



Foodborne Illness Complaint System

Training Webinar
June 1, 2017

Training Outline

- **System Purpose and Overview**
- **How To:**
 1. Enter complaints
 2. Access the database
 3. View summary reports and open completed complaints
 4. Enter follow-up information
 5. Transfer complaints to another region
 6. Link related complaints
- **Next Steps**
- **Questions**



System Purpose and Overview

Foodborne Illness Complaint System

- **Purpose:**
 - ★ Detect and investigate outbreaks
 - Identify food safety or regulatory issues
- **Advantages:**
 - Capture non-reportable and short incubation pathogens
 - Timely
- **Requires:**
 - Staff to receive complaint calls
 - Data collection system
 - Data review and analysis
 - EH and epi collaboration

Current System

- Complaint workflow varies by region
 - Information collected
 - File storage: paper and/or electronic
- No electronic access across regions
- Currently no centralized comparison of complaints statewide

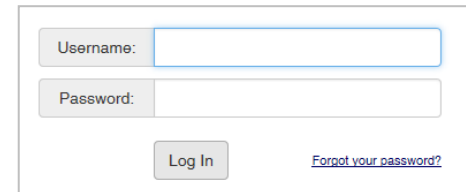


New Web-Based System

- Utilizes a standardized form
- Centralized, electronic complaint database
- Can be accessed online by staff statewide



A screenshot of a web-based form titled "Foodborne Illness Complaint Form" with the TN Department of Health logo. The form includes sections for "Patient Information" (Name, Address, Phone, Email) and "Complaint Information" (Onset Date, Duration, Symptoms, Food/Drink Consumed, Location, and Person(s) Involved). It also features a "Consent" section with checkboxes for "I consent to the collection, use, and disclosure of my information for the purposes of the study" and "I do not consent". A "Submit" button is at the bottom.



A login form with two input fields: "Username:" and "Password:". Below the fields is a "Log In" button and a link that says "Forgot your password?".

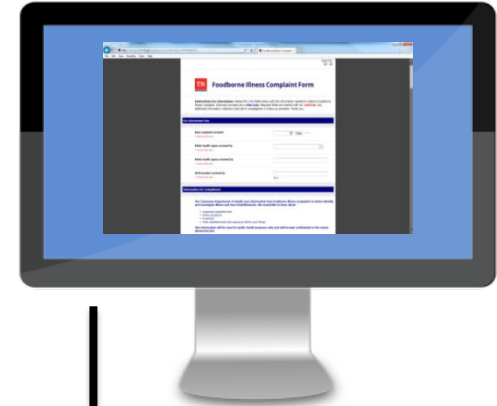
System Overview

Complaint
Entry

Receive call



Complete online complaint form



Access the database



Foodborne Illness Complaint Database

All Complaints

REDCap ID (redcapid)	Date complaint received (rec_date)	Public health region received by (rec_region)	Transfer to: (trans_region)	Establishment Name Food establishments could include restaurants ... ds, schools/institutions, etc. (suspectestab)	Establishment Street Address (or cross-street) (estab_address)	Establishment City (estab_city)	Establishment County (estab_county)	When did you eat or drink at (suspectestab)? (mealdate)	What foods did you eat or drink at (suspectestab)? (suspectestab)	When did your illness start? (illnessonset)	Incubation time (hours) auto-calculation (incubation_hrs)	Is this complaint linked to any other complaints? (linked_reports)	Linked ID Calc 1 (link_id_calc)
2	03-09-2017	Mid-Cumberland Region (MCR) (MCR)					Rutherford (Rutherford)	03-08-2017 19:30	Chicken quesadilla, hush puppies, sweet tea	03-08-2017 19:00	0.5		
8	03-06-2017	Mid-Cumberland Region (MCR) (MCR)					Rutherford (Rutherford)	03-01-2017 06:45	Pulled port with rice and black beans, fried Yucca, Tres Leches	03-02-2017 08:00	25.25		
2	03-01-2017	Nashville - Davidson County (NDR) (NDR)					Davidson (Davidson)	03-24-2017 18:24	Delux Platter, crab, shrimp, fish, baked potato, green beans	03-25-2017 03:00	8.6		
6	02-28-2017						Davidson (Davidson)	02-25-2017 15:01	Ramsey Penento cheese burger, fries, specialty mayo and ketchup, beer	02-26-2017 02:01	11		

