

Orpheus County Feedback Meeting Agenda & Notes

Data for Public Health
Policy

Date: September 14, 2017

Time: 1:30-3:00

Place: PSOB AOC, 4th flr (or room 710)

ALL DATA FROM SCREEN SHOTS SHOWN IN THESE MINUTES ARE FAKE

Counties: Baker; Benton (); **Clackamas** (Carolee, Karen); **Clatsop** (Robyn); **Columbia** (Heather); Coos; **Crook** (Karen); **Curry** (Kent); Deschutes (); Douglas (); Grant; Harney (); Hood-River; Jackson (); Jefferson (); Josephine (); **Klamath** (Sharon); Lake; **Lane** (Lisa, Sidney); Lincoln (); **Linn** (Debby); **Malheur** (Barbara); Marion (); Morrow (); **Multnomah** (Joanie, Nicole, Perry); NCPHD (); **Polk** (Kirk); Tillamook (); **Umatilla** (Jim); Union; Wallowa; Warm Springs; **Washington** (Ahmed, Jennifer, Laylah); Wheeler; **Dominique**()

State: Beletshachew, Cedric, Dave, Julie, June, Kiley, Lisa, Ryan, Stephen, Tasha

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NOTES		
Item	Discussion/Decisions	Action items
1	<p>Overall Orpheus Update — Stephen:</p> <ul style="list-style-type: none"> Please login frequently and regularly so that your account doesn't become de-activated. It takes a lot of resources and paperwork to re-activate accounts. 	<p>Login frequently to avoid being removed from the Citrix Active Directory.</p>
2	<p>General User Feedback — June</p> <ul style="list-style-type: none"> We generally meet once a month to discuss what tasks are slated for AppWorks, our Orpheus developer. Because we haven't received a lot of agenda items, we would like your feedback on the following tasks currently underway with AppWorks: Recent cases are not showing up on the home screen. At the last meeting, Sunny from Clackamas mentioned that the Recent Tab has not been working as it is intended to work. Here's how it's intended to work. Go to your settings 	

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by clicking on the Settings button the home screen, then click on the Show My User Details button, then find the Recent Records setting on the Basics Tab:



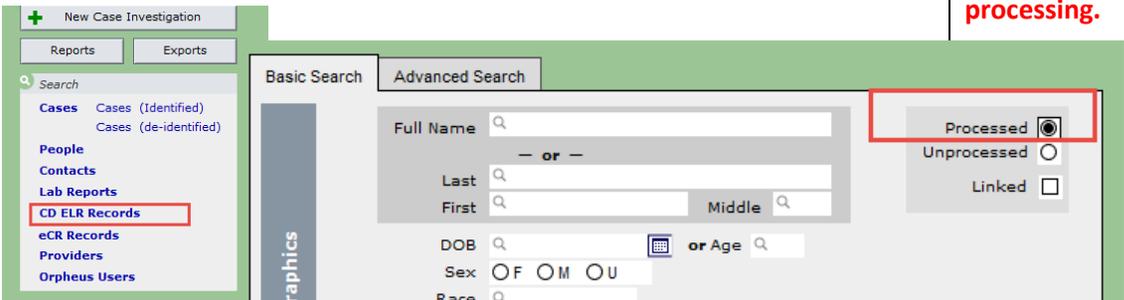
Set the number of records you want to appear in the Recent Records box on the Basics Tab in your User Settings.

- The Recent Records include ELR, People, Cases, Contacts, etc. Because Orpheus users are usually multi-tasking throughout the day, this feature was developed for users to easily find cases, ELRs, etc. that users were recently working on after their workflow was interrupted. June asked for feedback:
- Tasha uses it and noticed that it wasn't working. Further, it would be beneficial to have the recent cases appear in chronological order, with the most recent cases at the top.
- Perry of Multnomah said that the recent cases are showing up, but ELRs also show up and mingle with recent cases, which sometimes makes it difficult to find a particular case.
- Sue of Washington County said that her recent cases include other Washington County users' recent cases.
- Heather of Columbia County noticed some of the same things mentioned and also has trouble finding the recent case of interest.
- Do people find the Recent Records useful and is it something that we need to fix?

Users to experiment with trouble-shooting the recent cases by changing the recent records setting to a small number to identify any problems. Please send feedback to June or the tech team.

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	<ul style="list-style-type: none"> - Lisa of Lane County uses the Recent Tab often and sometimes it works and sometimes it doesn't. - Alice of Benton County uses it and appreciates it when it works, and wants to keep it. 	
<p>3</p>	<p>ELR Update — June for Michelle</p> <ul style="list-style-type: none"> - Upcoming ELR overhaul. We are looking for feedback with regard to general processing of ELRs. For example, June doesn't like having to look for the person in Orpheus, and then has to click on the lab tab to see the lab data. Perhaps you would want the data to appear differently. - Orphan Records. Michelle has solved the issue that came up with creating a case from an ELR, which resulted in not being able to see the ELR when going to the case. This had to do with some kind of record-locking issue. However, Julie recently had noticed that the problem is still recurring. - To search from newly created cases from ELRs, go to the CD ELR search screen on your home screen and click on the processed radio button: 	<p>All: Please stay vigilant with regard to ELR your volumes; it helps detect other problems with automated processes, that, when broken, can delay ELRs.</p> <p>All: Please let Michelle know ASAP if you're not receiving reports from a clinic that's also supposed to send ELR reports, e.g., Planned Parenthood.</p> <p>All: Please send to June or the Tech Team any suggestions you have around the way ELR data could be better presented in the Orpheus interface.</p> <p>All: Please notify Michelle if you are still having problems in viewing ELRs after newly creating cases via ELR processing.</p> <p>Julie to send Michelle the Orpheus Case ID that didn't process correctly.</p>

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Then go to the More Tab of the ELR Patient Detail screen and uncheck the Processed Check Box, enter your County, and click find.

