

WINNIE PALMER HOSPITAL JOINS EBRS



From the moment Florida's conceptualization of an electronic birth registrations system (EBRS) became a reality, our goal was to bring online Winnie Palmer Hospital in Orlando. Winnie Palmer happens to be the third largest birthing hospital in the United States, with more than 14,000 deliveries a year. Winnie Palmer is surpassed only by Northside Hospital in Atlanta, with more than 18,000 deliveries

a year and Parkland Memorial Hospital in Dallas with almost 17,000 deliveries a year.

Bringing on a hospital of this size was no easy task, but we applied the same principals and techniques used for bringing on 42 other hospitals and it was a winning combination! The dedication and determination of the hospital staff along with the commitment, capability, and professionalism of the vital statistics staff made for a smooth transition from paper to electronic record.

Vital Statistics continues with an aggressive schedule in bringing hospitals online and anticipate full implementation no later than June 2010. Questions about EBRS should be directed to Jana Duffy, EBRS Project Lead, at 904-359-6900 ext. 1087.

SELF ASSESSMENT TOOL (SAT)

The county vital statistics offices completed their annual Self Assessment Tool (SAT) in April and May. Their responses reflect their performance for 2008 activities. The SAT is also used for ongoing process improvement and is a part of a large statewide QI assessment process

Developed by the state office, in coordination with the statewide Chief Deputy Registrar Advisory Committee (CDRAC), the SAT is a tool devised to help the local vital statistics office ensure that operating processes are in accordance with established guidelines, rules, and procedures. The local registrar and business manager note their review of the SAT, and a quality assurance field representative reviews the entire SAT and follows up with the county as needed.

The state office is glad to report that all counties have performed their duties in an exemplary fashion this past year. The current atmosphere is admittedly stressful, but county staff have continued to operate at their very best and we commend them!

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MEET 'N GREET

The **Search Unit** is under the direction of Theresa Gazaleh, Records Center Manager, and is comprised of Daniel Kratz, Yvonne Shannon, Jimmy Wright, Jhun Callao, Patricia Anderson, Sophia Pollard, Janine Perdozo, Mel Cometa, Rudy Bello, Andy Garlitos, and Kay Edwards. This unit of dedicated staff works closely with the Distribution Unit.

The unit is responsible for searching of all requests for photocopies of vital record events as well as doubling for other units when a record is not located in the initial search. They produce the "not found" statements for those requests where the event cannot be located, provide work copies to other units as requested, and, upon request, replacement LR copies for counties. Correction of key errors on birth records are handled by this unit for both county requests and requests through the state office. They handle the Missing Children flagging/unflagging and coordination with FDLE and county offices, and the birth/death matching. The unit is responsible for the maintenance and preservation of all records filed once they are released to the storage facility.

All of these tasks require manual searching skills, pulling of volumes, work copy production, trimming and final certification on safety paper; they process a large amount of work and are an integral link in the vital statistics chain. WE value each of them!



Front: Andy Garlitos, Jhun Callao, Mel Cometa, Rudy Bello
Middle: Patricia Anderson, Kay Edwards, Yvonne Shannon, Theresa Gazaleh
Back: Sophia Pollard, Daniel Kratz

7 Keys to having a POSITIVE MENTAL ATTITUDE

The following is an article by Nancy Friedman of *The Telephone Doctor*

Why do some people have such a great attitude and others a negative one? Well, we wondered the same thing and through our research we found 7 “keys” that those with a positive mental attitude all share. See how you rate.

KEY #1: Choose Your Attitude in Advance - When you wake up, you have a choice. You can be in a good mood or a bad mood. You also choose your attitude. You can wake up and mutter to yourself, “This is gonna be a cruddy day,” or you can tell yourself, “This is gonna be a great day!” That immediate choice is the start of a great attitude. You’ve already decided it’s going to be a good one.

