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Digital Transformation: How to Take the First Steps Towards Modernizing Your Vital Records System (VRS)

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Digital Transformation: How to Take the First Steps Towards Modernizing Your VRS

Presenters



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Digital Transformation: How to Take the First Steps Towards Modernizing Your VRS

- 01** Urgency of Modernization & Platform Design
- 02** Benefits of Digitization
- 03** Technology Partner
- 04** Future Proofing Infrastructure

Introduction and Urgency of Modernization



Why Modernization is Urgent

Rising Demand and Aging Systems

State agencies face increased demand for vital records while legacy infrastructure struggles to keep up.

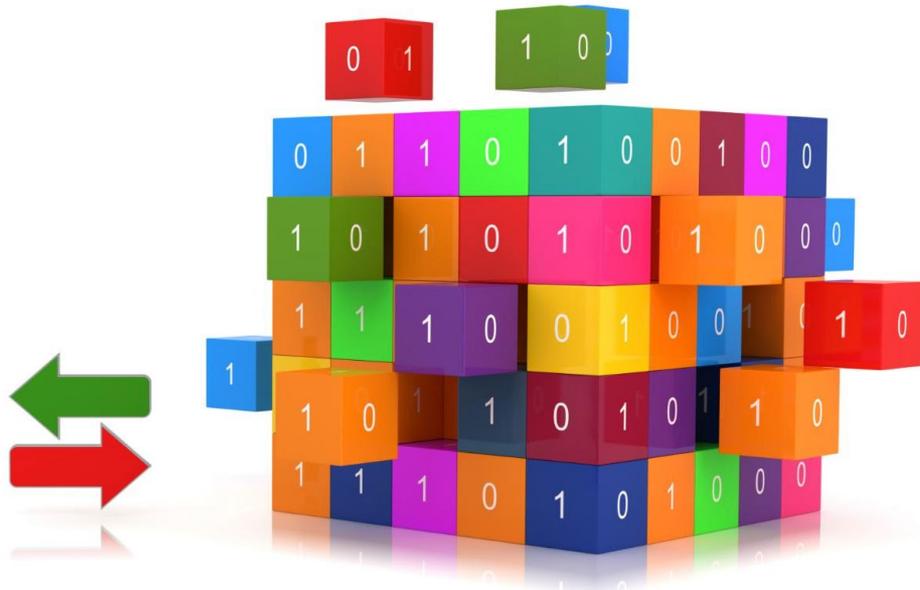
Escalating Fraud Risks

Sophisticated identity theft and fraudulent documents heighten the need for secure record systems.

Need for Adaptable Platforms

Agencies must adopt modern platforms that ensure compliance, trust, and future adaptability.

Understanding Platform Design



Purpose-Built vs. Retrofitted Platforms

Purpose-Built Platform Features

Designed specifically for vital records, these platforms offer secure data handling and configurable workflows tailored to compliance.

Retrofitted Platform Limitations

General systems adapted for vital records often face limitations in security, functionality, and scalability, risking inefficiency.

Impact on Compliance and Efficiency

Purpose-built platforms help agencies meet regulatory mandates and improve operational efficiency and user experience.

Benefits of Digitization

Enhancing Security, Efficiency, and Access

Enhanced Security Measures



Encryption, audit trails, and role-based access controls reduce risks of unauthorized access and breaches

Operational Efficiency



Automation reduces manual data entry and paper handling, speeding processing and lowering errors

Improved Public Access



Online portals and mobile apps enable easy, multilingual, and ADA-compliant access to vital records.

Enhanced Security Measures

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Operational Efficiency

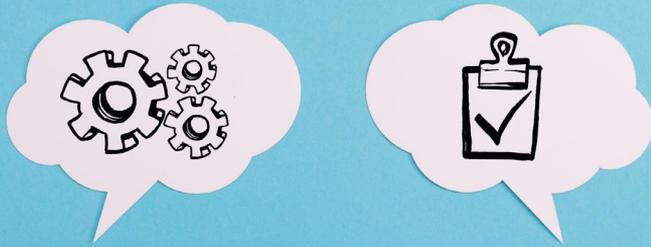
Automation reduces manual data entry and paper handling, speeding processing and lowering errors.

