MAVEN Tip Sheet: Creating Foodborne Illness Complaint Events

Foodborne Illness (FBI) Complaint events are created in MAVEN to document the foods and drinks consumed by an individual, or common foods consumed by a group of ill people, prior to onset of gastrointestinal illness symptoms associated with a diagnosed or undiagnosed disease. FBI Complaint events are used to communicate food exposures between individuals conducting case interviews and those who permit or license implicated food establishments. Additionally, they are used to monitor trends in illness across Massachusetts and for outbreak detection. FBI Complaint events are reviewed by MDPH’s Food Protection Program (FPP) and forwarded to the appropriate jurisdiction (in-state or out-of-state) when warranted.

When to Create an FBI Complaint

✓ When an undiagnosed individual reports gastrointestinal illness after one or more foodborne exposures
✓ When an individual with diagnosed infection reports:
  ✓ Eating a food away from home during their incubation period and sufficient details are available (name of establishment, location, and date of purchase/consumption)
  ✓ Eating a food consistent with the pathogen at home during their incubation period, even if the food was improperly prepared at home, and sufficient details are available (name of purchase location, address, and date of purchase)
  ✓ Handling a locally produced pet food or pet treat during their incubation period
  ✓ Is an infant that is primarily formula fed

✗ Do not create an FBI Complaint event for complaints that did not result in gastrointestinal illness symptoms (e.g., food quality complaint, allergic reactions). Please contact FPP at 617-983-6712 with these reports

Additional Guidance

• Create FBI Complaints for suspect in-state AND out-of-state exposures.
• High-risk food items: Always create an FBI Complaint when an individual with diagnosed or undiagnosed gastrointestinal illness reports consuming unpasteurized milk, unpasteurized and unaged (<6 months) cheese, unpasteurized juice/cider, and raw seafood or shellfish.
• Undiagnosed FBI complaints: A 72-hour food history should be obtained for individuals who report gastrointestinal symptoms but have not sought medical attention or received a medical diagnosis.
• Diagnosed illness in primarily formula-fed infants: For the formula consumed during the case’s incubation period, obtain: the name of the formula, lot code, best by date, where and when the formula was purchased, and whether the formula was received through the Women, Infant, and Children (WIC) Program.
How to Create an FBI Complaint

1) Click on “Create Event” from the left-hand menu of the MAVEN dashboard. Use the “Event” dropdown menu and select "Foodborne Illness Complaint":

2) Add the complainant’s name to the “Name“ field:

   Note: The complainant could be the ill person, an ill person’s family member, an ill person’s physician etc.

3) Click “Save” which will create and open the FBI Complaint event

4) Do not complete any fields in the “Administrative” Question Package

5) Open the “Complaint Information” Question Package

6) Complete the topmost fields with your information including your name and affiliation:

7) Enter the complainant’s name, address, and contact information in the “Complainant Information” section

8) Complete all fields in the “Illness Information” section
   a. Note: When the complainant and the ill individual are the same person all fields still need to be completed
   b. If the individual received a medical diagnosis, usually via stool testing, this should be documented in the questions that populate after completing the question “Received medical attention?”

Tip: If you are creating an FBI Complaint for an individual with a disease event in MAVEN, it is helpful to “print” the event for reference. When in a disease event, navigate to the left-hand menu:
   • Click “Print Event”
   • Navigate to “EventPrint.jsp” and click “open”
   • This will open a new tab with all the case’s information on one page. This can be referenced, or copied and pasted, while you create the FBI Complaint.

Ver 2.0 – June 13, 2023
9) Click “Save” and then open the “Food History” Question Package

10) Complete the “Suspect food or drink” field and all associated fields for each suspect item consumed
   a. If there are multiple suspect meals/food items then select “Add New” and complete the associated fields for each individual suspect meal/item
   b. If the establishment is not located in your jurisdiction, do not complete the “Inspectional services notified” field. If the establishment is in your jurisdiction and you have notified your inspectional staff, use the “Inspectional services notified” drop-down menu and select “No Notification Necessary.” Use the “Reason no notification necessary” drop-down menu and select “Complaint originated with LBOH.” FPP does not notify inspectional services if a reported establishment is in the same jurisdiction as the reporting LBOH.
11) For an FBI Complaint created for an individual with a disease event in MAVEN, link the FBI Complaint to the disease event
   a. Note the Case ID for the disease event:

   ![Basic Information Table]

   b. Within the FBI Complaint click “View” next to “Linked Event/Contacts” in the “Basic Information” section:

   ![Basic Information Table]

   c. In the “Link Events” section complete “Operation” and “Link Type” fields then click “Select Event”:

   ![Link Events]

   d. Search for the associated disease event, highlight the correct event by clicking on it, and then click “Select”:

   ![Search Results]

   e. Click “Save” and now the disease event is linked to the associated FBI Complaint

   **Resources**

   - For more information on incubation periods of various diseases refer to [CDC's Guide to Confirming an Etiology in Foodborne Disease Outbreak](#)
   - For more information on foods commonly associated with various diseases refer to
     - [Diagnosis and Management of Foodborne Illnesses](#)
     - [CDC: Foods That Can Cause Food Poisoning](#)
     - [FDA: What You Need to Know about Foodborne Illnesses](#)