KEY #2: Visualize Success – What this means is picture yourself having a successful day. Runners in the Boston Marathon picture themselves crossing the finish line. Maybe not in first place, but still finishing the 26-mile race. Self-visualization is a key factor in having a positive mental attitude. Will it work 100% of the time? We wish it would. However, by visualizing your success, you’ll be able to have a better handle on what does happen, and having a better chance of making it happen.

KEY #3: Demonstrate Humor, Energy, and Enthusiasm - We call these

three items the *magic* ingredients. Without each one, creating a positive mental attitude will be very difficult. First, HUMOR - there is normally humor in every situation. Finding it is the key. Sometimes you’ll need to stretch and dig a little deeper to find the humor in a situation, but once you do, you’ll feel so much better. The ENERGY we talk about is important because without some “energy” in your attitude, you’ll be dragging behind everyone. Energy is closely related to the third ingredient, ENTHUSIASM. They say enthusiasm is contagious; so let’s start an epidemic!

KEY #4: Resist Negative Influences - It’s a fact. When we have a negative experience with a company, we’ll tell more people about it than if we have a good experience with the same company. Many times, when you hear that someone wasn’t very good, you’ll believe the person who told you and choose not to do business with that company. However, you may only be hearing HALF the story. Check things out for yourself, especially if the negativity involves a person you work with or know. You can bet we’ve all heard negative things about someone we didn’t know and then when we had the opportunity to meet them ourselves, we find that they’re not as bad as someone had alluded to. In fact they might be nice, but you need to be the judge. Take negativity out of your life. Steer clear of

those who drag you down and say negative things. Being around other positive people is a good start.

KEY #5: Be a Whatever-it-Takes person- This KEY means, be a problem solver. Life is going to put obstacles in front of all of us. How we go around those obstacles is the KEY factor. There’s normally a good answer to every problem put in front of us. Dale Carnegie said it best. Ask yourself, “What is the worst thing that can happen here?” Then move up from that.

KEY #6: Embrace Change... Expect it and Accept it - Some people are very good at handling change... and some resist it a lot. A fun saying is, “the next time you change your mind... get a good one.” The major KEY to handling change is to accept it; deal with it. In most cases there’s little we can do to stop it anyway.

KEY #7: Be Grateful for What You Have – I’m not sure this KEY needs to be explained. So many people have so much and yet those same people are often the ones that constantly complain. Why wait for some life-altering experience to be grateful for all you have? Be grateful, NOW ... before something bad happens and makes you aware.

Good luck. And remember, as long as you’re going to do the job, you might as well do it with a smile!

www.telephonedoctor.com

Looking for Interesting Health Indicators for the Florida Community?

The Florida Community Health Assessment Resource Tool Set (**CHARTS**) is informative and easy to use. This site includes such health statistics as births, deaths, disease morbidity, population and behavioral risk factors.

Visit the website at: <http://www.floridacharts.com>

For additional information about community health planning in Florida, visit COMPASS (Comprehensive Assessment, Strategic Success) at: http://www.doh.state.fl.us/planning_eval/CHAI/index.htm

The Vital Records Registration Handbook 2008 Revision & the Birth & Death editions of the handbook can be downloaded from the website :

http://www.doh.state.fl.us/planning_eval/vital_statistics/index.html

Welcome Aboard



The following appointments have been made to the position of registrar in the county health department:

Chief Deputy Registrar

Kim Pollard Highlands
 Felicia Manning Suwannee

DAVIS PRODUCTIVITY AWARD WINNER

There is a Davis Productivity Award winner in our midst!! Gloria Norfleet-Robinson, Osceola County Chief Deputy Registrar, CDRAC member, and former Orange County CDR, received the award for work done while still in Orange County. The award was presented for Gloria's efforts at providing birth certifications to the homeless.

