MEDSAFE
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12 April 2023

By email: [redacted]
Ref: H2023021744

Tēnā koe [redacted]

Response to your request for official information

Thank you for your requests under the Official Information Act 1982 (the Act) to Manatū Hauora (the Ministry of Health) received on 14 March 2023 and 15 March 2023 for information regarding a previous OIA response and Adverse Event Following Immunisation (AEFI) numbers (H2023020621 refers). On 22 March 2023, you were informed that your requests were consolidated under section 18(A)(2) of the Act. Please find a response to each part of your request below:

1. *"Please provide any AEFI-A numbers deemed invalid and the reason for each being deemed invalid.*

In late August 2021, a system upgrade for New Zealand's COVID-19 vaccine pharmacovigilance database, COVID-CARM resulted in a number of glitches on the system. Due to the high volume of reports received in August 2021, there was a backlog of records on the system, and this led to an error when the upgrade was instigated. The failed process resulted in a change in the sequencing of the auto generated numbers that are created on the system when an adverse event and/or medicine is reported. These are called AEFI-Assessments (AEFI-A's).

There were two main issues that occurred. The first was that a number of dummy invalid AEFI-Assessments (AEFI-A's) containing no reports were created. The second was that the AEFI-A number, generated by the Salesforce platform, "jumped" by approximately 7,000 counts. There were no actual AEFI Assessments, with or without reports, created on the COVID-CARM system that correlated to these 7,000 AEFI-A counts. As such, these AEFI-A numbers were deemed invalid.

The AEFI-A numbers affected by the glitch and deemed invalid in the COVID-CARM system were AEFI-A-011310 through AEFI-A-022921. Please see the spreadsheet attached to this letter with the list of AEFI-A numbers that were deemed invalid.

The platform does not guarantee the auto-number sequence due to the nature of parallel processing occurring in the platform. Due to this, Manatū Hauora never uses the auto-number as an indication of how many records the Ministry has in the platform.

In addition to these invalid numbers, there were 1,248 cancelled AEFI-A numbers in the system. 735 of the 1,248 AEFI-A numbers were cancelled as duplicates. The remaining 513 were cancelled because the report did not meet the four criteria for a valid report, the case was created for training or test purposes, or a person had stated they had not received a medicine.

A valid report needs to include:

- one patient identifier (e.g., name, initials, gender, date of birth, age)
- the suspect medicine(s)
- the suspected reaction(s)
- reporter details.

2. *Can I have a breakdown of all serious adverse event following immunisation reports following COVID-19 vaccination for each vaccine used based on the following classifications?*

   i. *is a medically important event or reaction*
   ii. *requires hospitalisation or prolongs an existing hospitalisation*
   iii. *causes persistent or significant disability or incapacity*
   iv. *is life threatening*
   v. *causes a congenital anomaly/birth defect*
   vi. *results in death.*

Please see the below table for information of all adverse events following COVID-19 vaccination by the Pfizer, AstraZeneca and Novavax vaccines. Please note that for data under the value of six, this is represented as <6 to protect the privacy of individuals.

Table One: All adverse events following COVID-19 vaccination by the Pfizer, AstraZeneca, and Novavax vaccines in Aotearoa New Zealand

	Pfizer Vaccine	Astra Zeneca Vaccine	Novavax Vaccine
Medically significant	11,289	6	<6
Hospitalisation	1,204	6	<6
Disability	1,062	10	<6
Life threatening	118	<6	<6
Congenital effect	<6	<6	<6
Death	184	<6	<6

Can I ask for copies of any internal emails, other communications, reports etc that relates to the gap of 6,210 or so reports between "AEFI-A-013886 (Aug-21) through to AEFI-A-020096 (Aug-21)".

I have identified four documents within scope of your request. All documents are itemised in Appendix 1 and copies of the documents are enclosed. Where information is withheld, this is outlined in the Appendix and noted in the document itself. Where information is withheld under section 9 of the Act, I have considered the countervailing public interest in release in making this decision and consider that it does not outweigh the need to withhold at this time.