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Online portals and mobile apps enable easy, multilingual, and ADA-compliant access to vital records.

Selecting a Technology Partner

Key Attributes of a Tech Partner



Configurable Solutions

Configurable platforms enable tailored workflows and integration to meet specific state requirements effectively.

Compliance and Security

Ensuring adherence to federal and state mandates like data privacy and identity verification is critical for vital records systems.

Continuous Innovation

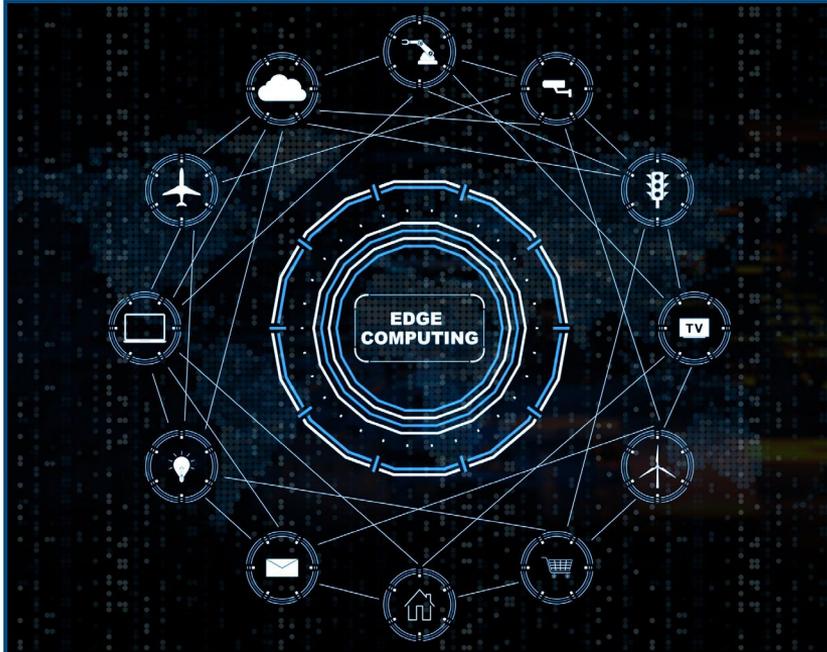
Partners committed to innovation provide regular updates and integrate AI, machine learning, and cloud-native solutions.

Strategic Vendor Evaluation

A comprehensive checklist helps evaluate data security, support models, and long-term sustainability of tech partners.

Future-Proofing Infrastructure

Practical Steps for Agencies



Digital Maturity Assessment

Assess agencies' current capabilities, gaps, and readiness by evaluating interoperability, auditability, and governance.

Modernization Roadmap

Develop a clear roadmap defining goals, timelines, and resource allocation for future modernization efforts.

Securing Funding

Obtain funding through grants, partnerships, or legislation to support modernization initiatives effectively.

Pilot Programs and Training

Implement pilot projects for testing systems and provide staff training to ensure smooth adoption and change management.

Modernization in Action



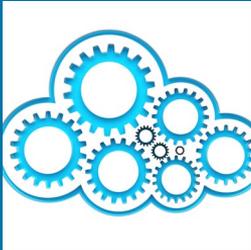
Cloud-Based Solutions

Cloud platforms enable remote certificate requests and automated verification, reducing manual workloads by 40%.



Data Integration Benefits

Integration with health databases improves data accuracy and reporting for vital records management.



Key Modernization Insights

Interoperability, auditability, and user-centric design are critical for successful system transformation.

