

Massachusetts Department
of Public Health



MAVEN Features and Functionality

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Welcome and Introductions

Meet the Team

Division of Surveillance, Analytics, and Informatics
Bureau of Infectious Disease and Laboratory Sciences, MDPH



Scott Troppy



Kate Hamdan



Lionel White



Mohamed Ali

Outline of Today's Discussion:

We will provide an overview and demonstration of some of the most frequently asked MAVEN questions:

- Reports
- Workflows
- Sharing and Tasking
- Analyzing MAVEN data using PivotTables
- Deduplication
- MAVEN resources

...and more!

Use Case for Today

You receive an email notification for an immediate Hepatitis A event that needs investigation. You need to:

1. Open the case from the notification email
2. Check your workflows to view the case (and others)
3. Discover that the person is a duplicate and you need to request deduplication
4. Complete the key LBOH steps and the investigation
5. Task another member of your team for follow-up
6. Share the event with another jurisdiction for awareness
7. Run a report to see how many Hepatitis A cases you have annually and how many Hepatitis cases total

A note before we begin...

If you experience any MAVEN errors, try these troubleshooting steps:

1. Clear your **web browser cache**
2. Try a different web browser
3. Try using an incognito browser window
4. Make sure you are using the correct link to log into the Virtual Gateway: **<https://virtualgateway.mass.gov/VGPortal5/>**
5. Note: You may need to update the link if you have it bookmarked.

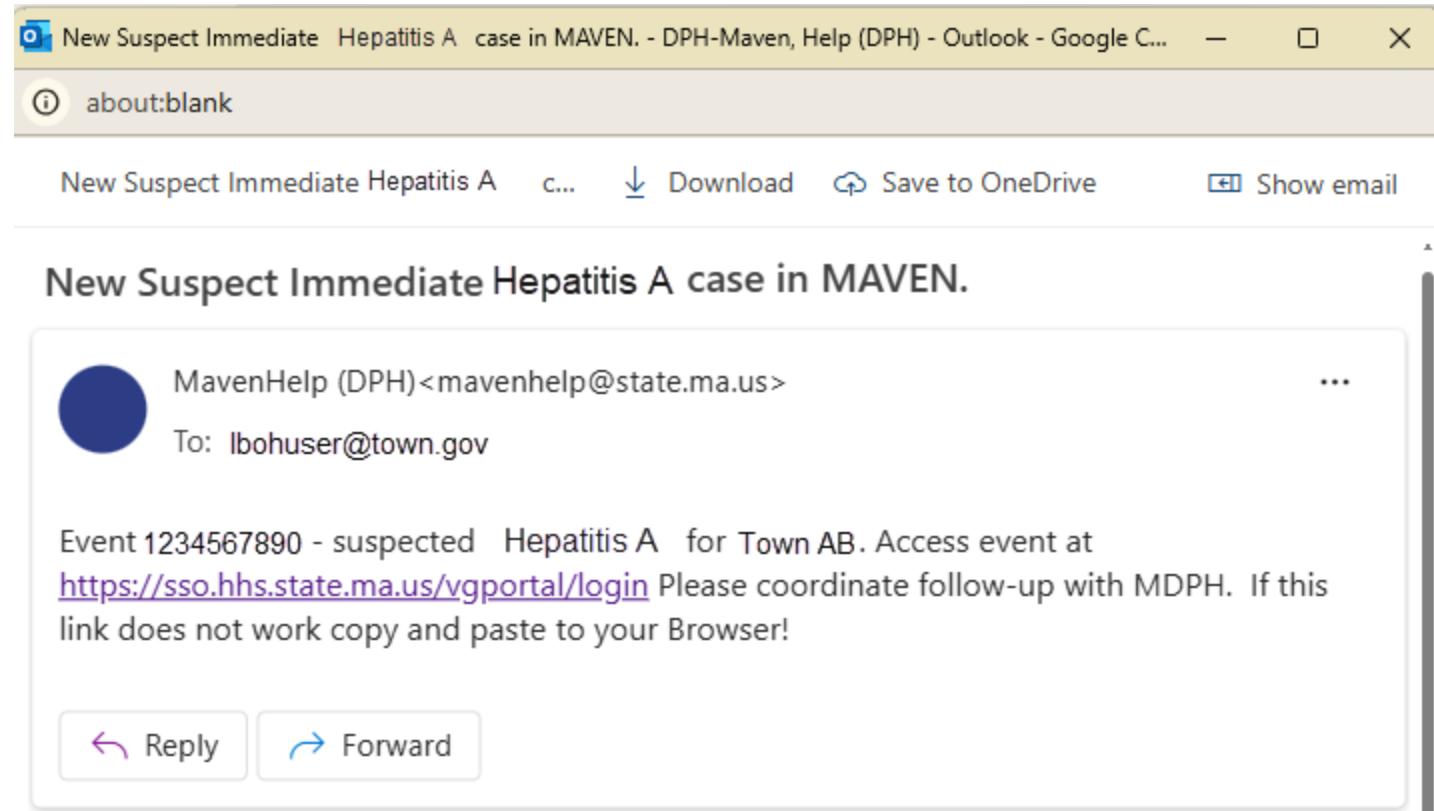
**If you have any issues, please contact the MAVEN Help Desk
(mavenhelp@mass.gov)**

Use Case for an Immediate Disease for Today

You receive an email notification for an immediate Hepatitis A event that needs investigation. You need to:

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Immediate Disease Notifications



The screenshot shows an Outlook email window with the following details:

- Subject:** New Suspect Immediate Hepatitis A case in MAVEN. - DPH-Maven, Help (DPH) - Outlook - Google C...
- Content:** about:blank
- Buttons:** New Suspect Immediate Hepatitis A, c..., Download, Save to OneDrive, Show email
- Message Preview:**

New Suspect Immediate Hepatitis A case in MAVEN.

From: MavenHelp (DPH) <mavenhelp@state.ma.us> **...**
To: lbohuser@town.gov

Event 1234567890 - suspected Hepatitis A for Town AB. Access event at <https://sso.hhs.state.ma.us/vgportal/login> Please coordinate follow-up with MDPH. If this link does not work copy and paste to your Browser!

Actions: Reply, Forward

How to change your MAVEN email settings

Maven Surveillance and Case Management System

Edit User Information

Supervisor:

Time Zone:

Accessibility Mode:

Contact Information

Email: Secondary Email:

Street 1:

Street 2:

City: State:

Zip Code:

Home Phone:

Work Phone:

Mobile Phone:

Fax:

Contact Method:

Save Cancel Help

Enter Case ID

Search LBOH User

Edit Profile

Administration

Logout

Select the dropdown menu underneath your name at the top right of the screen.

Make sure you update both of these emails in order to receive notifications.

Notification of Immediate Disease sent to:

How to change your title

Take a few minutes to review title and user type in your profile

Title:	Gender:
DSAI - Epidemiologist	<input type="button" value="▼"/>
User Type:	
Massachusetts Department of Public Health	<input type="button" value="▼"/>
Is this user part of a regionalization / shared services agreement?	
N/A <input type="button" value="▼"/>	
User Role:	If other, specify:
Epidemiologist	<input type="text"/>
Primary User Program Area (MDPH Staff):	If other, specify:
DSAI	<input type="text"/>

Use Case for Today

You receive an email notification for an immediate Hepatitis A event that needs investigation. You need to:

1. Open the case from the notification email
2. **Check your workflows to view the case (and others)**
3. Discover that the person is a duplicate and you need to request deduplication
4. Complete the key LBOH steps and the investigation
5. Task another member of your team for follow-up
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7. Run a report to see how many Hepatitis A cases you have annually and how many Hepatitis cases total

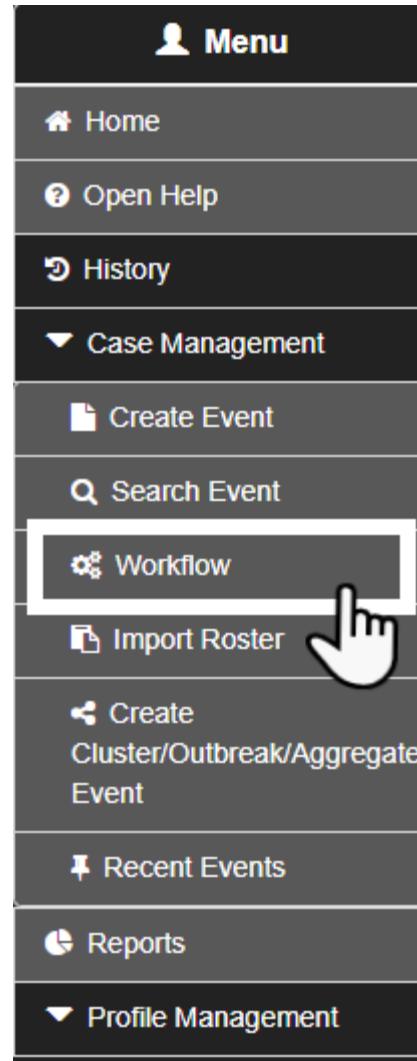
Check your workflows to view the case (and others)

Workflow Queues					Actions ▾
Immediate Notifications					
Workflow Queue	Total Count	Priority	Last Update		
☆ LBOH Notification for Immediate Disease	1	Very High	10/30/2024 04:10 PM	ⓘ	
☆ TB suspect/case notification not acknowledged	2	Very High	10/30/2024 04:10 PM	ⓘ	
Online LBOH Notifications					
Workflow Queue	Total Count	Priority	Last Update		
☆ LBOH Notification for Routine disease	24	Very High	10/30/2024 04:10 PM	ⓘ	
☆ LBOH Case Report Forms (CRF) are pending	2	High	10/30/2024 04:10 PM	ⓘ	
☆ LBOH Notification but no follow-up required	1	Medium	10/30/2024 04:10 PM	ⓘ	
Online LBOH TB Notifications					
Workflow Queue	Total Count	Priority	Last Update		
☆ LBOH TB Labs for review	1	High	10/30/2024 04:10 PM	ⓘ	
☆ LBOH TB Needs final review	2	Medium	10/30/2024 04:10 PM	ⓘ	

Check your workflows to view the case (and others)

LBOH Notification For Immediate Disease									
Event ID	Name	Status	Create Date	Event	Event Date	Last Update	Assigned To	Assigned To Group	Team
1234567890 Question Packages • 1. Administrative	Brown, Sally	Open	11/01/2021	Hepatitis A	11/01/2021	11/01/2021	Kate Hamdan		6
100000745 Question Packages • 1. Administrative	Ryan, Derek	Open	10/29/2021	Hepatitis A	11/06/2014	10/29/2021			1
100001048 Question Packages • 1. Administrative	Tiger, Charger	Open	12/07/2021	Hepatitis A	12/07/2021	12/13/2021			3
100000872 Question Packages • 1. Administrative	Anderson, Ezra	Open	11/16/2021	Hepatitis A	02/02/2021	11/16/2021			1
100000871 Question Packages • 1. Administrative	Miller, Jesse	Open	11/16/2021	Hepatitis A	07/22/2021	11/16/2021			4
100001610 Question Packages • 1. Administrative	Car, Parker	Open	06/06/2022	Hepatitis A	06/06/2022	06/06/2022			4
100001443 Question Packages • 1. Administrative	Kratts, Wild	Open	03/19/2022	Hepatitis A	06/15/2018	03/19/2022			5

What is a workflow?