Complaint
Follow-up and
Monitoring



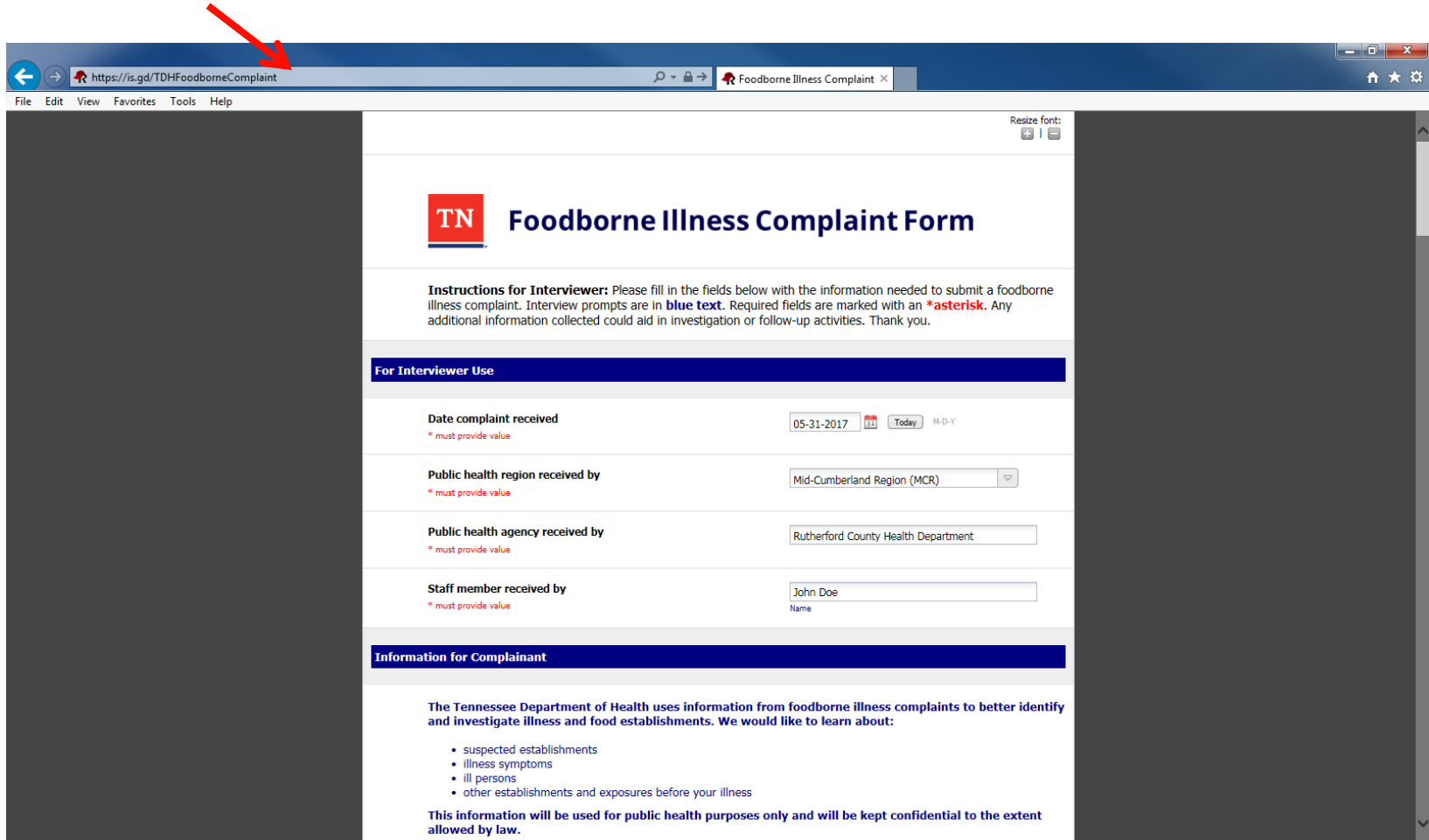
**How To:
Enter a Complaint**

Complaint Entry

1. Receive a complaint call
2. Open online form: <https://is.gd/TDHFfoodborneComplaint>
3. Fill out interview information
4. Submit form

Open Online Complaint Form

<https://is.gd/TDHFooborneComplaint>



The screenshot shows a web browser window with the URL <https://is.gd/TDHFooborneComplaint> in the address bar. The page title is "Foodborne Illness Complaint Form". The form is divided into two main sections: "For Interviewer Use" and "Information for Complainant".

