



Andika Murandi, <https://flic.kr/p/bBgHqh>

News from the Center for Health Statistics exclusively for county vital records offices, registrars and their deputies

May 2015

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State office construction alert

The State vital records public amendment and order counters will have reduced hours in July, while the 2nd-floor lobby is rebuilt to better serve customers. During construction, office hours will be limited to 10:00 a.m. to 2:00 p.m. in Room 221 of the State Office Building. To avoid delays and long lines, customers will be encouraged to order by telephone at 1-888-896-4988 or on the web at www.vitalchek.com. Some records will not be available the same day and will either be mailed or made available the next work day for customers that choose to return for the records. For updates to the construction schedule, please watch for notices posted to the Vital Records web order page at www.healthoregon.org/chs. ❖

RPI – workflow process

In March of this year, our Center for Health Statistics (CHS) Registration unit, under the management of JoAnn Jackson, began a Rapid Process Improvement (RPI) plan to improve the workflow of registering death records at the state vital records office.

The Oregon Health Authority (OHA) encourages all units to look for ways to improve workflow and to establish a process improvement plan using lean tools. Last summer, Carol Sanders, Manager of Certification and JoAnn attended the Annual Meeting of the National Association for Public Health Statistics and Information Systems (NAPHSIS) in Seattle, Washington. The purpose of the NAPHSIS presentation was to share our experience with process improvement and to learn about other states processes as well. The presentation was well received and most states began developing their own lean processes.

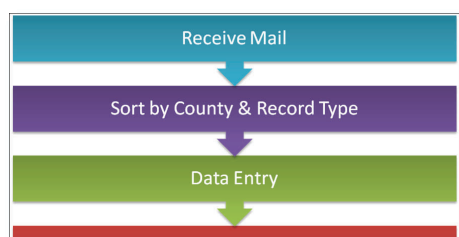
(Continued on page 2)



RPI workflow process (Continued from page 1)

Oregon's process meetings were facilitated by a member of the state's Performance Management Team, trained in leading RPI processes. CHS Registration staff completed six four-hour meetings over a four-week period. The results to date have eliminated unnecessary or duplicative steps to improve workflow. So far, we have eliminated 12 steps. We have not yet completed the process; more steps may be eliminated.

The process will be finalized after the pilot program is completed and we have a smooth work flow, before putting the process into daily practice. We are hopeful that an improved and leaner workflow will better



support the state registration team even when short-staffed, as we currently are. The improvements should result in better customer service for state partners and customers.

At this time, the RPI design is entering its pilot stage. This stage will support immediate registration of most death records, if they are “legally sufficient.” Additionally, we should be able to complete the amendments and corrections a little faster. “Legally sufficient” means certain line items on the death record must be completed in accordance with law in order for the record to be registered. The *Sight Verification Tool* is a good supporting document to use in determining whether a death record is legally sufficient to be registered.

If you have questions, feel free to contact JoAnn Jackson at 971-673-1160, or by email at joann.jackson@state.or.us ❖

Legally sufficient orders in OVERS

All orders must be entered in the Oregon Vital Events Registration System (OVERS) and must include the following:

1. Who ordered the record – the applicant's name (see example on page 3);
2. Where it was sent or the address of the applicant who received the certificate (see example on page 3);
3. What was ordered – the record information the applicant provided so that a record could be located. For a birth record order, this includes the name of the child, the child's date of birth, the mother's name (first and last maiden name) and the father's first and last name, along with the city and/or county of birth. For a death record order, this

includes the decedent's name and date of death and/or the city or county of death.

4. What record was issued – this includes the number and record type and the intaglio paper tracking number on the certificate that was released; and,
5. Date when the record was issued and the order was completed.

Why must all of this information be recorded? It is very important that the issuance history provide accountability for records issued. We need to be able to:

- Provide a record of the identity of the person who applied for and received the record;

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Legally sufficient orders in OVERS (Continued from page 2)

- Prove that the person who made and released the record screened the application appropriately for all legal requirements;
- Provide answers if we receive allegations of fraudulent access to records; and,
- Have sufficient information in OVERS to provide accurate record issuance history, including when the order was completed or certificates were voided.

