Importance of Data Quality for Birth Records
BIS Training 2024

Center for Health Statistics

Today's Agenda

- **What is Data Quality?**

- **Common Issues**

- **Best Practices**

- **Impact of incorrect entries**

- **Correcting the record**

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What is Data Quality?

Data quality consists of:

- Complete information on the Birth Parent Worksheet - use Checklist.

- Accurate entry into OVERS.

- Following amendment guidelines, if a change is required on the record.

Birth Parent Worksheet

Data Quality

OVERS record entry by BIS

Amendments

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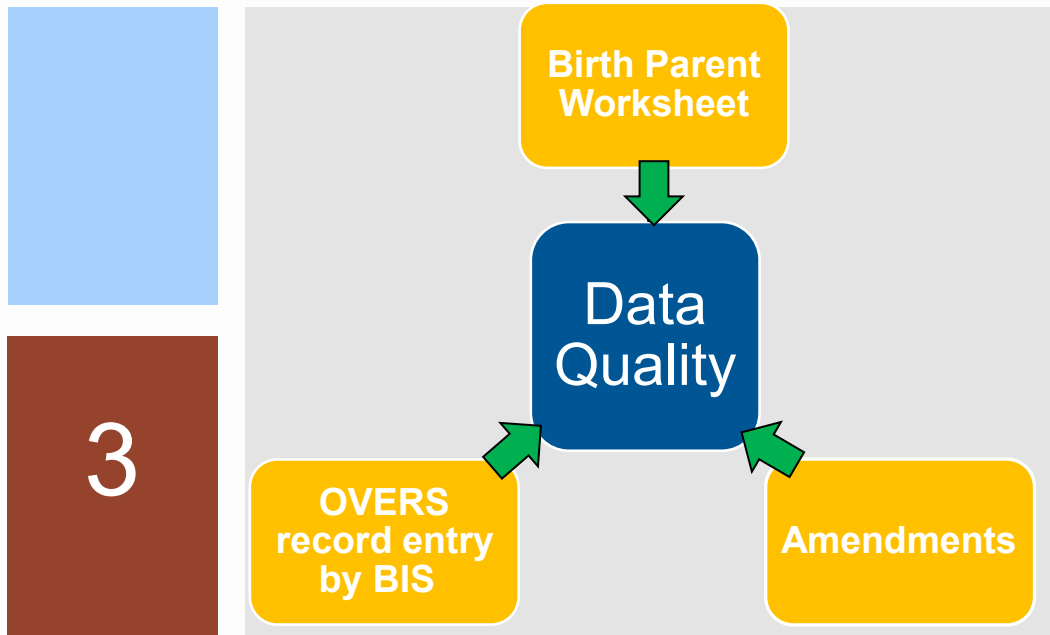
Birth Parent Worksheet and Facility Worksheet Checklist

Birth Parent Worksheet Checklist ✅

Complete and accurate responses on the birth parent and facility worksheets help many public health programs. The responses are a crucial source of information that can be used to identify population problems, monitor progress in public health and inform public policy to improve the health of all Oregonians.

It is important for staff to ask parents for the answers to any question that is left blank on the parent worksheet before the parents leave the facility.

Checklist for items that are frequently left blank on the Birth Parent Worksheet:

- ☐ Residence Inside City Limits – Birth Mother selects whether their residence is within city limits.

- ☐ Education – Birth Mother and Father/Second Parent select the highest level of education that they have completed.

- ☐ Race or Ethnicity – Both part A and part B should be completed by the Birth Mother and Father/Second Parent.

- ☐ Race or Ethnicity Part A – Birth Mother and Father/Second Parent should write in how they identify their race, ethnicity, tribal affiliation, country of origin, or ancestry.

- ☐ Race or Ethnicity Part B – Birth Mother and Father/Second Parent should check all boxes that apply.

- ☐ Race or Ethnicity Part B – If "Other" is selected in any racial or ethnic identity category, then parents write in their answer on the Specify line.

- ☐ Race or Ethnicity Part B – If a selection is made in the American Indian and Alaska Native category, then the parents write in the Tribe name on the Specify Tribe(s) line provided at the bottom of that category.

- ☐ Did you get WIC food for yourself during pregnancy? – Mother selects if she got WIC for herself.

- ☐ Cigarettes Smoked Per Day – Mother can check if none. If mother smoked at all, all fields for cigarette usage should be completed, even if she stopped smoking at some point during her pregnancy.

Birth Facility Worksheet Checklist ✅

The Center for Health Statistics receives a report from the National Center for Health Statistics with an analysis of the birth data we send them. Part of the analysis has information about records that had "unknown" as a data point. There is a specific percentage threshold of unknowns that is acceptable; this percentage is called the tolerance level. It is important to keep our level of unknowns below the tolerance level as much as possible.

Checklist for items that are frequently missed on the Facility Worksheet:

- ☐ Prenatal Care – Total number of prenatal visits.

- ☐ Infant breastfed at discharge – Was the mother breastfeeding the infant?

Thank you for all your help in gathering this essential data!