Scanning and OCR

Streamlining Vital Records Requests with Scanning & OCR

Digitizing Paper Forms

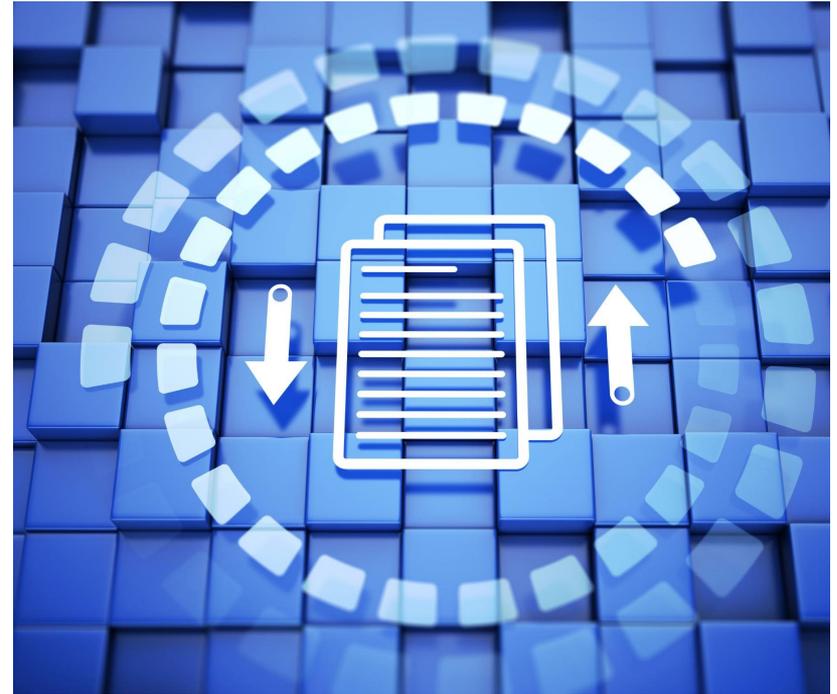
Scanning technology converts paper applications into digital formats for easier processing and storage.

Automated Data Extraction

OCR technology automatically extracts data from scanned documents to reduce manual entry errors.

Improved Efficiency and Accuracy

Integrating scanning and OCR streamlines workflows, accelerates processing, and improves data accuracy.



Challenges in Current Processes

Current Challenges



Manual Data Entry Issues

Manual entry from handwritten forms causes errors and slows down data processing in vital records offices.



Labor-Intensive Verification

Verification processes require significant time and resources, adding to delays and inefficiencies.



Impact on Service Delivery

These challenges obstruct timely service and complicate compliance with regulatory standards.

Technology Solution

Proposed Solution



Digitizing Paper Applications

Scanning paper applications converts physical documents into digital images, enabling automated processing.

Optical Character Recognition

OCR technology extracts key data fields automatically, reducing manual data entry and errors.

Data Integration and Validation

Extracted data is structured, validated, and integrated into the Vital Records Management System for accessibility.

Improved Efficiency and Integrity

The solution accelerates processing, enhances data integrity, and improves authorized user accessibility.

How OCR Works

Document Scanning

The first step involves scanning physical documents to create digital images for processing.

Text Extraction

OCR software analyzes images to identify and convert printed text into machine-readable data.

Data Validation

Extracted data is validated to ensure accuracy and consistency before storage.

Automated Data Storage

Validated data is automatically stored, reducing manual input and improving data quality.



Benefits of OCR Integration

Benefits

Faster Processing Times

OCR automates data extraction, significantly reducing the time required to process applications and documents.

Reduced Manual Errors

Automation minimizes human entry errors, enhancing the accuracy and reliability of vital records data.

Improved Compliance

Consistent and traceable data handling ensures better compliance with audit and regulatory requirements.

Seamless System Integration

The OCR system integrates smoothly with existing vital records management platforms, boosting operational efficiency.

