

Matters of Record

Death certificate news Fall 2018

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Long-form death vs short-form death records

Death records that include the manner of death, cause of death or any of the medical information are known as “long-form death records.” Short-form death records only include the fact of death or demographic information. Who is eligible to order long-form death records is outlined in a separate section of law (ORS 432.380(8)).

Funeral home representatives listed on the death record may order both types of death records for two years from the date of death. After that, the family must order the record directly.

The following family members of the decedent can order short-form death records from the county or state office: spouses, children, parents, siblings, grandparents, grandchildren and next of kin.

Grandparents, grandchildren, and siblings are NOT eligible to order long-form death records from the state or county vital records office. If these family members want to order a long-form death record, they will need to have notarized permission from an eligible family member to receive the records.

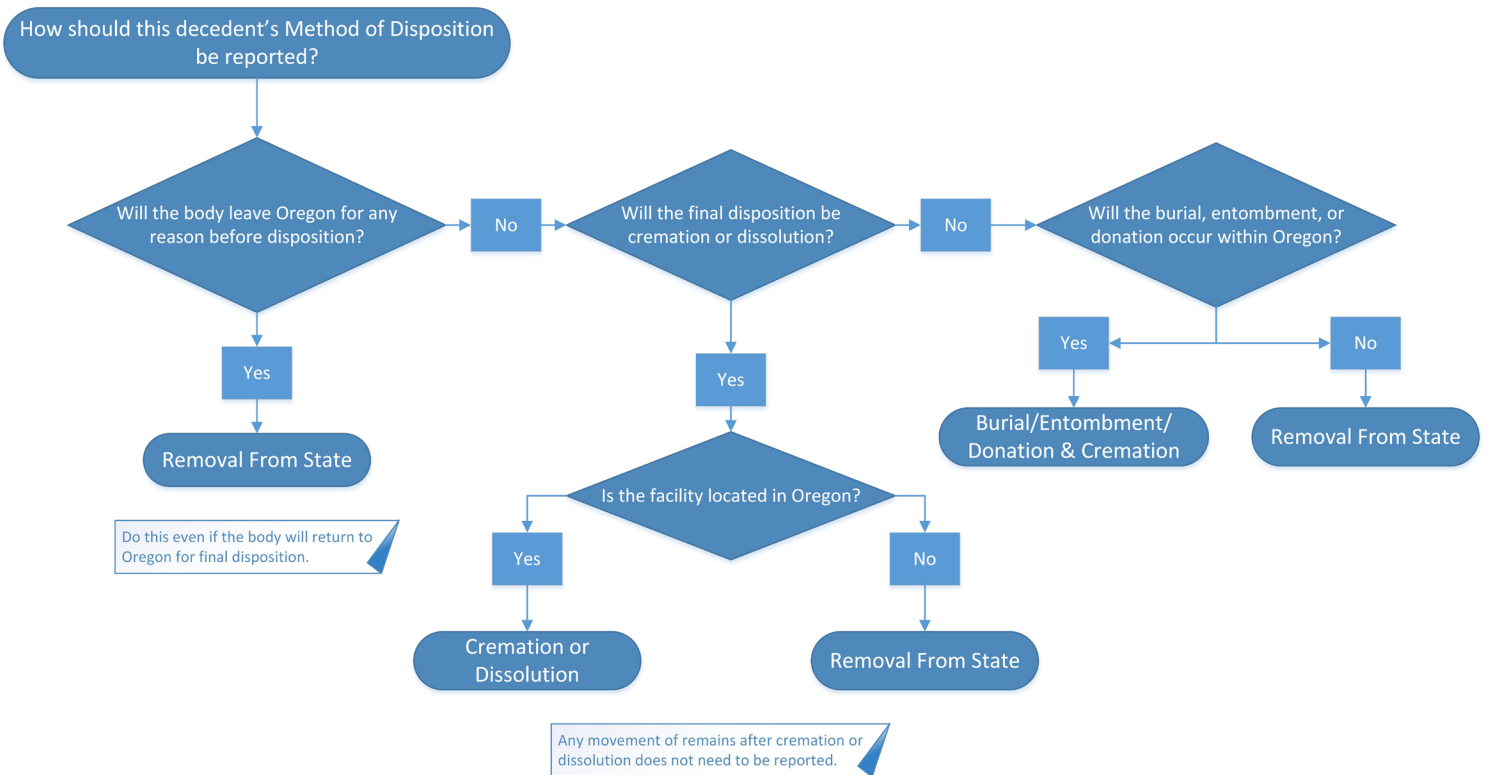
Please share this information with family members. Funeral homes are an important link in communicating both the eligibility for ordering records and the explanation of which type of record families will need to obtain.