I trust this information fulfils your request. Under section 28(3) of the Act, you have the right to ask the Ombudsman to review any decisions made under this request. The Ombudsman may be contacted by email at: info@ombudsman.parliament.nz or by calling 0800 802 602.

Please note that this response, with your personal details removed, may be published on the Manatū Hauora website at: www.health.govt.nz/about-ministry/information-releases/responses-official-information-act-requests.

Nāku noa, nā

Derek Fitzgerald
Acting Group Manager
Medsafe

Appendix 1: List of documents for release

#	Date	Document details	Decision on release
1	1 September 2021	Email Correspondence: RE: AEFI-A created without reports	Some information withheld under section 9(2)(a) of the Act, to protect the privacy of natural persons.
2	2 September 2021	Email Correspondence: FW: Ghost AEFIs numbers	
3	2 September 2021	Email Correspondence: RE: Ghost AEFIs numbers	
4	6 September 2021	Email Correspondence: Re: cir to covid carm - incomplete reports throw an error summary	

Document 1

From: Kim Stafford
Sent: Wednesday, 1 September 2021 12:13 pm
To: Tim Hanlon; Muireann Walton; Victoria Macbeth
Cc: Michael Hosking; Janelle Duncan; Thomas Teunissen
Subject: RE: AEFI-A created without reports

Apologies absolutely data integrity and the resulting actions requiring that data are very much an issue.

There is likely to be a technical solution to resolve this, however the team have not been able to put effort into looking at this at the moment as they are focused on the AM:PVSC re-design. We are likely to be able to get an answer around a potential technical fix on Friday.

I think there will be a residual risk to manage (even if a technical solution is able to remove the blank reports) in that there cannot be any reliance on the numerical numbering on the reports due to removals of blanks. There will need to be some education around the numerical number not representing the number of reports generated for an AEFI cases in Covid CARM system.

Hope this addresses your questions below.

Kim

From: Tim Hanlon <Tim.Hanlon@health.govt.nz>
Sent: Wednesday, 1 September 2021 12:01 pm
To: Kim Stafford <Kim.Stafford@health.govt.nz>; Muireann Walton <Muireann.Walton@health.govt.nz>; Victoria Macbeth <Victoria.Macbeth@health.govt.nz>
Cc: Michael Hosking <Michael.Hosking@health.govt.nz>; Janelle Duncan <Janelle.Duncan@health.govt.nz>; Thomas Teunissen <Thomas.Teunissen@health.govt.nz>
Subject: RE: AEFI-A created without reports

Thanks Kim. My meeting with Jo has just been pushed back to this afternoon, so no problem on the delayed update.

As it stands from what you have written, the risk is around reporting numbers being over-inflated. My concern is that you haven't reflected the risk of data integrity and the ability to answer OIAs etc as Muireann highlighted this morning.

Do you feel that this is resolvable (i.e. that these AEFI records without reports will not be created in the future and that current AEFI records without reports will be removed)?

I need to understand whether this is a substantive issue or risk.

A response soon would be good.

Many thanks,

Tim

Dr Tim Hanlon
Group Manager Post Event (Pharmacovigilance, Vaccine Effectiveness and Population Protection)
COVID-19 Vaccine and Immunisation Programme (CVIP)
Manatū Hauora | Ministry of Health

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E: tim.hanlon@health.govt.nz | www.health.govt.nz
M: s 9(2)(a)

From: Kim Stafford <Kim.Stafford@health.govt.nz>
Sent: Wednesday, 1 September 2021 11:06 am
To: Tim Hanlon <Tim.Hanlon@health.govt.nz>; Muireann Walton <Muireann.Walton@health.govt.nz>; Victoria Macbeth <Victoria.Macbeth@health.govt.nz>
Cc: Michael Hosking <Michael.Hosking@health.govt.nz>; Janelle Duncan <Janelle.Duncan@health.govt.nz>; Thomas Teunissen <Thomas.Teunissen@health.govt.nz>
Subject: RE: AEFI-A created without reports

Hi Tim,

Apologies for the reply at 11.

