



MAVEN Features and Functionality

December 9, 2025

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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.

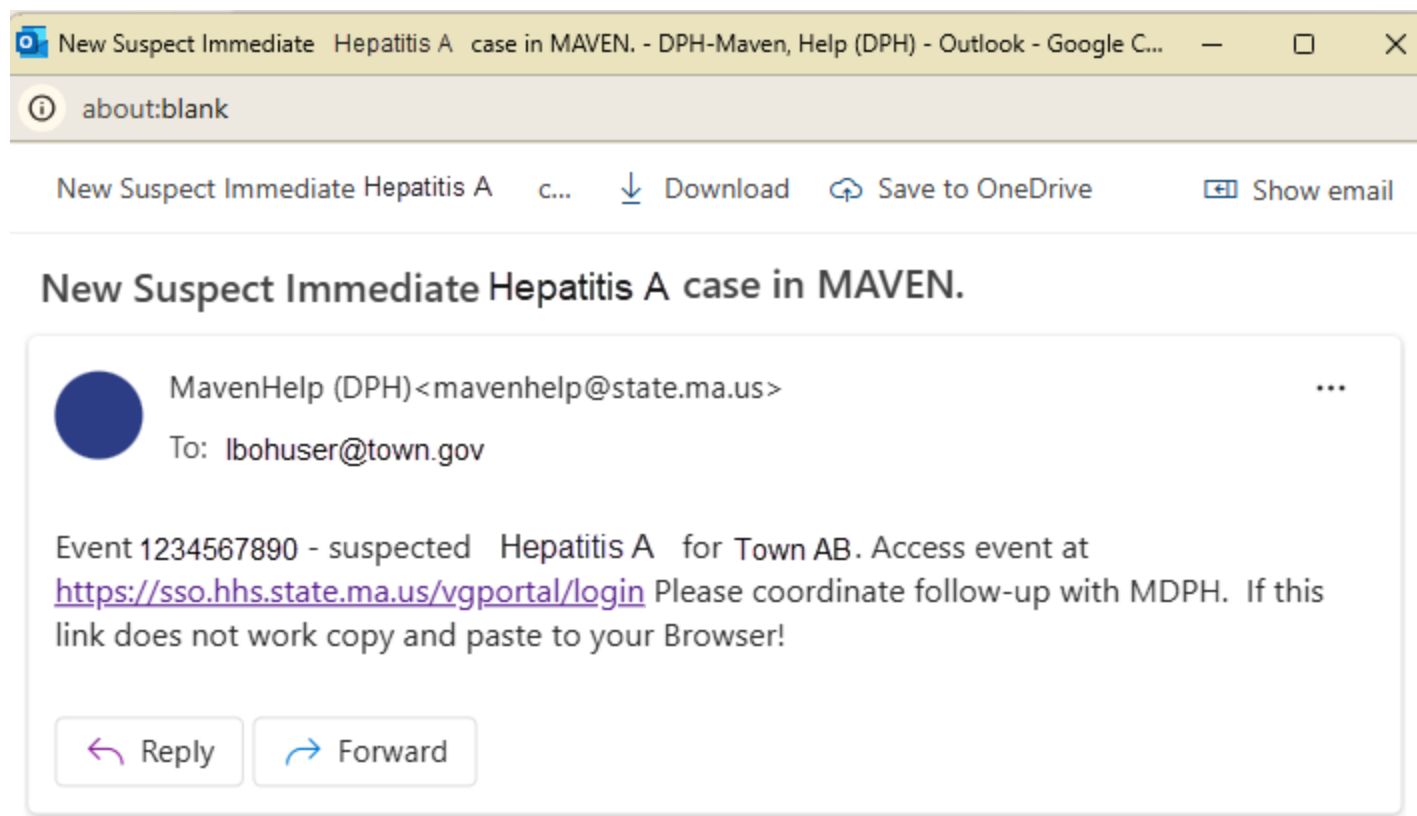
**If you have any issues, please contact the MAVEN Help Desk
(**mavenhelp@mass.gov**)**

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:

1. Open the case from the notification email
2. Check your workflows to view the case (and others)
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Immediate Disease Notifications



How to change your MAVEN email settings

Maven Surveillance and Case Management System

Enter Case ID Search LBOH User

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: Notification of Immediate Disease sent to:

Fax:

Contact Method:

