

Lessons Learned from Implementing an electronic Mother/Parent Worksheet in NYC

Date: May 13, 2025

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Background, New York City (NYC) Bureau of Vital Statistics

- All births and deaths that occur in **New York City (NYC)** are reportable to the Centralized NYC Health Department's Bureau of Vital Statistics (BVS) (a separate jurisdiction from NY State)
- **eVital** is the web-based system hosted by the NYC Health Department, used for electronically reporting, registering, correcting & archiving vital events and issuing birth and death certificates and burial permits. It is used by:
 - Hospitals & Healthcare providers
 - Funeral Homes
 - Office of the Chief Medical Examiner (OCME)
 - BVS Staff
- There were 99,459 live births and 60,596 deaths in NYC in 2022*

*NYC Annual Summary of Vital Statistics, 2022



What is the Mother/Parent Worksheet?

- The **birth certificate** is a permanent legal record of a child's birth and used as proof of the child's age, citizenship, and parentage
- The birth certificate is composed of data from the **Mother/Parent worksheet** and the **Facility worksheet**
- The Mother/Parent worksheet is completed by the Mother/Parent and handed to the birthing facility to data enter into the registration system, eVital
- It's important to have accurate information provided in order to create an accurate birth certificate
- As per NYC Health Code 201.05 (d) the Mother Parent worksheet needs to be retained onsite for 3 years.

Current Paper Mother/Parent Worksheet

VR-203 (Rev. 4/21)

**Please print all names exactly as you would like them to appear on the birth certificate.
To change this information in the future, you will be required to submit a correction application to the Health Department.**

Child

If more than one child delivered, birth order of this child: _____

1. What will be your
child's **legal name**?

Child's **FIRST** Name

Child's **MIDDLE** Name(s)

Child's **LAST** Name

Suffix
(Jr., III, etc.)

2. Do you want a Social Security number (SSN) and card for your child?

☐ **Yes** ☐ **No**

As long as you have provided the legal **first and last name** of your newborn child above, you may request an SSN for your child. The Health Department will send the request to the Social Security Administration at the time the certificate is filed. If you do not request this **now**, you will need to contact Social Security directly to obtain an SSN for your child. The hospital, birth facility and Health Department will not be responsible for making the request on your behalf.

If yes, the card will be mailed to Mother/Parent's
Mailing Address by the Social Security Administration.

Mother/Parent (Person Giving Birth)

3. What is your **current**
legal name?

Mother/Parent's First Name

Mother/Parent's Middle Name

Mother/Parent's Legal Last Name

Suffix

4. What is your **maiden** name?
Name prior to first marriage

☐ **My maiden name is my current legal name**

Mother/Parent's First Name

Mother/Parent's Middle Name

Mother/Parent's Legal Last Name

Suffix

[NYC Mother Parent Birth Certificate Worksheet](https://www.nyc.gov/assets/doh/downloads/pdf/vs/vr203-web.pdf)

<https://www.nyc.gov/assets/doh/downloads/pdf/vs/vr203-web.pdf>



NYC Birth Registration Data Workflow

Parent

Completes a paper
Mother/Parent Worksheet



Facility Birth Registrar

Data enters info from paper forms
into eVital



eVital (EBRS)



Facility Birth Registrar

Validates & Certifies data



Facility staff

Completes paper Facility
Worksheet



Bureau of Vital Statistics

eVital case Registration
Issuance



Updated NYC Birth Registration Data Workflow

Parent

Completes a paper
Mother/Parent Worksheet



Facility Birth Registrar

Data enters info from paper forms
into eVital



eVital (EBRS)



