

THE *vital* CONNECTION

Connecting Vital Records Partners Across Georgia

September/October 2015



Improving CONSTITUENT SERVICES

The NEMO-Q touch screen kiosks are coming to the State Office of Vital Records! Exactly what is NEMO-Q you ask? NEMO-Q is a virtual queuing process that allows customers to secure a place in line by checking in at a kiosk. The customer is then provided a ticket and is notified through what is the equivalent of a public address system when it is time to approach the service window to complete their transaction.

NEMO-Q offers valued benefits to our customers such as reduced wait times and a better customer experience. Here's how. Once the customer enters their request into the kiosk, the data is sent to an agent who will begin processing it. Customers can monitor their place in line by viewing the lobby monitor. If there are no changes relative to the request, by the time the customer's ticket number is announced, the customer will only need to provide the agent their name, address, identification, and payment to complete the transaction prior to having the certificate issued. This process will help the State Office meet its strategic plan goal of servicing walk-in customers within 15 minutes. The wait time for requests requiring a change may be longer; how long will depend on the specifics of the request. However, the State Office will provide adequate staffing, as we will have 4 open windows to service requests to ensure a faster and better experience for all customers, regardless of the service.

In addition to offering valued benefits to our customers, NEMO -Q also offers a number of valued benefits to the State Office of Vital Records. Specifically, the system will allow us to capture and track in real time not only the wait and service time for requests but also staff productivity, scheduling, traffic patterns, customer flow, and several other important metrics. This data will inform the State Office of its efficiency and the need for any changes that will allow us to meet our objective, which is to provide our customers the best quality customer experience possible. Stay tuned for more information about NEMO-Q as we approach its implementation date!

Raising the Bar for Quality Birth Registration

Since Georgia Vital Records launched the new GAVERS system for registering births in June 2014, our birth users who register new birth records have made tremendous improvements. We see improvements in the time it takes to register a new birth, which has decreased from 8.6 days in August 2014 to 5.1 days in August 2015. We also see that in the decreased number of late records, which has decreased by 54% over the past year. Not only do our GAVERS users enter records faster, but the records are much more complete and the number of unknown or missing values has decreased for all sections of the birth worksheet. In August 2014, there were 4 birth facilities that earned perfect scores across all of our metrics for timeliness and completeness. In August 2015, that had grown to 14 facilities with perfect scores. Overall, it has been a great year, and we want to recognize all of the hard work you have done!



Technical-Add On The Fly (AOF)

Many of our GAVERS application users are familiar with the AOF feature in the Death Module. AOF stands for “Add-On-The-Fly”. The AOF feature is intended to speed up the process of entering a new certificate. This feature allows GAVERS users to create a temporary record associated with funeral directors, physicians, coroners or medical examiners. For example, if you believe you have all of the accurate information for a coroner to be designated, you may enter such information to the AOF table by following the steps provided below. Vital Records is working on modifications to the GAVERS application, which will focus on automating this process. Parts of the automation process will focus on automatic e-mail notifications and a validation process of customer provided data. More information on that will be provided in upcoming Vital Connection publications.

Designate a Medical Certifier:

1. Select the Death Module, click Functions/ Demographic Data Entry.
2. Enter information for your New Record until you get to the “Medical 1” section.
3. In the “Medical 1” section, Select the Pronouncer Type from the drop down box and click on the green magnifying glass next to the field.
4. Enter the Pronouncer information (Enter the first and last name only) and click Search.
5. The search will return data if a physician(s) is found (if not found, follow steps as outlined by **Adding AOF Entry**).
6. Select a physician and click the “save” button.
7. Regardless of whether the “Designate Medical Certifier” is a participating GAVERS users or not, you will need to remind them via e-mail, phone or fax that additional information is being requested from them before the record can officially be certified by the State of Georgia.

Adding AOF Entry

(Please note that the AOF table should only be used if a search result did not list your specific pronouncer.)

1. Select the appropriate “Pronouncer Type” from the drop down box.
2. Click the “Pronouncer” field Drop down box and Select “Add New”.
3. The AOF screen will appear so that you can enter the physician’s information. Any field marked with a red asterisk is mandatory and requires an entry.
4. In many cases, you will not have the email address and office location of the physician. If this is the case, please use gaversdeath@dph.ga.gov for the **email address** of the physician.
5. In the **Office** field click on the green magnifying glass and enter the word “Other”, followed by clicking on the drop down box and the choice **Other** should now be selectable.
6. Click Ok and you will receive the message “AOF Entry Saved Successfully”.
7. Click OK and you will be returned to your record.