For Interviewer Use

Instructions for Interviewer: Please fill in the fields below with the information needed to submit a foodborne illness complaint. Interview prompts are in **blue text**. Required fields are marked with an ***asterisk**. Any additional information collected could aid in investigation or follow-up activities. Thank you.

Date complaint received * must provide value M-D-Y

Public health region received by * must provide value

Public health agency received by * must provide value

Staff member received by * must provide value Name

Information for Complainant

The Tennessee Department of Health uses information from foodborne illness complaints to better identify and investigate illness and food establishments. We would like to learn about:

- suspected establishments
- illness symptoms
- ill persons
- other establishments and exposures before your illness

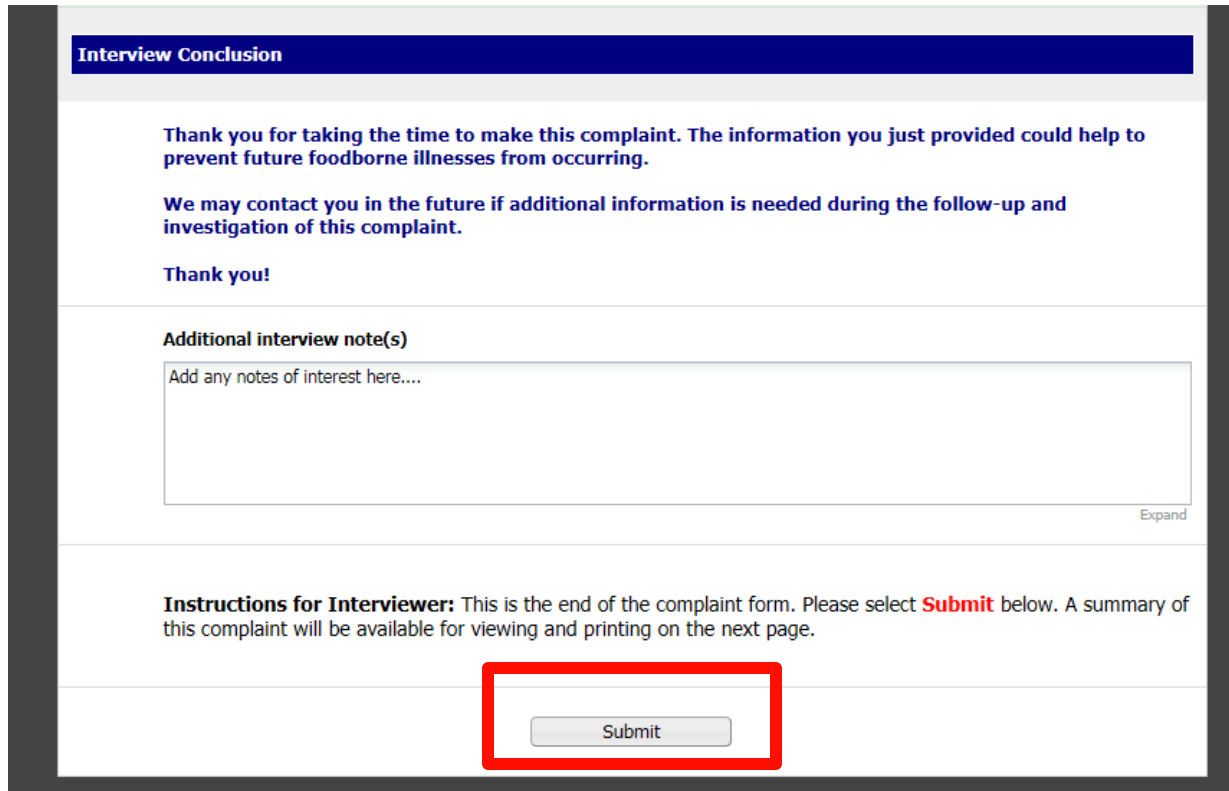
This information will be used for public health purposes only and will be kept confidential to the extent allowed by law.

Complete Complaint Form

- Form includes questions about:
 - Interviewer
 - Complainant
 - Suspected Establishment
 - Illness
 - Food History
 - Non-Food Exposure History
- 10-20 minutes to complete

Submit Complaint Form

Submit form



Interview Conclusion

Thank you for taking the time to make this complaint. The information you just provided could help to prevent future foodborne illnesses from occurring.

We may contact you in the future if additional information is needed during the follow-up and investigation of this complaint.