Save Cancel Help

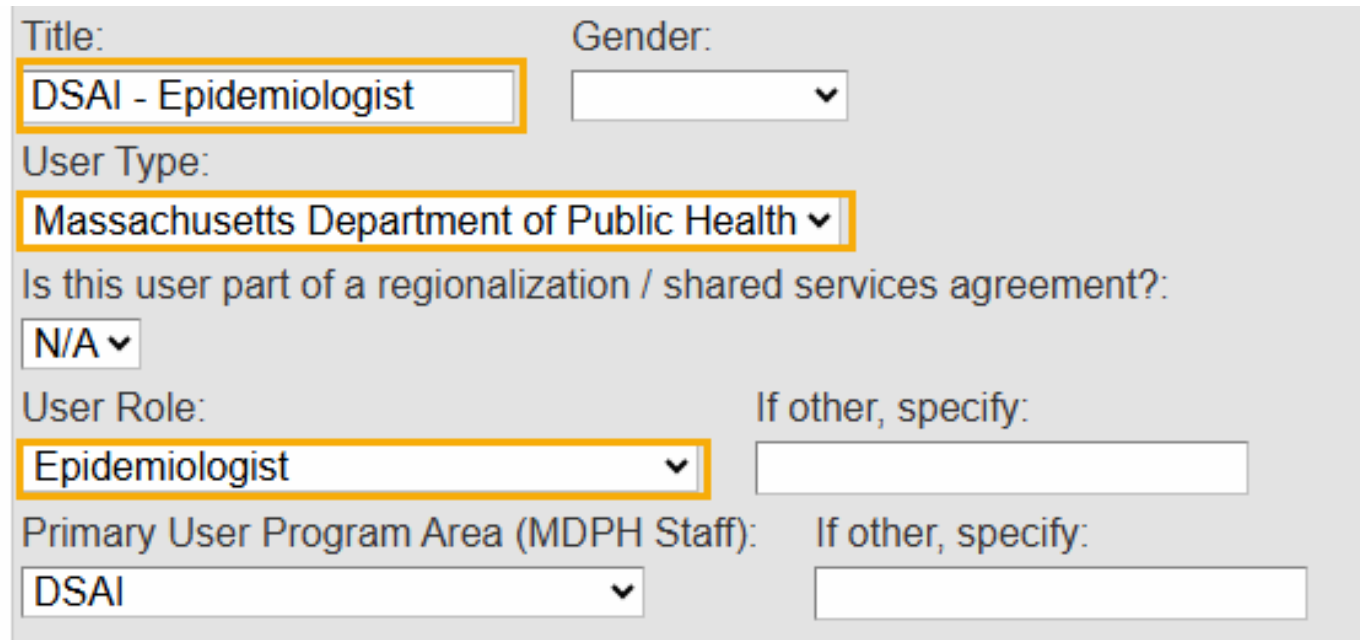
Select the dropdown menu underneath your name at the top right of the screen.

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

Edit Profile
Administration
Logout

How to change your title

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



A screenshot of a user profile form with several fields highlighted by orange boxes. The fields are: 'Title' with the value 'DSAI - Epidemiologist', 'User Type' with the value 'Massachusetts Department of Public Health', 'User Role' with the value 'Epidemiologist', and 'Primary User Program Area (MDPH Staff)' with the value 'DSAI'. Other fields include 'Gender', 'Is this user part of a regionalization / shared services agreement?' (set to 'N/A'), and two 'If other, specify:' text boxes.

| | | | |
|--|---|--------------------|--|
| Title: | DSAI - Epidemiologist | Gender: | |
| User Type: | Massachusetts Department of Public Health | | |
| Is this user part of a regionalization / shared services agreement?: | | | |
| N/A | | | |
| User Role: | Epidemiologist | If other, specify: | |
| Primary User Program Area (MDPH Staff): | DSAI | If other, specify: | |

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
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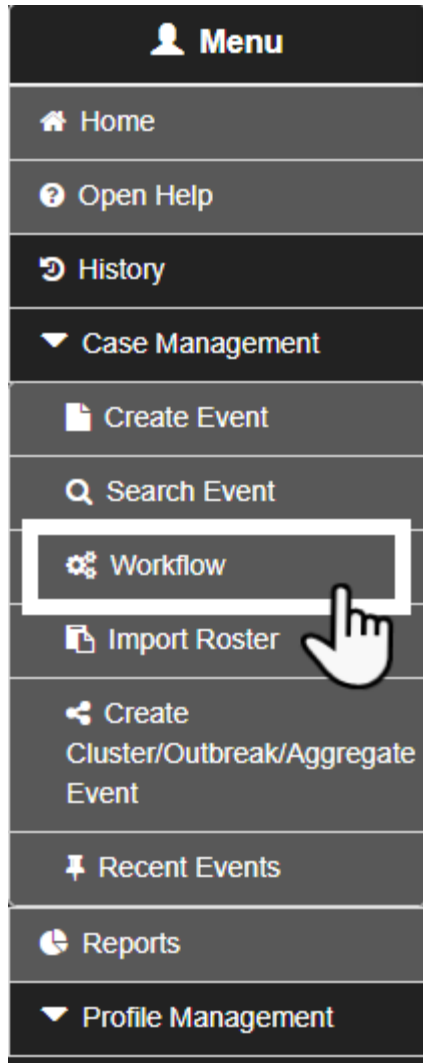
Check your workflows to view the case (and others)

| 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?

Menu

Home

Open Help

History

Case Management

Create Event

Search Event

Workflow

Import Roster

Create Cluster/Outbreak/Aggregate Event

Recent Events

Reports

Profile Management

Maven Disease Surveillance Suite - TEST

Enter Case ID

Search

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) |

More...

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 |

More...

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](#)

[Update](#)

Tuesday following Tuesday

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

MAVEN System / Virtual Gateway Support

If you encounter a problem in MAVEN, please e-mail mavenhelp@mass.gov. Please provide detailed information such as date, time, description, username, contact information, and attach screen shots. If you encounter an error message, copy and paste the details into your email.

Remember to contact the Virtual Gateway Customer Service, Monday through Friday 8:30 am to 5:00 pm (7-6578 (TTY for the deaf and hard of hearing).

