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

Date: May 13, 2025

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NYC Health

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

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)

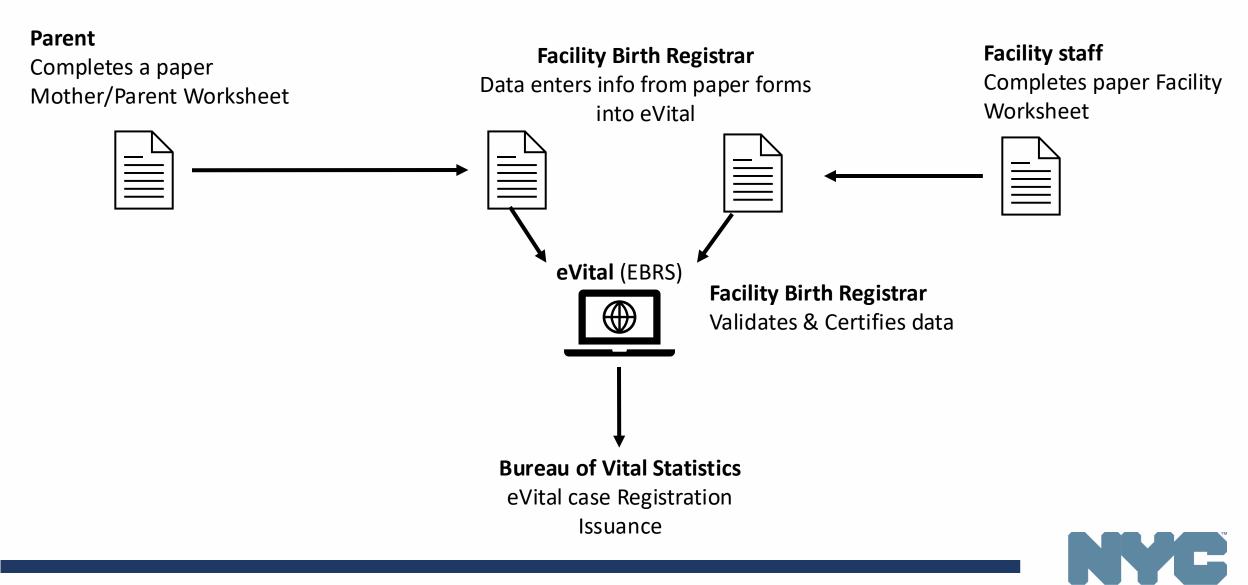| 3. What is your **current legal** name?	Mother/Parent's First Name	Mother/Parent's Middle Name	Mother/Parent's Legal Last Name	Suffix
4. What is your **maiden** name? Name prior to first marriage	☐ **My maiden name is my current legal name**			
	Mother/Parent's First Name	Mother/Parent's Middle Name	Mother/Parent's Legal Last Name	Suffix

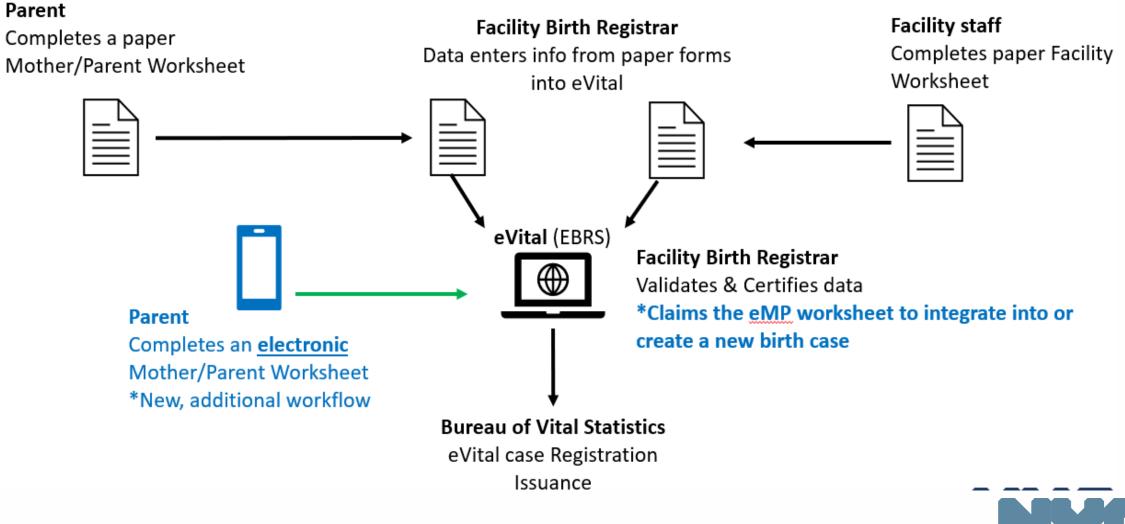[NYC Mother Parent Birth Certificate Worksheet](https://www.nyc.gov/assets/doh/downloads/pdf/vs/vr203-web.pdf)

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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

Facility staff
Completes paper Facility
Worksheet

eVital (EBRS)

Facility Birth Registrar
Validates & Certifies data

Bureau of Vital Statistics
eVital case Registration
Issuance

*EBRS: electronic birth registration system

Updated NYC Birth Registration Data Workflow

Parent
Completes a paper Mother/Parent Worksheet

Facility Birth Registrar
Data enters info from paper forms into eVital

Facility staff
Completes paper Facility Worksheet

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

eVital (EBRS)

Facility Birth Registrar
Validates & Certifies data
*Claims the eMP worksheet to integrate into or create a new birth case

Bureau of Vital Statistics
eVital case Registration Issuance

*EBRS: electronic birth registration system

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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?

e Mother/Parent Worksheet Portal

Creates, signs & submits electronic worksheet

Database 'Pool' of submitted e Mother/Parent Worksheets

eVital – Facility User

Searches for & Claims worksheet, starts & completes evital case

eMP Worksheet Screenshots

eMP Worksheet NYC.ID portal log on

electronic Mother Parent Worksheet Dashboard

electronic Mother Parent Worksheet Form

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

Facility	Borough	Private/Public Hospital	# of Birth Registrars on staff	Births reported (2024 provisional data)		
				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

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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)

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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

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Thank you!

Any comments or questions?

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