



*Georgia Department of Public Health*

# **Board of Public Health Meeting**

Tuesday, August 8, 2017



*We Protect Lives.*

# Call to Order

Cynthia Mercer, MD  
Chair

# Roll Call

Robert Harshman, MD  
Secretary

# Approval/Adoption of Minutes

Robert Harshman, MD  
Secretary

# Commissioner's Update

J. Patrick O'Neal, MD  
Commissioner, DPH

## **Opioid Misuse, Inappropriate, Prescribing and Overdose Program**

Lawrence Bryant, Ph.D., MPH, BSW, RRT  
Opioid Program Manager, DPH

# GDPH Opioid Project

- Opioid and Prescription Drug Misuse and Overdose Project, **Data Driven Initiative.**
- **A 3 year CDC funded cooperative agreement**
- **Project started March 2017**



# Project Goals

- **Goal 1:** To track and understand the behavior of the epidemic
- **Goal 2:** To work with communities and partners to develop and implement a multi-sector prevention plan



# Objectives

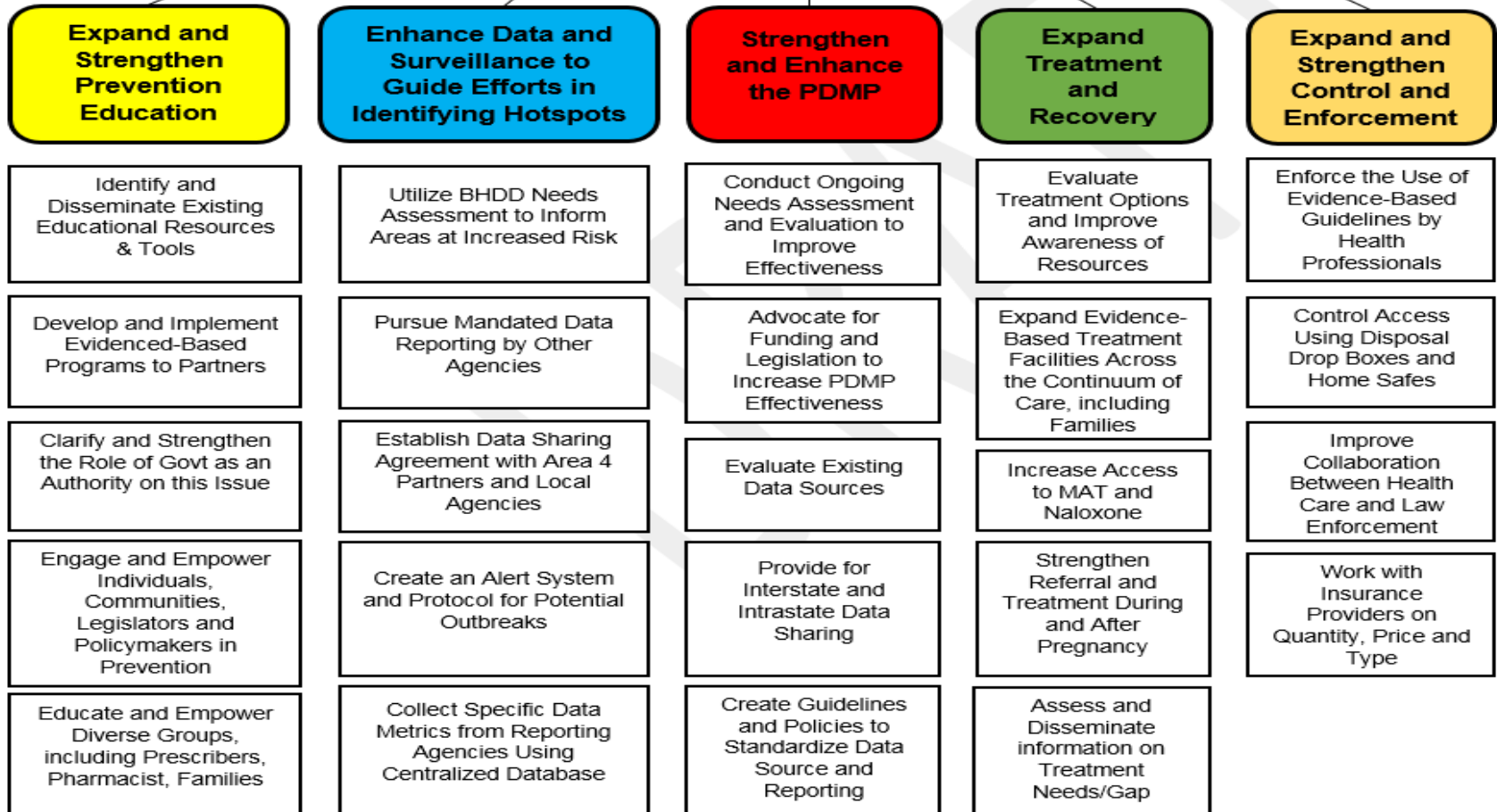
- **Objective 1:** To establish a strong multi-sector Steering Committee committed to providing project oversight and input
- **Objective 2:** Gather data to identify Opioid hotspots throughout Georgia
- **Objective 3:** Develop a statewide strategic plan for responding to the Opioid and Prescription Drug Overdose epidemic