This is what I believe are the salient points:

- Auto triage had not been run for a few days and then produced an error yesterday afternoon
- There is a limit of how many records can be Auto triaged - 150-200 - the current backlog is above that
- There may be a technical fix in place to increase the limit but is not in this sprint - a manual fix is being investigated
- The failed process results in AEFI-A assessments that have no records attached to them
- Issue - large numbers of records but no assessments against them
- Could result in questions beings asked about why the numbers do not add up

It does not affect the records that are currently in Covid CARM or assessments that have been attached to other records.

Kim

From: Tim Hanlon <Tim.Hanlon@health.govt.nz>
Sent: Wednesday, 1 September 2021 10:14 am
To: Muireann Walton <Muireann.Walton@health.govt.nz>; Victoria Macbeth <Victoria.Macbeth@health.govt.nz>; Kim Stafford <Kim.Stafford@health.govt.nz>
Cc: Michael Hosking <Michael.Hosking@health.govt.nz>; Janelle Duncan <Janelle.Duncan@health.govt.nz>; Thomas Teunissen <Thomas.Teunissen@health.govt.nz>
Subject: RE: AEFI-A created without reports

Thanks Muireann for informing Victoria about this.

@Kim Stafford – I have my weekly 1:1 Meeting with Jo Gibbs at 11am. Can I have an update on this issue/risk before then so that I can brief her, please?

Many thanks,

Tim

Dr Tim Hanlon
Group Manager Post Event (Pharmacovigilance, Vaccine Effectiveness and Population Protection)
COVID-19 Vaccine and Immunisation Programme (CVIP)
Manatū Hauora | Ministry of Health
E: tim.hanlon@health.govt.nz | www.health.govt.nz
M: s 9(2)(a)

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From: Muireann Walton <Muireann.Walton@health.govt.nz>
Sent: Wednesday, 1 September 2021 9:25 am
To: Victoria Macbeth <Victoria.Macbeth@health.govt.nz>
Cc: Michael Hosking <Michael.Hosking@health.govt.nz>; Tim Hanlon <Tim.Hanlon@health.govt.nz>; Janelle Duncan <Janelle.Duncan@health.govt.nz>; Thomas Teunissen <Thomas.Teunissen@health.govt.nz>
Subject: FW: AEFI-A created without reports

Hi Victoria,

Please see below the description of the auto-triage error from Peter.

Unfortunately, having blank AEFI assessments will affect our AEFI-A numbers and have a downstream affect on reporting.

This will need to be escalated as soon as possible – having incorrect AEFI-A numbers on COVID-CARM will undermine the integrity of the data, and lead to issues with OIA's etc. I imagine it will also affect the performance of the system if there are thousands of blank reports.

Please let me know if you have any questions and feel free to call me anytime.

Many thanks,
Muireann

Muireann Walton
Post-event - Pharmacovigilance Advisor
COVID-19 Vaccine and Immunisation Programme (CVIP)
Manatū Hauora | Ministry of Health
E: muireann.walton@health.govt.nz

From: Peter Hockett <Peter.Hockett@health.govt.nz>
Sent: Wednesday, 1 September 2021 9:10 am
To: Muireann Walton <Muireann.Walton@health.govt.nz>
Cc: Kim Stafford <Kim.Stafford@health.govt.nz>; Thomas Teunissen <Thomas.Teunissen@health.govt.nz>
Subject: AEFI-A created without reports

Hi Muireann

I hit the auto-triage button this morning at 7.27am to see if it would work.

There was an error message to say that "it has failed, please contact the system administrator".

The new reports remain where they are (so we can still manually triage them).

But new AESI-A are created (see list view below at assessment level):

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CARM

All | Search AEFI Assessments and more...