ORS 432.380(2) (a) requires that an applicant for a certified copy submit a signed application, documentation of identity, and evidence of eligibility.

If your orders contain all the information listed above, your county will be in compliance with one of the requirements for the vital records triennial review.

If you have questions about entering orders in OVERS, you may email Judy Shioishi, State Vital Records Field Liaison, at judy.shioishi@state.or.us, or call her at 971-673-1166. ❖

Example of complete order in OVERS

The screenshot shows the 'Applicant' form in the OVERS system. The form is titled '20150500028 : Steve M Jones / Order Invalid/Incomplete/No Services'. The 'Applicant' section is set to 'Person'. The 'Name' section includes fields for Prefix, First (Steve), Middle (M), Last (Jones), and Suffix, with a 'Fraud Suspect?' checkbox. The 'Address' section includes fields for Street Number (123), Directional (E), Street Name (Burnside), Street Designator, Post Directional, Apartment Number, City or Town (Portland), State (Oregon), Country (United States), and Zip Code (97232). The 'Contact Information' section includes fields for Attention, Phone Number (503 123-4567), Alternate Number, Fax Number, and Email (steve@email.address). A 'Shipping Information Same as Applicant?' checkbox is checked. The form has 'Clear', 'Save', 'Next', and 'Return' buttons at the bottom right.

Tracking intaglio security paper

The importance of why security paper must be tracked

All county vital records offices are required to ensure vital record security by entering orders with intaglio paper tracking numbers in the Oregon Vital Events Registration System (OVERS). County offices also report all voided paper to the State vital records office so that all paper is accounted for. OVERS tracks the statewide inventory of

unused intaglio paper. It also tracks intaglio paper associated with issuing certificates and provides a link to the applicant information for the person who requested the certificate. Every birth and death certificate order entered into OVERS creates an audit trail, enabling detection of fraudulently obtained

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Tracking intaglio security paper (Continued from page 3)

vital records if the applicant data and tracking numbers are entered correctly.

If intaglio paper is lost or stolen, the Center for Health Statistics (CHS) must report it immediately to the appropriate police agencies. Please report any lost or stolen paper immediately to Carol Sanders at 971-673-1178.

Maintaining security and controlling paper inventory

Currently, we show some unexplained significant differences between the supply of intaglio paper sent to county offices and the number of certificates issued or voided in OVERS. This indicates, to us, that orders and intaglio paper numbers are not being entered in OVERS. Therefore, paper is not being tracked appropriately. To increase security and avoid using paper out of sequence, we recommend using a log sheet showing the date, number range of the paper, and initials of the staff person who opens each ream of intaglio paper for use. This log helps ensure that paper is used in the correct

What makes a report of death legally sufficient?

Family members need a legally sufficient death record to help them with legal needs after the death of a family member. The county is responsible for reviewing the death report to make sure the record is legally sufficient. Only then can the family purchase certified copies.

In October 2011, the state produced a tool for counties to use in determining whether a report of death is legally sufficient. This tool is the *Sight Verification Tool*. The tool shows different color-coded boxes around items on the death report. On the back of the

number sequence and is handled only by staff with the proper authority.

When a new shipment of intaglio paper arrives from the printing company or the State office, send an email to Karen Wagner. She will enter the new intaglio paper numbers for your county into OVERS. Karen will send you an email confirming that a request has been completed. Karen's email address is: karen.r.wagner@state.or.us.

For additional information about how to locate, search and void intaglio paper numbers, see the May, 2013 *County Matters of Record* newsletter at: <https://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/Documents/County%20Newsletter/2013May.pdf>.

For questions regarding these procedures, please contact Karen Wagner at 971-673-1193, or Carol Sanders at 971-673-1178. ❖

For additional information about how to locate, search and void intaglio paper numbers, see the May 2013 *County Matters of Record* newsletter.

tool is a legend with a list of what the different colors represent.

