

The City of New Haven Health Department Uses Veoci to Track COVID-19 Cases and Pandemic Data

The City of New Haven Health Department builds Forms for gathering data and Dashboards to enhance their COVID-19 response operations.

Overview

The Need

The Department needed a digital solution that could support COVID-19 pandemic response operations and a high volume of phone calls.

The Solution

Veoci Forms collect data that's then displayed on a Dashboard in graphs and tiles, allowing the Department's team to quickly assess the situation.

The Benefit

A digital solution for enhancing communications, providing visibility into collected data, and simplifying case reporting and tracking.

The City of New Haven Health Department, like many across the nation, is fighting the COVID-19 pandemic. As part of their response, the Department was determined to find a solution that would help them track and manage the Coronavirus outbreak in their community.

Veoci has called New Haven home since its founding nine years ago, so naturally, the Department called on their local emergency management software provider to aid in the development of a solid solution that would meet their needs.

The Department was looking for a way to organize and track the various calls that were coming in because of the pandemic. They were receiving calls from people in the surrounding area who were relying on the Health Department to be a resource for general information or for people who were symptomatic and needed support.

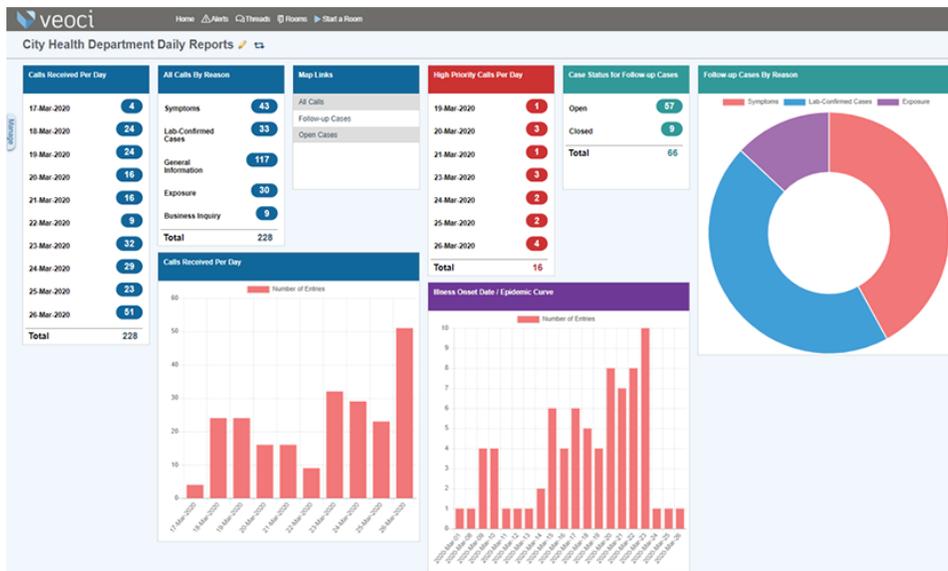
The employees at the Department needed a routine way to answer these incoming questions. They also wanted to be able to track reported infections, the number of calls per day, and the topic of each call. Additionally, they needed a process for following-up on symptomatic cases.

The nurses, epidemiologists, and public health officials who were fielding these calls needed to ensure that they were doing so in a regulated manner, and gathering data during this tumultuous time to feed future processes.

Taking into consideration the needs of the Department, Veoci designed a solution that would allow them to track phone calls, reported cases of the virus, and case outcomes.

The nurses who answer the phone fill out a fully customizable Form. This Form also has embedded Custom Actions, so based on how the questions are answered the nurses are prompted to input further data. The data that is pulled from these Form Entries is stored and displayed on a Dashboard for a comprehensive view of all the pandemic information.

This Dashboard clearly lays out the number of calls that are received each day, the reason for the calls, and how many of them were high priority. High priority calls are immediately pushed to the epidemiologist or the head nurse.



The data in this diagram is not actual data, but used for demonstration purposes.

The Dashboard includes tiles for tracking calls, case statuses for follow-up cases, and showing the epidemic curve.

Nurses and public health officials can also use this Dashboard to see how many follow-up cases are open/closed and the breakdown as to the reasoning behind follow up cases: symptomatic, lab confirmed case, or exposure.

The mapping feature displays where each of the calls are coming from, so high risk areas can be identified. There is also a graph illustrating the illness onset date so public health officials can track the epidemic curve.

This Dashboard has enabled public health officials in New Haven to organize the data coming in so they can detect trends and focus efforts where they're needed most. Without a system to collect, sort, and display this information, crucial details would fall through the cracks at a time when every ounce of information around the pandemic is crucial.

Now, the Department can manage the COVID-19 crisis with confidence, knowing that data is being dealt with appropriately and that no information for incoming phone calls is left undocumented.