

# Use of an Online Tool for Public Health Reporting and Outbreak Investigation

Heather Kaisner  
Eric Mone  
Channa Lindsay  
Jenny Faith

Deschutes County Health Services

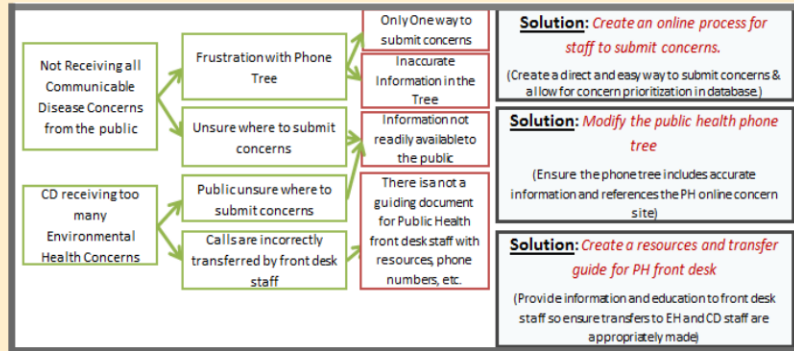
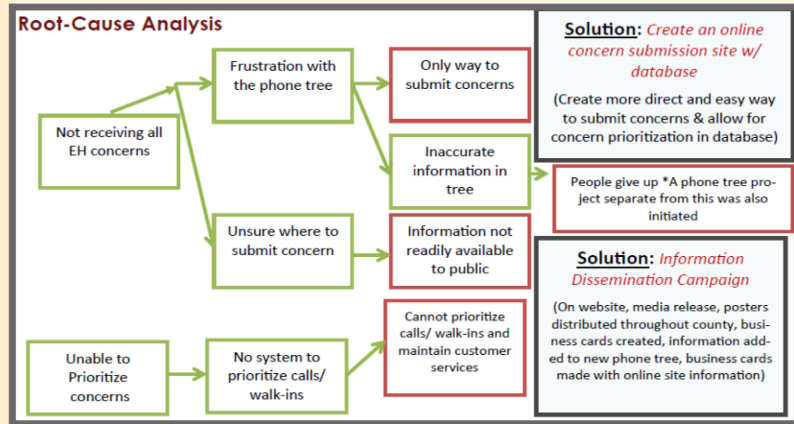


# 1 Why was the site created?

- 1 Not receiving all Environmental Health Concerns
- 2 Not receiving all Communicable Disease concerns
- 3 Unable to prioritize concerns
- 4 Concerns / calls being forwarded to the wrong program

## Solutions

- 1 Online concern submission site
- 2 External information dissemination campaign
- 3 Internal communication





### Report a public health concern

Health Services Home

**Public Health**

- + Clinics and Services
- + Diseases and Conditions
- Food, Water, Housing, Restaurants
  - Drinking Water
  - + Environmental Health
    - Food Handler Certification Program
    - Public Facilities
    - + Public Pools
      - Report a health concern**
    - + Restaurant Plan Review
      - Restaurant Inspection Scores
    - + Resource Guide
    - Tourist Facilities
  - Records and Regulations
    - Birth and Death Certificates
    - Animal Bite Reporting**
    - Domestic Livestock
    - Tobacco Policies and Laws
  - + Staying Healthy - Prevention
    - + For Providers and Partners
    - + Maternal Child Health
      - Tuberculosis (TB) Control Program

## Report a public health concern!

If you have a Public Health concern that you would like to inform us about, please choose from the following options:

### Animal Bites

Please Contact Animal Control Immediately. The Phone Number Is (541) 693-6911. For additional information about Animal Bites, please click [here](#). If you are a health care provider, please print and fax the following form.

### Mold, Bed Bugs, Disease, Pool/Spa, Hotel/Motel, Other

Deschutes County Health Services does not investigate the presence of mold and certain other concerns. All reports are reviewed by qualified Public Health Staff and investigated as appropriate. A follow up call may or may not be deemed necessary.

### Foodborne Illness or Restaurant Complaint

Deschutes County Health Services will review the report, follow-up, and conduct an investigation as deemed appropriate. All reports are reviewed by qualified Public Health Staff.

[Report Issue »](#)

[Report Issue »](#)

#### Web Links

[Information on resources provided by other agencies](#)

**2 Website**

www.deschutes.org/  
healthconcern

# 3 How are concerns submitted?

1 Fill in information to submit concern

Deschutes County - Report a Public Health Concern

Items denoted with a \* are required fields.

Complaint Type\*:  Select Other if not listed.