Facility Birth Registrar

Validates & Certifies data

***Claims the eMP worksheet to integrate into or
create a new birth case**

Facility staff

Completes paper Facility
Worksheet



Parent

Completes an electronic
Mother/Parent Worksheet
***New, additional workflow**

Bureau of Vital Statistics

eVital case Registration
Issuance



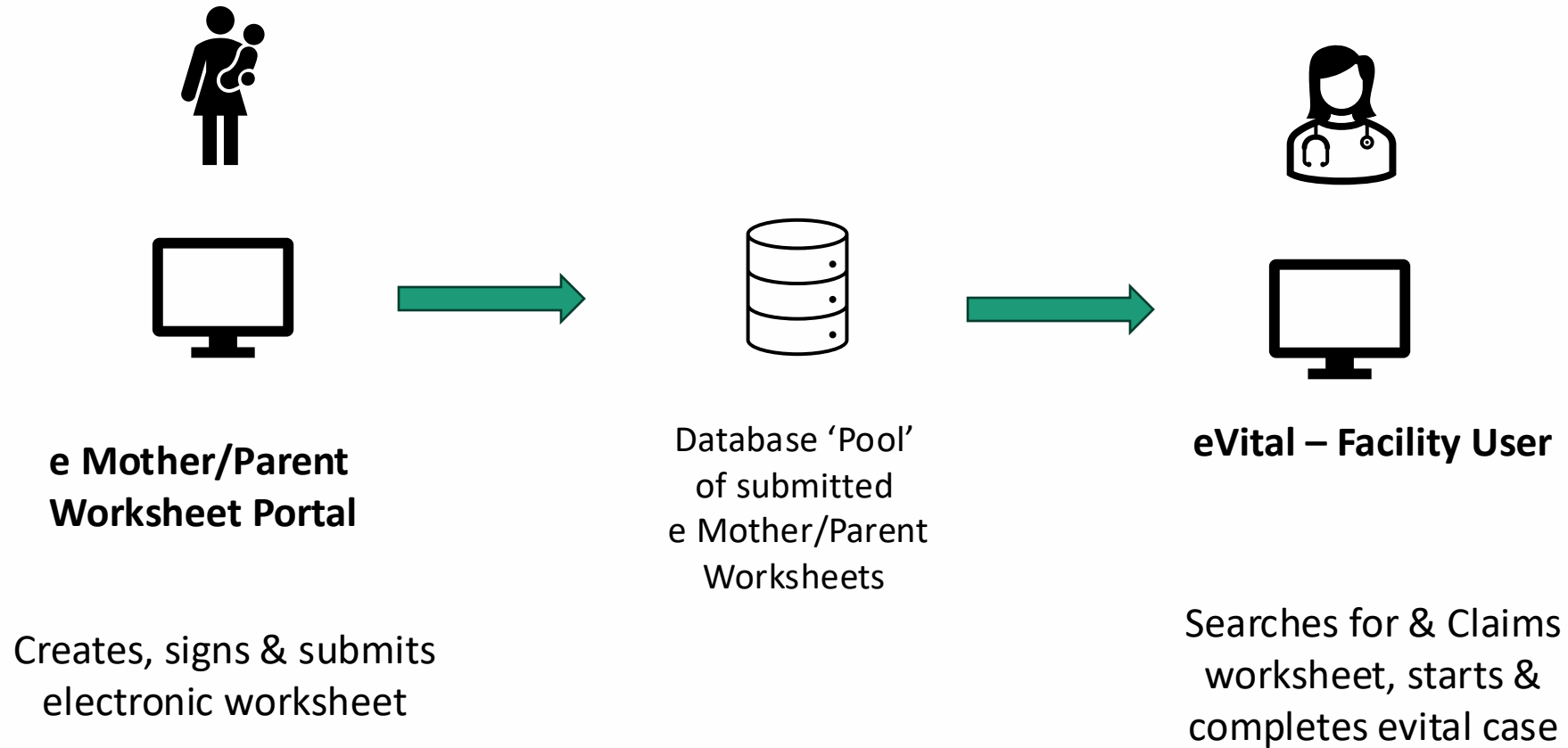
*EBRS: electronic birth registration system

Goals of implementing the **electronic** Mother/Parent Worksheet

Goals/Potential Benefits:

1. Reduce the burden of data entry for birth registration staff
2. Reduce transcription errors and unknown values
3. Improve timeliness of data submissions

electronic Mother/Parent (eMP) Worksheet: How will it work?



eMP Worksheet Screenshots

eMP Worksheet NYC.ID portal log on

The Official Website of the City of New York

NYC

NYC Health eVital: Mother / Parent Worksheet

Login

Log in using your NYC account

Email Address *

Password *

Login

Log in using one of these options


NYC Employees

or


[Forgot Password](#) [Create Account](#) [Report an Issue](#)

electronic Mother Parent Worksheet Dashboard

Bureau of Vital Statistics | eVital



welcome
Nisha Kumar

 Log Out

Dear New Mother/Parent (person giving birth),

The New York City Department of Health and Mental Hygiene issues your child's birth certificate. A birth certificate is the permanent legal record of your child's birth and is used as proof of your child's age, citizenship and parentage. The information you provide is required by law. Unless you complete this worksheet correctly, we cannot create an accurate birth certificate for your child.