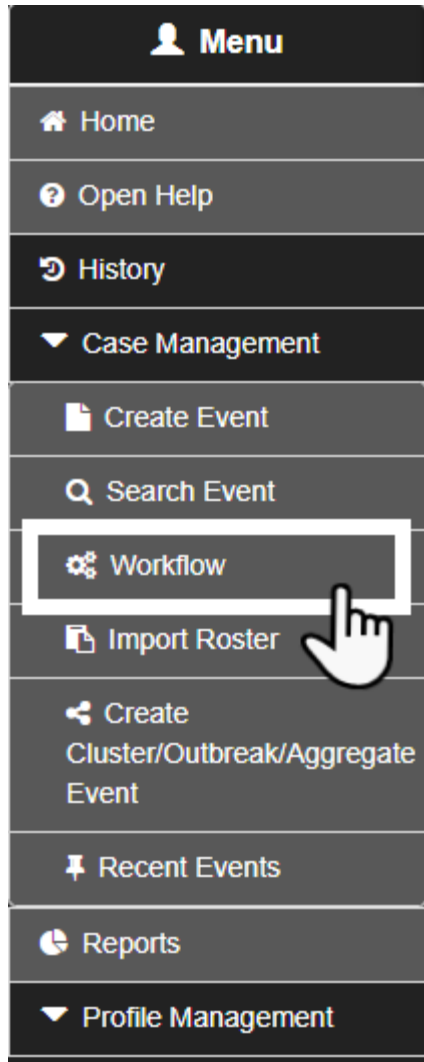
This box will show you a subset of your workflows. Use the star buttons to the left to pin your favorite workflows to the top of the box.

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 WorkflowsDashboardHelp

Immediate Notifications

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

Online LBOH Notifications

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

Online LBOH TB Notifications

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

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 ⓘ |

Show Empty WorkflowsDashboardHelp

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).

| Workflows | | | |
|----------------|--|--------|----------|
| 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

| Workflow | Purpose | What To Do |
|---|--|---|
| 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. |

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

January_ver3_2023

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



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

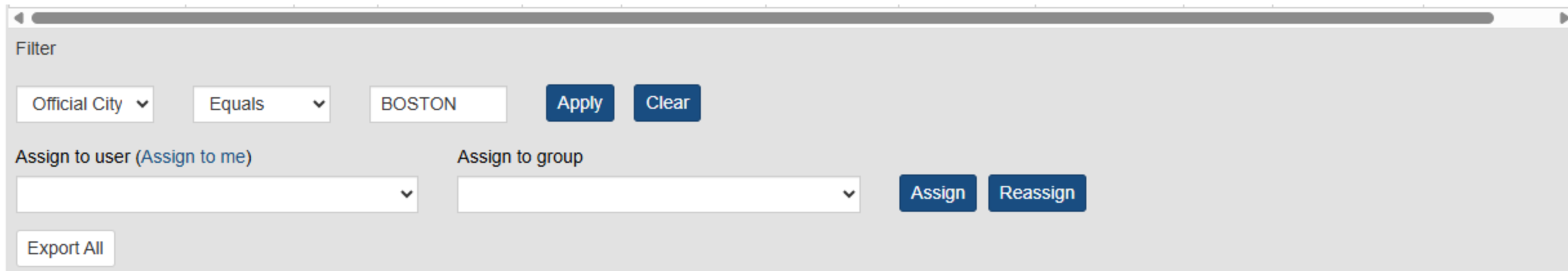
| TEST_14819_LBOH Notification For Immediate Disease (Last Update: 11/04/2025 09:54 AM) | | | | | | | | | | | |
|---|----------------|----------|---------------|--------|-------------|-----------------------|------------|-------------|------|-------------|-------------------|
| <input type="checkbox"/> 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 | | | 08/22/2021 | 10/25/2023 | 6 | | |
| 100003760 Question Packages • 01. Administrative | Charlie Duffey | 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 | | |



MAVEN User Survey Highlight

How can I view workflows by town?

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



The screenshot shows a web interface for filtering workflows. At the top, there is a horizontal scrollbar. Below it, the 'Filter' section contains a dropdown menu for 'Official City' with a downward arrow, followed by a dropdown for 'Equals' with a downward arrow, and a text input field containing 'BOSTON'. To the right of these are two buttons: 'Apply' and 'Clear'. Below the 'Filter' section, there are two more sections. The first is 'Assign to user (Assign to me)' with a dropdown menu. The second is 'Assign to group' with a dropdown menu. To the right of these are two buttons: 'Assign' and 'Reassign'. At the bottom left, there is a button labeled 'Export All'.

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:

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
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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

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

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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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: <input type="text"/> |
| Step 2 - Investigation started: <input type="text"/> |
| Step 3 - LBOH/Agency Investigator: Assign To Me <input type="text"/> |
| Step 4 - Case Report Form Completed: <input type="text"/> |
| Step 5 - LBOH final review: <input type="text"/> |

Example of completed investigation

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

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.




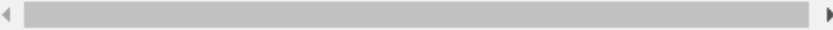
Any questions so far?