Please remember that AOF entries are added to a temporary database. You will need to notify the State Office of Vital Records if your entry needs to be permanent. This can be done by clicking on the “Report GAVERS issue(s) link on the main page (<https://gavers.dph.ga.gov/Welcome.htm>). The State Office of Vital Records will consult with the Georgia Medical Composite Board and/or Georgia Secretary of State to ensure accuracy of information before permanently updating the GAVERS database.

Raising the Bar for Quality Birth Registration Continued

Coming next month, we will be making some tweaks to how we score our birth facilities for data completeness with regards to the number of missing or “unknown” responses. The scoring system we have been using for the past year was developed based on Georgia data and the average completeness of all items on the birth worksheet. Now that we have more than a year of GAVERS data and have seen so many great improvements, we will be tweaking how we measure completeness for some items on the birth worksheet based on nationwide data from the Centers for Disease Control and Prevention (CDC). This will mean that initially some facilities might see lower scores in the birth quality report we publish each month. That’s not because our birth users are doing worse, but because we’ve raised the standards to aim even higher. This change will also allow our birth users to see how well they compare not only to other users in Georgia, but to the rest of the United States.

Again, we want to thank all of our birth users for all that they do, and congratulate them on the great improvements. We recognize the work you have put in so far to learn GAVERS, and we look forward to seeing just how high you can set the bar!



GAVERS UPDATE: Fee & Issuance

Fee & Issuance, the final module in GAVERS used to process Birth, Death, Marriage, and Divorce Certificates, is here! Previously, we shared with you plans to conduct phase pilots prior to rolling out the Fee & Issuance module. We are pleased to inform you that the first pilot has begun! The State Office began the Phase Pilot on September 11, 2015 with Counter and Mail/Fee Room Operations. Our goal is to have the State Office operations using the system by December 31, 2015. Afterwards, in a similar fashion, a small number of county locations will be selected to participate in a county rollout pilot. This will help us best assess how to effectively introduce the new features to our local registrars. We are planning for this phase to begin during the first quarter of 2016.

One of the new features will include bar code scanning of each document printed on security paper. Therefore, when the module is rolled out to the counties each will receive bar code scanning equipment. We are very excited about this added security feature for our customers.

Some of the Benefits for the Local Registrars Using Fee and Issuance

Efficiency –

- No more written logs (track inventory - certificate numbers and voids)

Fraud Prevention –

- Captures the distinct serial number of the vital record
- Allows registrars the ability to confirm the validity of a document in GAVERS

Tracking Amendments –

- Local registrar can enter the request into Fee & Issuance
- Log-in online to Fee & Issuance and track the amendment through review, work, and approval

We are excited about this final module, as it is a real game changer for Vital Records!

Sharing of Custodial Death Records

The sharing of death records is permissible; however, the sharing of birth records is not permissible. The practice of sharing custodial copies of birth records to neighboring counties or other local registrars is highly discouraged. In the State Registrar's communique of June 18, 2015, Director Moore explained, "Because custodial copies are not always the most recent version of the document (like an amendment), and don't always have state file numbers, and may have been superseded by another document or legal event (like an adoption or name change). You may not even be aware that a change has been made to the record represented by the custodial copy in your files." Director Moore sent a follow up communique on July 13, 2015 to clarify the intent of the June 18, 2015 guidance communique regarding the sharing of death records, "My intent was not to include death records; de facto, death records hardly ever change and the incidence is so low that the risk is marginal that you would issue a certified death record that is not legitimate. In other words, share death records as you deem appropriate. But, please continue to not share birth records..." If you need further clarification regarding the sharing of custodial records, please contact the State Office or your regional consultant for assistance.

State Office of Vital Records to Host NAPHSIS 2015 Southern Regional Meeting in Atlanta!