Your Name\*:

Your Email\*:

Your Phone\*:

Your Age:  Gender:  Male  Female

Your Home Zip:

Facility/Location:

Date Observed\*:

Concern\*:

2

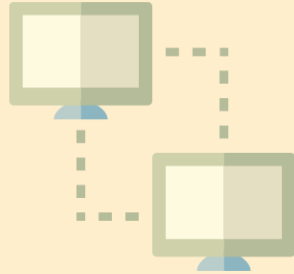
Thank you, information on processing, and link to more information on selected topic

Thank you for submitting a public health complaint.

All reports are reviewed by qualified Public Health Staff and investigated as appropriate. A follow up call may or may not be deemed necessary.

Additional information about bed bugs can be found here:  
<http://www.deschutes.org/health/page/bed-bugs>

# 4 How does the process work?



An email is automatically sent to the staff person identified as the "point of contact" for the type of concern.

Ex: An email is sent to the CD staff contact if "Disease" is selected.

Staff person opens email, which contains a link.

Staff person clicks the link to view the submission in the database.

Staff member responds to concern based on urgency and concern type.

Once a concern has been fully addressed, the entry is given a completion date.

Data is reviewed regularly, and a dashboard report is generated quarterly to review trends

# 5

# How does the process work?

**Title \*** Bed Bugs - Test

**Complaint Type**  Bed Bugs  
 Specify your own value:

**Response Required**  Specifies whether this concern requires a response.

**Name \*** Test  
 Name of person submitting concern.

**Phone** 5555555555  
 Contact phone number.

**Zip**  
 Contact zip code

**Email** channa.lindsay@deschutes.org  
 Contact Email.

**Age**  
 Contact age.

**Gender**  
 Contact gender.

**Observed Date** 8/24/2016  
 Date incident was observed.

**Establishment**  
 Establishment where concern was found.

**Disease**  
 The Disease of concern.

**Food Symptoms**  
 Foodborne illness symptoms.

**Date/Time Of Symptoms** 8/24/2016 12 AM  
 Date and time symptoms started to occur.

**Description** bed bugs

The description of the concern.

**webID** 117  
 ID from web application database.

**Date Completed** 9/2/2016 12 AM  
 Date and time the concern was completed.

**Submitted Via** Online  
 How was this concern submitted?

Title	Complaint Type	webID	Date Completed	Submitted Via	Date Completed	Submitted Via	Modified By
Bed Bugs - Test <span style="color: green;">HW</span>	Bed Bugs	117	9/2/2016 12:00 AM	Online	9/2/2016 12:00 AM	Online	Channa Lindsay
Restaurant Complaint - [REDACTED]	Restaurant Co	[REDACTED]	[REDACTED]	Online	[REDACTED]	Online	SHPTAppAccess
Restaurant Complaint - [REDACTED]	Restaurant Complaint	[REDACTED]	8/31/2016 7:10 AM	Yes	9/1/2016 3:00 PM	Online	Sandy Ringer
Foodborne Illness - [REDACTED]	Foodborne Illness	[REDACTED]	8/29/2016 9:17 PM	Yes	8/31/2016 12:00 PM	Online	Sandy Ringer
Restaurant Complaint - [REDACTED]	Restaurant Complaint	[REDACTED]	8/19/2016 4:03 PM	Yes	[REDACTED]	Online	SHPTAppAccess
Restaurant Complaint - [REDACTED]	Restaurant Complaint	[REDACTED]	8/17/2016 12:07 PM	Yes	[REDACTED]	Online	Eric Mone
Other - [REDACTED]	Other	[REDACTED]	8/10/2016 8:52 AM	Yes	8/18/2016 9:00 AM	Online	Melissa Kauffman
Foodborne Illness - [REDACTED]	Foodborne Illness	[REDACTED]	8/9/2016 10:02 PM	Yes	8/10/2016 9:15 AM	Online	Melissa Kauffman
Restaurant Complaint - [REDACTED]	Restaurant Complaint	[REDACTED]	7/8/2016 11:39 AM	Yes	8/10/2016 9:15 AM	Online	SHPTAppAccess
Other - [REDACTED]	Other	[REDACTED]	6/29/2016 2:08 PM	Yes	6/29/2016 12:00 AM	Online	Eric Mone
Restaurant Complaint - [REDACTED]	Restaurant Complaint	[REDACTED]	6/20/2016 12:56 PM	Yes	6/21/2016 12:00 AM	Online	Eric Mone

