

MEMO

Date: June 8, 2021

To: All PHIMS Users, all Public Health Managers and Directors

From: Lynda Tjaden, Executive Director, Population and Public Health, Manitoba Health, Seniors and Care
Dr. Carla Loeppky, Director, Epidemiology and Surveillance, Manitoba Health, Seniors and Care
Clare Hargrave, Provincial Lead Immunization, WRHA, Population, Public Health

CC: Dr. Carol Kurbis, Medical Officer of Health, Manitoba Health, Seniors and Care
Gillian Brennan, Executive Director, Digital Health Shared Health
Sandeep Anand, Director, Home and Community Care, Digital Health Shared Health

Re: **PHIMS Data Quality Issues**

With the rapid expansion of the Public Health Information Management System (PHIMS) use in the province due to the pandemic, data integrity issues have become increasingly problematic.

Currently two main issues with data quality exist:

- (1) duplicate clients being created and,
- (2) missing immunizations.

Careful recording of client demographics and vaccination into PHIMS is critical to ensure:

- clients can view the date and which product they received for their first dose, to make plans for their second dose
- clients who need to provide proof of vaccination for work, essential travel, or other purposes can do so, and
- our province has accurate data to inform on-going planning for the largest vaccine campaign in our history.

Ensure clients are not being created unnecessarily as this creates duplicate records and inaccurate health histories in PHIMS. Enter complete and accurate mandatory client and vaccination data.

Helpful Tips

[When searching for a client record](#)

- Ensure that the 'Include Inactive Clients' checkbox is checked to get forecasted to the second dose.

- If your search using a client ID is not found, clear out the ID number and search again with additional search criteria.
- If your search presents the message, 'too many results' or 'refine your search', perform another search by adding additional search criteria such as: additional names, Date of Birth, or Gender. Partial names can be searched with a 'wild card' percentage sign (%); entering a "%" at the end of a partial name for instance Smi% will return names such as: Smith, Smitherman, Smiel, etc. Placeholders can be used if the exact spelling is not known, for example, Kar_n for Karyn or Karen.

When creating a client record

- Always thoroughly search for a client, at least three different ways, before creating a new client record. Refer to the [creating a client record](#) for ways on how to search a client.
- When creating a new client record, enter a minimum of five client demographics as it appears on their Manitoba Health card/consent form: (i.e. Last Name, First Name, etc.).
- When creating a client with a health card number from another province, record the health card number in the 'Additional Identifiers' field (NOT in the Health Card Number Field as this is reserved for Manitoba PHIN numbers only).

When working with mass immunization events

- Never create a new client record until you have completed three unsuccessful searches *outside of the Mass Immunization event*.
- Do not create new client records from the Pedal MD scheduling interface exception report. Wait until the client has arrived to verify their identity, perform a minimum of three thorough searches, and only create a new client record if necessary.
- At the end of each immunization clinic/event, count consent forms to compare the number of clients scheduled versus immunized, investigate discrepancies.

Need support? If you require support with PHIMS access or PHIMS software related issues, please contact the Shared Health Service Desk at:

E: servicedesk@sharedhealthmb.ca (please state "PHIMS" in the subject line of the email)

Ph: (204) 940-8500

Toll free: 1-866-999-9698

For urgent matters contact the Service Desk by phone and speak with an agent to escalate your request. Please consult with a peer supporter or trainer before logging any service requests.