We are pleased to announce that the State Office of Vital Records will host the 2015 NAPHSIS Southern Regional Meeting on October 22nd and 23rd at the Midtown Hyatt in Atlanta! The National Association for Public Health Statistics and Information Systems (NAPHSIS), a national non-profit organization, provides leadership for vital records integrity, promotes public health, and strategies for information systems reporting. The annual meeting is an opportunity for regional registrars and their staff to share information, to network, and to brainstorm solutions to common issues experienced across state lines. A few hot topics on the agenda include Same Sex Marriage and Jurisdictional Responses and Fraudulent Passports. Louisiana State Registrar, Devin Jones and Kansas State Registrar, Lou Saadi will present on Quality Improvement Initiatives. Our very own Georgia State Registrar, Donna L. Moore, will present on "Using Technology to Measure and Improve Operations". We are honored to host this year's Regional Southern Meeting and look forward to sharing some of Georgia's initiatives.

Sharing of Security Paper

As you may know, the usage of the new security paper was fully implemented as of October 1, 2015. The bar code, a new key feature, precludes the sharing of security paper between counties for several reasons. First, the bar code functions as an inventory management system. Therefore, it is important to utilize your inventory in a sequential order. Second, the tracking numbers begin with "C" to denote the county paper series. The State Office processes all orders for security paper by logging the bar code number series and purchasing facility into the Fee and Issuance system. This process provides a cross-reference tracking system to maintain integrity of the vital record. Lastly, the bar code provides a simple reconciliation of birth certificate issuance on a daily basis. Therefore, each county facility must maintain their inventory allocation.

Birth Record Ratings: The Top Facilities

Congratulations to the following medical facilities whose ratings for timeliness and completeness have placed them in the top rankings in the state of Georgia. For August, we are providing the top hospitals within three groupings (50 or fewer births; 51 to 200 births; and 200 and more births) in order to provide a fair and accurate comparison.

Rank	Avg. Days to Register a Birth
50 or Fewer Births	
1. Colquitt Regional Medical Center	2.6
2. Crisp Regional Hospital	2.1
3. Donalsonville Hospital	3.3
4. Dorminy Medical Center	2
5. Grady General Hospital	2
6. Irwin County Hospital	2.5
7. Tanner Medical Center Villa Rica	3
8. Wellstar Douglas Hospital	2.1
9. Bacon County Hospital	2.7
10. Wayne Memorial Hospital	1.7
51 to 200 Births	
1. Eastside Medical Center	3.3
2. Mayo Clinic Health Systems Waycross	1.5
3. South Georgia Medical Center	2.6
4. Southeast Georgia Health System Glynn	2.4
5. Tift Regional Medical Center	2.4
6. West Georgia Health System	2.8
7. St. Francis Hospital	2.7
8. Rockdale Medical Center	3.5
9. Winn Army Community Hospital	3
10. Houston Medical Center	3
200 or More Births	
1. Southern Regional Medical Center	2.6
2. Grady Health Center	2.5
3. Candler Hospital	2.5
4. Phoebe Putney Memorial	3.3
5. Medical Center of Central Georgia	2.9
6. Piedmont Henry Hospital	4.5
7. University Hospital Augusta	2.6
8. Athens Regional Medical Center	5
9. Atlanta Medical Center	4.7
10. Memorial Health University Medical Center	2.4

Contact Information

Registrar/Director:

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Deputy Director, Constituent Services:

Sheila Pierce — 404-679-4715

Deputy Director, Record & Retention:

Gwendolyn Duffin — 404-679-4751

Deputy Director,

Program Administration:

Cynthia Buskey-Martin — 404-679-4732

Constituent Services and Certification & Issuance:

Valarie Campbell, Manager —

404-679-4739

Walk-In

- Birth Certificates
- Death Certificates
- Marriage Verifications
- Divorce Verifications
- Pen in Hand

On-Line

- ROVER
- VitalChek
- Pen in Hand

Operations Support: Robby

Braumuller, Manager —

404-679-4744

- ZOHO Reporting
- GAVERS State Employee Training
- GTA Ticketing
- Helpdesk
- UAT Testing

Special Services &

Record Establishment:

Beverly Gardner, Manager—

404-679-4782

Mail-in

- Amendments
- Death Corrections
- Court Orders
- Legitimations
- Delayed Births
- Adoptions
- Court Ordered Petitions
- Birth Corrections

Regional Training & Support:

Joseph Little, Manager —

404-486-6344

- Regional Consultants
- Training and support of local constituents
- Subject matter experts on Vital Records functions
- Communication of policies to local constituents
- Regular reviews of local registrars

Contact Center: 404-679-4702