Use Case for Today

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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 me](#)

Assign to group: LBOH - Brookline

Save

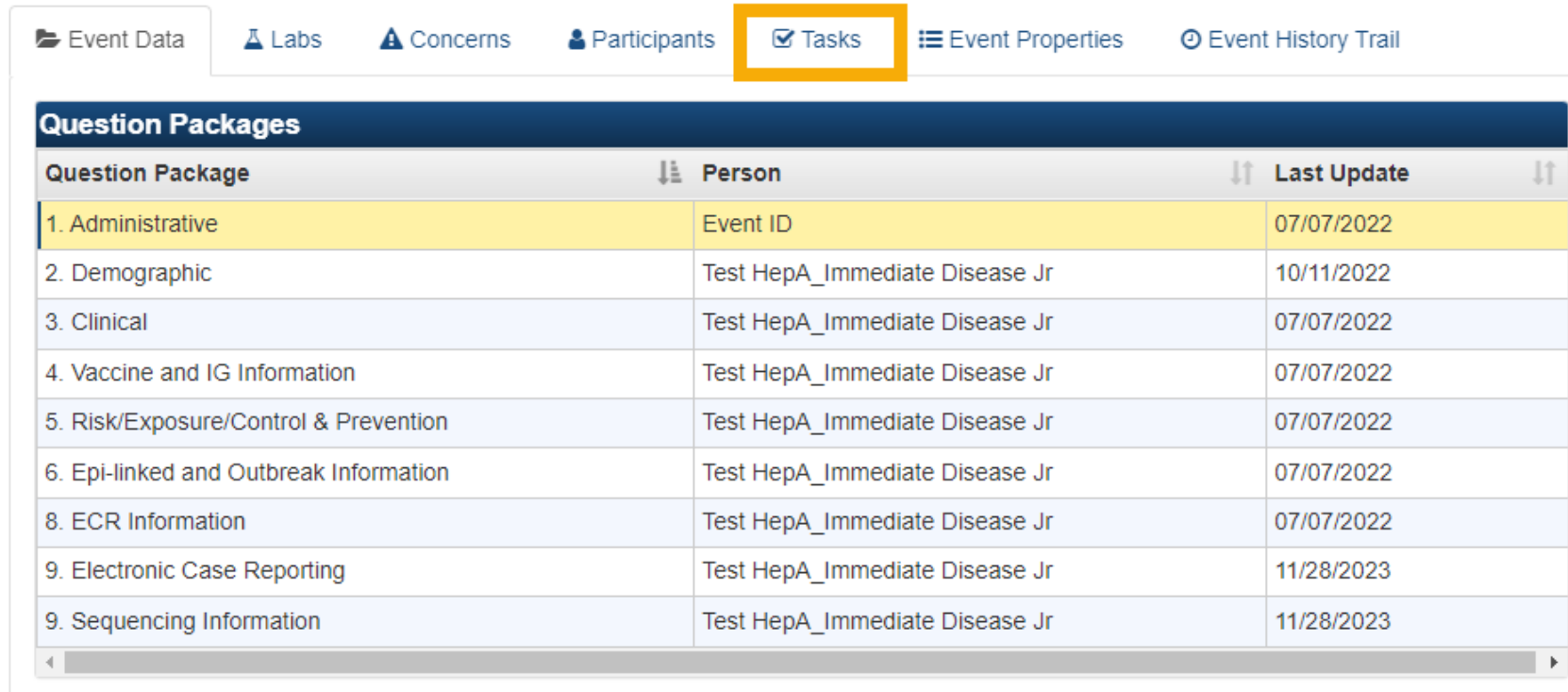
Cancel

Help

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.

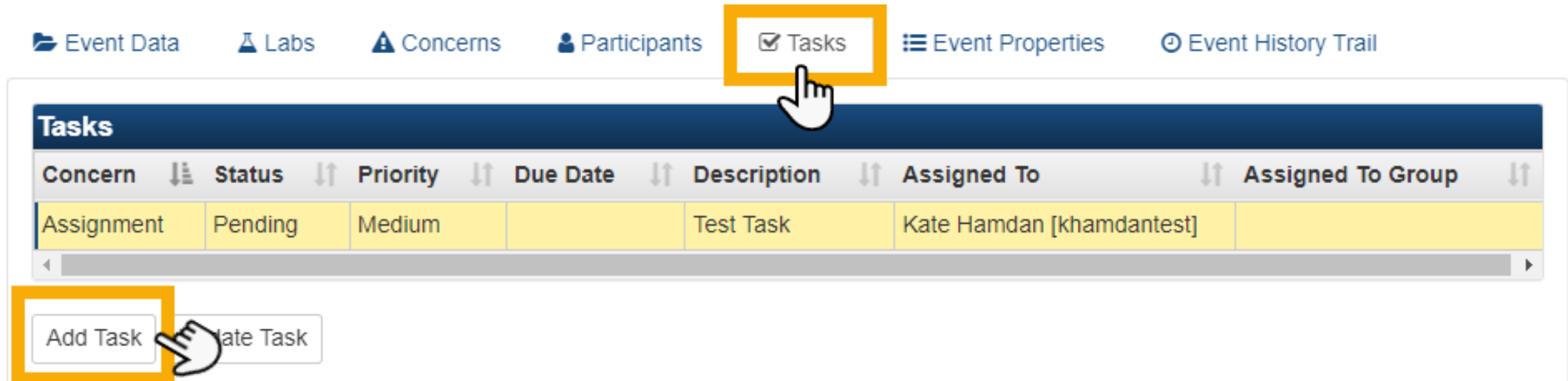


| Event Data | Labs | Concerns | Participants | Tasks | Event Properties | Event History Trail |
|--|--------------------------------|-------------|--------------|--------------|------------------|---------------------|
| Question Packages | | | | | | |
| Question Package | Person | Last Update | | | | |
| 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 Task button