The screenshot shows the 'More' tab of the ELR Patient Detail screen. At the top, there is a green bar with a 'More' button and a search box labeled 'Search for Patient in Orpheus'. Below this, there are several input fields and checkboxes. The 'Message Date' is 8/5/2010, 'Specimen Date' is 8/4/2010, and 'Result Date' is empty. The 'ELR batch' field is empty. The 'Linked' checkbox is checked, 'Processed' is checked, and 'Lead Processed' is unchecked. The 'State ELR ID (Message ID)' is 20080108024121114882. The 'State Epi' is 103 and 'Bill Keene'. The 'ELR County' is Marion and the 'Patient County' is Marion. A red callout box points to the 'Lead Processed' checkbox with the text 'Un-check this box to re-process the ELR'.

Dave of the Lead Program recently asked the developers to look for any previous ELRs (exactly matching) associated with the new Blood Lead ELR. This has been very beneficial compared to what they used to do in terms of finding previously associated ELRs. This kind of processing might be applicable in other disease groups.

Sue of Washington County mentioned that they are still not getting demographic information from Providence ELRs, specifically phone numbers. Cedric noticed the same issue and has notified Michelle.

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<p>4</p>	<p>Negative Rabies Test Results – June</p> <ul style="list-style-type: none">- Negative rabies, kind of like negative Zika results, are not getting into Orpheus. What happens is that the state on-call system gets a call from our State Public Health Lab (OSPHL) reporting a negative rabies result, i.e., the bat was negative for rabies. The state then notifies the county of the result. Sometimes OSPHL also calls the counties directly, especially if positive.- Question to the Counties: Are you having problems with processing negative rabies lab results?- Karen of Crook County hasn't had experience with this, but if a bat was to be tested, she would definitely want the negative result to be matched to the record.- Jennifer of Washington County said that they typically get a faxed lab result (both negative and positive) from OSPHL, which Jennifer typically scans and uploads into Orpheus.	
<p>5</p>	<p>Chronic Hep B cases who move – June</p> <ul style="list-style-type: none">- When you have a chronic hepatitis B, especially women of childbearing age who used to be in a different county when they were originally reported, we DO NOT want you to change the CASE address, we want them to stay in the originally reported county. We DO want you to update the address of the PERSON Record, so that the Person record is updated with the appropriate county. When you do that, the record gets updated so that you can view it.- The request has been to notify the new County after a new address is added, kind of like a Case Transfer. June asked if this is still a feature that Users would like to see developed.	<p>State to table this problem.</p>

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	<ul style="list-style-type: none">- Sidney of Lane County, who does a lot of perinatal hepatitis B work, asked whether she would be notified of an address change to her county. The answer is that we don't know. This was an old feature request, and the state wants to know if this is still a priority for the counties. Tasha said that if you're getting a new ELR, it will go to the county associated with the new address. It's not as if the new ELR is going to the original county.	
6	<p>Emailing to dos – June</p> <ul style="list-style-type: none">- One suggestion has been to e-mail a To Do; however, Citrix does not use an e-mail server. Tom had suggesting using a server side script to send the e-mails. Do we think this is a priority? This also has other implications around communicating about cases within Orpheus.- Sidney of Lane County said she doesn't really care whether she gets emailed about a case; however, secure emails are often a pain to deal with. One issue is e-mailing a To Do to someone who's on vacation. Is there any way to know if the recipient is not going to see the e-mail? <div data-bbox="279 1040 1283 1133" style="border: 1px solid black; padding: 5px;"><p>Tips: Check on the status of the To Do in Orpheus or look at the log on the record.</p></div> <ul style="list-style-type: none">- Sidney did say that the email would be preferable if the note required immediate action.- Kiley wanted clarification on how a note was created.	

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<p>7</p>	<p>Contacts tab, making it easier to use – June</p> <ul style="list-style-type: none"> - Currently, only the first contact appears on the contact details page when there are multiple contacts. Also, the address for a contact doesn't automatically populate the Person record. We are looking for more feedback with regard to developing the Contact Detail Module in Orpheus. - Sidney thinks the whole Contacts section is complicated and cumbersome, especially in the STD realm, where they might be five contacts, many of which end up becoming a case. And you have to input all of the information into the case, which feels like double charting. 	<p>AppWorks to work directly with Sidney to get input on developing the Contact Detail Module.</p>
<p>8</p>	<p>Printing a single note – June</p> <ul style="list-style-type: none"> - This is an old feature request. All agreed that we didn't need to pursue this <div data-bbox="411 919 1171 1044" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Tip: A single note can be easily copied and pasted into a word document for printing purposes.</p> </div> <ul style="list-style-type: none"> - Heather of Lane County didn't have a problem with printing a single note, but does have issues when trying to print a single lab from ELR. 	<p>Feature request: Have the ability to print a single lab without having to print all the notes, too.</p>
<p>9</p>	<p>Losing a found set of records by selecting a record within the found set– June</p> <div data-bbox="420 1252 1180 1377" style="border: 1px solid black; padding: 5px; margin: 10px auto; width: fit-content;"> <p>Tip: Create a new window to retain the found set BEFORE selecting on the record within the set.</p> </div>	

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	Training topics – June <ul style="list-style-type: none">- Hillary will be presenting on Outbreaks and Case Log on 10/4/2017.- June is looking for topics in November.	Counties to send June topic suggestions for November.
Future Meetings: 2nd 3rd Thursdays @ 1:30 PM October 19, 2017 (3rd Thursday) November 16, 2017 (3rd Thursday)		