Information about education, race, smoking, height and your weight before pregnancy are collected for public health purposes. Additional questions labeled "QI" (Quality Improvement) are requested by the New York State Department of Health. New York City and State laws protect against the unlawful release of birth certificate information to ensure the confidentiality of you and your child.

- It is extremely important that you provide complete and accurate information to ALL questions. Please enter all information clearly.
- The worksheet MUST be completed in English. If you are not able to complete it in English by yourself, please call the hospital Birth Registrar
- This worksheet MUST be completed within 24 hours of the birth of your child
- If you have any questions, please call the hospital Birth Registrar.

Please click **Create New Mother/Parent's Worksheet** to start a new worksheet. If you have more than 1 child in this delivery, complete the worksheet for the first child then select the 'Multiple Children in this Pregnancy' link in the first child's worksheet to submit a worksheet for another child in this pregnancy. The system will copy all information to the new worksheet except the child's name. Repeat this process for all children in this pregnancy.

For instructions on how to complete the electronic mother/parent worksheet, click [Instructions for Mother/Parent](#).

For more information about Acknowledgement of Parentage, click [View Acknowledgement of Parentage Video](#)

To access the Mother/Parent Worksheet in other languages, click Other Languages (PDF): [Español](#) | [Русский](#) | [繁體中文](#) | [简体中文](#) | [বাংলা](#) | [Kreyòlayisyen](#) | [Français](#) | [한국어](#) | [Italiano](#) | [العربية](#) | [Polski](#) | [اردو](#) | [עברית](#)

For information about race and ethnicity, click [Understanding Race & Ethnicity](#) (Other languages (PDF): [Español](#) | [Русский](#)

electronic Mother Parent Worksheet Form

Mother/Parent Worksheet

Parent Information

Child

Mother/Parent (Person Giving Birth)

Mother/Parent Address

Mother/Parent Attributes

Mother/Parent Health

Parentage

Father Parent Information

Father/Parent Information

Father/Parent Birth Place

Father/Parent Attributes

Other Links

Sign/Edit/Submit Worksheet

View/Print Mother/Parent's Worksheet

<

>

MW Case ID: 22135459 Mother Name: Mom Baby

Case Status: Worksheet Signed

Information Status:

Child

1. What will be your baby's LEGAL NAME?

Child's FIRST Name

Babe

Child's MIDDLE Name

Child's LAST Name

Baby

Suffix(Jr,III,etc)

Number Delivered in this Pregnancy

Single

2. Do you want a Social Security number (SSN) and card for your child? If yes, the card will be mailed to the Mother/Parent's Mailing Address by the Social Security Administration.*

Yes

NYC
Health

electronic Mother/Parent Worksheet, Project Status

Current Status (Spring 2025):

- Designed, developed & tested (QA, UAT) **electronic form**
- Designed, developed & tested (QA, UAT) **mother/parent portal**
- **Integrated the workflow** with our eVital system
- Deployed to our **Test and Production environments**
- **Piloted the process with birthing facilities**, to gain insight from stakeholders
 - Reported and fixed issues found during QA and pilot phases
 - Considering next steps from additional findings to inform strategic implementation

electronic Mother Parent (eMP) Worksheet Pilot

Purpose of the eMP Worksheet Pilot

- To confirm that the electronic Mother/Parent worksheet form, portal, and workflow are working as expected, are seamless and make sense to the users
- To obtain feedback from facility reporters (stakeholders) regarding:
 - Issues, obstacles or omissions
 - Suggestions for workflow improvement & implementation
 - Identification of any areas for future training
- To ensure the instructions provided make sense

electronic Mother/Parent Worksheet, Pilot Structure

Each round of the **pilot** (per facility) consists of:

1. Introduction – Pilot **Kick Off Meeting**
2. Facility testing of Prescribed **Test Scenarios**
3. Total of 3 **office hours** held to check in with the facilities to see if they have questions and for review
4. **Collection of feedback** via meetings and post pilot survey to:
 - ensure the system functions as expected
 - ensure the system meets the needs of users/stakeholders
 - prepare users & BVS team for training and creation of user guides
5. **Summary Report** of findings and recommendations

Pilot – Kick Off Meeting Structure

- Demo of completing the electronic Mother/Parent Worksheet
- Demo claiming process via electronic birth registration system (eVital)
- Review test cases & instructions to report findings
- Provide dates/times for office hours check ins
- Provide 2 weeks to complete pilot
- Compile and share a summary report of our conversations, their findings and our responses
- Share an online survey to assess feedback about eMP worksheet

Post Pilot Process

- Review facility's testing feedback and retest any issues they reported during the pilot
- Provide a post pilot **summary report** to facilities who complete pilot testing with our comments and feedback
- Collect and report any technical feedback from facilities to our IT team for any fixes
- Send a **post pilot survey** to facilities to get their feedback on their overall assessment of the electronic Mother/Parent worksheet feature

eMP Worksheet Pilot Results

Facilities who participated in the eMP Worksheet Pilot, Spring 2025

				Births reported (2024 provisional data)		
Facility	Borough	Private/Public Hospital	# of Birth Registrars on staff	n	%	Timeliness (filing days)
1	Bronx	Public	3	1,756	2%	9
2	Queens	Private	4	2,356	2%	3
3	Queens	Private	3	1,598	2%	4
4	Staten Island	Private	4	3,504	3%	5
5	Brooklyn	Public	6	1,171	1%	5
Estimated Total number of births reported in NYC				100,xxx	100%	5

- Enrolled but taking a pause while going through a staff transition

Electronic Mother/Parent Worksheet Pilot

Issues Reported

Issues reported for IT to fix

1. Form was not enabled for mobile devices
2. Dashboard link to Spanish version of worksheet didn't work
3. Sex of each parent was automatically prefilling
4. Address verification

Workflow Issues for revision

- **Link Plural Delivery** Feature

Post Pilot Survey Summary of Responses

- Most medical facility staff liked the idea of the electronic Mother Parent worksheet
- After completing the pilot, medical facility staff felt it would be helpful to have the feature available as an option
- Most facilities felt it was a relatively easy feature to use
- Top 3 rated benefits mentioned by facilities were:
 1. Reduce errors in mis-interpreting handwriting
 2. Reduce data entry burden
 3. Collect more complete information (i.e., fewer unknown values)

Discussion

Pilot Summary & Considerations for Implementation

- **Good participation:** enthusiastic response, involvement & conversation
 - There was a lot of interest, yet we still heard some concerns
 - **Change management** When considering the mixed feelings about adopting a new process we'll also further evaluate what potentially impacted their response, i.e., facility size, staff support/size, ability of patient population
 - language &/or literacy barriers/level of staff in terms of tech savvy
- **Great test findings:** easy to complete, achieved goal – to garner participant feedback & had new issues reported
 - The process was achievable; some time constraints impacted level of participation
 - Pilot revealed real and significant findings

Implementation Considerations & Next Steps

- **How & when to introduce the eMP into the patient workflow:**
 - Timing: at admission, post delivery, pre-natal visit
 - Delivery: Creating a QR code on the paper worksheet and/or on a flyer, providing links on facility provided devices /hospital patient portal
- **Compliance:** Current issue of chasing down patients now to complete forms
- **Population variance & potential barriers:** type of population present different concerns- literacy, language barriers, etc.
- **Implement IT fixes**
- **Continue to pilot with additional facilities**
- **Build training and full roll out plan**

Thank you to NYC colleagues who helped bring the eMP to fruition:

NYC Health Department

- Bureau of Vital Statistics
 - Office of Integrated Electronic Records
 - Office of Quality Improvement
- Division of IT

NYC Facility staff who participated in pilot testing

GCOM - eVital development

Thank you!

Any comments or questions?

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