Gloria was asked if there was any way she could assist some of the area homeless who were trying to obtain their IDs. For 2005-2007, Gloria participated in an annual county symposium for the homeless; for 2008 she made a twice monthly appearance at various places designated to assist the homeless. She worked with them in obtaining the necessary documentation and was able to assist a good number in their efforts to get their birth certifications.

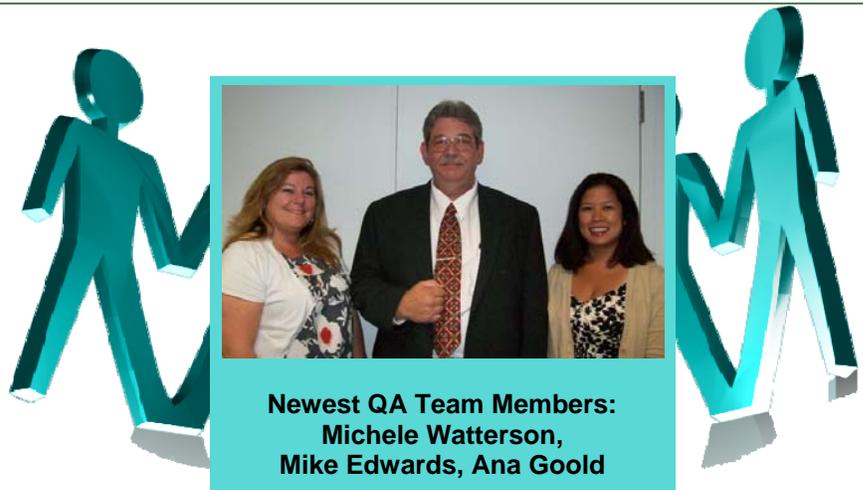
We applaud Gloria's efforts in her quest to assist an often forgotten segment of the community who have very little voice to speak on their behalf.

CDR & CHANGES IN THE COUNTY

Among the many responsibilities of the chief deputy registrars is to keep the state office informed of changes that occur in the county. It is imperative that we are notified of new facilities, such as hospitals, birthing centers, and hospices; facility name changes; changes in inside/outside city limits (when areas are annexed into the city limits), county fee changes, etc.

Please help us to keep the statistical and informational files up to date by providing us this information. Ask your birth registrars and funeral directors to help you in gathering new information.

Any changes should be reported to the Quality Assurance Unit at the state office—Mike Grant or Sharon Dover.



The County Health Department Phone List (with fees) is posted to the Internet at:

http://www.doh.state.fl.us/planning_eval/vital_statistics/index.html

The list is updated quarterly & can be downloaded at any time. Be sure to verify with the county should there be additional fees.

Bits 'N Pieces

Hospital Birth Registrars — Notaries should *never* notarize the **paternity affidavit** without that person being present, nor should blank forms be notarized.

The purpose of the notary is to have an authorized person witness that the signature was "sworn to and subscribed before me...". Should that signature be placed on the document prior to notarization, aside from the possible legal ramifications for the notary, the original reason for it being notarized is lost.

FLORIDA'S TOP 20 FIRST NAMES FOR 2008

MALE		FEMALE	
1. Jayden	11. Ethan	1. Isabella	11. Samantha
2. Joshua	12. Jonathan	2. Sophia	12. Elizabeth
3. Michael	13. Gabriel	3. Emily	13. Alyssa
4. Anthony	14. Christian	4. Emma	14. Chloe
5. Christopher	15. Aiden	5. Madison	15. Victoria
6. Daniel	16. William	6. Olivia	16. Gabriella
7. Jacob	17. Joseph	7. Ava	17. Sarah
8. Alexander	18. Nicholas	8. Abigail	18. Ashley
9. Matthew	19. Elijah	9. Mia	19. Sofia
10. David	20. James	10. Brianna	20. Hannah

Past issues of the **Vital News & the Annual Report** can be found on the department's website at the following address:

http://www.doh.state.fl.us/Planning_eval/Vital_Statistics/VitalNews/vn-index.htm