# DPH, Opioid and Prescription Drug Overdose Strategic Map

## Data Driven Prevention Initiative (DDI)

### Georgia Opioid and Prescription Drug Overdose Strategic Map (2017 – 2019)

Achieve Targeted Improvements in Opioid and Prescription Drug Overdose



# Strategic Plan Outline

- National Governors Association Recommendations
- Department of Behavioral Health and Developmental Disabilities Recommendations
- Partner Work Group Recommendations/Implementation
- Incorporating other Strategic Plans
- Continued Action

# Strategic Plans Completed by December





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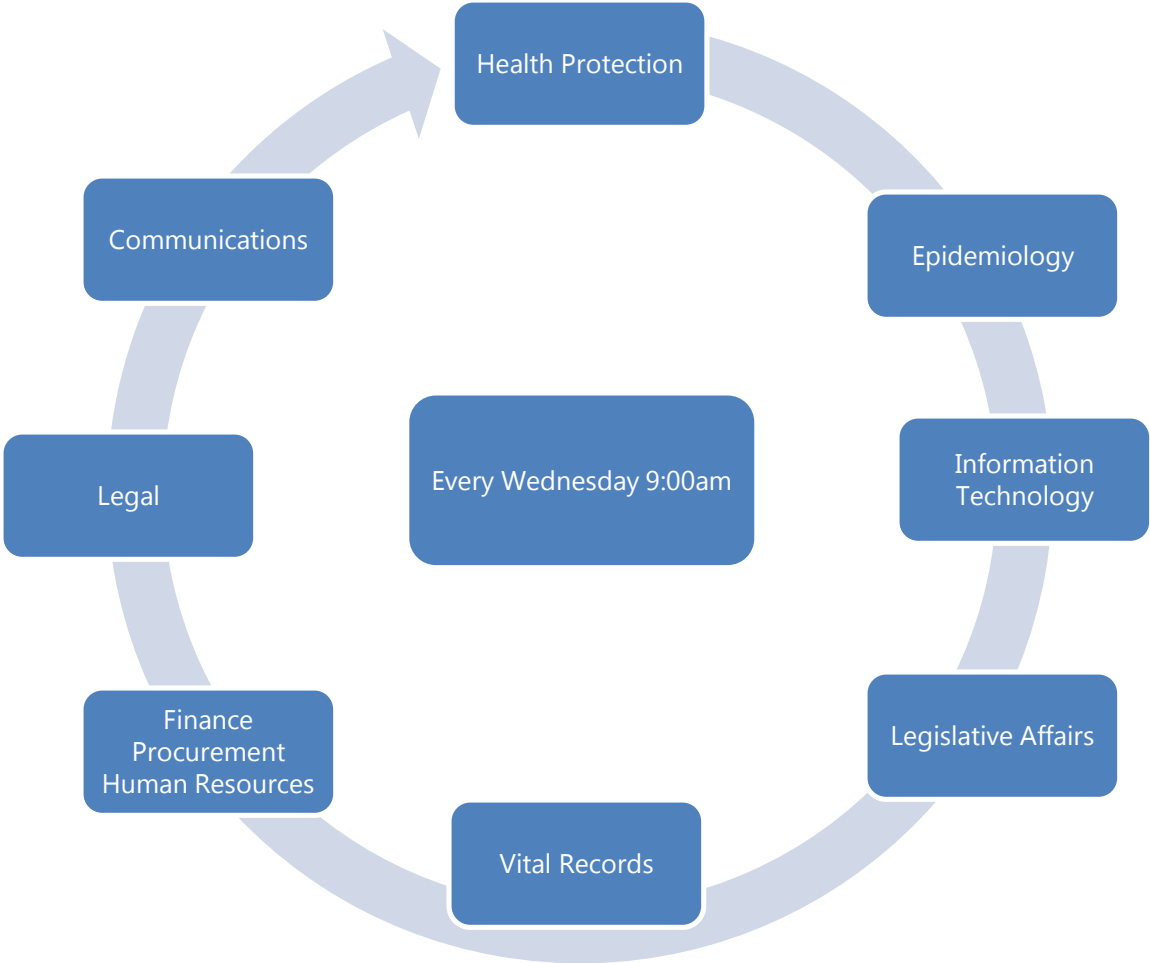
# PDMP Transition