Remember that only short-form death records can be provided to title companies for property transfers (ORS 342.355).

For more information about ordering death certificates please visit our website at www.healthoregon.org/chs.

Methods of disposition

The current Methods of disposition are burial, dissolution, cremation, donation and cremation, entombment and removal from state. If the decedent's body is removed from the state (for example to a funeral home in Washington), the correct method of disposition is "Removal from state", even if the body returns to Oregon for burial. If the decedent is cremated in Oregon and the cremains are removed from the state, the method of disposition is "Cremation". For questions regarding what method of disposition to put on a death record, please contact Derrick Patterson at 971-673-1163 or at Derrick.C.Patterson@state.or.us.



Five days to file death records

Under law, all deaths records need to be submitted to the state within five days of the death. We appreciate your efforts to file death records in as timely a manner as possible. To meet the timing requirements of the law, it may be necessary to initially report some items as "unknown" and then amend the registered record later when that information is known.

The Oregon Vital Events Registration System (OVERS) offers a user guide for funeral homes completing death reports. If you have questions or issues completing the report of death, please contact the OVERS Help Desk at 971-673-0279.

24-Hour Receipt of Body Card now in OVERS

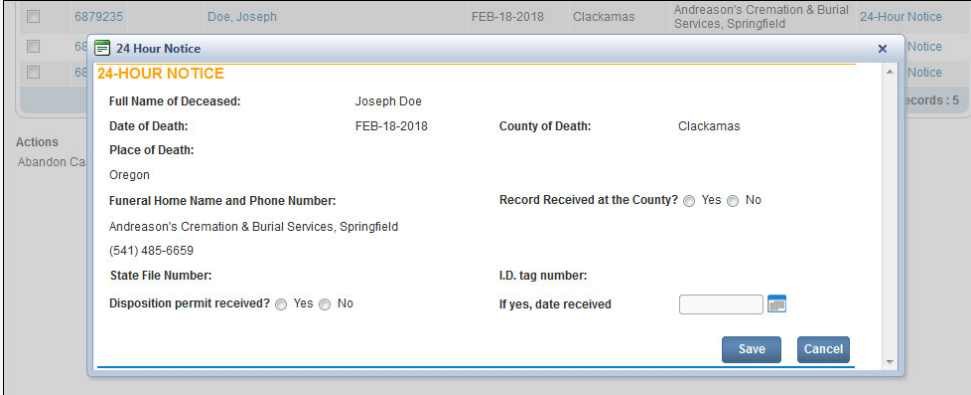
We have incorporated the 24-Hour Receipt of Body Card functionality into the Oregon Vital Events Registration System. We released this new functionality on May 1, 2018.

Funeral directors no longer need to complete and send in the 24-Hour Receipt of Body Card to county vital records offices for hybrid (drop to paper) or fully electronic death records. If a paper record is created for the death, then the 24-Hour Receipt of Body Card must still be faxed to the county of death.

The county vital records office where the death occurred has a “24-Hour Card” OVERS queue. When the funeral director starts a record or takes ownership of the case with their funeral home listed in the disposition page, the 24-Hour Card for that death is automatically generated and goes into the county’s queue. The county can view the virtual 24-Hour Receipt of Body Card and update certain fields when the disposition permit arrives and the death record is received in their office.

Training materials for this new functionality are available at <https://www.oregon.gov/oha/PH/BIRTHDEATHCERTIFICATES/REGISTERVITALRECORDS/Pages/InstructionsDeath.aspx#24hr>.

If you have any additional questions, please contact the OVERS Help Desk at 971-673-0279.



The screenshot shows a web application interface for a "24-Hour Notice" form. The form is titled "24-HOUR NOTICE" and contains the following fields:

- Full Name of Deceased: Joseph Doe
- Date of Death: FEB-18-2018
- County of Death: Clackamas
- Place of Death: Oregon
- Funeral Home Name and Phone Number: Andreason's Cremation & Burial Services, Springfield (541) 485-6659
- State File Number: (empty)
- Disposition permit received?: Yes No
- Record Received at the County?: Yes No
- I.D. tag number: (empty)
- If yes, date received: (empty)

At the bottom right of the form are "Save" and "Cancel" buttons. The background shows a sidebar with "Actions" and "Abandon Ca" and a top navigation bar with "6879235", "Doe, Joseph", "FEB-18-2018", "Clackamas", "Andreason's Cremation & Burial Services, Springfield", and "24-Hour Notice".