The screenshot shows the MAVEN interface with a navigation bar at the top containing icons and labels for 'Event Data', 'Labs', 'Concerns', 'Participants', 'Tasks', 'Event Properties', and 'Event History Trail'. The 'Tasks' tab is highlighted with a yellow box and a hand cursor pointing to it. Below the navigation bar is a table titled 'Tasks'. The table has columns: 'Concern', 'Status', 'Priority', 'Due Date', 'Description', 'Assigned To', and 'Assigned To Group'. A single row is visible with the following data: 'Assignment' (Concern), 'Pending' (Status), 'Medium' (Priority), an empty cell for 'Due Date', 'Test Task' (Description), 'Kate Hamdan [khamdantest]' (Assigned To), and an empty cell for 'Assigned To Group'. Below the table, there are two buttons: 'Add Task' and 'Delete Task'. The 'Add Task' button is highlighted with a yellow box and a hand cursor pointing to it.

| Concern | Status | Priority | Due Date | Description | Assigned To | Assigned To Group |
|------------|---------|----------|----------|-------------|---------------------------|-------------------|
| Assignment | Pending | Medium | | Test Task | Kate Hamdan [khamdantest] | |

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

| | | | | | | | |
|---|-----------|-------------|------|------------|--|------------|------------|
| 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

Due Date: mm/dd/yyyy

Due Time: HH:MM A

Start Date: mm/dd/yyyy

Complete Date: mm/dd/yyyy

Description: Test Task

Notes:

Task Attachment: Choose File No file chosen

Assign to user: Kate Hamdan [khamdantest]

Assign to group:

Save Cancel Help

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

Due Date: mm/dd/yyyy

Due Time: HH:MM A

Start Date: mm/dd/yyyy

Complete Date: mm/dd/yyyy

Description: Patient occupation

Notes: Please update this patient's occupation.

Task Attachment: Choose File No file chosen

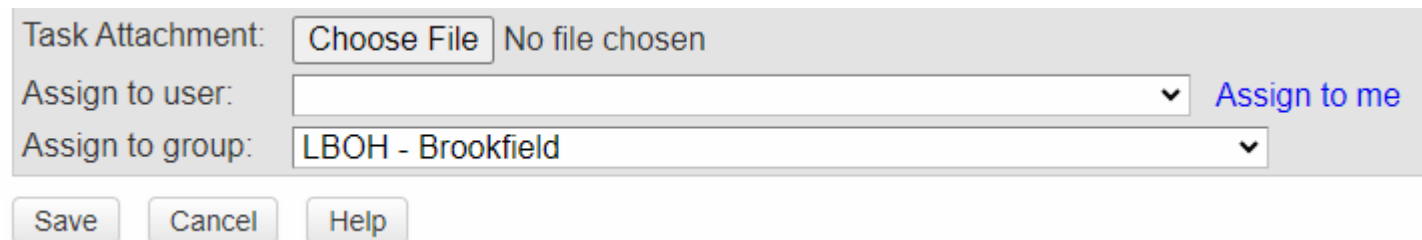
Assign to user: Kate Hamdan [khamdantest] [Assign to me](#)

Assign to group:

Save Cancel Help

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.

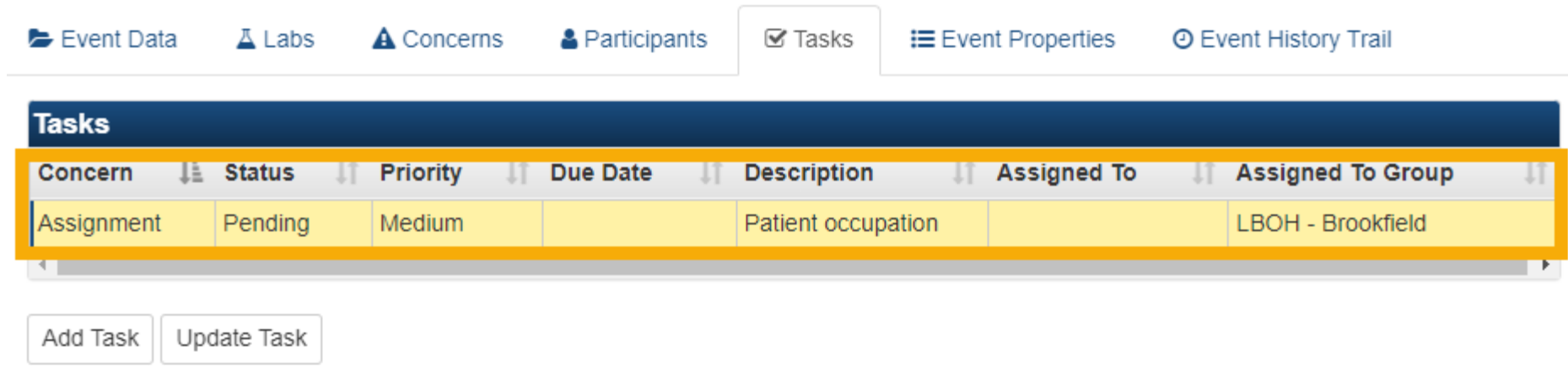


The screenshot shows a web form for task assignment. It includes a 'Task Attachment' section with a 'Choose File' button and 'No file chosen' text. Below this are two dropdown menus: 'Assign to user:' (currently empty) and 'Assign to group:' (currently set to 'LBOH - Brookfield'). To the right of the 'Assign to user' dropdown is a blue link labeled 'Assign to me'. At the bottom of the form 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 displays the MAVEN interface with the 'Tasks' tab selected. The 'Tasks' tab is highlighted with a checkmark icon. Below the navigation bar, a table titled 'Tasks' is shown. The table has the following columns: Concern, Status, Priority, Due Date, Description, Assigned To, and Assigned To Group. A single task entry is visible in the table, highlighted with a yellow border. Below the table, there are two buttons: 'Add Task' and 'Update Task'.