Sheila Pierce, MPA, CLSSGB  
Deputy Registrar, Constituent Services, DPH

# GA PDMP Transition

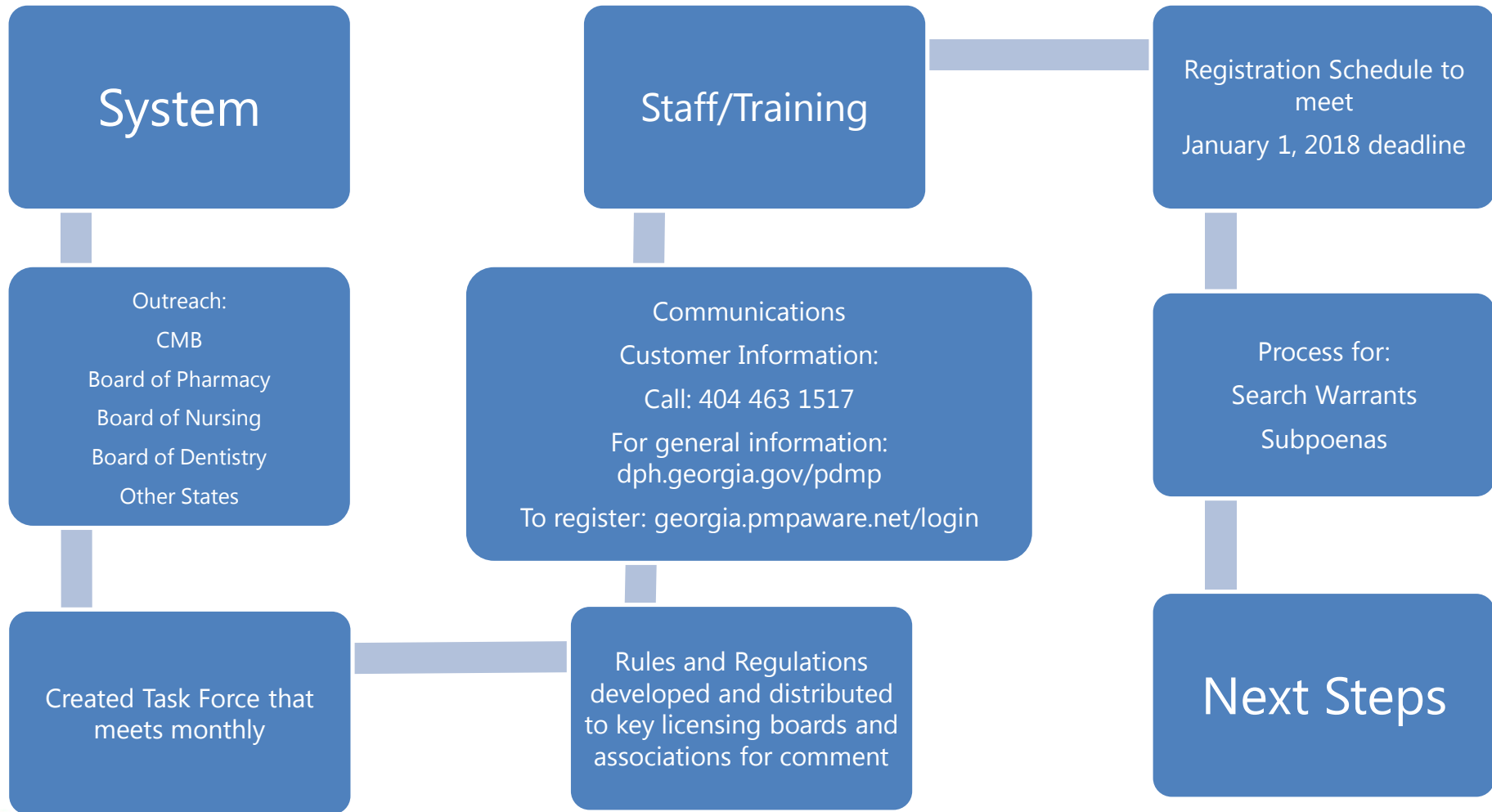
- GA House Bill 249
  - **July 1, 2017:**
    - Transition PDMP from DNA to DPH
    - Dispensers required to enter prescription information for controlled substances within 24 hours
  - **January 1, 2018:**
    - Prescribers required to register in the PDMP unless already registered
  - **July 1, 2018:**
    - Prescribers required to check PDMP before prescribing certain drugs

