

# ANNOUNCEMENT

- To Register for the Monthly Disease Surveillance Trainings:
  1. Contact your Service Surveillance HUB to receive monthly updates and reminders
  2. Log-on or Request log-on ID/password:  
<https://tiny.army.mil/r/zB8A/CME>
  3. Register at: <https://tiny.army.mil/r/7laAB/EpiTechFY16>
  
- Confirm attendance:
  - Please enter your full name/email into the DCS chat box to the right or email your Service HUB
  - You will receive a confirmation email within 48 hours with your attendance record; if you do not receive this email, please contact your Service HUB





# Barriers and Practical Solutions to Reporting

Asha Riegodedios, Staff Epidemiologist  
Navy and Marine Corps Public Health Center  
26 April 2016



**NAVY AND MARINE CORPS PUBLIC HEALTH CENTER**  
PREVENTION AND PROTECTION START HERE

[WWW.NMCPHC.MED.NAVY.MIL](http://WWW.NMCPHC.MED.NAVY.MIL)

# Outline

- Tools and Elements of a successful reporting program
- Barriers to Reporting
- Solutions to address those barriers



# Key Tools and Elements for Disease Reporting

- Local implementing instruction and supporting SOPs
  - Implementing BUMED INST 6220.12C, AFI 48-105 , or AR 40-11
  - Stand alone or overarching preventive medicine instruction
  - Describe roles and responsibilities
  - Focus on disease reporting and everyone's duties to support it
  - Including labs, clinician offices, and preventive medicine departments (PMDs)
  - Also have SOPs to ensure continuity of operations



# Key Tools and Elements for Disease Reporting

- CHCS ad hocs/spool reports/quick keys
  - Allow PMDs to run reports on ER visits, patient admissions, infection control organisms, and lab results
  - Search on lab test names or on ICD-10 codes
  - Many MTFs use these; this is a standard of practice
  - Provides the most timely access to potentially reportable events
  - May not be capturing updated or new lab test names or ICD-10 codes



# Key Tools and Elements for Disease Reporting

- DRSi Case Finding (CF) module
  - Module available to DRSi users
  - NMCPHC receives lab results every day from CHCS
    - Filtered for tests that may indicate a reportable event
    - CF record put into DRSi to alert you to a potential lab result
  - Not as timely as CHCS spool reports (2-3 days delay)
  - Does not capture all reportable events
    - Some dx do not have associated lab diagnostics (e.g. heat)
    - Some dx do not have single definitive lab results (e.g. syphilis)



# Key Tools and Elements for Disease Reporting

- DOD ESSENCE RME module
  - Assists in finding potentially reportable events
  - Based on ICD-10 codes; visibility of associated lab results
  - Useful for specific diagnoses
    - Be wary of miscoding (e.g. vaccine preventable diseases)
    - Some diagnoses are coded as symptom rather than the disease



# Barriers to Reporting

- Providers do not report
- CHCS ad hocs/spool reports do not capture everything
- Laboratory tests are sent out for testing (mail outs)
- Staff turnover
- How do I know if my reporting needs to be improved
- Getting a DRSi account is too hard
- Lack of Command Leadership Support



# ...and Some Practical Solutions



# What can I do when providers don't report?

- Use CHCS ad hoc/spool reports regularly
- Encourage your lab to report/notify PM
- Review sick call logs and lab results
- Command disease reporting instruction = provider reporting
- Use the DRSi Case Finding module and the ESSENCE RME module
- Develop a targeted provider outreach and education strategy
  - One-on-one
  - Group (e.g. AF monthly ProStaff meetings)
- Hang up list of reportable events in provider offices
- Communicate with your PHEO



# What can I do when CHCS ad hoc/spool reports do not capture everything or if I am not allowed access

- Contact your supporting regional Medical Center for consultation on updating the ad hoc code
- Visit the CHCS support staff at your local MTF
- Sample CHCS codes (AF MTFs): [https://bdqas.afms.mil/data\\_metrics/](https://bdqas.afms.mil/data_metrics/)
  - Along the left hand side, under “Online Help Documents”, select “CHCS Ad Hoc Samples”
- CHCS Ad Hoc on line classes: <http://jko.jten.mil>
  - Geared towards IT personnel
- Use DRSi Case Finding module
- Use ESSENCE RME module



# What can I do when lab tests are sent out as mail-outs?

- Visit your lab
  - Know what is tested in-house
  - Know what is sent out
- Work with your lab to ensure return test results are seen in CHCS ad hoc/spool reports and DRSi case finding module
- Use AHLTA to gather information for the Medical Event Report



# What can I do when there is staff turnover and everyone is new?

- Contact previous staff members and interview them
- Visit your lab
  - Know what is tested in house
  - Know what is sent out
- For lab mail-outs work out who will take the responsibility for reporting
- Get access to CHCS ad hoc/spool reports and assess them
- Know your population
  - How they get their healthcare
- Work with op units to identify who will take responsibility for reporting
- Assess how well you are finding your cases