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

Add Task Update Task

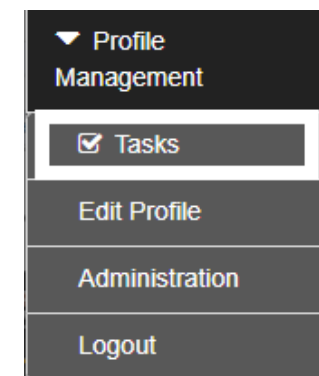
How do I complete a task in MAVEN?

- 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.

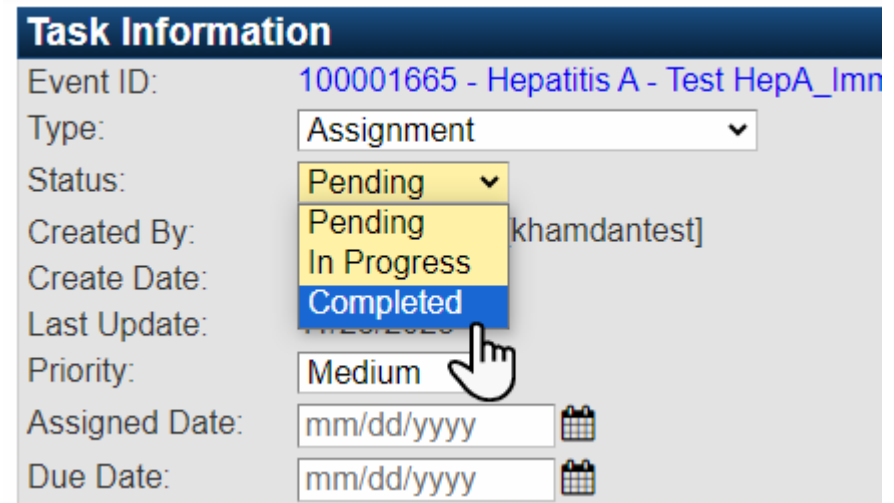


How do I complete a task in MAVEN?

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.



The screenshot shows a 'Task Information' form with the following fields and values:

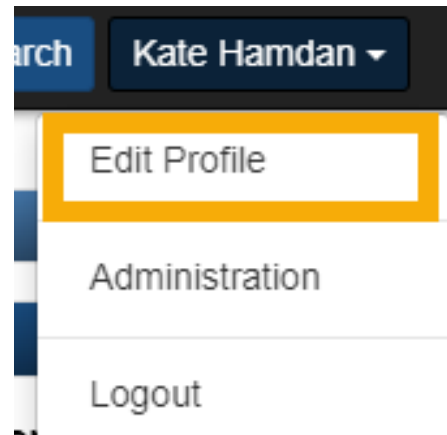
| Task Information | |
|------------------|---|
| Event ID: | 100001665 - Hepatitis A - Test HepA_Imn |
| Type: | Assignment |
| Status: | Pending |
| Created By: | khamdantest] |
| Create Date: | |
| Last Update: | |
| Priority: | Medium |
| Assigned Date: | mm/dd/yyyy |
| Due Date: | mm/dd/yyyy |

The 'Status' dropdown menu is open, showing the following options: Pending, Pending, In Progress, and Completed. A hand cursor is pointing at the 'Completed' option.

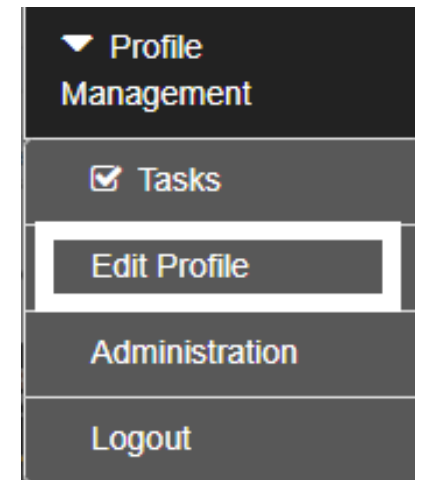
How do I manage email notifications for tasks?

- 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 [lboh-test1] | Lionel White [lwhitestest] | | 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 [lwhitestest]
User Group:
Allow Delegation: ☐

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

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.)

- **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.

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’

The screenshot shows a web form titled "Add Event Share". The form contains the following fields and values:

| Field | Value |
|-------------------|--|
| Event ID: | 100002433 |
| Person: | Paul Patient |
| Event: | Group A streptococcus |
| Type: | View Only Limited (dropdown menu open) |
| User: | (empty dropdown menu) |
| User Group: | (empty dropdown menu) |
| Allow Delegation: | View & Update Limited |

The dropdown menu for "Type" is open, showing the following options:

- View Only Limited
- View Only Limited
- View Only Full
- View & Update Limited
- View & Update Full

The "View & Update Full" option is highlighted with a yellow box. At the bottom of the form, there are two buttons: "Save" and "Dashboard".