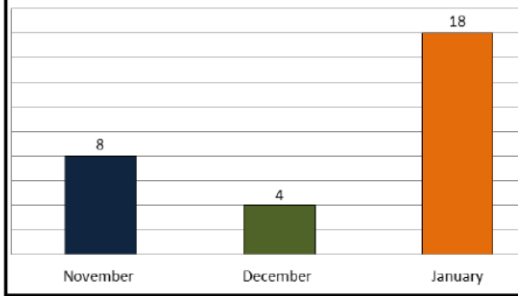
# 6

# Example dashboard

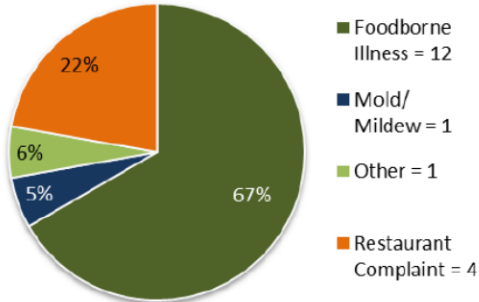


## Online Reporting Dashboard: January 2016

### Number of Concerns by Month



### Concern Submission by Type



### Items to note:

- In total 50 concerns have been submitted to the online reporting site since its launch, all related to environmental health.
  - 80% of concerns submitted in January were closed by the end of the month.
  - The average time to close a concern in January is approximately 1 day.
  - Only one concern submitted before January, 2016 remains unclosed.
  - Annual and monthly baselines have yet to be determined, and will become more apparent over time.

Please visit: [www.deschutes.org/healthconcern](http://www.deschutes.org/healthconcern) to submit your public health concern

# 7 Website Promotion

- June 12th 2015: Launched website
- September & October 2015: Distributed EH/CD Public Health resource list to Public Health front desk staff.
- July through December, 2015: Disseminated information via media release, social media, business cards, and posters at DCHS and external locations
- December 2015: Modified DCHS Public Health phone tree to better direct clients, include information about the online concern site, and relay accurate information.



## Want to report a public health concern?

Example:



- Report the meal that made you sick
- Reveal unsanitary restaurant conditions
- Report concerns about bedbugs
- Ask questions about infectious diseases

[www.deschutes.org/healthconcern](http://www.deschutes.org/healthconcern)

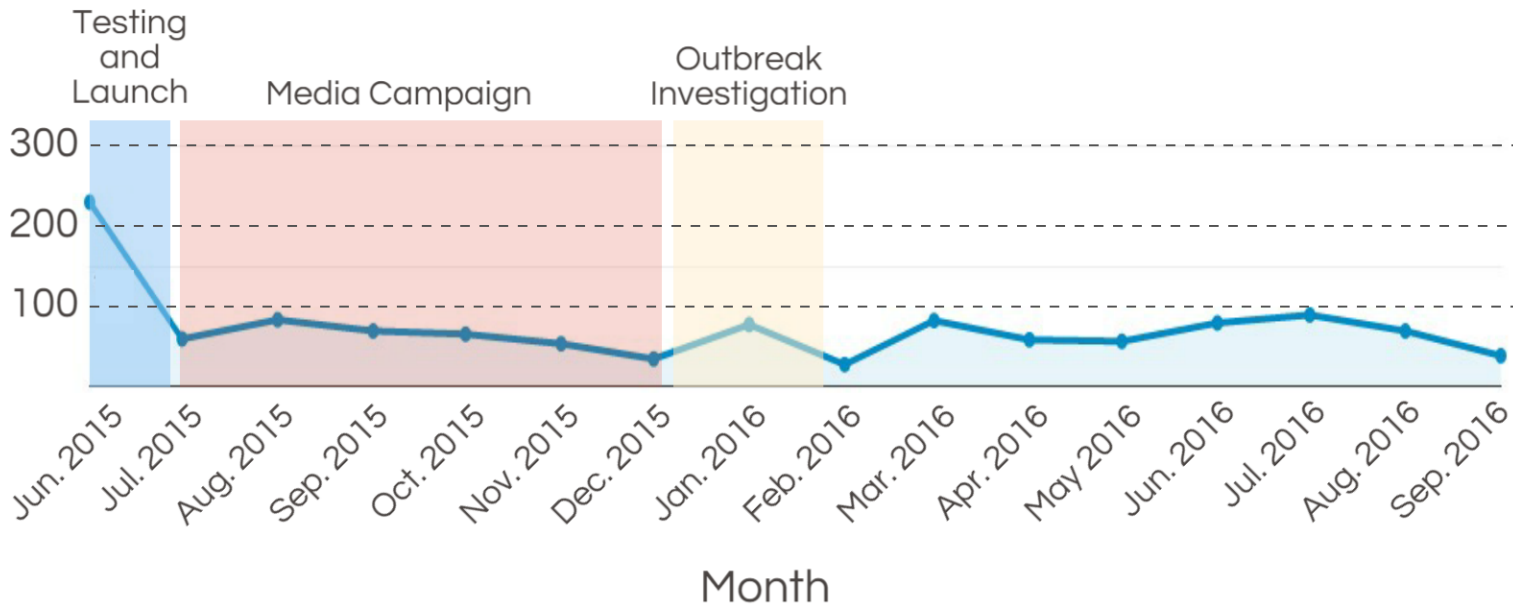


# 8 Website use: 6/2015 - 9/2016

1,168 | Total number of page views

892 | Total number of unique page views

Number of Monthly Page Views, June 2015-September 2016



## 9 Types of reports: 9/2015 - 8/2016

Total number of reports: 76

Foodborne  
Illness

**38.2%**

Restaurant  
Complaint

**32.9%**

Other\*

**28.9%**

Percent of total reports

\* "Other" category includes: bed bugs, mold/mildew, pool/spa facility, water problem, disease, and "other."