# What can I do when there is staff turnover and everyone is new?

- Establish SOPs that are cited by a command instruction
- Know the reporting requirements and processes
  - Navy: NMCPHC Medical Event Reporting webpage:  
<http://go.usa.gov/3KdE5>
  - Air Force: : <https://gumbo2.wpafb.af.mil/epi-consult/reportableevents/>
  - Army:  
<http://phc.amedd.army.mil/topics/healthsurv/de/Pages/default.aspx>
  - Conduct regular training
- Contact your reach back support with any unanswered questions



# How do I know if my reporting needs to be improved?

- Conduct quick periodic assessments
  - How well you are finding your cases
- Use tools like DRSi CF module to find missed reportable events
- Metrics Reports:
  - Navy MTFs: NMCPHC Quarterly MTF Case Finding Report provides your % completeness of reporting
  - Air Force MTFs: USAFSAM is working to create a completeness reporting report and will be working directly with MAJCOMs
  - Army MTFs: Army Public Health Management System contains metrics for timeliness of DRSi reporting; completeness metrics are conducted by APHC
- Conduct a program assessment based on the command reporting instruction



# How can I get a DRSi account easily and quickly?

- Fill out the SAAR form (one-pager)
- Have your supervisor digitally sign the SAAR form
- Submit the form to the DRSi HelpDesk
  - via email, follow-up with phone call given email receipt issues
  - via AMRDEC: <https://safe.amrdec.army.mil>
  - Do not send form encrypted (since SSN is not required)
- Most accounts are granted within hours if it's a working day
- If you do not get a response from the DRSi HelpDesk within two days, call them



# How can I get the support of my command leadership?

- Establish a command reporting instruction
- Utilize a formal process to conduct an assessment
  - The Joint Commission accreditation
  - Lean six sigma
  - Command assessment program
- Service metric reports
- Contact your reach back support for advice and assistance
  - NEPMU
  - APHC
  - USAFSAM



# HOW TO GET HELP



# Contact your DRSi Helpdesk for questions on DRSi Access and Use

- Navy and Coast Guard DRSi users:
  - Phone: 757-953-0954
  - E-mail: [usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-ndrs@mail.mil](mailto:usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-ndrs@mail.mil)
- Army DRSi users:
  - Phone: 410-417-2377
  - Email: [usarmy.apg.medcom-aphc.mbx.disease-epidemiologyprogram13@mail.mil](mailto:usarmy.apg.medcom-aphc.mbx.disease-epidemiologyprogram13@mail.mil)
- Air Force DRSi users:
  - Email for questions: [afdrsi@us.af.mil](mailto:afdrsi@us.af.mil)
  - Email for DRSi account access: [usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-ndrs@mail.mil](mailto:usn.hampton-roads.navmcpubhlthcenpors.list.nmcphc-ndrs@mail.mil)
  - Phone for DRSi account access: 757-953-0954



# Contact your Service Surveillance hub for Guidance and Consultation on Reporting

- Army: APHC – Disease Epidemiology Program  
Aberdeen Proving Ground – MD  
Comm: (410) 436-7605 DSN: 584-7605  
[usarmy.apg.medcom-aphc.mbx.disease-epidemiologyprogram13@mail.mil](mailto:usarmy.apg.medcom-aphc.mbx.disease-epidemiologyprogram13@mail.mil)
- Navy: Contact your cognizant NEPMU  
NEPMU2: COMM: (757) 950-6600; DSN: (312) 377-6600  
Email: [usn.hampton-roads.navhospporsva.list.nepmu2norfolk-threatassess@mail.mil](mailto:usn.hampton-roads.navhospporsva.list.nepmu2norfolk-threatassess@mail.mil)  
NEPMU5: COMM: (619) 556-7070; DSN (312) 526-7070  
Email: [usn.san-diego.navenpvntmedufive.list.nepmu5-health-surveillance@mail.mil](mailto:usn.san-diego.navenpvntmedufive.list.nepmu5-health-surveillance@mail.mil)  
NEPMU6: COMM: (808) 471-0237; DSN: (315) 471-0237  
Email: [usn.jbphh.navenpvntmedusixhi.list.nepmu6@mail.mil](mailto:usn.jbphh.navenpvntmedusixhi.list.nepmu6@mail.mil)  
NEPMU7: COMM (int): 011-34-956-82-2230 (local): 727-2230; DSN: 94-314-727-2230  
Email: [NEPMU7@eu.navy.mil](mailto:NEPMU7@eu.navy.mil)
- Air Force: Contact your MAJCOM PH or USAFSAM/PHR  
USAFSAM / PHR / Epidemiology Consult Service  
Wright-Patterson AFB, Ohio  
Comm: (937) 938-3207 DSN: 798-3207  
[usafsam.phrepiservic@us.af.mil](mailto:usafsam.phrepiservic@us.af.mil)



# ANNOUNCEMENT

- To Register for the Monthly Disease Surveillance Trainings:
  1. Contact your Service Surveillance HUB to receive monthly updates and reminders
  2. Log-on or Request log-on ID/password:  
<https://tiny.army.mil/r/zB8A/CME>
  3. Register at: <https://tiny.army.mil/r/7laAB/EpiTechFY16>
  
- Confirm attendance:
  - Please enter your full name/email into the DCS chat box to the right or email your Service HUB
  - You will receive a confirmation email within 48 hours with your attendance record; if you do not receive this email, please contact your Service HUB