- Cases move into workflows based on the disease, case classification and status (routine/immediate diseases).
- Cases stay and move through different workflows based on what fields are updated
 - Example - once you complete Step 1 - LBOH Notification to Yes, the event will move from the LBOH Notification Workflow to the Pending Workflow.

User Tip: Workflows are like temporary folders to help you keep track of cases.

Where are Workflows located in MAVEN?

The screenshot shows the MAVEN Disease Surveillance Suite - TEST interface. The left sidebar has a 'Workflow' item highlighted with a yellow box. The main content area has two sections highlighted with yellow boxes: 'Workflows' and 'Recent Records'.

Recent Records

Event ID	Name	Event
★ 101823373	Boston, Communication	Communication
★ 101623345	Lawrence, Communication	Communication
★ 100001338	Salmonellosis, Test	Salmonellosis
★ 100004502	Koala, Kyle	Novel Coronavirus (SARS, MERS, etc)
★ 100004508	Rhino, Rob	Novel Coronavirus (SARS, MERS, etc)
★ 100004507	Giraffe, Jeffrey	Novel Coronavirus (SARS, MERS, etc)
★ 100002345	Covid, Donnie	Novel Coronavirus (SARS, MERS, etc)
★ 100002343	Covid, Donnie	Novel Coronavirus (SARS, MERS, etc)
★ 100001800	Covid, Carl	Smallpox (Variola)
★ 100001790	Covid, Carl DONOTEDIT	Novel Coronavirus (SARS, MERS, etc)

Workflows

Workflow Queue	Events	Assigned
★ LBOH Case Report Forms (CRF) are pending	14	0
★ LBOH Notification for Immediate Disease	295	2
★ Acute HBV Final Review	0	0
★ Acute HBV Identification	4	0
★ Acute HBV Pending Investigation	0	0
★ Acute HCV Final Review	0	0
★ Acute HCV Identification	0	0
★ Acute HCV Pending Investigation	0	0
★ Boston Pending Arbovirus	0	0
★ Bulk Action Teleform Open	0	0

Quick Links

MAVEN System News

The fax line for the Division of Surveillance, Analytics and Informatics (DSAI) has changed to (617) 887-8789. Please use this new number for everything that was previously sent to (617) 983-6813.

PLEASE READ! - Protect confidential health information! As a reminder, please do not share your user name or password for MAVEN with anyone. MAVEN has built in role based security and user auditing capability to protect sensitive information. Do not extract data to an external systems, such as Google docs, that may be accessible to people without authorized use. This is in accordance with 105 CMR 300.120(A).

MAVEN Resources

[Help Section](#) (programmatic web-links, presentations, fact sheets, tip sheets, case report forms, release notes)
[Infection Preventionists Contact List](#)
[MDPH Disease Fact Sheets](#)
[Guide to Surveillance, Reporting and Control \(2nd Edition\)](#)
[Foodborne Illness Investigation and Control Manual](#)
[Communications Events](#)
[Updat](#)

This box will show you a subset of your workflows. Use the star buttons to the left to pin your favorite workflows to the top of the box.

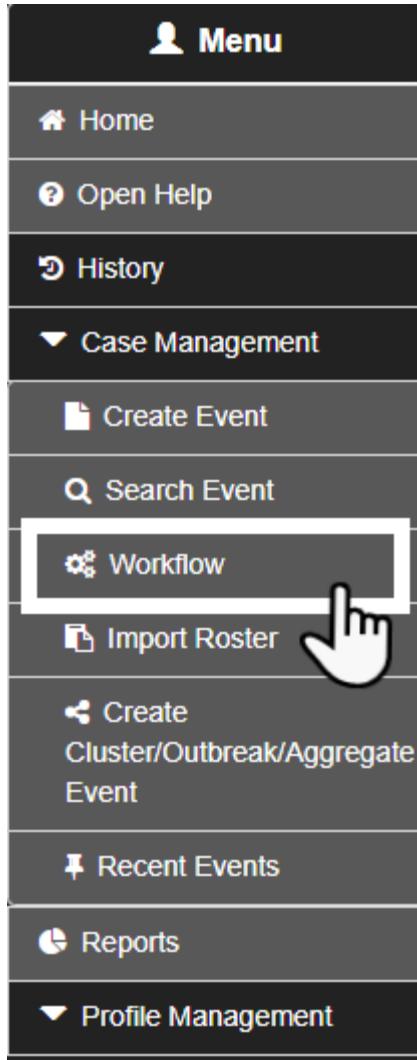
will take place on 2nd and 4th Tuesdays of the month. Click on the [series registration page](#)

Click the 'More' button to see ALL of your workflows.

How to see all your LBOH workflows

- The full workflow page will automatically open showing only those workflows currently containing events (but not empty workflows).
- To see ALL workflows (including empty workflows), then click on the **Show Empty Workflows** button (right hand corner).

How to see all your LBOH workflows



- Click on the Workflow tab in the menu on the left-hand side of the MAVEN dashboard.

How to see all your LBOH workflows

Workflow Queues

Show Empty Workflows [Dashboard](#) [Help](#)

Immediate Notifications			
Workflow Queue	Total Count	Priority	Last Update
★ LBOH Notification for Immediate Disease	2	Very High	12/08/2023 01:59 PM i
☆ TB suspect/case notification not acknowledged	3	Very High	12/08/2023 01:59 PM i

Online LBOH Notifications			
Workflow Queue	Total Count	Priority	Last Update
☆ LBOH Notification for Routine disease	5	Very High	12/08/2023 01:59 PM i
★ LBOH Needs final review	1	Medium	12/08/2023 01:59 PM i
★ LBOH Notification but no follow-up required	2	Medium	12/08/2023 01:59 PM i

Online LBOH TB Notifications			
Workflow Queue	Total Count	Priority	Last Update
☆ LBOH TB Needs final review	4	Medium	12/08/2023 01:59 PM i

Shared Events			
Workflow Queue	Total Count	Priority	Last Update
☆ Shared Cases - Cases shared with me or my group(s)	1	Medium	12/08/2023 02:02 PM i

[Show Empty Workflows](#) [Dashboard](#) [Help](#)

Workflows for Majority of Disease Events

- The **LBOH Notification for Immediate Disease** and **LBOH Notification for Routine Disease** workflows will show cases for your jurisdiction(s) where Step 1 has not been acknowledged.
- **LBOH Case Report Forms (CRF) are pending:** shows cases where Step 4 has NOT YET been acknowledged
 - This CRF Pending Workflow is the place to find your current/ongoing cases after you've acknowledged receiving notification in Step 1 and prior to completing Step 4 (acknowledging when casework is completed).

Workflow Queue		Events	Assigned
★	LBOH Notification for Immediate Disease	3	0
★	LBOH Notification for Routine disease	9	0
★	LBOH Case Report Forms (CRF) are pending	1	0
★	LBOH Needs final review	0	0

Workflows for Majority of Disease Events

- **LBOH Needs final review:** Completing Step 4, CRF Completed, signals the casework is done and moves the MAVEN event out of **LBOH Case Report Forms (CRF) are Pending** to the **LBOH Needs final review** workflow.
 - If you complete Step 4 & 5 at the same time, the event will not enter the **LBOH Needs final review** workflow

User Tip: LBOH Needs Final Review workflow is great for supervisory review OR for Epi data cleaning/review/QA activities.

Workflow specifics – what do the columns tell you?

- The columns tell us the number of events in the workflow.
- The priority (Very High for example (Immediate diseases) will show up on your dashboard).
- Last updated (date/time) and the little blue i will tell you what the refresh time is for the workflow (how often it refreshes and when it happens).