# DPH Cross Functional Team

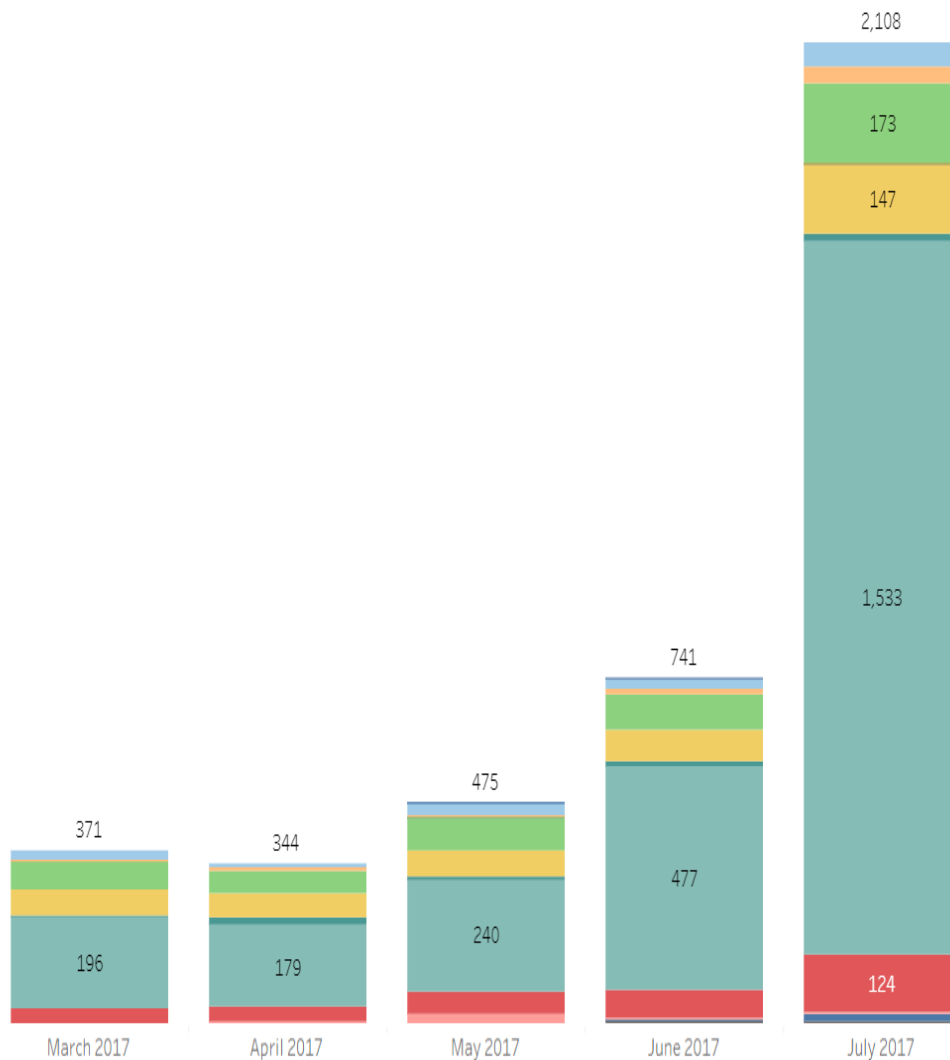




# Transition Team Work



## New User Accounts



## User Accounts By Role

User Role	# of Accounts
Physician (MD, DO)	9,448
Pharmacist	9,320
Nurse Practitioner / Clinical Nurse Specialist	1,803
Physician Assistant	1,320
Dentist	720
Pharmacist's Delegate - Licensed	144
Medical Resident with Prescriptive Authority	117
Podiatrist (DPM)	100
Prescriber Delegate - Licensed	19
Prescriber Delegate - Unlicensed	9
Admin	7
Optometrist	7
Midwife with Prescriptive Authority	3
Out of State Prescriber	2
Restricted Admin	2
VA Prescriber	1
<b>Grand Total</b>	<b>23,022</b>

# Next Steps

- EMR Integration
- Clinical Alerts
- Collaboration across shareholder groups
- Policy Decisions
  - Data sharing with other states
  - Data mining and analysis
- Statewide Comprehensive Strategy
  - From Policing to Prevention