Reminder — Funeral directors can enter time of death on fully electronic records

Since the end of 2015, funeral directors have had the ability to enter the time of death and change the date of death in OVERS on fully electronic records prior to there being a medical owner. You no longer need to include the time of death in the message to the medical certifier. When you refer the record to the medical certifier, the time of death will already be in OVERS. The medical certifier can change the time of death if incorrect, but will not need to key the time of death for these records. Funeral directors should also enter the place of death information. This information can be changed by either the funeral director or the medical certifier, but is typically provided by the funeral director.

More information and a tutorial is available at <http://www.oregon.gov/oha/PH/BIRTHDEATHCERTIFICATES/REGISTERVITALRECORDS/OVERS/Documents/dod-faq.pdf>.

If you have any additional questions, please contact the OVERS Help Desk at 971-673-0279.

Electronic death records update

In May 2018, 53 percent of all death records were fully electronic. In 2017, 45 percent of all death records were fully electronic, up from 39 percent in 2016 and 34 percent in 2015. The use of OVERS continues to slowly spread among Oregon’s medical certifiers. In 2017, 27 percent of our 4,887 certifiers used OVERS, up from 24 percent in 2016. These increases were seen across all types of facilities where deaths occur.

Type of facility	Use of OVERS	
	2016	2017
Hospitals	55%	56%
Licensed assisted living or residential care facilities	25%	30%
Nursing facilities	23%	30%
Hospice (residence or facility)	29%	33%

Almost every hospital in Oregon is required to have medical certifiers use OVERS for deaths that occur in their facility (ORS 432.133). In an effort to increase use of OVERS in hospitals, the Center for Health Statistics sent letters to the administrator of each hospital

reminding them of the law. The letters reported the facility’s current usage as well as comparisons to other hospitals (either in their parent organization or similar in size and geographic area). This communication resulted in more hospitals using OVERS.

Medical certifiers’ use of OVERS continues to vary greatly by county, with several rural counties reaping the benefits of the electronic system with fast service to families without the delay and miles to deliver paper death records. Harney County had 95 percent of their death records registered electronically, Lake County had 89 percent and Grant County had 87 percent. Only Polk County had less than 10 percent electronic records during 2017, although over 99 percent of those were partially completed with OVERS as hybrid records.

We will continue to promote the use of OVERS by medical certifiers with communication of performance measures, training and system support. Your assistance in promoting OVERS is greatly appreciated. One way you can help is to provide medical certifiers with the Electronic Registration of Death Records brochures. These brochures can be ordered using the Request for Vital Records Forms and Tags form located at <http://www.oregon.gov/oha/PH/BIRTHDEATHCERTIFICATES/REGISTERVITALRECORDS/Documents/45-43.pdf>

If you have any questions about which facilities are participating, or have suggestions for contacts in your local medical community, please contact the OVERS Help Desk at 971-673-0279. Thank you for your continued support of OVERS.

Staff transitions

Marsha Trump – New Vital Statistics and Systems Manager



Marsha Trump joined the Center for Health Statistics in April as the vital statistics and systems manager. Marsha previously worked with the Office of Information Services, a part of DHS/OHA Shared Services, as an operations and policy analyst since 2012. Prior to that, she worked as the assistant director of admissions for Catlin Gabel School from 2005 to 2011. Marsha has a J.D. degree from Gonzaga University and a nursing degree from Texas Woman's University School of Nursing. She completed the DHS/OHA Leadership Academy and graduated in May 2018.

Karen Rangan – New Registration Manager



Karen Rangan is the new state registration manager for the Center for Health Statistics since April. Karen has been with the Center for Health Statistics since 2008. You may have communicated with her in her prior role as the supervisor for the Certification Unit.

Karen enjoyed working with the dynamic team in certification, leading successful process improvements projects and achieving many goals within the unit. Karen looks forward to working with the registration team and you.

Cody Pergram – New Data Processing Unit Team Lead



Cody Pergram promoted into the data processing unit team lead position. Cody has been working in the Center for Health Statistics' Registration Unit since January 2016 and you likely have communicated with him because he works closely with funeral directors answering questions regarding the registration of death records. He will be overseeing all vital records registration in his new role.