Workflow Comparison

Manual Workflow

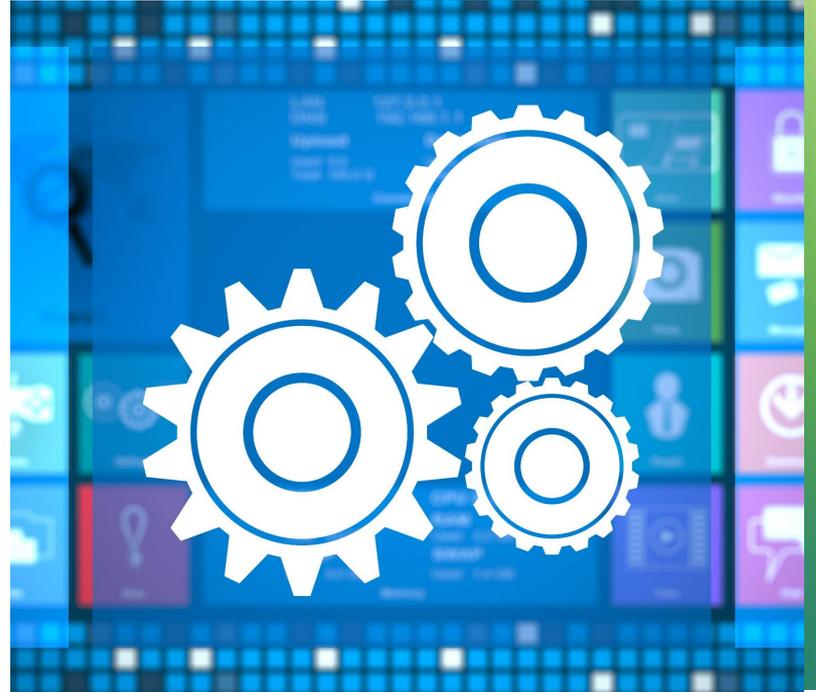
Before OCR, staff manually entered and verified data from paper forms, which was time-consuming and error-prone.

Automated OCR Workflow

OCR automates data extraction and validation, enabling digital storage and faster processing times.

Efficiency Improvements

Automation reduces labor costs, lowers processing time, and improves data accuracy compared to traditional methods.



Implementation Strategy

Implementation Considerations

Reliable Hardware and Software

Invest in dependable scanning hardware and OCR software that seamlessly integrates with current systems.

Data Validation and Security

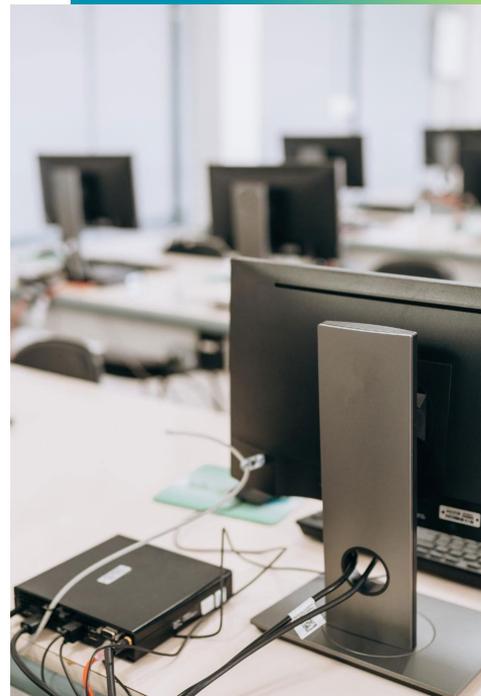
Implement data validation protocols to ensure accuracy and secure sensitive information during processing.

Staff Training and Workflow

Provide comprehensive staff training to adapt to new scanning and OCR workflows effectively.

Privacy and Compliance

Ensure privacy policies and compliance measures protect sensitive data and meet regulatory standards.



Impact on Stakeholders

Benefits for Internal Staff

OCR reduces workload and speeds processing, enabling staff to focus on more valuable tasks.

Improved Citizen Experience

Faster vital records processing leads to quicker service and higher citizen satisfaction.

Enhanced Decision Making

Advanced reporting and analytics improve decision-making and resource management.

Overall System Efficiency

The OCR system creates a more responsive and efficient vital records service.



Implementing a Medical Examiner/Medical Examiner/Coroner Case Management System Using MDI FHIR



Integrating healthcare data standards for efficient case handling

Streamlining Processes and Improving Data Accuracy & Timeliness

Standardized Data Exchange

MDI FHIR specifications enable structured and interoperable data exchange between Medical Examiner/Coroners and healthcare providers.

Enhanced Accuracy and Timeliness

The system facilitates real-time updates, reducing manual errors and improving the timeliness of case information.

Streamlined Workflow and Compliance

Implementation of MDI FHIR streamlines workflows and supports regulatory compliance in medical death investigations.