Below is a list of the information that, if missing from the death report, would keep the record from being legally sufficient:

- Id Tag
- Line 1 – Legal name (required for OVERS)
- Line 2 – Date of death (required for OVERS)

(Continued on page 5)

Report of death legally sufficient? (Continued from page 4)

- Line 3 – Sex (required for OVERS)
- Line 7 – Date of birth (required for OVERS)
- Line 29 – Place of death (required for OVERS)
- Lines 31 – 34 – Location of death and address (required for OVERS)
- Line 40 – Funeral director’s signature
- Line 46 – Was case referred to Medical Examiner
- Line 47 – Autopsy
- Line 49 – Time of death
- Line 50a – Cause of death
- Line 52 – Manner of death
- Line 54 – Tobacco Use
- Line 62 – Name and address of certifier
- Line 64 – Title of certifier
- Line 65 – License Number

- Line 66 – Date signed by medical certifier
- Line 67 – Medical certifier’s signature or Line 68 - Medical examiner’s signature (if appropriate)

If any of the information above is missing, then this record is not considered legally sufficient. Do not register the record. The record should be returned to the funeral director for missing information. If information has been *changed*, obtain a correction affidavit from the funeral home or the medical certifier to document who made the change and when it was made. The changes to the record can be completed by county staff when an affidavit has been received before the original report of death is sent to the state office or can be forwarded to the Center for Health Statistics.

If you have any questions, please call Cynthia Roeser at 971-673-0478 or email her at cynthia.r.roeser@state.or.us. ❖

FOR COUNTY USE ONLY
SIGHT VERIFICATION TOOL - Death certificate

OREGON HEALTH AUTHORITY
CENTER FOR HEALTH STATISTICS
CERTIFICATE OF DEATH

1. Legal Name First: John Middle: Last: Doe Suffix:		2. Death Date June 22, 2011	
3. Sex Male	4. Age 56 years	5. Social Security Number 516-13-1321	6. County of Death Multnomah
7. Birthdate March 12, 1955	8. Birthplace Portland, Oregon		9. Decedent's Education High school grad. or GED
10. Was Decedent of Hispanic Origin? No	11. Decedent's Race(s) White	12. Was Decedent Ever in U.S. Armed Forces? Yes	
13. Residence: Number and Street 123 N Oak Street		14. City/Town Portland	
15. Residence County Multnomah	16. State or Foreign Country Oregon	17. Zip Code + 4 97111	18. Inside City Limits? Yes
19. Marital Status at Time of Death Never married		20. Spouse's Name Prior to First Marriage	
21. Usual Occupation Mason		22. Kind of Business/Industry Construction	
23. Father's Name James Doe		24. Mother's Name Prior to First Marriage Martha Miller	
25. Informant's Name Carla Doe		26. Telephone Number Not Available	27. Relationship to Decedent Sister
28. Mailing Address 4477 N Pine Street, Portland, OR 94554		29. Place of Death Decedent's Residence	
30. Facility Name			

Check for ID Tag: 245874

Must be your county

Death must have occurred in the last 6 months

COMPLETED BY FUNERAL FACILITY

294137

Marital status and spouse's name amendments

Two of the most important items on a death record are the marital status and name of the spouse. Spouses collect pensions, Social Security benefits, access bank accounts and might be responsible for the decedent's debts.

On January 1, 2014, a new Oregon Administrative Rule (OAR 333-011-0300) went into effect. This rule pertains

specifically to amending the marital status and spouse's name on death records.

When the amendment removes a spouse's name from the record, it

“On January 1, 2014, a new Oregon Administrative Rule (OAR 333-011-0300) went into effect. This rule pertains specifically to amending the marital

is also removing his or her legal rights. Adding a spouse's name would provide rights to him or her. This rule takes the burden of evaluating evidence and resolving family disputes away from our office staff and puts it solely in the hands of the informant or the courts.

What does it mean when your office receives this type of amendment request?

Your office can process affidavits to correct spelling errors. For example:

- “Pattersen” to “Patterson” or
- “Linda” to “Lynda.”

Vital records fee increase

Previously, the Center for Health Statistics (CHS) sent out information regarding a proposed fee increase. The fee proposal has been reviewed by the Oregon Health Authority administration and submitted as part of a fee package in the agency's

This is only a one-letter change to correct common spelling errors. The name is still the same.

It is different if the name is changing. For example:

- “Patterson” to “Peterson” or
- “Larry” to “Leonard.”

This type of amendment changes the person's identity and should **not** occur at the county vital records office, but rather, at the State vital records office.

