How to check and clear your workflows for routine diseases?

In order to respond timely to new disease events, it is critical that someone with MAVEN access from the LBOH logs into MAVEN at least twice a day (this varies based on the number of hours you’re contracted to work and the volume of casework in your town) and acknowledges the events.

Please remember that email notifications are only sent for Immediate Disease Events in MAVEN. Users will need to log in and check their disease workflows for new events.

LBOH workflows need to be monitored and cleared out. (Not including Shared and Task workflows). The five workflows that manage ongoing work for routine diseases are:

### Immediate Notifications

<table>
<thead>
<tr>
<th>Workflow Queue</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢 LBOH Notification for Immediate Disease 1</td>
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</table>

### Online LBOH Notifications

<table>
<thead>
<tr>
<th>Workflow Queue</th>
</tr>
</thead>
<tbody>
<tr>
<td>🟢 LBOH Notification for Routine disease 2</td>
</tr>
<tr>
<td>🟢 LBOH Case Report Forms (CRF) are pending 3</td>
</tr>
<tr>
<td>🟢 LBOH Needs final review 4</td>
</tr>
<tr>
<td>🟢 LBOH Notification but no follow-up required 5</td>
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</table>
1. **LBOH Notification for Immediate disease**
   
   Events in the workflow are new immediate disease events that require investigation. Answer Steps 1-3 to accept notification.

2. **LBOH Notification for Routine disease**
   
   Events in the workflow are new routine disease events that require investigation. Answer Steps 1-3 to accept notification.

3. **LBOH Case Report Forms (CRF) are pending**
   
   These are events you’ve acknowledged and begun follow-up (indicated by answering Steps 1-3 in the Admin. Question Package). They will remain here until a CRF is completed, which should be done within two weeks (Step 4).

4. **LBOH Needs final review**
   
   Once Steps 1-4 have been answered, answer Step 5, and the event will be removed from the workflow. Step 5 tells the state Epidemiologist that the case investigation has been completed.

5. **LBOH Notification but no follow-up required**
   
   This workflow contains events that don’t require an investigation by the local board of health. This workflow contains clinician based reporting as well as notifications for Refugee Families. ISIS sends out case report forms to the reporting provider for non-refugee events. Answer Step 1 to accept notification and remove from workflow.

If you don’t complete all 5 Steps, old events will remain in the workflows. Answer Steps 1-3 to accept notification and Steps 4 & 5 when you have finished your investigation.

*If you receive an immediate disease that already has an epidemiologist’s name, he or she is your MDPH contact for that event. Click “Add New” to answer Step 3 for the LBOH.
This is a common mistake when an event is lost to follow-up. If the person is indeed lost to follow-up, to remove the event from your workflows answer Step 4 as “No” and choose the reason why the event is lost. You should also add a note in the dashboard.
Frequently Asked Questions

1. **Question:** How do I remove events out of “My Open Task” Workflow?
   **Answer:** You will need to open the event you’ve been tasked to and complete the task by changing the status of the Task from “Pending” to “Completed”

2. **Question:** How do I remove events out of my Shared Event Workflows?
   **Answer:** You will need to open the event you’ve shared or been shared with, click on the Share Icon and unshared the event by clicking on the “Unshare” link.

3. **Question:** How long can an event remain in a workflow until it’s considered old?
   **Answer:** All Events should be completed within 2 weeks.

Thank you!

For questions about removing events email isishelp@state.ma.us or call the help desk at 617-983-6801.