VITAL TIMES

BIRTH CLERK EDITION – FALL 2016

Welcome to the inaugural issue of "*Vital Times*." The Division of Vital Records plans to distribute a quarterly newsletter for Hospital Birth Clerks concerning issues of importance. We are committed to making regular contact with those who work daily to gather accurate and complete birth certificate information. Our goal is to share helpful information about the process of recording births. For example, inside this issue you'll find information about registering new users of the Illinois Vital Records System, Birth Certification Quality Improvement Tips, and other Helpful Hints.

Please share this newsletter with **ANY** staff who have a role in recording births in your facility. Send us their e-mail address to receive *Vital Times* directly. Please submit any questions or topics to be considered for future issues. Write us at DPH.Vitals@illinois.gov.

We hope you enjoy the first issue of *Vital Times*!

Joseph T. Aiello
Division Chief

Do not share your IVRS user name or password
Every person accessing the Illinois Vital Records System (IVRS) **must** have his or her own user ID and password. Each person must log into IVRS under his or her own ID and password to complete the Self-Registration request for their user role. If another staff member completes the self-registration for a coworker, the new user role is assigned to the incorrect staff member. Please contact Vital Records by sending an e-mail to DPH.IVRS@illinois.gov if you have any questions.

NEW USERS: How to register to use the Illinois Vital Records System

STEP 1: REGISTER FOR IVRS PORTAL	STEP 2: SELF-REGISTRATION in IVRS
☐ Visit the IVRS portal: ivrs.dph.illinois.gov and click on "NEW USER REGISTRATION" at the bottom of the page.	First-time registrants may experience a Citrix software load on the computer. Don't click on the screen or interrupt the loading process, which will take a few minutes. Citrix allows the IVRS to operate on your computer.
☐ Read the "Web Portal Agreement" and click "I AGREE."	
☐ Enter the required information, following the instructions for format requirements. Use ONLY an individual e-mail account: DO NOT USE A SHARED E-MAIL ADDRESS.	☐ Log into IVRS, click on the FILE tab at the top of the screen, select NEW > Self-Registration. Select the applicable User type from the drop down list.
☐ Print the registration page and submit your request.	☐ Fill out the required fields: · Name · Phone Number · E-mail address (individual address) · Preferred method of contact · Facility Name (Select from the dropdown. If the facility name is not found, contact Vital Records before completing registration for a role in IVRS.) · Submit Request for Login—YES · Save—click the blue SAVE icon
☐ Within a week, you will receive an e-mail message with IVRS acceptance, login and password, and instructions.	
☐ Visit the IVRS portal: ivrs.dph.illinois.gov and enter the login and password from the email you received with this information.	
☐ Enter the IVRS portal by clicking on the IVRS icon on the left of the screen.	A screen message will confirm your submittal. Print and sign the Memo of Understanding (MOU), found under the REQUEST menu while on the Self-Registration screen. Fax/mail/give MOU to your SRA. An approval notice will be sent to the e-mail address you listed in the contact information.

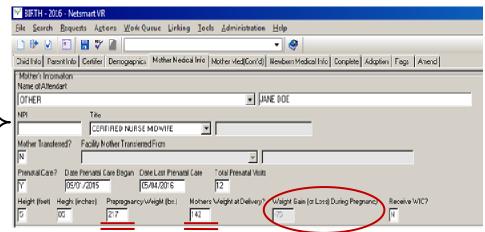# BIRTH CERTIFICATION QUALITY IMPROVEMENT TIPS

COMMON ERROR: MOM LOSES 75 POUNDS AT DELIVERY

WHAT?!? You're probably thinking, "**How did she do that?**"

She didn't, although her child's birth record indicated that she did.

This was an actual situation from a recent Illinois birth record. In this case, the change from a mother's pre-pregnancy weight to her weight at delivery showed a 75 pound loss! Since this was such a significant weight loss, we received an alert from the National Center for Health Statistics (NCHS) about a potential error that needed corrected. NCHS receives Illinois birth data twice each week, and they send the Division of Vital Records a report with information about the data asking us to confirm or correct the items they flag.