Total Count	Priority	Last Update
2	Medium	11/28/2023 10:27 AM 
1	Medium	11/28/2023 10:27 AM 
Total Count	Priority	Last Update
40	Medium	11/28/2023 10:29 AM 
163	Medium	11/28/2023 10:29 AM 
13	Medium	11/28/2023 10:29 AM 
28	Medium	11/28/2023 10:29 AM 
Total Count	Priority	Last Update
20	Medium	11/28/2023 10:29 AM 

TB workflows



LBOH Tuberculosis Workflow Cheat Sheet

<u>Workflow</u>	<u>Purpose</u>	<u>What To Do</u>
Immediate Notifications		
TB Suspect / Case Notification Not Acknowledged	Newly created TB Disease events that need immediate action in your jurisdiction	Complete Steps 1-3 in the Administrative Question Package and contact your state nurse: Step 1 - LBOH Acknowledged: Yes. Step 2 - Investigation Started: Yes. Step 3 - LBOH/Agency Investigator: Your Name or person from LBOH who is conducting the investigation. After these are completed and the event is still in your workflow, please reach out to the TB Program.
Online LBOH Notifications		
LBOH Notification but No Follow-Up Required	Contains clinician-based reporting and notifications for Refugee Family events. Disease events in this workflow do not need any case investigation	Bulk action "Populate LBOH Notified to Yes" or manually go in the Administrative Question Package of the case and select "Yes" to the question "LBOH Notified."
Online LBOH TB Notifications		
LBOH TB Labs For Review	TB Disease events where a lab has been added or updated	In Admin QP, set "Investigation Started" to "Yes." Then, select cases in the workflow by clicking on them, which will highlight them. Next, select the bulk action "Update LBOH Lab Review Date." This cannot be manually updated in the Administrative Question Package.
LBOH LTBI Priority Follow-Up	The LBOH should follow-up on these events because they are either Class A/Bs, children <18 years old, and/or contacts of a TB Disease case	Complete Step 1 in the Administrative Question Package. Step 1 - LBOH Acknowledged: Yes.
LBOH TB Class A/B Worksheet Complete	Class A/Bs cases that require a worksheet to be completed	Determine the class of the case (see Admin QP), complete the respective worksheet, and send it to the TB program. The worksheet can be downloaded from the event attachments. This will remove the event from this workflow.
LBOH TB Needs Final Review	TB events that are still on therapy that need to be monitored until completion	Complete Step 5 in the Administrative Question Package to remove a case from the workflow when the patient has completed therapy. Step 5 - LBOH final review: Yes.
LBOH TB Outreach Requested and Not Assigned	All TB events with unassigned/rejected outreach requests	Cases will stay in the workflow until outreach is assigned by DPH and state nurse. No action is needed on the LBOH level.

Click [here](#) to access the TB workflow cheat sheet

Resources
Division of Global Population/TB Program (617)-983-6970
MAVEN Helpdesk (617)-983-6801

January_ver3_2023



MAVEN User Survey Highlight

How can I view workflows by town?

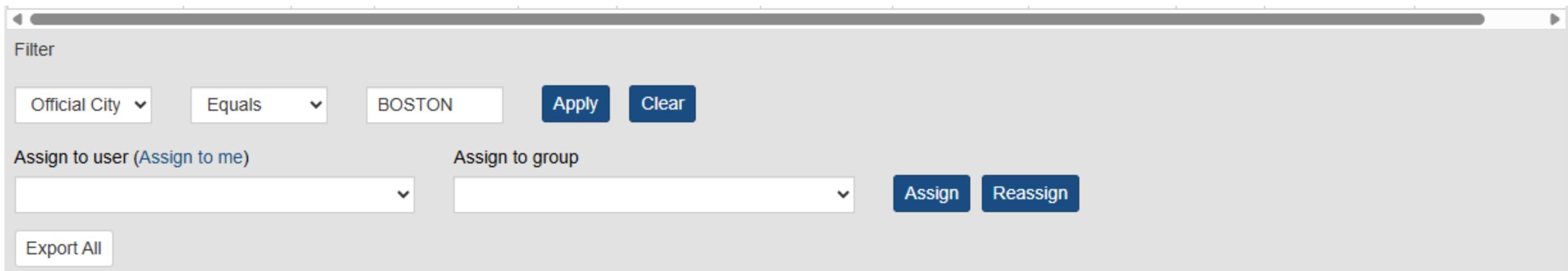
- You can view City and Official City in the following LBOH workflows:
 - LBOH Notification for Immediate Disease
 - LBOH Notification for Routine disease
 - LBOH Case Report Forms (CRF) are pending
 - LBOH Notification but no follow-up required

TEST_14819_LBOH Notification For Immediate Disease (Last Update: 11/04/2025 09:54 AM)												
Event ID	Name	City	Official City	Status	Create Date	Event	Event Date	Last Update	Team	Assigned To	Assigned To Group	
100001568 Question Packages • 01. Administrative	Cyclo One	Abington	ABINGTON	Open	05/02/2022	Cyclosporiasis	04/15/2022	09/05/2025	6			
100003737 Question Packages • 01. Administrative	John Nelson	Abington	ABINGTON	Open	Click to sort		08/22/2021	10/25/2023	6			
100003760 Question Packages • 01. Administrative	Charlie Duffy	Abington	ABINGTON	Open	10/31/2023	Meningococcal Disease	12/20/2022	10/31/2023	6			
100003768 Question Packages • 01. Administrative	Victorica Isle	Acton	ACTON	Open	10/31/2023	Listeriosis	02/02/2023	11/01/2023	2			



How can I view workflows by town?

- Use the filter function at the bottom of the workflow to filter by Official City



Guidance Document on Workflows

General Guidance Document on Workflows

Use Case for Today

You receive an email notification for an immediate Hepatitis A event that needs investigation. You need to:

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7. Run a report to see how many Hepatitis A cases you have annually and how many Hepatitis cases total

Person / Event Deduplication

- MAVEN events may be duplicated due to several reasons including:
 - Multiple addresses
 - Incorrect information such as birth date
 - Multiple labs
- Some MAVEN events merge automatically if information matches exactly but for those that do not, they need to be merged manually by the MAVEN Helpdesk.
- If you notice a duplicate record, please contact mavenhelp@mass.gov and confirm which record should be the primary record.
 - Remember to only include the event ID in the email as the **MAVEN Help inbox is not secure**. If you need to share additional information, please call (617) 983-6801.

Guidance Document on Workflows

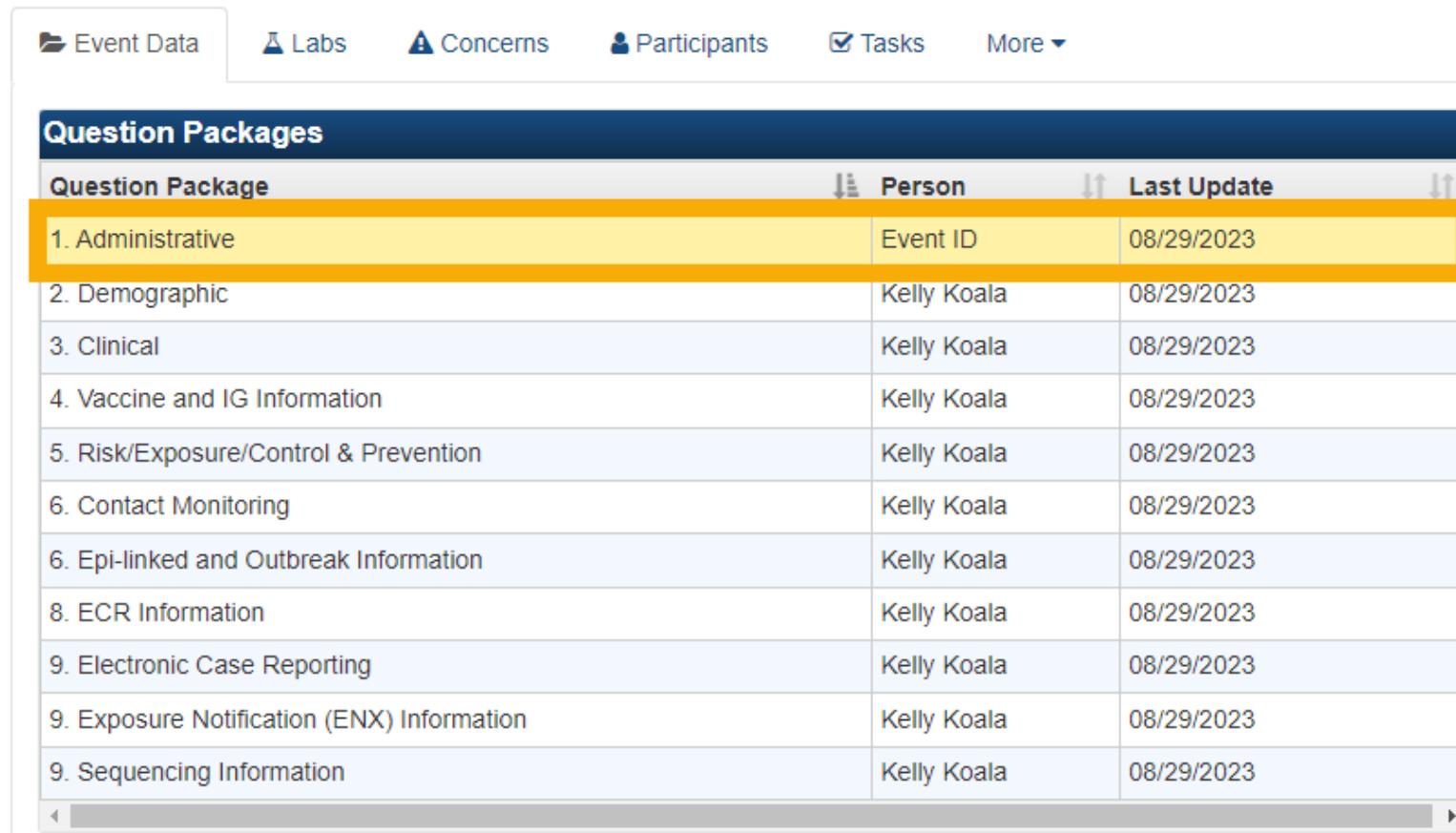
General Guidance Document on Deduplication

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Complete the key LBOH steps and the investigation



Event Data Labs Concerns Participants Tasks More ▾

Question Packages

Question Package	Person	Last Update
1. Administrative	Event ID	08/29/2023
2. Demographic	Kelly Koala	08/29/2023
3. Clinical	Kelly Koala	08/29/2023
4. Vaccine and IG Information	Kelly Koala	08/29/2023
5. Risk/Exposure/Control & Prevention	Kelly Koala	08/29/2023
6. Contact Monitoring	Kelly Koala	08/29/2023
6. Epi-linked and Outbreak Information	Kelly Koala	08/29/2023
8. ECR Information	Kelly Koala	08/29/2023
9. Electronic Case Reporting	Kelly Koala	08/29/2023
9. Exposure Notification (ENX) Information	Kelly Koala	08/29/2023
9. Sequencing Information	Kelly Koala	08/29/2023

Complete the key LBOH steps and the investigation

- When you open the Administrative question package, scroll to the bottom of the screen and you will see the Local Health and Investigation Steps (1-5)
- Each step is helpful for your own tracking as well as for others who may have access to the case.