Challenges and Solution

Current Challenges

Manual Data Entry Issues

Manual data entry in Medical Examiner/Coroner offices causes inefficiencies and increases the risk of errors.

Fragmented Systems

Fragmented systems create difficulties in sharing data across agencies and delay reporting.

Regulatory Compliance Challenges

Outdated processes complicate compliance with state and federal regulations.

Lack of Real-Time Updates

The absence of real-time updates limits prompt response to public health and legal needs.



Proposed Solution

Automated Data Exchange

The system automates data exchange with vital records and healthcare systems using MDI FHIR standards.

Efficient Data Capture

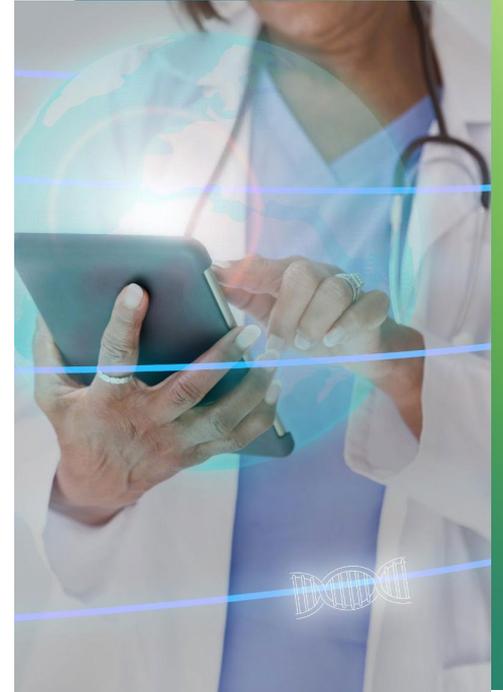
MDI FHIR-compliant templates enable efficient data capture and transmission without manual input.

Real-Time Updates and Compliance

Supports real-time case updates, enhances data accuracy, and ensures regulatory compliance.

Unified Collaboration Platform

Improves cross-agency collaboration by providing a unified platform for case management.



MDI FHIR Overview

What is MDI FHIR?

Standardized Data Framework

MDI FHIR provides a standardized framework for sharing Medical Examiner/Coroner and medical examiner case data securely and efficiently.

Integration with Health Systems

It enables seamless interoperability with Electronic Health Records and Vital Records systems for timely data exchange.

Capture of Critical Case Details

Supports recording cause of death, investigation details, and related medical information in a structured format.

Facilitates National Compatibility

Adopting MDI FHIR ensures compatibility with national health data standards for effective communication.



Workflow and Benefits

Workflow Overview

Case Initiation and Data Capture

Workflow starts with case initiation using MDI FHIR-compliant templates to standardize data collection.

Automatic Data Exchange

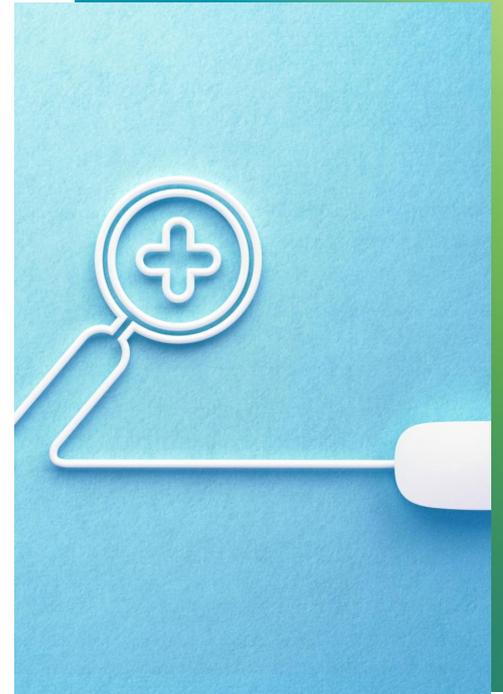
Data is automatically exchanged between Medical Examiner/Coroner Case Management and Vital Records systems to ensure seamless integration.

Real-Time Updates and Transparency

Authorized users receive real-time updates, improving transparency and reducing manual errors.