Lindsey Zapata – New OVERS Trainer



Our new OVERS trainer is Lindsey Zapata. Lindsey joined the OVERS team in February from the Acute and Communicable Disease Prevention Section where she worked for two years. As the OVERS Trainer, Lindsey will focus on stakeholder training and communication related systems management. In her spare time, Lindsey enjoys hiking through Oregon's many national parks.

Karen Hampton – Promoted to New All Payer All Claims Program Manager



Preceding Marsha Trump was Karen Hampton, who was with us in CHS for 17 years. Karen accepted a promotion to the All Payer All Claims (APAC) program manager in the OHA Division of Health Policy and Analytics. During Karen's time with CHS, she was instrumental in implementing OVERS, STEVE and EVVE, improving the quality and timeliness of the vital statistics databases and reports, writing new laws and rules, and forming great teams. In her own words, "After 17 years, I was still learning something new every week, and sometimes daily."

As the APAC program manager, Karen manages submissions from data providers, reviews data requests, administers contracts, serves as a project manager, and participates in annual rulemaking. Her goal is to improve the timeliness and quality of the data received by APAC and increase the efficiency and transparency of how the data are used.

JoAnn Jackson retired

After almost nine years as the registration manager in the Center for Health Statistics, JoAnn retired March 1, 2018. Although JoAnn retired from her state job, she will continue working in her 23-year mediation practice and will continue with her volunteer work. She has been a hospice volunteer with Providence for eight years and is currently taking a brief hiatus. She is also an active board member with the Oregon State Bar, where she participates on the disciplinary committee.

When JoAnn was preparing for retirement we sat down with her and asked her a few questions.

What did you enjoy the most about working with vital records?

Most of all, I enjoyed all the staff, my colleagues, my team, and fellow managers. I was so impressed with the many skills, talents, and gifts of each person I worked with and got to know. Additionally, it has been my privilege to work with and interact with our many state partners, some of which included our state medical examiner, who I partnered with to provide webinars and trainings on completing death certificates. I also worked with medical certifiers throughout the state, answering their questions on completing death certificates and clarifying our state associated laws. Additionally, I was the expert contact for the Mortuary and Cemetery Board, 36 county Vital Records offices, funeral homes throughout the state, hospital birth specialists and managers throughout the state, and other professionals and citizens.

One of my fondest memories was partnering with Dr. Karen Gunson, our state medical examiner, in the training of accurately completing the death certificate and the cause of death information for 85 hospital physicians in an eastern Oregon hospital. Interestingly, both Dr. Gunson and I will retire on the same day.

What did you do prior to working with the state?

I was the regional director in Donor Resources for the American Red Cross Blood services for 13 years. I was the director for the 19 territory managers who set up all blood drives in Oregon, Southwest Washington and Alaska. Prior to the American Red Cross, I worked with the Bureau of Emergency Communications as the training manager with dispatchers and with police. I was there for 14 years.

Any words of wisdom?

“People may not remember what you said or what you did, but they will always remember how you made them feel”. Maya Angelou

What other things would you like people to know about you?

I have an adult son, Tony, and two young grandchildren. Keara is 11 years old and Ethan is 8 years old. They live back east, where I had lived for 10 years in the early years of my marriage. I travel back there at least two times per year.

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What do you plan to do after retirement?

I will certainly continue my volunteer work, my mediation private practice, and make more frequent travels back to see my family. In addition, I plan to visit South Africa with my son – a long time planned trip. Also I plan to finish writing a book that I started almost three years ago.

My granddaughter is especially excited about my retirement. When she was visiting me last summer, she asked me “Grandma, when are you retiring?” When I told her how soon it would be, she lit up with a great big smile. Keara can be seen in the picture with me on this page.

What final thoughts do you have for us?

As I now retire, I realized that there has been a very common thread throughout all of my professional and volunteer opportunities in the sense that they were all related to helping people on a profound level. Thank you for my years here with Oregon Health Authority, it has been a great run!

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:

Derrick Patterson, Neal Peterson, Melissa Alarcon Evans, Jill Janisse, Melissa Franklin, Megan Welter, Karen Rangan, Carolyn Hogg, Jamie Gould, Jalene Plaisted, JoAnn Jackson, Karen Cooper, Jen Southworth, Jackie Muir, Craig New, Lindsey Zapata.

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Website:

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

OVERS website:

<http://healthoregon.org/overs>

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