Local Health and Investigation Steps (1 - 5)

Step 1 - LBOH acknowledged:
Step 2 - Investigation started:
Step 3 - LBOH/Agency Investigator: Assign To Me
Step 4 - Case Report Form Completed:
Step 5 - LBOH final review:

Example of completed investigation

Step 1 - LBOH acknowledged:	LBOH acknowledged date:
Yes	04/23/2025 <input type="button" value="Calendar"/>
Step 2 - Investigation started:	Date investigation started:
Yes	04/23/2025 <input type="button" value="Calendar"/>
Helpful tools for case investigation follow-up	
 Step 3 - LBOH/Agency Investigator: Assign To Me	
Brookline Test User	
<input type="button" value="Add New"/>	
LBOH/Agency/Shared Services Agreement:	
Brookline	
LBOH/Agency Investigator phone:	
(123) 456-7890	
LBOH/Agency Investigator Title:	
PHN	
Step 4 - Case Report Form Completed:	Case Report Form complete date:
No	12/03/2025 <input type="button" value="Calendar"/>
Primary reason:	
Other	
Other (Specify):	
Contacted twice but could not complete investigation	
Step 5 - LBOH final review:	LBOH final review date:
Yes	12/03/2025 <input type="button" value="Calendar"/>
<input type="button" value="Save"/> <input type="button" value="Save & Stay"/> <input type="button" value="Cancel"/> <input type="button" value="Help"/>	

A note on Case Report Forms (CRFs)

- We recently removed the Case Report Form folder from the MAVEN Help Section as the forms were out of date and that information is now entered into Casetivity/MAVEN.
- Casetivity - <https://infectious-disease-reporting.dph.mass.gov/>
- Please use MAVEN or Casetivity to enter this information or email mavenhelp@mass.gov for a copy of the previous form.

Any questions so far?

Use Case for Today

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4. Complete the key LBOH steps and the investigation
5. **Task another member of your team for follow-up**
6. Share the event with another jurisdiction for awareness
7. Run a report to see how many Hepatitis A cases you have annually and how many Hepatitis cases total

Task another member of your team for follow-up

Tasks			
Type	Priority	Name	Event
Assignment	Medium	Brown, Sally	Hepatitis A
More...			

Task Information

Event ID: 1234567890 Hepatitis A - Sally Brown

Type: Assignment

Status: Pending

Created By: Kate Hamdan [khamdantest]

Create Date: 12/06/2024

Last Update: 12/06/2024

Priority: Medium

Assigned Date: mm/dd/yyyy

Due Date: mm/dd/yyyy

Due Time: HH:MM A

Start Date: mm/dd/yyyy

Complete Date: mm/dd/yyyy

Description: LBOH Notification for Immediate Disease

Notes: Please call case to discuss exposures.

Task Attachment: Choose File No file chosen

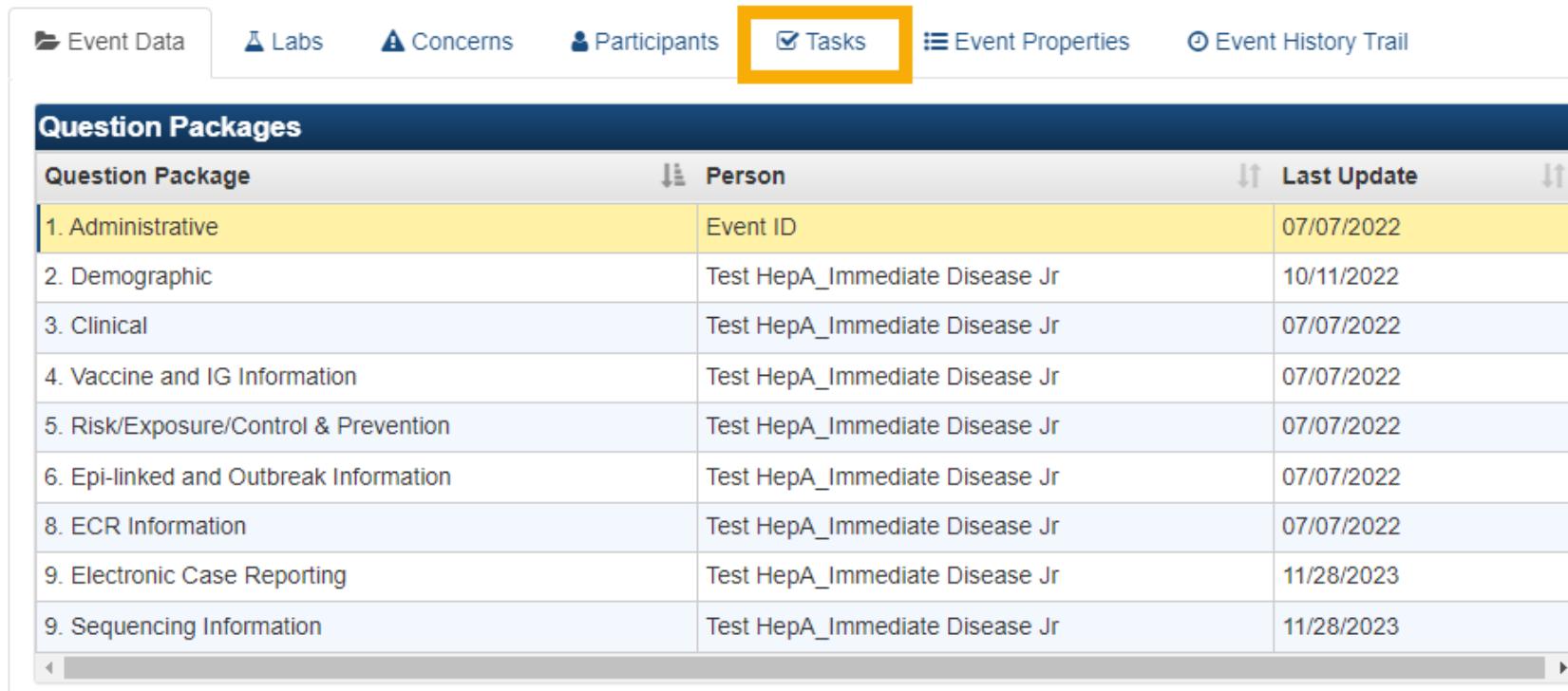
Assign to user:

Assign to group: LBOH - Brookline

How do I task a case in MAVEN?

Option 1 - Task from within an event

1. Access the event you wish to task to another MAVEN user.
2. Once in the event, click on the Tasks tab. It can be found in the same section where you find the Question Packages.



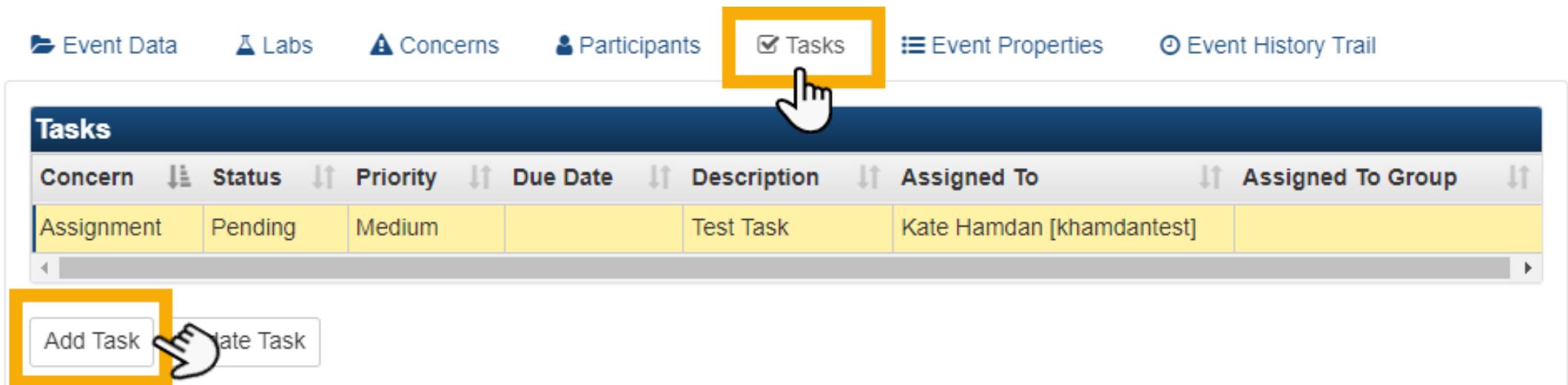
The screenshot shows a software interface with a navigation bar at the top. The 'Tasks' tab is highlighted with a yellow box. Below the navigation bar, a table titled 'Question Packages' is displayed. The table has three columns: 'Question Package', 'Person', and 'Last Update'. The data in the table is as follows:

Question Package	Person	Last Update
1. Administrative	Event ID	07/07/2022
2. Demographic	Test HepA_Immediate Disease Jr	10/11/2022
3. Clinical	Test HepA_Immediate Disease Jr	07/07/2022
4. Vaccine and IG Information	Test HepA_Immediate Disease Jr	07/07/2022
5. Risk/Exposure/Control & Prevention	Test HepA_Immediate Disease Jr	07/07/2022
6. Epi-linked and Outbreak Information	Test HepA_Immediate Disease Jr	07/07/2022
8. ECR Information	Test HepA_Immediate Disease Jr	07/07/2022
9. Electronic Case Reporting	Test HepA_Immediate Disease Jr	11/28/2023
9. Sequencing Information	Test HepA_Immediate Disease Jr	11/28/2023

User Tip:
TASKING is a great way to assign work to yourself or others within the MAVEN case.

How do I task a case in MAVEN?