Thank you!

Additional interview note(s)

Add any notes of interest here....

Expand

Instructions for Interviewer: This is the end of the complaint form. Please select **Submit** below. A summary of this complaint will be available for viewing and printing on the next page.

Submit

View/Print Complaint Summary

Resize font:

Thank you for submitting this complaint to the Foodborne Illness Complaint Database. Press **CTRL** plus **P** to print. To access **full complaints** in REDCap, [click here](#). To submit **another complaint**, [click here](#).

Summary of Foodborne Illness Complaint

Complaint Information
Complaint ID: 13
Date complaint recieved: 05-31-2017
Receiving Agency: Sullivan County Health Department

Establishment and Suspect Meal
Establishment Name: Taco Time
Address: 123 Main Street, Kingsport, Sullivan County
Meal date and time: 05-29-2017 12:00 (<i>24 hour military time</i>)
Foods eaten: Taco, Tater Tots, Coke

Illness Information
Incubation period (meal time to illness onset): 30 hours = 1.25 days
Symptoms:
- diarrhea
- vomiting

Submit




How To: Access the Database

Accessing the Database

1. Log in to REDCap with username and password:
<https://redcap.health.tn.gov/redcap/index.php>



Log In



Communicable/Environmental Diseases & Emergency Preparedness

New Users: Please complete the [new user registration request form](#).

To create a NEW project: Please complete the [new project request form](#).

New REDCap Features Coming Soon!! [Click here for a sneak peak of the new features.](#)

Need help/training with REDCap?
If you have any questions about REDCap or need training/technical assistance, please contact us at: CEDEP.REDCap@TN.gov. Most problems can be resolved within 1 business day. Learn more about REDCap by watching the [Detailed Overview of REDCap Video](#) (14 minutes).

Need to change your password?
(1) Log in to REDCap, (2) At the top right of the page, click on My Profile, (3) Under Login-related options, click Reset password, (4) Create new password.

Forgot your password?
(1) Click on the Forgot your password? link, (2) Verify your username, (3) Check your email (Subject: REDCap password reset).

[Click Here for New User Request](#) [Click Here to Request New REDCap Project](#)

Please log in with your user name and password. If you are having trouble logging in, please contact CEDEP.REDCap@TN.gov.

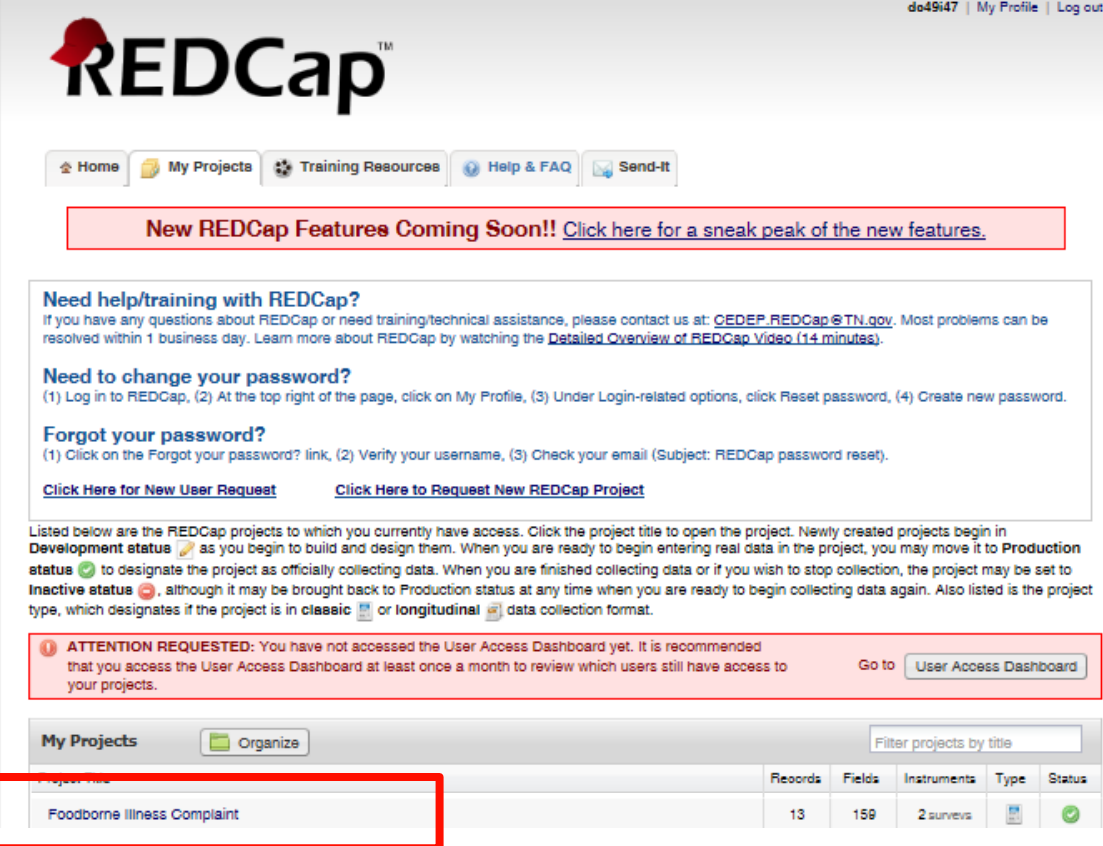
Username:

Password:

 [Forgot your password?](#)

Accessing the Database

2. Open the Foodborne Illness Complaint project



The screenshot shows the REDCap web application interface. At the top, the REDCap logo is displayed. Below it, a navigation bar includes links for Home, My Projects, Training Resources, Help & FAQ, and Send-It. A red banner announces new features. The main content area contains links for help/training, password changes, and password resets. A table titled 'My Projects' lists the 'Foodborne Illness Complaint' project, which is highlighted with a red box. The table columns are Project Name, Records, Fields, Instruments, Type, and Status.

do49i47 | My Profile | Log out

REDCap™

Home My Projects Training Resources Help & FAQ Send-It

New REDCap Features Coming Soon!! [Click here for a sneak peak of the new features.](#)

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(1) Click on the Forgot your password? link, (2) Verify your username, (3) Check your email (Subject: REDCap password reset).

[Click Here for New User Request](#) [Click Here to Request New REDCap Project](#)

Listed below are the REDCap projects to which you currently have access. Click the project title to open the project. Newly created projects begin in **Development status** as you begin to build and design them. When you are ready to begin entering real data in the project, you may move it to **Production status** to designate the project as officially collecting data. When you are finished collecting data or if you wish to stop collection, the project may be set to **Inactive status**, although it may be brought back to Production status at any time when you are ready to begin collecting data again. Also listed is the project type, which designates if the project is in **classic** or **longitudinal** data collection format.

ATTENTION REQUESTED: You have not accessed the User Access Dashboard yet. It is recommended that you access the User Access Dashboard at least once a month to review which users still have access to your projects. [Go to User Access Dashboard](#)

My Projects [Organize](#)

Project Name	Records	Fields	Instruments	Type	Status
Foodborne Illness Complaint	13	159	2 surveys		

View Project Home Page

Reports for
your region

REDCap™

Logged in as **dc49i47** | [Log out](#)

[My Projects](#)
[Project Home](#)
[Project Setup](#)

Project status: **Production**

Data Collection

- [Record Status Dashboard](#)
[Add / Edit Records](#)

Data Collection Instruments:

- Foodborne Illness Complaint Form
- Complaint Summary Form

Applications

- [Data Exports, Reports, and Stats](#)
- [Field Comment Log](#)
- [User Rights](#)

Reports

- 1) Received Complaints: Knox Co.
- 2) Complaints for Follow-up: Knox Co.

Help & Information

- [Help & FAQ](#)
- [Video Tutorials](#)
- [Suggest a New Feature](#)

[Contact REDCap administrator](#)

Foodborne Illness Complaint

[Project Home](#) [Project Setup](#)

Quick Tasks

[Codebook](#)
[Export data](#)
[User Rights](#)

The Codebook is a human-readable, read-only version of the project's Data Dictionary and serves as a quick reference for viewing field attributes.

Export your data from REDCap to open or view in Excel or various stats packages.

Grant new users access to this project or modify user privileges for current users.

Project Dashboard

The tables below provide general dashboard information, such as a list of all users with access to this project, general project statistics, and upcoming calendar events (if any).