Audit Trail and Accountability

Maintains a clear audit trail of case activities enhancing accountability and reporting accuracy.



Benefits

Improved Data Accuracy

MDI FHIR integration reduces manual data entry and standardizes formats for greater accuracy.

Faster Case Processing

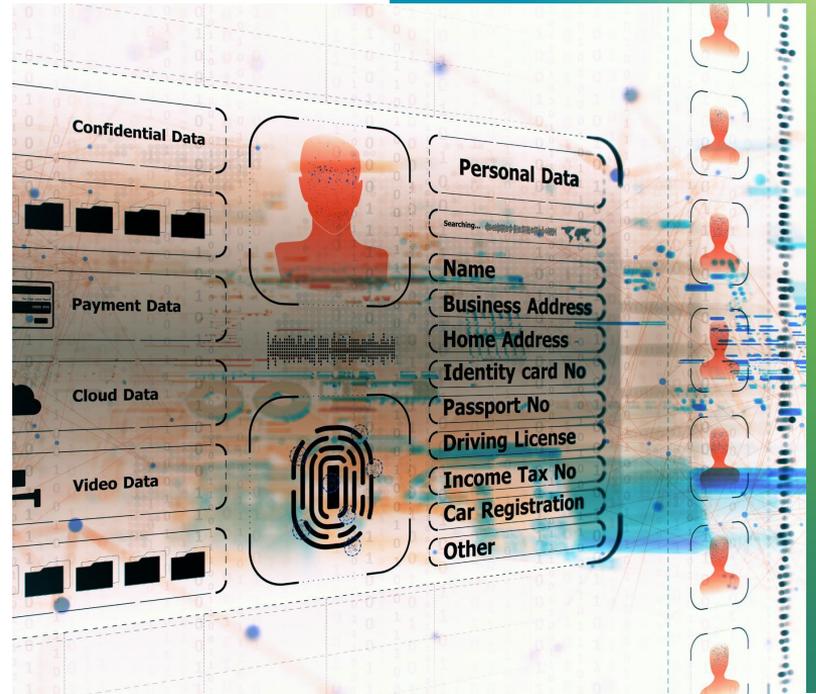
The system accelerates case processing and reporting for timely public health responses.

Enhanced Compliance

Supports adherence to state and federal standards, reducing legal and regulatory risks.

Secure Collaboration

Enables secure and interoperable data exchange for improved agency collaboration.



Implementation and Impact

Implementation Considerations

System Integration

Integrate the new system with existing Vital Records and EHR platforms for seamless operation.

Training and Support

Provide comprehensive training for Medical Examiner/Coroners and staff to ensure proficient system use.

Data Security and Compliance

Ensure data security and HIPAA compliance to protect sensitive health information.

Pilot Program and Monitoring

Conduct pilot programs and use continuous feedback to refine and improve the system.



Impact on Stakeholders

Medical Examiner/Coroners' Workflow Improvement

Streamlined workflows and reduced paperwork will enhance Medical Examiner/Coroners' efficiency and accuracy in case management.

Vital Records Efficiency

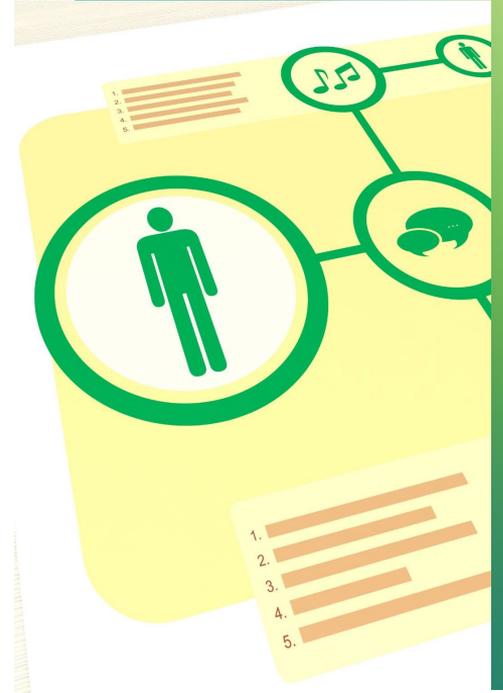
Faster registration processes and improved data quality will benefit Vital Records offices significantly.