3) Once you click on the Tasks tab, you will see a table titled Tasks. It may or may not be empty, depending on whether this case had been tasked to someone previously. To add a task, click the Add Tasks button



The screenshot shows the MAVEN software interface with the following details:

- Top Navigation:** Event Data, Labs, Concerns, Participants, **Tasks** (highlighted with a yellow box and a cursor icon), Event Properties, Event History Trail.
- Tasks Table:** A table titled "Tasks" with columns: Concern, Status, Priority, Due Date, Description, Assigned To, Assigned To Group. One row is visible: Assignment, Pending, Medium, (empty), Test Task, Kate Hamdan [khamdantest].
- Bottom Left:** A button labeled "Add Task" with a yellow box around it and a cursor icon pointing to it.

How do I task a case in MAVEN?

Option 2 - Task from within workflow

1. Access any of the workflows
2. Select one or more cases in the workflow (select multiple by CTRL + click)
3. Select a user or a group in the Assign to user or Assign to group drop-down

The screenshot shows a list of cases in a workflow. The first case, 'Test Case' (Event ID 100004222), is highlighted with a yellow background. The second case, 'Case Name' (Event ID 100004186), has a cursor pointing at the 'Administrative' link in its question packages. The third case, 'Jeff Test' (Event ID 100004135), is also visible. Below the list is a 'Filter' section with dropdowns for 'Event ID' and 'Contains', and buttons for 'Apply' and 'Clear'. At the bottom is an 'Assign' panel with two dropdowns: 'Assign to user (Assign to me)' and 'Assign to group'. The 'Assign' button is highlighted with a yellow box and a hand cursor icon. There are also 'Reassign' and 'Export All' buttons, and a 'Populate LBOH Notified To Yes' link.

Event ID	Case Name	Location	Status	Report Date	Diagnosis	First Report Date	Last Report Date
100004222 Question Packages • 01. Administrative	Test Case	Boston	Open	06/11/2024	Giardiasis	01/01/2020	01/14/2025
100004186 Question Packages • 01. Administrative	Case Name	Springfield	Open	05/08/2024	Legionellosis	04/25/2024	05/08/2024
100004135 Question Packages • 01. Administrative	Jeff Test	Quincy	Open	03/06/2024	Pertussis (and other Bordetella species)	03/06/2024	03/06/2024

Filter

Event ID Contains Apply Clear

Assign to user (Assign to me) Assign to group

Assign Reassign

Export All Populate LBOH Notified To Yes

How do I task a case in MAVEN?

4) You will be brought to a new window where you will enter the task information. The first section to complete is the **Type**. You can select anything in the dropdown menu based on the type of task you're assigning, but typically we recommend using the **Assignment** type.

You can assign Priority and Assign Dates (Due Date)

Edit Task

Task Information

Event ID: 100001665 - Hepatitis A - Test HepA_Immediate Disease Jr

Type:	Assignment
Status:	Pending
Created By:	Kate Hamdan [khamdantest]
Create Date:	11/28/2023
Last Update:	11/28/2023
Priority:	Medium
Assigned Date:	mm/dd/yyyy <input type="button" value="Calendar"/>
Due Date:	mm/dd/yyyy <input type="button" value="Calendar"/>
Due Time:	HH:MM A
Start Date:	mm/dd/yyyy <input type="button" value="Calendar"/>
Complete Date:	mm/dd/yyyy <input type="button" value="Calendar"/>
Description:	Test Task
Notes:	<div style="border: 1px solid #ccc; height: 150px; width: 100%;"></div>
Task Attachment:	<input type="button" value="Choose File"/> No file chosen
Assign to user:	Kate Hamdan [khamdantest] <input type="button" value="Assign to me"/>
Assign to group:	<input type="button" value=""/>

How do I task a case in MAVEN?

5) Next, complete the **Description** and **Notes** sections, based on what you would like the recipient(s) to do with the case.

NOTE: Please be aware that whatever you put in the Description will appear in the notification e-mail the recipient receives, so do not include personally identifiable information here.

Edit Task

Task Information

Event ID:	100001665 - Hepatitis A - Test HepA_Immediate Disease Jr
Type:	Assignment
Status:	Pending
Created By:	Kate Hamdan [khamdantest]
Create Date:	11/28/2023
Last Update:	11/28/2023
Priority:	Medium
Assigned Date:	mm/dd/yyyy <input type="button" value="Calendar"/>
Due Date:	mm/dd/yyyy <input type="button" value="Calendar"/>
Due Time:	HH:MM A
Start Date:	mm/dd/yyyy <input type="button" value="Calendar"/>
Complete Date:	mm/dd/yyyy <input type="button" value="Calendar"/>

Description: Patient occupation

Notes: Please update this patient's occupation.

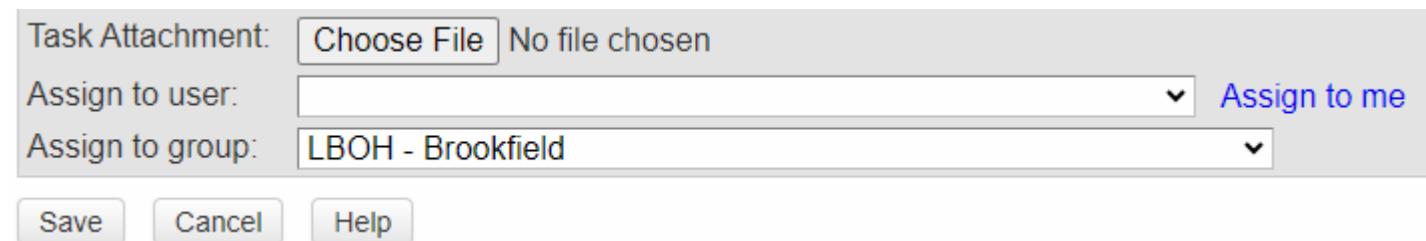
Task Attachment: No file chosen

Assign to user: Kate Hamdan [khamdantest]

Assign to group:

How do I task a case in MAVEN?

You can assign it to multiple users at once by assigning a case to a user or town group. Click on the dropdown menu and scroll down to the list of the cities and towns in Massachusetts. All cities/towns are preceded with "LBOH -." For example, if you would like to assign a case to Brookline, find "LBOH - Brookline" in the dropdown menu.

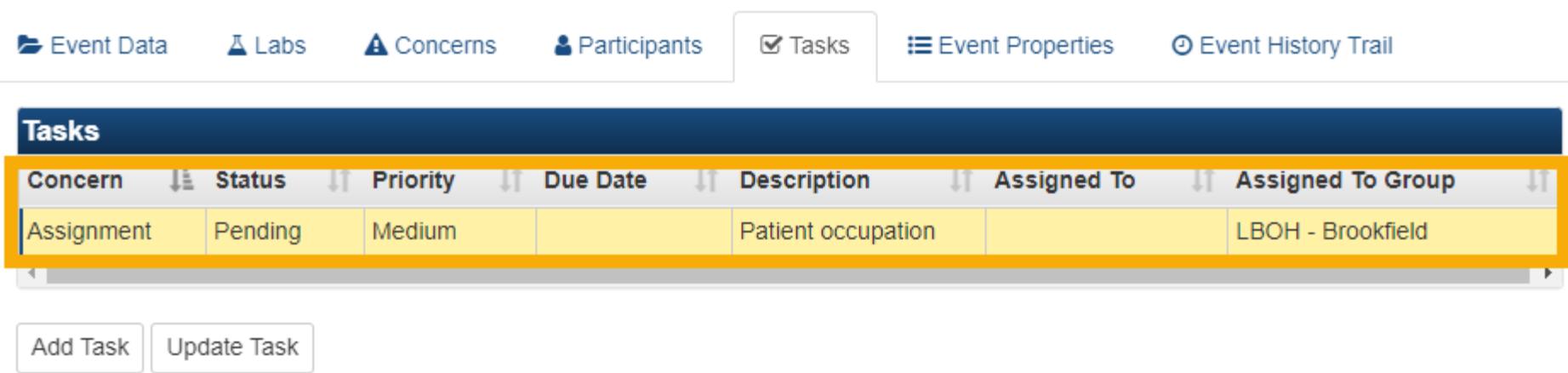


The image shows a screenshot of a web-based application interface for assigning a task. At the top, there is a "Task Attachment" section with a "Choose File" button and a message "No file chosen". Below this are two dropdown menus: "Assign to user" and "Assign to group". The "Assign to group" dropdown is open, showing the option "LBOH - Brookfield". At the bottom of the interface are three buttons: "Save", "Cancel", and "Help".

Please double check who you are assigning the case to and consider tasking only those who need to see the case.

How do I task a case in MAVEN?

7) After clicking **Save**, you will be brought back to the **Task tab** and will see your new task populating the table.



The screenshot shows the MAVEN software interface with the 'Tasks' tab selected. The top navigation bar includes tabs for Event Data, Labs, Concerns, Participants, Tasks (selected), Event Properties, and Event History Trail. Below the navigation bar is a table titled 'Tasks' with the following data:

Concern	Status	Priority	Due Date	Description	Assigned To	Assigned To Group
Assignment	Pending	Medium		Patient occupation		LBOH - Brookfield

At the bottom of the table are two buttons: 'Add Task' and 'Update Task'.

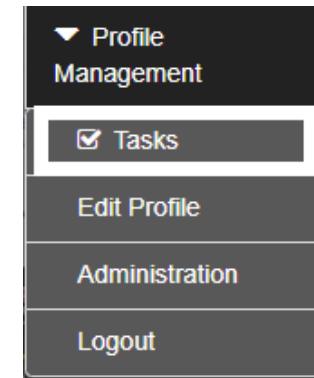
How do I complete a task in MAVEN?

- To complete a task in MAVEN and remove it from your task workflow you need to update the status of the task. Go into the task either by going to your task workflow and clicking on it, clicking on Task from the profile management menu, or going into the case.

Option 1 - Access tasks from your Task workflows

Task	
Workflow Queue	
	Total Count
☆ My Groups' Open Tasks	0
☆ My Open Tasks	0
☆ My Overdue Tasks	0
☆ Open Tasks Created by Me	1
☆ Overdue Tasks Created by Me	0

Option 2 - Access tasks from the menu.



How do I complete a task in MAVEN?

Option 3 - Access tasks from within the event.

Open the event and go to the Task tab and click the Update Task Button.