Guidance Document on Sharing

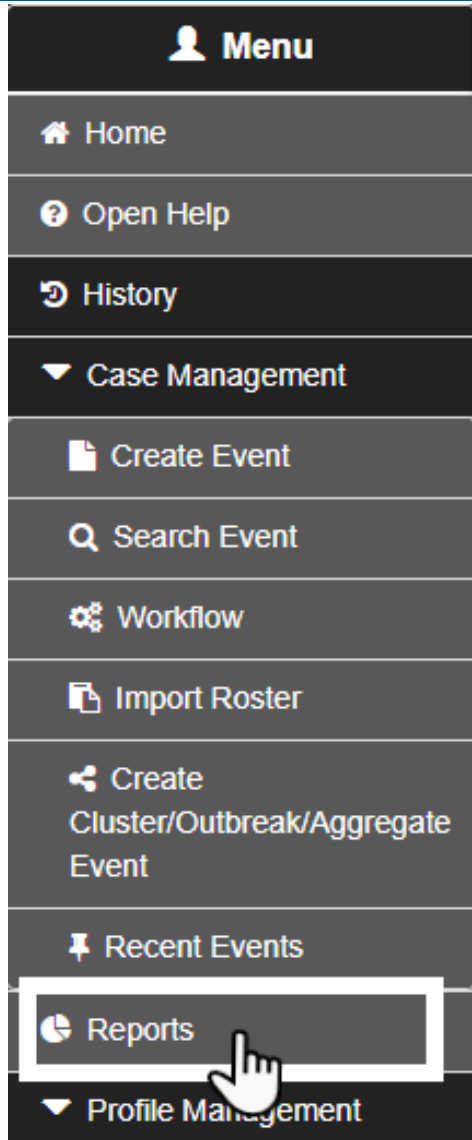
General Guidance Document on Sharing

Use Case for Today

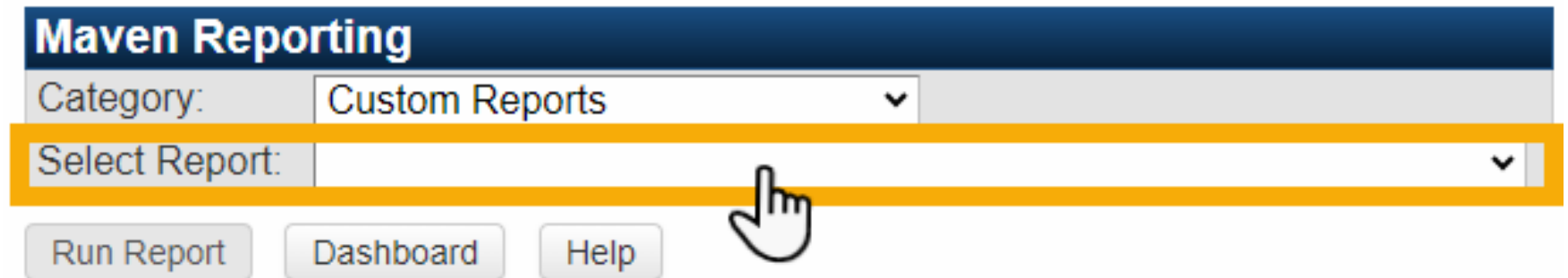
You receive an email notification for an immediate Hepatitis A event that needs investigation. You need to:

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

Tip: Select multiple categories using CTRL + click

The screenshot shows the 'Maven Reporting' interface with the following fields and options:

- 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 (with a dropdown menu showing Contact, Probable, Revoked, and Suspect)
- Official City*:** LAWRENCE (with a search icon and a trash icon)
- Report Format*:** Comma Separated Values

Buttons at the bottom: Run Report, Dashboard, Help.

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



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 | 0 | 0 | 0 | 0 | 0 |
| Babesiosis | 0 | 0 | 0 | 0 | 0 |
| Borrelia miyamotoi infection | 0 | 0 | 0 | 0 | 0 |
| Botulism | 0 | 0 | 0 | 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 |