If you have any doubts about processing an affidavit, forward the affidavit to the State. Any affidavits your office receives to change the marital status (from married to widowed, for example) or add a spouse's name should also be sent to the State for processing.

Refer to a special edition of the death *Matters of Record* newsletter issued November 2013 that outlines OAR 333-011-0300, and includes a flow diagram of the amendment process. The article can be located on our website at: <https://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/Documents/Death%20Newsletter/2013Special.pdf>

If you have questions about an affidavit your office receives, please contact Patty Thompson at (971) 673-1163 or by email at patricia.a.thompson@state.or.us. ❖

budget. This fee increase must be approved by the Oregon State Legislature. The Center for Health Statistics will not know if the fee is officially approved until June or July. If approved, the Center for Health Statistics will move forward with the fee increase,

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Vital records fee increase (Continued from page 6)

effective January 1, 2016.

We understand how important this information is for county vital records' offices to forecast revenue and plan for county approval of increased fees. Staff at the Center for Health Statistics are planning for the potential implementation of this fee proposal, including a timeline, communication, and rule-making. This plan will be finalized if the fee package is approved by the legislature.

Additional details will be released as we know more, so please stay tuned for further updates on this matter. If you have any questions at this time, Jennifer Woodward is the preferred contact at (971)-673-1185



Jasperdo, <https://flic.kr/p/qZVWnK>

or

Jennifer.A.Woodward@state.or.us. ❖

Center for Health Statistics loses valued staff member

Sheila Vu, a registration specialist in the Center for Health Statistics (CHS) for 15 years, died on January 15, 2015. Sheila was responsible for registering birth and death certificates and ensuring that the information was accurate. Sheila's colleagues in CHS tell us that Sheila's good nature and cheery "good morning" brightened everyone's day. She was a respected co-worker who happily shared her expertise and institutional

knowledge. She was also a valued friend who will be terribly missed. In addition to her work family, Sheila leaves behind four children and two grandchildren, as well as her four-legged kids.

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Wanted—Newsletter topics

Have a question or idea for a future newsletter article? Contact Judy Shioishi at 971-673-1166 or judy.shioishi@state.or.us. Judy collects ideas for articles and then shares them with the writing team.

Thank you to the contributors of this newsletter: Carol Sanders, Karen Wagner, Joyce Grant-Worley, Cynthia Roeser, Joann Jackson, Karen Hampton, Patty Thompson, Steven Baird, Judy Shioishi, Megan Welter, Karen Rangan, Karen Cooper, Linda Reynolds, Lynda Jackson, and Jennifer Woodward.

We're just a phone call away

Have a question? Try asking one of the helpful CHS staff listed below.

Frequent Contacts

Field Liaison Judy Shioishi 971-673-1166	Delayed Filings Becki Buskirk 971-673-1147
Paternities Debbie Gott 971-673-1155	Filiations Tony Bojanowski 971-673-1143
Birth Corrections <1 year, Amanda Vega 971-673-1169	Adoptions Debbie Draghia 971-673-1152
1+year, Johanna Collins 971-673-1137	Security Paper/Voids Karen Wagner 971-673-1193
Death Corrections Patty Thompson 971-673-1163	OVERS Helpdesk 971-673-0279

CHS Managers

State Registrar Jennifer Woodward 971-673-1185	Data Processing Supervisor Cynthia Roeser 971-673-0478
Amendments/Certification Manager Carol Sanders 971-673-1178	Certification Supervisor Karen Rangan 971-673-1182
Statistics Manager Joyce Grant-Worley 971-673-1156	
Registration Manager JoAnn Jackson 971-673-1160	
OVERS Manager Karen Hampton 971-673-1191	

The Center for Health Statistics' office is located at:

800 N.E. Oregon St.,
Suite 225
Portland, OR 97232-2187

Mailing Address: P.O. Box 14050
Portland, OR 97293-0050

General information: 971-673-1180
Order vital records: 1-888-896-4988

Website: <http://public.health.oregon.gov/BirthDeathCertificates>

OVERS website: <http://public.health.oregon.gov/BirthDeathCertificates/RegisterVitalRecords/overs/Pages/index.aspx>