Current Users	
User	Expires
alexandria.smith@nas (Alexandria Smith)	never
alexus.brown@knoxco (Alexus Brown)	never
alicia.white@nashville (Alicia White)	never
allison.rosenberg@kn (Allison Rosenberg)	never
allison.teeters@knoxco (Allison Teeters)	never
austin.thomas@shelby (Austin Thomas)	never
camila.almeida@knox (Camila Almeida)	never

Project Statistics	
Records in project	13
Most recent activity	05/31/2017 11:33am
Space usage for docs	0.44 MB
Project status	✔ Production

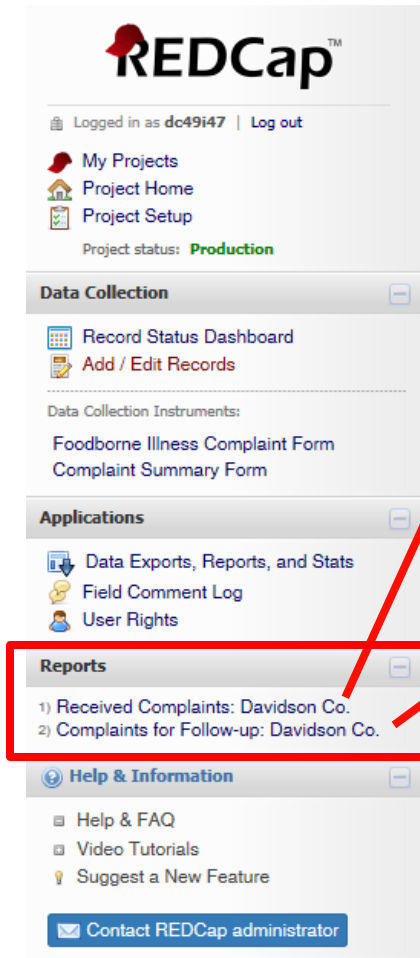


**How To:
View Summary Reports and
Open a Completed
Complaint**

View and Open a Completed Complaint

1. Log in to database and open project
2. Click on report to view summary list of complaints
3. Click on individual complaints to open

View Summary Reports



Received Complaints: by Region/Contract County

All complaints received and entered by region/county

Complaints for Follow-up: by Region/Contract County

Complaints received by region/county

-AND-

any complaints transferred from another region/county needing follow-up

View Summary Reports

Received Complaints: Davidson Co.

REDCap ID (redcapid)	Date complaint received (rec_date)	Public health region received by (rec_region)	Transfer to: (trans_region)	Establishment Name Food establishments could include restaurants ... ds, schools/institutions, etc. (suspectestab)	Establishment County (estab_county)	When did you eat at [suspectestab]? (mealdate)	When did your illness start? (illnessonset)
Z	03-01-2017	Nashville - Davidson County (NDR) (NDR)			Davidson (Davidson)	03-24-2017 18:24	03-25-2017 03:00
5	02-22-2017	Nashville - Davidson County (NDR) (NDR)			Davidson (Davidson)	02-18-2017 17:15	02-18-2017 20:15
4	02-17-2017	Nashville - Davidson County (NDR) (NDR)			Davidson (Davidson)	02-14-2017 15:40	02-14-2017 18:00
3	02-15-2017	Nashville - Davidson County (NDR) (NDR)			Davidson (Davidson)	02-13-2017 20:00	02-14-2017 05:00
1	02-14-2017	Nashville - Davidson County (NDR) (NDR)			Davidson (Davidson)	02-10-2017 12:30	02-11-2017 16:00
2	02-14-2017	Nashville - Davidson County (NDR) (NDR)			Davidson (Davidson)	02-10-2017 12:00	02-11-2017 09:30

Complaints for Follow-up: Davidson Co.

REDCap ID (redcapid)	Date complaint received (rec_date)	Public health region received by (rec_region)	Transfer to: (trans_region)	Establishment Name Food establishments could include restaurants ... ds, schools/institutions, etc. (suspectestab)	Establishment Street Address (or cross-street) (estab_address)	Establishment County (estab_county)	When did you eat at [suspectestab]? (mealdate)	When did your illness start? (illnessonset)	Incubation time (hours) auto-calculation (incubation_hrs)	Date of environmental health investigation (invest_date)	Is this complaint linked to any other complaints? (linked_reports)	Linked ID Calc 1 (link_id1_calc)
Z	03-01-2017	Nashville - Davidson County (NDR) (NDR)				Davidson (Davidson)	03-24-2017 18:24	03-25-2017 03:00	8.6			
6	02-28-2017					Davidson (Davidson)	02-25-2017 15:01	02-26-2017 02:01	11			
5	02-22-2017	Nashville - Davidson County (NDR) (NDR)				Davidson (Davidson)	02-18-2017 17:15	02-18-2017 20:15	3			

Open Completed Complaint

- Click REDCap ID number to open record

Complaints for Follow-up: Davidson Co.