12/2025

11/2025

1/1/25 -
12/9/25

1/1/24 -
12/9/24

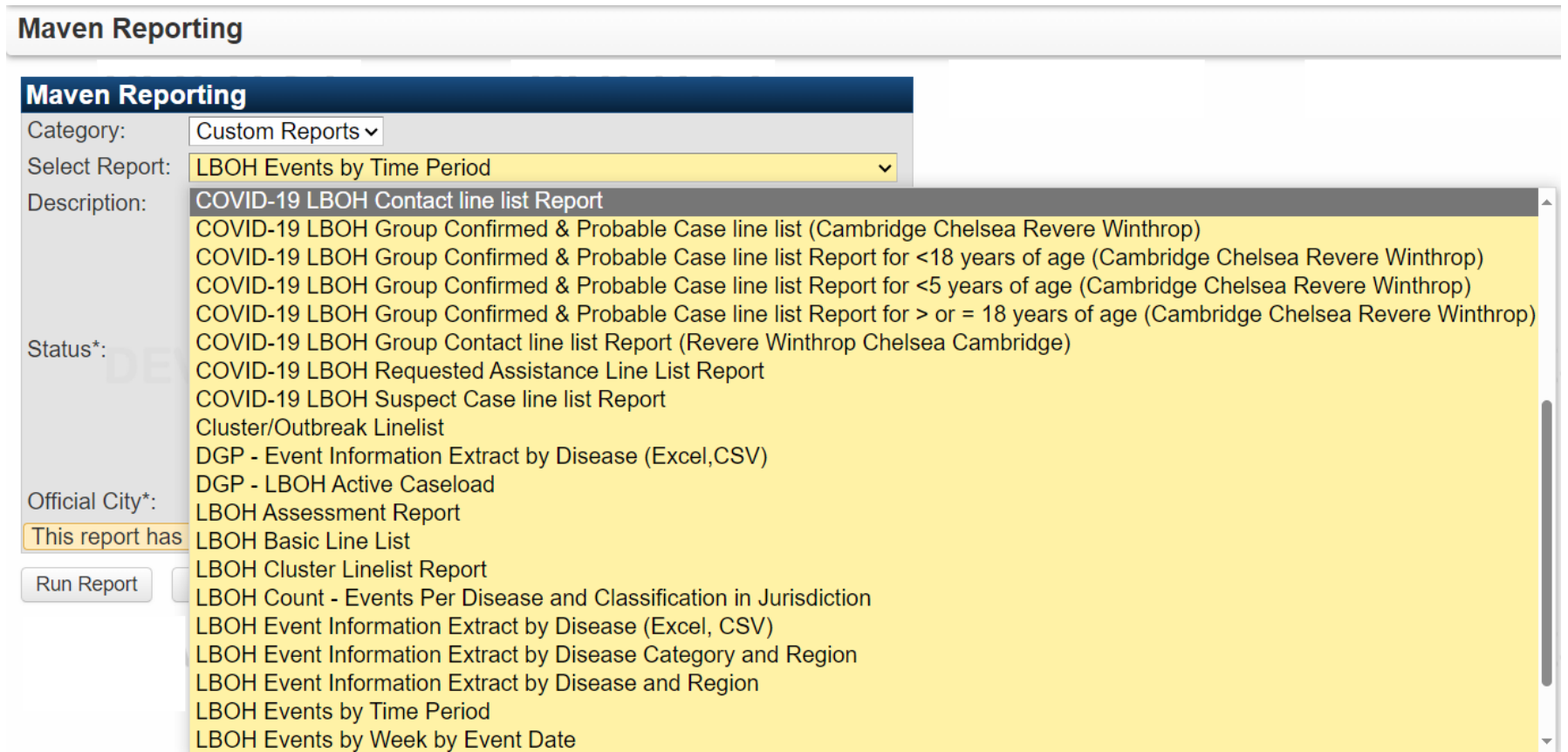
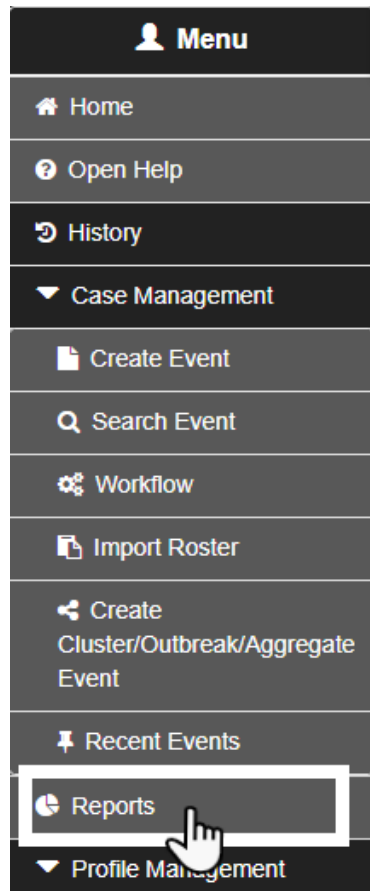
MAVEN Report Example/Demo

■ 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.





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 | 407 |
| 7 | 2022 | 154 | 21 | | | | | | | | | | | 175 |
| 8 | Grand Total | 270 | 66 | 121 | 669 | 109 | 22 | 12 | 28 | 34 | 44 | 74 | 228 | 1677 |

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

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- [Foodborne and Enteric \(Gastrointestinal\) Disease](#)
- [Global Populations and Refugee Resources \(Includes Tuberculosis\(TB\)\)](#)
- [Group A Streptococcus\(GAS\)](#)
- [Infection Preventionist Resources](#)
- [Legionella Resources](#)
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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

TypeNormal

Event ID

Last Name

First Name

Alias

Maiden/Other Name

Birth Date (Range)mm/dd/yyyy

Street

City

State

EventCommunication - Infection Prevention

From Datemm/dd/yyyy

To Datemm/dd/yyyy

Search Options

Search Clear Create New

| 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 | | PCPFSEUNHWMHSHI | |
| 132890745 | COMMUNICATION Boston Medical Center | | Open | Communication - Infection Prevention | 10/16/2025 | | PCPFSEUNHWMHSHJ | |
| 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

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Select Create Record for Person Cancel Help

NEW! IP Communication Events

Search Case

Search Clear Cancel Help

Search Criteria

TypeNormal▼

Event ID

Last NameAtr*

First Name

Alias

Maiden/Other Name

Birth Date (Range)mm/dd/yyyy

Street

City

State▼

EventCommunication - Infection P▼


From Datemm/dd/yyyy

To Datemm/dd/yyyy

Search Options

Search Clear Create New

Search Results

| Event ID | Name | Birth Date | Status | Event | Create Date | Event I |
|---|--|------------|--------|--|-------------|---------|
|  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](#)

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

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?

Connect with DPH



@MassDPH



Massachusetts Department of Public Health



mass.gov/dph