



# Maven: Why it Behaves Like it Does (and How to Deal With it)

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Epidemiologist 3  
Lead, Radon and Healthy Homes Program



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## 2 What is Maven?

- Software created by company called Conduent
- Platform that our lead surveillance system is based on
- Web-based features
- Available to LHDs since May 2011



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## 3 How is information entered into the system?

- Electronic Lab Report (ELR)
- Import Roster
- Manual Entry



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### Why are there duplicate children in Maven?

- Name or DOB are incorrect
  - Multiple last names (i.e. hyphenated, joined together, missing a name, misspelled)
- Electronic imports: Maven did not find a match
  - Maven enhancements have improved party deduplication
- Manual entry: DPH staff did not find the child during a search
- Children are twins and names are very similar
- Make a note and contact regional case manager**



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### Why does a child have multiple cases?

- Issue(s) with address
  - Main St vs Mian St vs Main St Apt 1
  - Apt 1 vs Fl 1 vs 1<sup>st</sup> Fl vs Floor 1
- While we try to clean cases ASAP, please send us an email to make let us know**
- The child has moved
  - New case is automatically created by system or by us if data entered manually
  - Review address history to see if child has moved**
  - Depending on the circumstances, we may be able to close one (or more) cases
- System limitations



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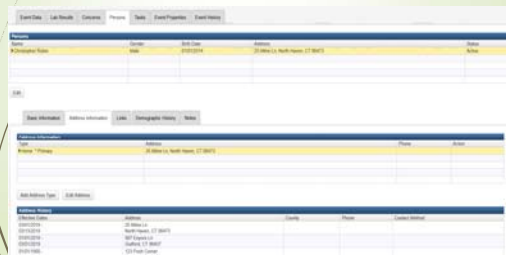
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### How can I see the address history?

- To see a child's address history
  - Click on the "Persons" tab then click on the "Address Information" tab



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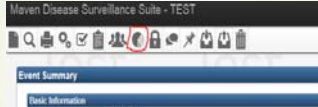
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### How can I see the address history?

- To see a child's address history
  - Click on the "Reports" icon



- Select "Childhood Lead" category, then select "Child - All BLLs" report




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### How can I see the address history?

**Child - All BLLs**

Person Details	
First Name	Christopher
Last Name	Robus
Date of Birth	01/01/2014
Home Address [01/01/1900 - 01/01/2018]	123 Pooh Corner, Orange, CT 06477
Home Address [01/01/2018 - 05/01/2019]	987 Eeyore Ln, Guilford, CT 06437
Home Address [03/01/2019 - 01/01/2030]	25 Mole Ln, North Haven, CT 06473

Draw Date	BLL	Test Type	Ordering Provider Name	Ordering Provider Phone	Event ID
12/01/2016	45	Venous			101992908
01/01/2018	11	Venous			101993138
03/01/2019	2	Venous			101993140

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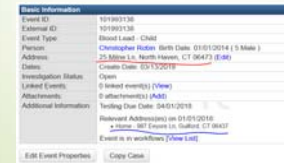
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### One more thing about addresses

- Current address (underlined in red) vs Relevant Address (underlined in blue)


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### Why does it take so long for a result to show up?

- Results 10 µg/dL or greater *must be reported* within 48 hours to DPH and LHD
  - If you receive a lab report that has not been entered, contact us immediately. Please provide us with a copy of the report.**
- Results less than 10 µg/dL are reported on a *monthly* basis to DPH
  - Be patient**
- ELR will improve timeliness (and data quality)



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### Why is the Provider Information section in a lab result incomplete?

- Electronic import: that is all the information we were provided
- Manual entry:
  - It is all the information we were provided
  - It was an oversight on our part – we are human
- Contact us if you have questions or concerns**

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### Why is DPH not notified when I update a case?

- That's the way the system is currently configured
  - Contact your case manager if issues need to be addressed (i.e. closing case, update to address, etc.)**
- Some Maven enhancements may allow for DPH notification via email (we will look into this)
  - Stay tuned!**

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### Why is Maven so slow (or down so often)?

- Multiple programs that utilize the instance of Maven (updates may require shutdown)
- Historical software and hardware issues
- Some reports may still take more than 5 – 10 minutes to run
  - Be patient (don't keep rerunning the report) or keep logging in and out
  - Run a smaller timeframe
  - Let us know if you encounter an issue
    - Please be detailed as to what you were doing when the issue occurred

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### What Has DPH done to improve Maven?

- Maven is continually being enhanced using input from users (like DPH) to direct changes/improvement
- We updated to a newer version (and will continue to do so)
- Working with other DPH programs to get more labs to report via ELR
- Create new reports and workflows
- Use the workflows to perform data cleaning in a more timely manner

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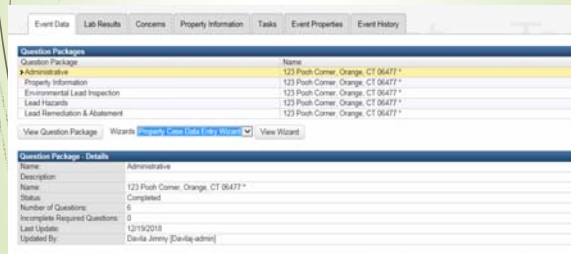
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### What Has DPH done to improve Maven?

- Let us know if you have suggestions for improvements
- One new enhancement is a question package wizard for properties:



Question Package	Name
Administrative	123 Poosh Corner, Orange, CT 06477 *
Property Information	123 Poosh Corner, Orange, CT 06477 *
Environmental Lead Inspection	123 Poosh Corner, Orange, CT 06477 *
Lead Hazards	123 Poosh Corner, Orange, CT 06477 *
Lead Remediation & Abatement	123 Poosh Corner, Orange, CT 06477 *

Question Package	Details
Name	Administrative
Description	123 Poosh Corner, Orange, CT 06477 *
Status	Completed
Number of Questions	0
Incomplete Required Questions	0
Last Update	12/19/2018
Updated By	David Jeremy (David.j@ct.gov)

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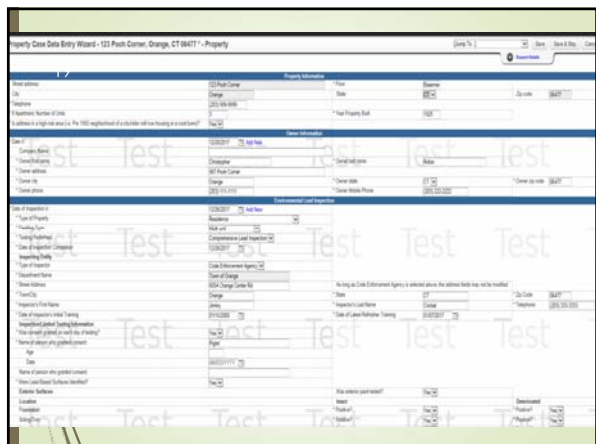
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Comments, questions?

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Complaints?

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 krista.veneziano@ct.gov

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