.

Local Health and Investigation Steps (1 - 5)	
Step 1 - LBOH acknowledged:	Yes ▼
Step 2 - Investigation started:	Yes ▼
Helpful tools for case investigation follow-up	
Step 3 - LBOH/Agency Investigator: <input type="checkbox"/>	Lionel White, RN <span style="float: right;">Add New</span>
LBOH/Agency:	Brookline ▼
LBOH/Agency Investigator phone:	(141) 111-1111 ext 11
Step 4 - Case Report Form Completed:	No ▼
Primary reason:	Patient lost to follow-up ▼
Step 5 - LBOH final review:	Yes ▼

## LBOH Frequently Asked Questions

**1. Question: How do I remove events out of “My Open Task” Workflow?**

*Answer: You will need to open the event you’ve been tasked to and complete the task by changing the status of the Task from “Pending” to “Completed”*

**2. Question: How do I remove events out of my Shared Event Workflows?**

*Answer: You will need open the event you’ve shared or been shared with, click on the Share Icon and unshared the event by clicking on the “Unshare” link.*

**3. Question: How do I remove old Tuberculosis events that have re-populated my TB Workflows?**

*Answer: Please contact the ISIS Help Desk regarding old TB-Active events. Each event will be review to determine the action needed to remove it from your workflows.*

**4. Question: How do I remove Tuberculosis events out of my - LBOH TB Class A/B Worksheet Complete Workflow?**

*Answer: Please contact the ISIS Help Desk regarding old Tuberculosis events. Each event will be review to determine the action needed to remove it from your workflows.*

**5. Question: How long can an event remain in a workflow until it’s considered old?**

*Answer: All Events should be completed within 2 weeks.*

*Thank you!*

*For questions about removing events email [isishelp@state.ma.us](mailto:isishelp@state.ma.us) or call the help desk at 617-983-6801.*