COVID CARM | AEFI Assessments

AEFI Assessments
Last updated

50+ items • Sorted by Created Date • Filtered by All aefi assessments • Created Date, Created By, Profile • Updated a few seconds ago

	AEFI Assess...	Status	Su...	Created ...	Created Date ↑	Last Mo...	Last Modified Date
22	AEFI-A-021070	Investigation Co...	Un...	Janelle D...	31/08/2021, 8:53 PM	Janelle D...	31/08/2021, 8:54 PM
23	AEFI-A-021100	Investigation Co...	Un...	Janelle D...	31/08/2021, 9:43 PM	Janelle D...	31/08/2021, 9:44 PM
24	AEFI-A-021114	New		Peter Ho...	1/09/2021, 7:27 AM	Peter Ho...	1/09/2021, 7:27 AM
25	AEFI-A-021115	New		Peter Ho...	1/09/2021, 7:27 AM	Peter Ho...	1/09/2021, 7:27 AM
26	AEFI-A-021116	New		Peter Ho...	1/09/2021, 7:27 AM	Peter Ho...	1/09/2021, 7:27 AM
27	AEFI-A-021117	New		Peter Ho...	1/09/2021, 7:27 AM	Peter Ho...	1/09/2021, 7:27 AM
28	AEFI-A-021118	New		Peter Ho...	1/09/2021, 7:27 AM	Peter Ho...	1/09/2021, 7:27 AM
29	AEFI-A-021119	New		Peter Ho...	1/09/2021, 7:27 AM	Peter Ho...	1/09/2021, 7:27 AM

If I open one of those that have been created by me at 7.27am, this shows:

AEFI Assessment
AEFI-A-021114

Adverse Event	Medication Error	Priority	Status	Sub-Status
☐	☐	Normal	New	

New | Awaiting Investigation | Under Investigati

Use the tickboxes below to change the Assessment Type if needed

Section

Adverse Event ☐ | Medication Error ☐

This AEFI Assessment is not yet linked to a validated Profile or Immunisation

Unfortunately there are no matching Profiles. If more information becomes available you may wish to retry validation.

Accept

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Peter Hockett
Data Entry Administrator I
COVID-19 Vaccine and Immunisation Programme (CVIP) Post Event
Manatū Hauora I Ministry of Health
DDI: s 9(2)(a)

Document 2

From: Victoria Macbeth
Sent: Thursday, 2 September 2021 8:47 am
To: Muireann Walton
Subject: FW: Ghost AEFIs numbers
Attachments: List of ghost AEFI-As.xlsx

This is so good!

From: Peter Hockett <Peter.Hockett@health.govt.nz>
Sent: Thursday, 2 September 2021 8:44 am
To: Tu Dinh <Tu.Dinh@health.govt.nz>
Cc: Victoria Macbeth <Victoria.Macbeth@health.govt.nz>; Thomas Teunissen <Thomas.Teunissen@health.govt.nz>
Subject: Ghost AEFIs numbers

Hi Tu

I have attached the list of 'ghost' 7528 AEFI-As that are not visible on COVID CARM.

I have formatted those cells in colour where the jump occurred on 23rd August. All others were done this Tuesday/Wednesday.

(note that the list do not include those AEFI-As that were created without reports attached)

Please let me know if you have any question.

Peter Hockett
Data Entry Administrator |
COVID-19 Vaccine and Immunisation Programme (CVIP) Post Event
Manatū Hauora | Ministry of Health
DDI: s 9(2)(a)
Extension: s 9(2)(a)
E: peter.hockett@health.govt.nz | www.health.govt.nz

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Document 3

From: Victoria Macbeth
Sent: Thursday, 2 September 2021 9:07 am
To: Muireann Walton
Subject: RE: Ghost AEFIs numbers

Aye – no actual reports. Lets talk to Tu at 9.30am (I'll check with the team in the stand up then call you in – Tuesday and Thursdays you're now in the standup I hope).

