



# INFORMATION UPDATE

<b>TO:</b>	Mayor and Members Board of Health
<b>DATE:</b>	September 3, 2020
<b>SUBJECT:</b>	Data Management Post-CCM System Implementation
<b>WARD(S) AFFECTED:</b>	City Wide
<b>SUBMITTED BY:</b>	Dr. Elizabeth Richardson, MD, MHSc, FRCPC Medical Officer of Health Public Health Services
<b>SIGNATURE:</b>	

As you may recall, on August 20, 2020, City of Hamilton Public Health Services transitioned our system for COVID-19 case and contact management and tracing to the new Ministry of Health mandated Case and Contact Management (CCM) system. This change was designed to provide public health units with integrated, timely lab records, more streamlined workflows, central resource capacity support, simplified provincial surveillance and reporting, as well as the elimination of duplicate efforts.

Since this transition, as often happens with database transitions and new technology, it is taking some time to complete full implementation, including identification and correction of issues. While we had anticipated that we would have resolved all of the issues, at this point we are continuing to need to use manual methods for some of our data management.

As a result, Public Health Services will be implementing some changes to the publishing of data, effective immediately, to help ensure consistency and allow for the longer time periods required for manual review of data.

The most significant change will result in a 48-hour delay in reporting daily case counts, deaths, exposure acquisition, sex, age, and severity. For example, cases that are initially reported to Public Health on Monday will be published on the website by Wednesday of that same week. Please note that exposure acquisitions will temporarily

---

OUR Vision: To be the best place to raise a child and age successfully.

OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.

be removed from the website while we work through determining best process to accurately report on these factors. We understand this information is important to the public and are working through this data to improve its reliability. It will be reposted as soon as possible.

These process changes will help us to ensure the public has access to the most up-to-date and complete information possible, which is a critical element in our successful response to the COVID-19 pandemic situation.

The webpage outlining Status of Cases in Hamilton (<https://www.hamilton.ca/coronavirus/status-cases-in-hamilton>) will be updated to explain the timing adjustments, and the media will also be notified.

#### **APPENDICES AND SCHEDULES ATTACHED**

Not Applicable.