Birth Certificate

- Proof of age, citizenship status, identity
- Used for:
  - Add to parent's insurance
  - Day care
  - Enter school
  - Sign up for sports
  - Driver's license
  - Passport
  - Apply for benefits
- Legal document for the person's entire life

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Common Issues with OVERS Entries

- Child's Name

- Not Provided

- Unknowns

- Typos

- Leaving a record with soft edits uncertified

Oops!

Something went wrong

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Child's Name

If the Child's name is blank on the worksheet, then absolutely **nothing** should be entered in the child's name fields in OVERS.

CHILD				Page 1 of 5
1. Legal Name as you want it to appear on the birth certificate				
First	Middle	Other Middle	Last	Suffix

Child

Child's Name

First	Middle	Other Middle	Last	Suffix

STOP DO NOT ENTER

- No "Unknown"
- No "Baby Girl/Boy"
- No last name of parent if not entered in child last name field on the worksheet.

Not Provided

"Not Provided" is not a valid entry for any field in OVERS.

When not to use "Unknown"

- "Unknown" should not be used for child name fields that are blank on the worksheet.

  - Do not request a SSN if the child's name is blank.

- If worksheet was not filled out, then mother's information can come from the medical record.

- If mother's name before marriage is blank, use mother's current name.

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When "Unknown" can be used

- Okay to enter "unknown" in address fields if blank on worksheet or not in medical record.

- Use 999 or 99/99/9999 for number and date unknowns.

- Drop down selection in OVERS, if information not supplied by parent.

- Some "unknowns" will result in soft and/or hard edits.

CHS.Registration@oha.oregon.gov
971-673-1151

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Typographical Errors

- Enter in OVERS what is written on the worksheet.

- Double check entries to make sure they are correct.

Tpyos

- Micheal vs. Michael
- Smith Jones vs. Smith-Jones

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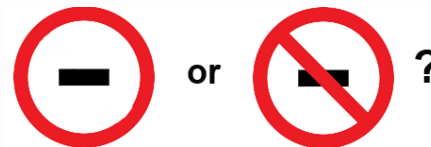
Certifying a Record with Soft Edits

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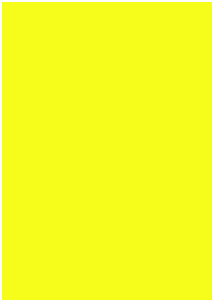Center for Health Statistics

Reminder

Oregon law, ORS 432.088, requires that birth records be certified within 5 days.

Do not wait to certify the record.

Best Practices

- Slow down

- Pay attention to detail

- Leave a comment

- Verify before certifying

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Slow down

"If you don't have time to do it right, when will you have the time to do it over?"
— John Wooden

Attention to detail

- Focus on the task at hand.
- Make sure you are in the correct field when typing.
- Look at what is entered in the field in OVERS to make sure it matches what is on the worksheet.

Leave a comment in OVERS

When?

- Baby not named
- Missing information on worksheet
- Need to override a soft edit
- Want to document information on the record

Why?

- Saves time
- Confidential-doesn't show on certificate

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Verify before Certifying

- Check that each entry is correct.

- Open a working copy of the record and compare it to OVERS for mistakes or omissions.

  o A working copy is for internal use only. Never provide a working copy to parents to take with them.

Impact of incorrect entries

- Time required to correct the record.
- Fees
- Inconvenience for parents.
- Added work for BIS, Amendments Team
- County Vital Records
- Mistakes show on the certificate as a footnote.

CAUTION UNINTENDED CONSEQUENCES AHEAD

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Time required to correct the record

- Parents must contact Amendments.
- Amendments then contacts the BIS.
- BIS must locate the Birth Parent Worksheet.
- BIS reviews the worksheet to determine what parents wrote.
- BIS enters an amendment in OVERS if an error was made.
- Amendments Team approves the amendment.
- Only then can parents order a corrected copy of the birth certificate.

Fees

- Parents may be responsible for a $35 amendment fee if the error isn't caught in the first year after birth.
- Parents may be charged $5 to replace more than one certificate in the first year. One free replacement is allowed in the first year.
- Parents may need to pay fees if a court order is required to make a change.

Inconvenience for Parents

- Parents may need to take time off work. Some may not be able to get time off.
- Spend time on the phone or emailing when they notice a mistake.
- Must wait to get a correct birth certificate.
- Parents could lose benefits because they weren't able to add the child to insurance or qualify for other programs.

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Added work for BIS and Amendments

BIS

- May receive calls from upset parents.
- Answer email or fax requests from Amendments.
- Review the birth parent worksheet.
- Enter and affirm an amendment if a mistake is found.

Amendments Team

- Will also receive calls from upset parents.
- Document the information provided by parents about an error.
- Communicate with BIS about corrections that parents submitted.
- Approve amendments.
- Communicate with parents once amendment is complete.

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County Vital Records

Ordering a birth certificate at County Vital Records Office

- County staff spend time speaking with parents about mistakes on the record.
- County staff should refer all parents to contact the State if an amendment is needed.
- County staff should not contact BIS.