REDCap ID (redcapid)	Date complaint received (rec_date)	Public health region received by (rec_region)	Transfer to: (trans_region)	Establishment Name Food establishments could include restaurants ... ds, schools/institutions, etc. (suspectestab)	Establishment Street Address (or cross- street) (estab_address)	Establishment County (estab_county)	When did you eat at [suspectestab]? (mealdate)	When did your illness start? (illnessonset)	Incubation time (hours) auto- calculation (incubation_hrs)	Date of environmental health investigation (invest_date)	Is this complaint linked to any other complaints? (linked_reports)	Linked ID Calc 1 (link_id1_calc)
2	03-01-2017	Nashville - Davidson County (NDR) (NDR)				Davidson (Davidson)	03-24-2017 18:24	03-25-2017 03:00	8.6			

Foodborne Illness Complaint Form

Editing existing REDCap ID 7

REDCap ID 7



Foodborne Illness Complaint Form

Instructions for Interviewer: Please fill in the fields below with the information needed to submit a foodborne illness complaint. Interview prompts are in **blue text**. Required fields are marked with an ***asterisk**. Any additional information collected could aid in investigation or follow-up activities. Thank you.

For Interviewer Use

Date complaint received

* must provide value

03-01-2017 Today M-D-Y

Public health region received by

* must provide value

Nashville - Davidson County (NDR)

Public health agency received by

* must provide value

Food Public Facilities



How To: Enter EH Follow-up Information

Enter EH Follow-up Info

1. Open individual record for editing (see previous section)
2. Scroll down to find Environmentalist section

The screenshot shows a web form titled "For Environmentalist Follow-up". A red box highlights the top section containing three fields: "Incubation time (hours) auto-calculation" with a value of 8.6, "Incubation time (days) auto-calculation" with a value of 0.36, and a question "Does this complaint need to be transferred to another region for follow-up?" with radio buttons for "Yes" and "No". Below this, four red arrows point to the following fields: "Date of environmental health investigation" (a date picker), "Please upload investigation report here (i.e. scanned field notes)" (with an "Upload document" link), "Did this complaint result in an outbreak investigation?" (with "Yes" and "No" radio buttons), and "Additional notes or comments" (a large text area). The form also includes "reset" buttons and an "Expand" link at the bottom right.

3. Enter EH Follow-up Information

Enter EH Follow-up Info

4. Scroll down and save record!

Form Status	
Complete?	<div><div>H</div><div>Incomplete ▾</div></div>
<div><div>Save Record</div><div>Save and Continue</div></div>	



How To: Transfer Complaints to another Region

Transfer Complaint to another Region

If a received complaint is regarding an establishment in another jurisdiction, the complaint needs to be transferred to that region for follow-up:

1. Open individual record for editing (see previous section)
2. Scroll down to find Environmentalist section

For Environmentalist Follow-up

Incubation time (hours) auto-calculation View equation
Hours

Incubation time (days) auto-calculation View equation
Days

Does this complaint need to be transferred to another region for follow-up? ☐ Yes ☐ No

Date of environmental health investigation

Please upload investigation report here (i.e. scanned field notes) Upload document

Transfer Complaint to another Region

3. Select 'Yes'

Does this complaint need to be transferred to another region for follow-up? ☒ Yes ☐ No reset

4. Enter information for new region

Transfer to: <small>* must provide value</small>	<input type="text" value="Northwest Region (NWR)"/>
Date of transfer <small>* must provide value</small>	<input type="text" value="05-30-2017"/> <input type="button" value="31"/>

5. Scroll down and save record!

Form Status	
Complete?	<input type="text" value="Incomplete"/>
<div>Save Record</div> <div>Save and Continue</div>	



How To: Link Related Complaints

Link Related Complaints

If you receive related complaints (same dining party, same establishment, etc.), these complaints can be linked in the database:

1. Open each individual record for editing (see previous section)
2. Scroll down to find Linked Complaints section



The screenshot shows a web form titled "Linked Complaints" in a dark blue header. Below the header, the question "Is this complaint linked to any other complaints?" is displayed in red text. To the right of the question are two radio buttons: one labeled "Yes" and one labeled "No". A small icon of a speech bubble with an "H" inside is positioned to the left of the "Yes" radio button. In the bottom right corner of the form, there is a "reset" link.