Update Task status from Pending to Completed and click save.

Task Information

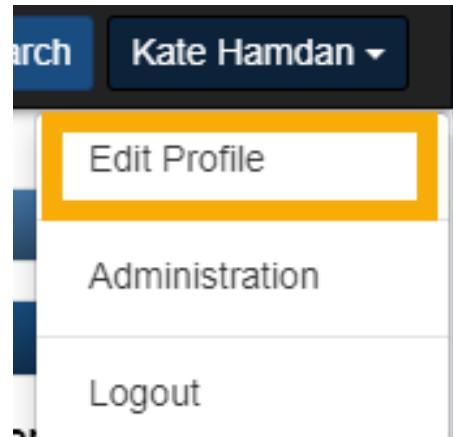
Event ID:	100001665 - Hepatitis A - Test HepA_Imn
Type:	Assignment
Status:	Pending
Created By:	khamdantest]
Create Date:	11/20/2020
Last Update:	11/20/2020
Priority:	Medium
Assigned Date:	mm/dd/yyyy
Due Date:	mm/dd/yyyy

A dropdown menu for 'Status' is open, showing options: Pending, Pending, In Progress, and Completed. The 'Completed' option is highlighted with a blue selection bar and a hand cursor icon pointing at it.

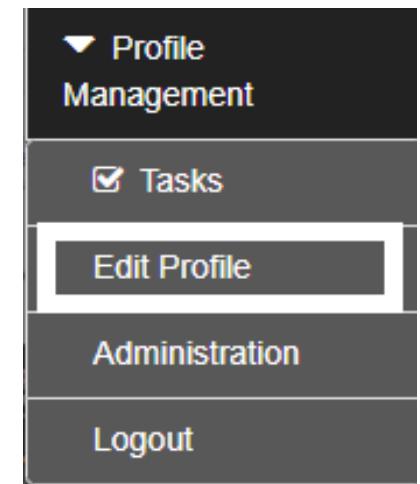
How do I manage email notifications for tasks?

- In addition, a notification e-mail will be sent to the recipient any time a case is tasked to them, and you will receive an e-mail notification any time the recipient updates the task.
- All notifications are sent to the email you have listed as your primary email.
- Please review and update your profile to make sure your contact information is accurate.

Option 1 – Click on your username and from the dropdown choose Edit Profile.



Option 2 – Click on Profile Management from the menu and from the dropdown choose Edit Profile.



Guidance Document on Tasking

General Guidance Document on Tasking

Use Case for Today

You receive an email notification for an immediate Hepatitis A event that needs investigation. You need to:

1. Open the case from the notification email
2. Check your workflows to view the case (and others)
3. Discover that the person is a duplicate and you need to request deduplication
4. Complete the key LBOH steps and the investigation
5. Task another member of your team for follow-up
6. **Share the event with another jurisdiction for awareness**
7. Run a report to see how many Hepatitis A cases you have annually and how many Hepatitis cases total

Share the event with another jurisdiction for awareness

Share Event - Sally Brown - Hepatitis A

Currently Shared											
Event	Person	Status	Event	Type	Shared Date	Shared By	User	User Group	Allow Delegation	Action	
1234567890	Sally Brown	Open	Hepatitis A	View & Update Full	12/06/2024	Kate Hamdan [khamdantest]		LBOH - Brookline	No	Unshare	

Add Event Share

Event ID: 100000766

Person: Sally Brown

Event: Hepatitis A

Type: View Only Limited

User:

User Group:

Allow Delegation:

[Save](#) [Dashboard](#) [Help](#)

How to share cases

Share Event - Test HepA_Immediate Disease Jr - Hepatitis A

Currently Shared

Event	Person	Status	Event	Type	Shared Date	Shared By	User	User Group	Allow Delegation	Action
100001665	Test HepA_Immediate Disease Jr	Open	Hepatitis A	View & Update Full	10/05/2022	LBOH Test User [lbohatest1]	Lionel White [lwhitetest]		No	Unshare

 3. Event shared with user

Add Event Share

Event ID:	100001665
Person:	Test HepA_Immediate Disease Jr
Event:	Hepatitis A
Type:	View & Update Full
User:	Lionel White [lwhitetest]
User Group:	
Allow Delegation:	<input type="checkbox"/>

1. Select Type of share - choose 'View and Update Full'

2. Select User or User Group and hit Save

- **Step 1** - Open the event you want to share and click the Share Event option from the side menu.
- **Step 2** - In the Share Event window navigate to the Add Event Share section at the bottom of the page and choose the Type of Share access (View and Update Full) and the User you want to share with.

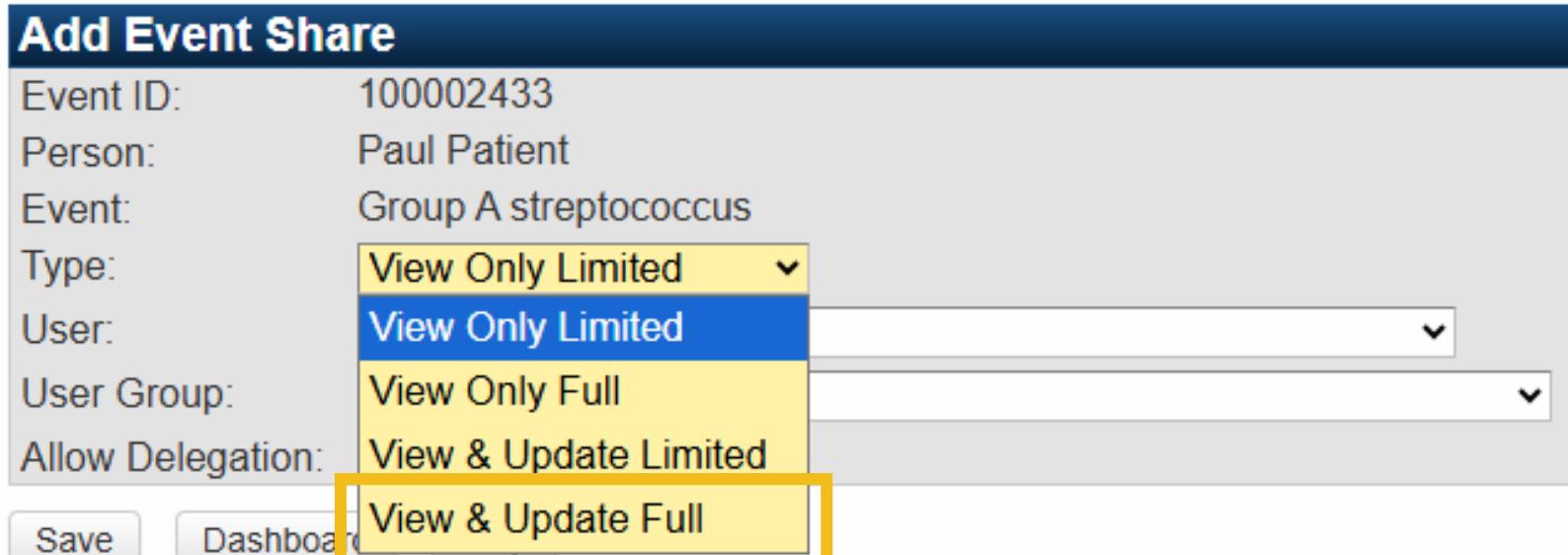
User Tip: You must **SHARE** an event to let another jurisdiction view or update the case.
(Ex: your case works and lives in two different towns.)

Sharing Cases – Types of Access

- Do not share events with a User Group (BOH or other Agency) or individual unless there is a need for them to see the event for case investigation and follow up.
- Recommended Type of Access when case is shared – 'View & Update Full'

Add Event Share

Event ID:	100002433
Person:	Paul Patient
Event:	Group A streptococcus
Type:	<input type="button" value="View Only Limited"/>
User:	<input type="button" value="View Only Limited"/>
User Group:	<input type="button" value="View Only Full"/>
Allow Delegation:	<input type="button" value="View & Update Limited"/>
	<input type="button" value="View & Update Full"/>



Guidance Document on Sharing

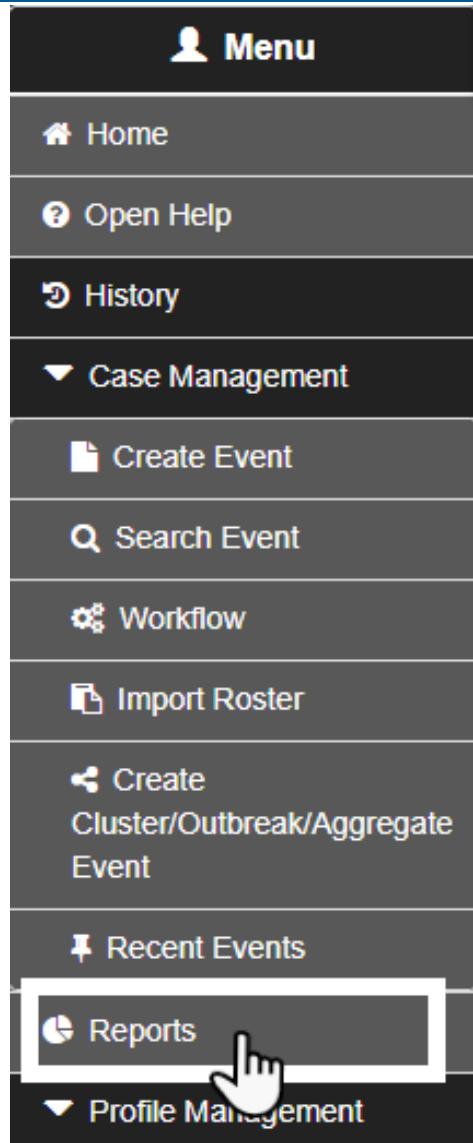
General Guidance Document on Sharing

Use Case for Today

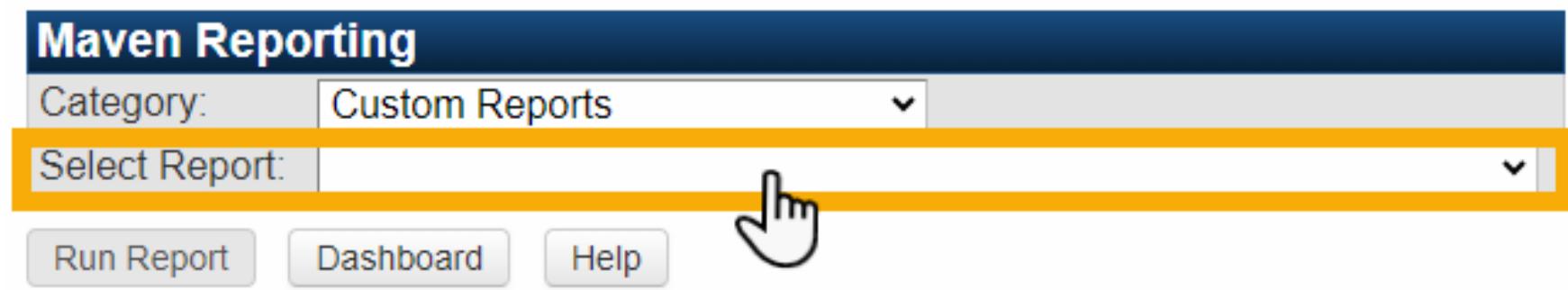
You receive an email notification for an immediate Hepatitis A event that needs investigation. You need to:

1. Open the case from the notification email
2. Check your workflows to view the case (and others)
3. Discover that the person is a duplicate and you need to request deduplication
4. Complete the key LBOH steps and the investigation
5. Task another member of your team for follow-up
6. Share the event with another jurisdiction for awareness
7. Run a report to see how many Hepatitis A cases you have annually and how many Hepatitis cases total

MAVEN LBOH Reports



- Export line lists and counts for your disease events. You can customize by
 - Disease
 - Time frame
 - Classification
 - Town/City



MAVEN Report Example/Demo

LBOH Events by Time Period

- Case Status – make sure to think about the question that you're trying to answer when selecting status
- Official City
- Report Form: csv & html

Maven Reporting

Category: Custom Reports

Select Report: LBOH Events by Time Period

Description: LBOH Events by Time Period - a report that displays a total event count by disease by status for current month, previous month, year to date, last year, last year to date.

Status*: Confirmed

Official City*: LAWRENCE

Report Format*: Comma Separated Values

Run Report Dashboard Help

Click on search icon to find appropriate city/town - this must be selected prior to running the report.

Tip: Select multiple categories using CTRL + click



Which reports can I run that show aggregated data for all diseases?

- **LBOH Events by Time Period**

- Report displays a total event count by disease by status for current month, previous month, year to date, last year, last year to date. The parameters are pre-set for this report.

- **LBOH Count - Events per Disease and Classification in Jurisdiction**

- Report that shows you a total count of events selectable by disease and classification in a specified jurisdiction(s). You can select the diseases, classifications, and time period for this report.

MAVEN Report Example/Demo

LBOH Events by Time Period

CONFIRMED , PROBABLE Events by Time Period

Total event count by disease

The data in this report contain confidential information and are for internal use only.
The data are current as of 12/9/2025 and are subject to change.

1/1/24 -
12/31/24

Disease	Current Month	Previous Month	Year to date	Last year	Last year to date
Amebiasis	0	1	1	0	0
Anthrax	0	0	0	0	0
Avian Influenza					
Babesiosis					
Borrelia miyamotoi infection	12/2025	11/2025	1/1/25 - 12/9/25	0	0
Botulism				0	0
Brucellosis	0	0	0	0	0
Calicivirus/Norovirus	0	0	0	0	0
Campylobacteriosis	0	0	0	0	0
Clostridium perfringens	0	0	0	0	0
Cryptosporidiosis	0	0	0	0	0
Cyclosporiasis	0	0	0	0	0
Dengue Fever	0	0	0	0	0
Diphtheria	0	1	1	0	0
Eastern equine infection	0	0	0	0	0
Ehrlichiosis	0	0	0	0	0
Encephalitis	0	0	0	0	0
Enterovirus	0	1	1	0	0
Giardiasis	0	0	0	1	1
Group A streptococcus	0	0	1	0	0
Group B streptococcus	0	0	0	0	0
Haemophilus influenzae	0	0	0	0	0
Hansen's Disease (Leprosy)	0	1	1	0	0
Hantavirus infection	0	0	0	0	0

MAVEN Report Example/Demo

■ LBOH Count - Events per Disease and Classification and Jurisdiction

+	Disease	Status	Num of Cases
	Babesiosis	DISEASE_STATUS_REVOKED	2
	Babesiosis	DISEASE_STATUS_SUSPECT	1
	Campylobacteriosis	DISEASE_STATUS_CONFIRMED	20
	Dengue Fever	DISEASE_STATUS_REVOKED	1
	Dengue Fever	DISEASE_STATUS_SUSPECT	2
	Giardiasis	DISEASE_STATUS_CONFIRMED	2
	Group A streptococcus	DISEASE_STATUS_REVOKED	3
	Group B streptococcus	DISEASE_STATUS_CONFIRMED	1
	Hepatitis A	DISEASE_STATUS_CONFIRMED	1
	Hepatitis B	DISEASE_STATUS_CONTACT	1
	Hepatitis B	DISEASE_STATUS_PROBABLE	9
	Hepatitis B	DISEASE_STATUS_REVOKED	1
	Hepatitis C	DISEASE_STATUS_PROBABLE	2
	Hepatitis C	DISEASE_STATUS_REVOKED	8

MAVEN Reports

- You should be utilizing reports daily for your casework.
- You can also utilize reports to help determine data cleaning needs.

The image shows a screenshot of a software application interface. On the left, there is a vertical navigation menu with the following items:

- Home
- Open Help
- History
- Case Management
 - Create Event
 - Search Event
 - Workflow
 - Import Roster
- Create Cluster/Outbreak/Aggregate Event
- Recent Events
- Reports (highlighted with a mouse cursor)
- Profile Management

The main content area is titled "Maven Reporting". It has a sub-header "Maven Reporting" and a "Category" dropdown set to "Custom Reports". A "Select Report" dropdown is open, showing the following options:

- LBOH Events by Time Period
- COVID-19 LBOH Contact line list Report
- COVID-19 LBOH Group Confirmed & Probable Case line list (Cambridge Chelsea Revere Winthrop)
- COVID-19 LBOH Group Confirmed & Probable Case line list Report for <18 years of age (Cambridge Chelsea Revere Winthrop)
- COVID-19 LBOH Group Confirmed & Probable Case line list Report for <5 years of age (Cambridge Chelsea Revere Winthrop)
- COVID-19 LBOH Group Confirmed & Probable Case line list Report for > or = 18 years of age (Cambridge Chelsea Revere Winthrop)
- COVID-19 LBOH Group Contact line list Report (Revere Winthrop Chelsea Cambridge)
- COVID-19 LBOH Requested Assistance Line List Report
- COVID-19 LBOH Suspect Case line list Report
- Cluster/Outbreak Linelist
- DGP - Event Information Extract by Disease (Excel,CSV)
- DGP - LBOH Active Caseload
- LBOH Assessment Report
- LBOH Basic Line List
- LBOH Cluster Linelist Report
- LBOH Count - Events Per Disease and Classification in Jurisdiction
- LBOH Event Information Extract by Disease (Excel, CSV)
- LBOH Event Information Extract by Disease Category and Region
- LBOH Event Information Extract by Disease and Region
- LBOH Events by Time Period
- LBOH Events by Week by Event Date

Below the dropdown is a "Status*" dropdown with the value "This report has". At the bottom of the report list is a "Run Report" button.



How can I run reports for all towns in my Shared Services Arrangement (SSA) or region?

- The following reports can be run for either individual towns or for all towns that a user has access to in MAVEN.
 - **LBOH Event Information Extract by Disease and Region** - Select 'All Towns' as Jurisdiction.
 - **LBOH Event Information Extract by Disease Category and Region** - Select 'All Towns' as Jurisdiction.
 - **LBOH Basic Linelist** - Leave 'Official City' report parameter blank.
 - **LBOH Count** - Events Per Disease and Classification in Jurisdiction(s) - Leave 'Official City' report parameter blank.

Assessment Report – Immediate Disease

LBOH Assessment Report

Town Selected:

Report period: 2024-01-01 - 2024-09-26

This report contains confidential information. The data are current as of 09/26/2024 and are subject to change.
Please note this report runs off of create date.

Immediate Diseases

Town	Type	Total Case Count	Average # of Days from Create Date of Case to Step 1 (LBOH Acknowledged Date)	Average # of Days from Create Date of Case to Step 2 (Investigation Started Dated)	Average # of Days from Step 1 (LBOH Acknowledged Date) to Step 4 (Case Report Form Completed)	Percent of cases completed within 30 days	Percent acknowledged within 2 days (Create date to step 1 completed)	Percent of cases with symptom onset completed	Percent of cases with Occupation completed	Percent of cases with Industry completed	Percent of cases with Race completed	Percent of cases with Ethnicity completed	Percent of cases with Sexual Orientation completed	Percent of cases with Gender Identity completed	Percent of cases with Transgender Experience completed	Percent of cases with all key indicators completed (Symptom onset date, Occupation, Industry, Race, Ethnicity, Sexual Orientation, Gender Identity, and Transgender Experience)	Number of cases lost to follow up	Percent of cases lost to follow up
	Cyclosporiasis	1	1 Calculation based on 1 cases	1 Calculation based on 1 cases	0 Calculation based on 0 cases	0%	100%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%
	Listeriosis	2	5 Calculation based on 2 cases	0 Calculation based on 1 cases	9 Calculation based on 1 cases	50%	50%	100%	50%	0%	100%	50%	0%	0%	0%	0%	0	0%
	Group A streptococcus	11	1 Calculation based on 4 cases	0 Calculation based on 6 cases	2 Calculation based on 4 cases	73%	27%	18%	45%	0%	91%	9%	9%	9%	9%	0%	0	0%
	Mumps	1	3 Calculation based on 1 cases	4 Calculation based on 1 cases	1 Calculation based on 1 cases	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0	0%
	Hepatitis A	2	1 Calculation based on 2 cases	1 Calculation based on 2 cases	21 Calculation based on 2 cases	50%	100%	50%	0%	0%	100%	50%	0%	0%	0%	0%	0	0%