Footnotes on the birth certificate

| 11a. Registrar's Signature		11b. Date Filed	Local File Number
Jennifer A. Woodward	*Electronically Signed*	January 24, 2024	
12. Amendment Child's Middle Name, formerly Kinley, amended electronically by hosp due to typographical error, J.A. Woodward, State Reg., sw 02/24/2024.			

11a. Registrar's Signature		11b. Date Filed	Local File Number
Jennifer A. Woodward	*Electronically Signed*	January 02, 2024	
12. Amendment Item #2 amended electronically by hosp due to typographical error, J.A. Woodward, State Reg., sw 02/09/2024.			

11a. Registrar's Signature		11b. Date Filed	Local File Number
Jennifer A. Woodward	*Electronically Signed*	June 2, 2023	
12. Amendment Mother's Maiden First, Middle & Last Name, formerly Testor A. Test, amended electronically by hosp due to typographical error, J.A. Woodward, State Reg., sw 08/17/2023.			

Correcting the record

- What to do when parents contact you about an error.

- What to do when the Amendments team contacts you about an amendment request.

- Amending records to match the worksheet.

- Updating father info if marital status is changed.

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REPAIR KIT

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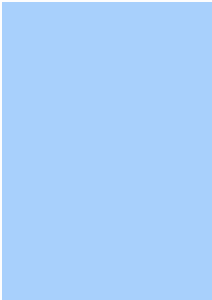
Parents that contact BIS for corrections

- **Do not** make any corrections when parents contact you.
- Refer all parents to the Amendments team.
  - Amendments handout
- Parents should email CHS.Amendments@oha.oregon.gov or call 971-673-1147 and should include the following information in the email or voicemail:
  - Their child's full name
  - Child's date of birth
  - The error as it appears on the certificate or what needs changing.
  - How the corrected information should appear on the birth certificate.

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Amendment requests from the State

- Review the birth parent worksheet.

- What is on the worksheet or AOP must match what was entered in OVERS.

- Only enter an amendment if an entry error was made by the facility.

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Amend record to match the worksheet

- Create an amendment only if there was a mismatch between what was on the birth parent worksheet and what was entered in OVERS.
- Remember to affirm the amendment.

Amendments Menu

Amendment

Attachments

Amendment Affirmation

7784262 2024000801 :Angela Janie Test JAN-25-2024 Amendment Exist

/Legal Valid/Medical Valid/Certified/Registered/Vault Copy Not Printed - Birth

Amendment Page

The Amendment has not been affirmed. Please select Amendment Affirmation to Affirm the amendmer

Type   Correction Affidavit 1 Year Ar ⌄   Amendment Date   FEB-15-2024

7784262 2024000801 :Angela Janie Test JAN-25-2024 Amendment Exists

/Legal Valid/Medical Valid/Certified/Registered/Vault Copy Not Printed - Birth

Affirmations

Affirm the following:

☑ I affirm under the penalty of perjury that I am the authorized signer/certifier to amend this record. I certify that this change truthfully reports personal information to the best of my knowledge and is submitted for inclusion on the vital record.

Affirm   Clear   Return

Update father info if marital status changed

If the field **Mother Married at Conception, at Birth or within 300 days** was marked as "Married" in error, then father's information must be removed.

- An amendment must be done for marital status and an amendment to remove father information.
- If listed as Informant, then the relationship needs to be updated.

Update father info if marital status changed

- ## Marital Status

- ## Father

- ## Informant

Marital Status

Marital Information

Was Mother Married at Conception, at Birth or within 300 days prior to Birth?

No

Paternity Information

Has acknowledgement of paternity been signed in the hospital?

Yes

[Cancel Amendment] [Validate Page] [Validate Amendment] [Save] [Clear] [Return]

Page to Amend: Birth - Father

Item In Error	Item as it Appears	Item as it Should be
Father - First Name	Thomas	
Father - Last Name	Test	
Father - Date of Birth	JAN-01-1998	
Father - Age	26	
Father - Birthplace State	Oregon	
Father - Birthplace Country	United States	

Informant

Relationship of Informant to Baby   Other Specify

Other (Specify)   Friend

Informant Name

First   Middle   Last   Suffix

John   Test

[Cancel Amendment] [Validate Page] [Validate Amendment] [Save] [Clear] [Return]

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Tools

Birth Record Basics

Confirm Before You Affirm Tool

Be attentive to spelling

Avoid interruptions

Slow down to avoid errors

Inspect your entries

Certify the record

Stick to amendment process

Questions? Contact:

CHS.Amendments@oha.oregon.gov
CHS.PartnerServices@oha.oregon.gov
CHS.Registration@oha.oregon.gov

We appreciate our BIS partners!

Thank you for your service to the state and to Oregonians.

"It's the little details that are vital. Little things make big things happen" - John Wooden

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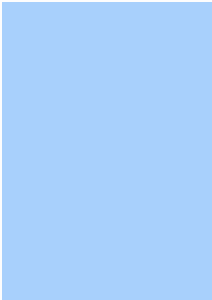*We couldn't do what we do without the help of our wonderful BIS partners!*

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Contact Information

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Training feedback