

Electronic Death Registration System (EDRS) Update

The statewide rollout of the Electronic Death Registration System (EDRS) is on the last medical examiner district, District 11, Miami-Dade. The expected date for Miami-Dade to come on board is September 24, 2012.

Over the summer, Quality Assurance (QA) field representatives attended the Independent Funeral Directors of Florida and the Florida Cemetery, Cremation and Funeral Association annual conferences, as well as, the Florida Morticians Association Annual Convention to field any questions about EDRS. Kenny Higginbotham did an EDRS presentation, as well as, fielded EDRS questions at the Florida Medical Association annual meeting. In addition, in September, Kenny will be attending the American College of Physicians Annual Meeting and the Palm Beach County Medical Society Annual

Summit.

This fall the QA field reps will be on a mission to recruit the remaining funeral homes that are not participating as users in EDRS. The mission not only includes funeral homes, but they also will be inviting the doctors and their organizations that are signing numerous fax attestations to become an on-line user in EDRS.

Remember, as you are using EDRS and have any questions or need clarification on how things should work, feel free to call our helpdesk at 1-866-295-5902. Please continue to visit our website for up-to-date information. Suggestions regarding EDRS should

be directed to Kenny Higginbotham, EDRS Project Lead, 904-359-6900 ext. 1171, kenny_higginbotham@doh.state.fl.us.



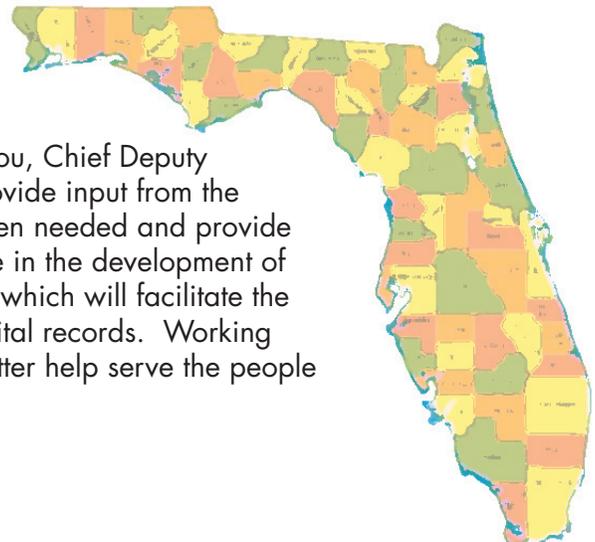
Chief Deputy Registrar Advisory Committee (CDRAC) Update

The Chief Deputy Registrar Advisory Committee is proud to announce Willie Dean Mayo, Columbia County, as our new chairperson and a heartfelt welcome to our new member Mark Lemke, Collier County; other members include Alexa Hudson (Brevard), Lyana Icaza (Miami Dade), Pat Kennedy (Flagler), Kathleen Patton (Clay), Gloria Robinson (Osceola) and Barbara Sarver (Pinellas).

Mike Edwards (State Office) has created an intranet webpage for the CDRAC committee http://dohiws/Divisions/Planning_Evaluation/VS-Web/cdrac.html. On this website you will find a state map showing the districts where each member

is located, a copy of the CDR operations manual and other helpful information.

The CDRAC represents you, Chief Deputy Registrar; we are here to provide input from the county level, assist CDRs when needed and provide information to the state office in the development of new vital statistics programs which will facilitate the timely filing of high quality vital records. Working together will enable us to better help serve the people of Florida.



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Spotlight on... Martin County

Martin County is a direct product of the Florida land boom that started in 1922 and tapered off in the spring of 1926. It was created in 1925 with the northern portion coming from St. Lucie County and southern portion coming from Palm Beach County. It was named for John W. Martin, Governor of Florida from 1925 to 1929.

According to the 2010 census, the Martin County Health Department serves a population of over 146,000 residences. The vital statistics team includes deputy registrars: Shirley Hanners, Wendy Roberts, and Michelle Shahood, who are led by Chief Deputy Registrar, Kimberly McClain. Together the team has 20 years of combined service to the department. Last year their office issued nearly 4,000 birth certifications, and almost 13,000 death certificates, serving twenty-five local funeral homes for only a land area of 555 square miles. Keep up the great customer service, Martin County Vitals!



Pictured are Deputy Registrars Wendy Roberts (L) and Michelle Shahood (R). Deputy Registrar Shirley Hanners and Chief Deputy Registrar Kimberly McClain were unavailable for the photo.

PASSWORD SHARING PROHIBITED

Reminder to all electronic registration users (EBRS, EDRS, e-Vitals):

you cannot share your password information with anyone.

What does this mean? If you allow someone to access the e-Vitals system using *your* password information, for whatever reason, you risk losing access. Anyone wishing to be a user should contact the Helpdesk for assistance:

866-295-5902.