# Vital Records Update

Donna Moore, MBA, PMP, CLSSBB  
State Registrar & Vital Records Director, DPH

# Agenda

- 3 Year Journey: August '14 – August '17
- Goals, Objectives, Accomplishments
- The Future

# The Vital Records Mission

- We issue birth and death certificates through the State Office and 159 local county registrars
- We are a state-wide operation with 7500+ system users and 500+ vital records personnel
- **Our mission is to.....**
  - Create, maintain, protect, and provide access to vital event records
  - Ensure completeness, timeliness, accuracy, quality of the data in those records
  - Share data to support programs, divisions, districts, state agencies, and federal agencies

# Three Year Journey: From Issuing Certificates to a Data Clearinghouse

- Our core competencies are creating and registering records and providing data for system users and data stakeholders

From	To
Pulling a custodial copy out of a box	Issuing a certificate from an <b>electronic record</b> via the state's vital events system, and scanning the <b>serial number</b> of the security paper
Certifying a death on paper	Physician <b>certifies electronically</b> in the system
Vital Records	Vital Records + Low <b>THC</b> Registry + <b>PDMP</b> Registry
Paper Logs & lack of transparency	Ability for our local county registrars to <b>reconcile</b> their operation's daily activities, <b>manage security paper</b> inventory online, and <b>track transactions</b>

# Three Year Journey: From an Operation to Operational Excellence

- We've gotten our operation stable through process improvements, resource management, and performance tracking

From	To
"They don't answer the phone at Vital Records"	<b>93 out of 100</b> callers into our Call Center are answered <b>on average in 1:30</b> ; the other 7 get their answers from the IVR; we handle 10k callers a month
Standing in line to place order, waiting in lobby for hours	<b>Kiosk ordering &amp; electronic queueing</b> by type of request; <b>80%</b> of our walk-in customers are served <b>within 15 minutes</b> ; we serve 3k-4k a month
"I submitted my request for a change to my record 8 months ago"	For the last six months, <b>80% of amendments have been processed within 4 weeks</b>
Local operations needing help with the system	<b>Over 90%</b> of help tickets are worked and <b>closed within 72 hours</b>



# Three Year Journey: Operational Metrics

Fy14	Measures	Target	Fy15	Fy16	Fy17
7.7	Cycle time for birth registration	<b>5 days</b>	7.3	5.5	6.0
50.1	Cycle time for death registration	<b>10 days</b>	26.1	19.9	19.5
	Key data fields populated in new records	<b>B – 85%</b> <b>D – 85%</b>		B – 86% D – 98%	B – 94% D – 98%
37	Cycle time to fulfill mail and online orders for a certificate	<b>14 days</b>	19	10	6

# Three Year Journey: Proactive Data Sharing

- Share data to support programs, divisions, districts, state agencies, and federal agencies

From	To
One of a handful of states that consistently submitted year-end records to NCHS late	<b>New normal</b> is to track progress monthly and follow up with hospitals and funeral homes real-time; for the last three years, <b>submitted at end of the first quarter on time or ahead of schedule</b>
ICD-10 coded death data is available 6 – 8 months after year end	ICD-10 death data is updated continuously; <b>70% of death records have codes within 1 business day</b> of the record filing
Individual program tracking	<b>Integrated tracking process</b> within the birth registration system to track bassinets & program inventory for the <b>Safe to Sleep team</b>

# The Future: Aspirational & Strategic Goals

## Goals & Objectives

100% of death records certified electronically by physicians

**Fy14: 2.1%   fy15: 6.7%   fy16: 17.6%   fy17: 27.6%   fy18: 50+%**

20 M records digitized and indexed electronically by 2020

**Fy16: 6 M        fy17: 7.2 M        fy18: 12 M**

Central governance and standardization through policies & procedures, quarterly training, and MOAs with 159 local registrars

**FY17: 108 signed MOAs**

Move to new home: Skyland – Phoenix

**March 27 - April 10, 2017**

Rollout of vital records system statewide

**fy16: marriage module    fy17 & fy18: issuance module**

Be a place where people want to work

Make Georgia VR a player on the national VR scene

High grade the customer's experience



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# Closing Comments

Cynthia Mercer, MD  
Chair

The next Board of Public Health meeting is currently scheduled on Tuesday, September 12, 2017 @ 1:00 PM.

To get added to the notification list for upcoming meetings, send an e-mail to [huriyyah.lewis@dph.ga.gov](mailto:huriyyah.lewis@dph.ga.gov)