Assessment Report – Routine Diseases

Routine Diseases																		
Town	Type	Total Case Count	Average # of Days from Create Date of Case to Step 1 (LBOH Acknowledged Date)	Average # of Days from Create Date of Case to Step 2 (Investigation Started Dated)	Average # of Days from Step 1 (LBOH Acknowledged Date) to Step 4 (Case Report Form Completed)	Percent of cases completed within 30 days	Percent acknowledged within 2 days (Create date to step 1 completed)	Percent of cases with symptom onset completed	Percent of cases with Occupation completed	Percent of cases with Industry completed	Percent of cases with Race completed	Percent of cases with Ethnicity completed	Percent of cases with Sexual Orientation completed	Percent of cases with Gender Identity completed	Percent of cases with Transgender Experience completed	Percent of cases with all key indicators completed (Symptom onset date, Occupation, Industry, Race, Ethnicity, Sexual Orientation, Gender Identity, and Transgender Experience)	Number of cases lost to follow up	Percent of cases lost to follow up
	Giardiasis	1	5 Calculation based on 1 cases	0 Calculation based on 0 cases	0 Calculation based on 0 cases	0%	0%	0%	100%	0%	100%	100%	0%	100%	100%	0%	0	0%
	Babesiosis	15	7 Calculation based on 11 cases	5 Calculation based on 8 cases	4 Calculation based on 3 cases	13%	7%	20%	13%	13%	40%	0%	0%	0%	0%	0%	1	7%

Which diseases are we covering

Diseases in Report

Immediate Diseases

Cyclosporiasis
Group A streptococcus
Hepatitis A
Listeria
Meningococcal Disease
Tularemia

Routine Diseases

Babesiosis
Campylobacteriosis
Giardiasis
Human Granulocytic Anaplasmosis
Legionellosis
Salmonellosis (includes Typhoid fever)
Shiga toxin producing organism
Haemophilus influenzae
Pertussis
Mumps

General Guidance Document on Reports

How to Run the LBOH Assessment Report

What are PivotTables?

- A **pivot table** is a table of aggregated, grouped values
- A **PivotTable** is Microsoft's function to create pivot tables
 - Made as a part of Microsoft Excel
 - Other spreadsheet software may have similar functions under a different name
 - Easily aggregates (adds, finds the average of etc.) another table or a set of data by one or more categories
 - For example, a PivotTable could count a list of cases by year and town
- Aggregation can include sums, averages, or other statistics
- Groups can be nearly anything included in the data set
- Can make graphs/charts too
- Useful because it's a fast way to look at data

Example PivotTable

	A	B	C	D	E	F	G	H	I	J	K	L	M	N
1														
2														
3	Count of Event Date	Column Labels												
4	Row Labels	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Grand Total
5	2020		1	99	652	99	18	6	10	8	27	46	129	1095
6	2021		116	44	22	17	10	4	6	18	26	17	28	99
7	2022		154	21										175
8	Grand Total		270	66	121	669	109	22	12	28	34	44	74	228
9														

PivotTables – more to come in February!

General Guidance Document on PivotTables

Link to last year's PivotTable training (recording)

Link to last year's PivotTable training (slides)

MAVEN Help Section

<https://www.maven-help.maventrainingsite.com/>

MAVEN Online Help



Navigate to.... ▾

MAVEN Online Help Folders

Tool Tip 1: For better search results expand all folders

Tool Tip 2: To find a document press the ctrl key + F key

[+ Expand all](#) [- Collapse all](#)

[Recent Webinars \(Tools for Local Health Webinar Series\)](#)

[Antibiogram](#)

[Case Classification Manual](#)

[COVID-19 Resources](#)

[Foodborne and Enteric \(Gastrointestinal\) Disease](#)

[Global Populations and Refugee Resources \(Includes Tuberculosis\(TB\)\)](#)

[Group A Streptococcus\(GAS\)](#)

[Infection Preventionist Resources](#)

[Legionella Resources](#)

[MAVEN Resources](#)

How to Contact the MAVEN help desk in DSAI.

We are available Monday to Friday (9 a.m. - 5 p.m. Eastern Time)

DSAI Help Desk 617-983-6801

DSAI Fax Number 617-887-8789

mavenhelp@mass.gov

(do not email names or identifying information - use the MAVEN Event ID)

Epi-of-the-Day and Epidemiologist on Call 617-983-6800

Tuberculosis Program Email: BIDLS-TBGeneral@mass.gov

Tuberculosis Program Phone 617-983-6970

NEW! IP Communication Events

- Infection Preventionist (IP) Communication Events are events within MAVEN that hold information for facilities that have Infection Preventionists using MAVEN.
- There is an event for each facility and they contain key contact information such as addresses, fax numbers, MAVEN users, and more.
- Will eventually replace IP Contact List in MAVEN

MAVEN Resources

[Help Section](#) (programmatic web-links, presentations, fact sheets, tip sheets, case report forms, release notes)

[Infection Preventionists Contact List](#)

[MDPH Disease Fact Sheets](#)

[Guide to Surveillance, Reporting and Control \(2nd Edition\)](#)

[Foodborne Illness Investigation and Control Manual](#)

[Communications Events](#)

[Updating MAVEN User Profile](#)

Tuesday Infectious Disease Tools for Local Health Webinars will take place on 2nd and 4th Tuesdays of the month. Click on the following link to register for our upcoming webinars.

[Tuesday Infectious Disease Tools for Local Health Webinar Series registration page](#)

NEW! IP Communication Events

Search Case
Search Clear Cancel Help

Search Criteria

Type	Normal
Event ID	
Last Name	
First Name	
Alias	
Maiden/Other Name	
Birth Date (Range)	mm/dd/yyyy <input type="button" value="Calendar"/>
Street	
City	
State	
Event	Communication - Infection Prevention <input type="button" value="Select"/>
From Date	mm/dd/yyyy <input type="button" value="Calendar"/>
To Date	mm/dd/yyyy <input type="button" value="Calendar"/>

Search Options

Search Results

Event ID	Name	Birth Date	Status	Event	Create Date	Event Date	External ID
132890737	COMMUNICATION Atrius Health Infection Control Program		Open	Communication - Infection Prevention	10/16/2025		PCPFSEUNHWMHRZ
132890738	COMMUNICATION Baystate Franklin Medical Center		Open	Communication - Infection Prevention	10/16/2025		PCPFSEUNHWMHSC
132890739	COMMUNICATION Baystate Medical Center		Open	Communication - Infection Prevention	10/16/2025		PCPFSEUNHWMHSD
132890740	COMMUNICATION Noble Hospital		Open	Communication - Infection Prevention	10/16/2025		PCPFSEUNHWMHSE
132890741	COMMUNICATION Wing Memorial Hospital		Open	Communication - Infection Prevention	10/16/2025		PCPFSEUNHWMHSF
132890742	COMMUNICATION Berkshire Medical Center		Open	Communication - Infection Prevention	10/16/2025		PCPFSEUNHWMHSG
132890743	COMMUNICATION Beth Israel Deaconess Hospital Milton		Open	Communication - Infection Prevention	10/16/2025		PCPFSEUNHWMHSH
132890744	COMMUNICATION Beth Israel Deaconess Medical Center		Open	Communication - Infection Prevention	10/16/2025		PCPFSEUNHWMHSI
132890745	COMMUNICATION Boston Medical Center		Open	Communication - Infection Prevention	10/16/2025		PCPFSEUNHWMHSJ
132890746	COMMUNICATION Brigham and Women's Hospital/Dana Farber Cancer Institute		Open	Communication - Infection Prevention	10/16/2025		PCPFSEUNHWMHSL

Showing 1 to 10 of 85 entries

Previous 1 2 3 4 5 ... 9 Next

NEW! IP Communication Events

Search Case

Search Clear Cancel Help

Search Criteria	
Type	Normal
Event ID	
Last Name	Atr*
First Name	
Alias	
Maiden/Other Name	
Birth Date (Range)	mm/dd/yyyy
Street	
City	
State	
Event	Communication - Infection P
From Date	mm/dd/yyyy
To Date	mm/dd/yyyy
Search Options	
Search	Clear
Create New	

Search Results						
Event	ID	Name	Birth Date	Status	Event	Create Date
	132890737	COMMUNICATION Atrius Health Infection Control Program		Open	Communication - Infection Prevention	10/16/2025

Showing 1 to 1 of 1 entries

Select Create Record for Person Cancel Help

Search tip:

In last name, type first three letters of facility followed by *

EXAMPLE: Atr* for Atrius Health Infection Control Program

NEW! Tip Sheet: IP Communication Events

IP Communication Events



Infection Preventionist Communication Events

This document will help you understand Infection Preventionist (IP) communication events and how to access and update yours.

Kate Hamdan

November 19, 2025

[Background](#) [How to Access](#) [How to Update](#)

[Click here to view all the documents in the MAVEN Guidance Document Series](#)

What are Infection Preventionist Communication Events?

Infection Preventionist (IP) Communication Events are events within MAVEN that hold information for facilities that have Infection Preventionists using MAVEN.

NEW! Tip Sheet: MAVEN Coverage Guidance

MAVEN Coverage Guidance



MAVEN Coverage Guidance

This document will give you more information on MAVEN coverage.

Kate Hamdan
September 3, 2025

[Background](#) [MAVEN User Requirements](#) [User Onboarding](#) [Communication Around Coverage](#)

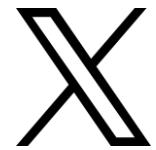
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Background

All jurisdictions should have a trained and onboarded secondary MAVEN user to ensure continuous infectious disease coverage. Jurisdictions with only a primary MAVEN user performing all casework will encounter situations in which that user is out of the office for extended periods of time, whether planned (vacation and holidays) or unplanned (illness, emergencies, etc.).

Questions?

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