Importance of Fetal Death Data

The Division of Public Health Statistics and Performance Management wishes to thank all staff who ensure that fetal death records are as complete as possible. Efforts to improve maternal and child health depend on accurate and complete birth records and fetal death records.

Our division has developed a data file that associates all births and fetal deaths experienced by a mother throughout her reproductive history. This information is used by public health researchers to investigate the prenatal and postnatal events and pregnancy outcomes of Florida's mothers. The usefulness of this data is limited to its completeness. It is important that fetal death records, in particular, be as complete as birth records whenever possible.

Incomplete information can lead to an inaccurate representation of a mother's reproductive history. For example, a pregnancy of a woman carrying twins results in one live birth and one fetal death. Without common identifying information such as the woman's Social Security Number, those two records may be viewed as belonging to two different women.

An area in which this is particularly important is that of *assisted reproductive technology and in vitro fertilization*. These technologies sometimes result in a multiple pregnancy of both live births and fetal deaths. The ability to accurately associate mothers with birth and fetal death records helps the department in understanding the particular risks associated with these technologies. Your work to ensure accurate and complete fetal death records avoids an underreporting of mothers' reproductive histories.

Changes in Latitude

In the continuing story of reorganization and re-engineering of the records registration process, Records Registration has an announcement to make. Lane Pirtle will be making a lateral transfer to the Medical Unit. Ana Goold will continue to manage the Quality Assurance Section and the Helpdesk Section. Lorraine will continue managing the Registration Section.

Welcome Aboard

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

Chief Deputy Registrar

Stephen Sandoval Hillsborough County
 Lanora Poitier Palm Beach County

Local Registrars

Amy O'Brien Dixie/Gilchrist Counties
 Dr. Henry Kurban Charlotte County
 Michael Napier Pasco County

You can find Florida Department of Health Bureau of Vital Statistics quickly and easily, at <http://www.floridavitalstatistics.com>

State Office HELPDESK Team

On any given day, when you call 1-866-295-5902 and open a ticket, you will receive a quick phone call from one of the members of our new Vital Statistics Helpdesk Team.

The team was first established in October 2011 with the beginning of EDRS implementation. Back then, it was three members fielding calls. Today, there are 10, energetic, and enthusiastic people on the team led by their manager, Ana Goold. They are Cathy Breland, Mafe Celis, Sheridan DeLeon, Elvia Garcia, David Lyons, Connie Matthews, Brittany Morris, Jason Mundy, C.J.Osborne, Jinky Santos, and Trayce Wren.

The knowledgeable group fields questions from funeral directors, funeral home staff, medical examiners, birth registrars, and even vital statistics county employees. The team uses effective listening skills and appropriate questions so they may uncover the real problems, guide the call, keep the conversation on track, fix the problem, and satisfy the customer more quickly. You have heard the saying, "Patience is a Virtue". For the tougher issues that the group encounters, they may need a little more time researching. Nevertheless, be assured, their diligence will help them come to a resolution and follow up with the caller. The team is also known for their tactful guidance in working with new users. The callers have typically tried several resources, and frequently are frustrated they cannot find the answer independently. These users appreciate the expertise found with this outstanding team.

Keep up the exceptional customer service, Vital Statistics Helpdesk!



Pictured from L to R: (front row) Sheridan DeLeon, Brittany Morris, Trayce Wren, Mafe Celis; (back row) Jinky Santos, Elvia Garcia, David Lyons, C.J.Osborne, Jason Mundy, Cathy Breland, Connie Matthews, and Ana Goold

Funeral Director's Corner

- Death records that need medical examiner disposition approval and go to Awaiting State Confirmation by 4 pm on Fridays will be sent to the medical examiner that day.
- Tabbing is your friend – when navigating through the record in EDRS, "no mousing around"; you should tab through fields (other than checkboxes & dropdown selections) rather than use the mouse, otherwise edits might not fire.
- Be careful about "scrolling" down a dropdown list - if you make your selection, do not leave your hand on the mouse as it can scroll to another choice without you even knowing it happened.
- If you cannot read what the physician has entered for cause of death, call them and ask; re-fax and ask them to print or type the cause.
- When entering notes in the Funeral Director Notes field, remember you have 2 boxes, up to 2000 characters. So if you have a lot to say, there should be plenty of room.
- Once the funeral establishment has begun filing through EDRS, they cannot elect to go back and forth from electronic to paper – they are all electronic, unless there is a state office approved emergency that necessitates the filing of paper.
- Amendments are still done using the manual paper process. REMINDER: since EDRS records do not have the fields numbered, you should indicate by name the item(s) being changed.

"The main business is not to see what lies dimly at a distance, but to do what lies clearly at hand."

~ Thomas Carlyle