Link Related Complaints

3. Select 'Yes' then select the number of complaints to link to the open complaint

The screenshot shows a form with the following elements:

- A question: "Is this complaint linked to any other complaints?" with radio buttons for "Yes" (selected) and "No".
- A "reset" link.
- A question: "How many complaints would you like to link?" with a dropdown menu showing "1".
- A label: "Select the ID of the linked complaint" above a search bar.
- A table header: "REDCap ID | Complaint Date | Establishment Name".

4. Select the linked complaint from the dropdown list
(ID, Complaint Date, Establishment)

5. Save record!

The screenshot shows a form with the following elements:

- A dropdown menu labeled "Incomplete".
- A "Save Record" button, which is highlighted with a red box.
- A "Save and Continue" button.

The screenshot shows a dropdown list with the following items:

- ID: 1 | 2017-02-14 | Taqueria Del Sol
- ID: 10 | 2017-05-04 | McDonalds Halls
- ID: 11 | 2017-05-08 | Ruritian Park Concession (by Gibbs Elementary)
- ID: 12 | 2017-05-24 | Bravos
- ID: 13 | 2017-05-31 | Taco Time
- ID: 2 | 2017-02-14 | Taqueria Del Sol
- ID: 3 | 2017-02-15 | Zaxby's
- ID: 4 | 2017-02-17 | White's Fish
- ID: 5 | 2017-02-22 | Romano's Macaroni Grill
- ID: 6 | 2017-02-28 | Burger Up
- ID: 7 | 2017-03-01 | Captain D's
- ID: 8 | 2017-03-06 | Pollo Tropical
- ID: 9 | 2017-03-09 | Cookout

Link Related Complaints

To easily open linked complaints from the open record, copy and paste the link into a new browser window

Select the ID of the linked complaint

ID: 12 | 2017-05-24 | Bravos

REDCap ID | Complaint Date | Establishment Name

Copy and paste the link(s) below to open linked complaint(s):

https://redcap.health.tn.gov/redcap/redcap_v6.16.6/DataEntry/index.php?pid=88&page=foodborne_illness_complaint_form&id=12

https://redcap.health.tn.gov/redcap/redcap_v6.16.6/DataEntry/index.php?pid=88&page=foodborne_illness_complaint_form&id=12

File Edit View Favorites Tools Help

REDCap™

Logged in as dd4947 | Log out

My Projects
Project Home
Project Setup
Project status: **Production**

Data Collection

Manage Survey Participants
Record Status Dashboard
Add / Edit Records

REDCap ID 12 [Select other record](#)

Data Collection Instruments:

Foodborne Illness Complaint Form
Complaint Summary Form

Applications

Calendar
Data Exports, Reports, and Stats
Data Import Tool
Data Comparison Tool
Logging
Field Comment Log
File Repository
User Rights and DAGs
Data Quality

Reports [Edit reports](#)

1) All Complaints

Foodborne Illness Complaint

Actions: [Download PDF of instrument\(s\)](#) [Share instrument in the Library](#) [VIDEO: Basic data entry](#)

Foodborne Illness Complaint Form

Survey response is editable [Edit response](#) [Survey options](#)

Response was completed on 05/24/2017 9:10am. You have permission to edit this survey response from its original values. In order to begin editing the response, you must click the Edit Response button above. 1 person (the survey respondent) has contributed to this completed survey response. 1 person has contributed to it since its time of completion.

REDCap ID 12

REDCap ID 12

TN Foodborne Illness Complaint Form

Instructions for Interviewer: Please fill in the fields below with the information needed to submit a foodborne illness complaint. Interview prompts are in **blue text**. Required fields are marked with an ***asterisk**. Any additional information collected could aid in investigation or follow-up activities. Thank you.

For Interviewer Use

Date complaint received
* must provide value 05-24-2017

Public health region received by
* must provide value Knoxville - Knox County (KCR)



Next Steps

Next Steps

- Ensure all staff have:
 - REDCap login
 - Project access
 - Access to region/county reports
- Utilize system statewide
- Begin centralized complaint review and analysis
 - Review complaints weekly
 - Alert regions and counties of related complaints
 - Conduct analyses on complaints statewide

System Highlights

- Real-time tracking of complaint call volume and follow-up workload by region
- Easy transfer of information across regions
- Comparison of complaints across regions
- Standardization of collected information



Questions?