In this example, the error was in the mother's weight at delivery. Instead of 142lbs, it should have been recorded as 242lbs, which would have shown a gain of 25lbs - not a loss of 75lbs from pre-pregnancy to delivery.
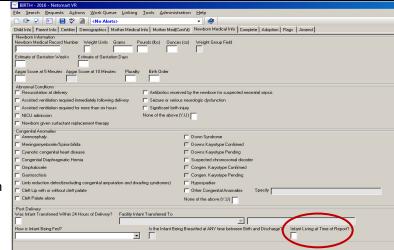

Unfortunately, "Mother's Weight Gain (or Loss) During Pregnancy" is one of the most common fields for data errors. We spend a considerable amount of time reviewing error reports, scouring the birth record, contacting hospital staff, asking you to dig through records and verify information, and then correcting the records.

HOW YOU CAN HELP: Since the electronic birth record automatically calculates the change in weight from pre-pregnancy to delivery, pay special attention to the field that displays the gain or loss amount. If it seems like an oddly significant change in either direction, it is likely due to an error in one or both weight fields. Please double check your numbers to make sure that they are correct. Your diligence in catching these errors before the record is finalized is appreciated and saves all of us valuable time!

COMMON ERROR: INFANT LIVING AT TIME OF REPORT? (Y/N)

We frequently receive errors on the "Newborn Medical Info" tab in the field "Infant Living at Time of Report?" This question appears at the very end of the section and NCHS reports often indicate a high number of babies are reported as **NOT** living at the time of the report, yet no death record is on file for that infant.

We suspect that birth clerks intend to answer **NO** for the breastfeeding question but end up tabbing across and typing **NO** for Infant Living at Time of Report. When answering this question, please double check that you have answered each question correctly.

HELPFUL HINTS: RACE & ETHNICITY

We are often asked to explain how to complete the Race and Ethnicity fields in the birth record.

This information is collected
on the DEMOGRAPHICS tab
in the Birth Record.

ETHNICITY pertains only to a parent's Spanish/Hispanic/Latino origin. A clerk must answer these questions with a 'Y' for YES or 'N' for NO. If a parent is not Spanish/Hispanic/Latino, the clerk types 'N' and the remaining fields in that sequence will get a default value of 'N', thereby making the fields closed from entry or update by the birth clerk.
If the parent is Spanish/Hispanic/Latino and the clerk types 'Y' to that question, more information is required. The clerk must also answer if the parent is: Mexican, Puerto Rican, Cuban, or Other (specify). If the person is not Mexican, Puerto Rican, or Cuban, but another ethnicity such as Guatemalan, type 'Y' for 'Spanish/Hispanic/Latino', 'N' for Mexican, 'N' for Puerto Rican, 'N' for Cuban and 'Y' for OTHER, and then type Guatemalan in the open box.

RACE is self-reported and applies to the parents' physical characteristics. Birth clerks cannot assume they know the mother's or father's race, so they must ask! **Remember, it is acceptable to select more than 1 box!** If someone says they are WHITE and BLACK, the birth clerk is able to select both of those boxes. The field "OTHER" requires more information to be specified, and can be used to further define a person's Race.

A good rule of thumb to consider: Every field on a birth certificate is required. For some births, information is genuinely unavailable, such as characteristics from a father when no father is declared on the birth certificate. However, unavailable data is very uncommon. In most cases, information is available from medical charts or the parents. As always, if you need clarification for any field on a birth record, please contact the Division of Vital Records. Our staff are eager to help you file accurate and timely records!

I need HELP! Who should I call?

Contact the HelpDesk if:	Contact the Vital Records Office if:
You are having trouble logging in to IVRS.	You have concerns about the proper way
You need to reset your password.	to complete a birth record.
You are having trouble printing from IVRS.	You have questions about fields on the birth worksheet.
HelpDesk hours:	**Vital Records staff are available:**
Monday through Friday, 8:30am—4:30 pm,	Monday-Friday, 8:30 am-5:00 pm,
(excluding State Holidays)	(excluding State Holidays)
Call: 1-866-220-5247	**Call:** (217)782-6554 or (217)782-6555
E-mail: DPH.HELPDESK@illinois.gov	**E-mail:** DPH.IVRS@illinois.gov or DPH.VITALS@illinois.gov
When contacting the HelpDesk, include the following:	Your message will be routed to
· Name & the best way to contact you·	the appropriate staff for response.
· Facility Name·	
· User Role·	
· Detailed description of your problem·	