# 10 Gastroenteritis Strikes Central Oregon



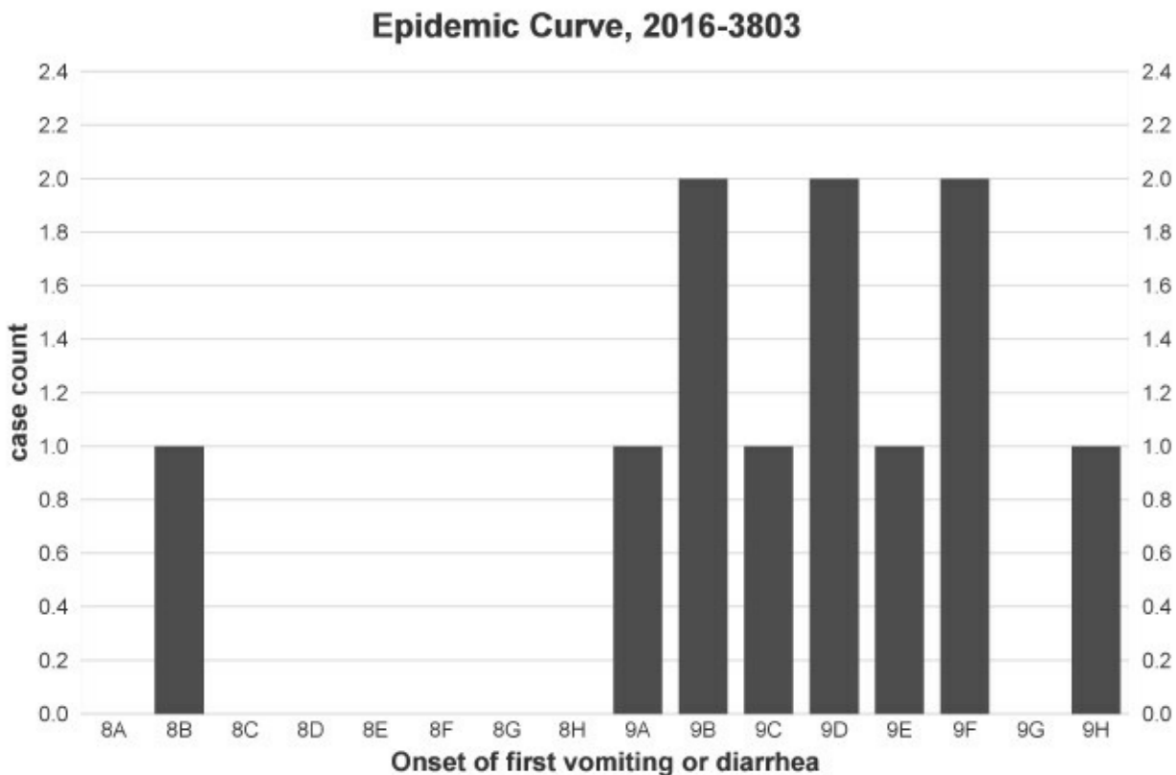
On 1/11/16:  
Received multiple online reports of gastroenteritis symptoms all from the same facility.

- Determined all attended the same holiday party

Able to quickly identify an outbreak was unfolding.

- 51 attendees
- 23 reported illnesses
- 7 stool samples collected (6 positive for norovirus, including 1 food handler employee)

# Gastroenteritis Strikes Central Oregon



Onsets from 1/8/2016–1/9/2016 in eight 3-hour intervals per day.

1/21/2016

# 12 Gastroenteritis Strikes Central Oregon



Only 1 CD staff person working the investigation.



Worked with party organizer to send a reporting site link to party attendees.  
Received 14 responses through the website



Decreased incoming phone calls and streamlined investigation response.



May customize and use for future outbreaks:

Large exposure (measles outbreak)

**THANK  
YOU**



**Heather Kaisner : Heather.Kaisner@deschutes.org**

**Channa Lindsay : Channa.Lindsay@deschutes.org**

**Jenny Faith : Jennifer.Faith@deschutes.org**

**Visit our online reporting site at:  
[www.deschutes.org/healthconcern](http://www.deschutes.org/healthconcern)**