Healthcare Provider Access

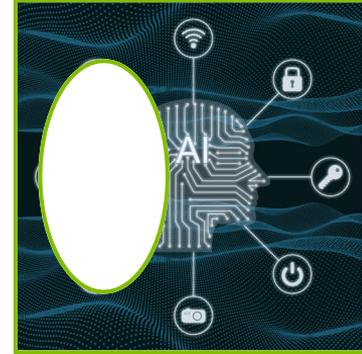
Timely access to accurate case data supports better patient care and public health reporting by healthcare providers.

Public Health Agency Analytics

Enhanced analytics enable public health agencies to respond quickly to emerging health trends and improve community health outcomes.



Integrating AI into Vital Records Systems



**Enhancing data accuracy and efficiency
with AI technology**

Understanding the Current Landscape

Current Challenges in Vital Records Systems

Manual Data Entry Issues

Manual data entry introduces high risk of human error and causes processing delays in vital records systems.

Outdated Workflows

Outdated workflows lack automation, limiting scalability and responsiveness of vital records operations.

Poor User Experience

Legacy interfaces restrict intuitive navigation and do not support real-time updates for users.

Need for Modernization

Modernizing vital records systems with intelligent technologies can enhance timeliness and reliability.

Statewide Uniformity



AI Integration Opportunities

AI Use Cases in Vital Records

Smart OCR for Data Extraction

Smart OCR extracts structured data from scanned paper applications, reducing manual transcription efforts.

NLP for Handwritten Text

Natural Language Processing interprets handwritten and unstructured text into usable data fields.

Machine Learning for Anomaly Detection

Machine learning analyzes historical records to find patterns and flag anomalies, aiding fraud detection.

AI Chatbots for User Support

AI chatbots assist users by answering questions, guiding form submissions, and providing status updates.



Operational Enhancements

Workflow Improvements with AI

Automation Enhances Efficiency

AI automation reduces manual tasks, allowing staff to focus on complex and higher-value activities.

Faster Processing Times

AI accelerates processing of vital records requests, enabling quicker service delivery to users.

Accurate Data Validation

AI-driven validation ensures data accuracy and completeness, reducing errors and corrections.

Real-Time Status Updates

Users receive AI-powered real-time updates during the application process, enhancing transparency and satisfaction.



Benefits of AI Integration

Improved Data Accuracy

AI integration reduces errors and enhances data integrity, building greater trust in vital record systems.

Operational Efficiency

Automation and intelligent processing increase operational efficiency and manage higher workloads with fewer resources.

Regulatory Compliance

AI enforces validation rules and creates audit trails to ensure compliance with legal and regulatory standards.

Enhanced User Experience

Faster turnaround, intuitive interfaces, and responsive support significantly improve user satisfaction.



Implementation Strategy

Implementation Considerations

Selecting Appropriate AI Tools

Choose AI tools and frameworks that fit operational needs and technical infrastructure for effective implementation.

Data Privacy and Security

Prioritize compliance with data privacy and security standards, especially for sensitive personal information.

Staff Training and Adoption

Provide comprehensive staff training to enable effective use of AI-enabled workflows in daily operations.

Continuous Monitoring and Updates

Maintain system accuracy and relevance through ongoing monitoring and regular AI model updates.



AI Workflow for Vital Records

STEP	DESCRIPTION
Paper Application	Initial submission of vital records request in paper format
OCR & NLP	Scanning and extracting data using Optical Character Recognition and Natural Language Processing
AI Validation	Automated checks for accuracy, completeness, and compliance
Vital Records Database	Storing validated data for access and reporting

Questions?



Recap and Discussion

Strategic Digital Transformation

Digitization is essential for modernizing vital records systems to enhance security and efficiency.

Platform Selection Importance

Understanding differences between purpose-built and retrofitted platforms is crucial for successful modernization.

Collaboration and Learning

Engaging in discussions and sharing experiences supports effective planning and informed decisions.