From: Muireann Walton <Muireann.Walton@health.govt.nz>
Sent: Thursday, 2 September 2021 8:52 am
To: Victoria Macbeth <Victoria.Macbeth@health.govt.nz>
Subject: RE: Ghost AEFIs numbers

Brilliant!!

So is this the list of AEFI-A numbers that are missing from COVID-CARM – i.e. the skip in numbers...but not actual reports?

Many thanks,
Muireann

Muireann Walton
Post-event - Pharmacovigilance Advisor
COVID-19 Vaccine and Immunisation Programme (CVIP)
Manatū Hauora | Ministry of Health
E: muireann.walton@health.govt.nz

From: Victoria Macbeth <Victoria.Macbeth@health.govt.nz>
Sent: Thursday, 2 September 2021 8:47 am
To: Muireann Walton <Muireann.Walton@health.govt.nz>
Subject: FW: Ghost AEFIs numbers

This is so good!

From: Peter Hockett <Peter.Hockett@health.govt.nz>
Sent: Thursday, 2 September 2021 8:44 am
To: Tu Dinh <Tu.Dinh@health.govt.nz>
Cc: Victoria Macbeth <Victoria.Macbeth@health.govt.nz>; Thomas Teunissen <Thomas.Teunissen@health.govt.nz>
Subject: Ghost AEFIs numbers

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I have formatted those cells in colour where the jump occurred on 23rd August. All others were done this Tuesday/Wednesday.

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(note that the list do not include those AEFI-As that were created without reports attached)

Please let me know if you have any question.

Peter Hockett
Data Entry Administrator I
COVID-19 Vaccine and Immunisation Programme (CVIP) Post Event
Manatū Hauora I Ministry of Health
DDI: s 9(2)(a)
Extension: s 9(2)(a)
E: peter.hockett@health.govt.nz I www.health.govt.nz

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Document 4

From: Jens Martens <Jens.Martens@davanti.co.nz>
Sent: Monday, 6 September 2021 9:09 am
To: Muireann Walton; Victoria Macbeth; Kim Stafford; Michael Hosking
Cc: Janelle Duncan; Tim Hanlon; Allie Binaco; Susan Kenyon
Subject: Re: cir to covid carm - incomplete reports throw an error summary

Hi all,

Here's a quick blurb about the AEFI-A auto numbers and a link to some helpful Salesforce documentation.

Cheers

Salesforce does not (and won't ever) guarantee the auto-number sequence due to the nature of parallel processing occurring in the platform. This is explained in this Help Article. Due to this we should never be using the auto-number as an indication of how many records we have in the platform.

We might be getting this because of the failure of the batch process hitting limits and shouldn't see this occurring any longer once the query limit is in place (CARM-371).

Jens Martens
Manager | Salesforce & CPQ Expert | Certified Scrum Master
s 9(2)(a) [redacted] | davanti.co.nz

davanti
A Merkle Company

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From: Muireann Walton <Muireann.Walton@health.govt.nz>
Date: Friday, 3 September 2021 at 4:10 PM
To: Victoria Macbeth <Victoria.Macbeth@health.govt.nz>, Kim Stafford <Kim.Stafford@health.govt.nz>, Michael Hosking <Michael.Hosking@health.govt.nz>, Jens Martens <Jens.Martens@davanti.co.nz>
Cc: Janelle Duncan <Janelle.Duncan@health.govt.nz>, Tim Hanlon <Tim.Hanlon@health.govt.nz>, Allie Binaco <Allie.Binaco@health.govt.nz>, Susan Kenyon <Susan.Kenyon@health.govt.nz>
Subject: RE: cir to covid carm - incomplete reports throw an error summary

Hi Victoria,

Thank you for your email.

There have been a number of issues identified with COVID-CARM this week so I've expanded on your email and summarised them below.

There are two different issues surrounding incomplete cases/errors: 1) adverse event reports created on CIR not pushing through to COVID-CARM because of "incompleteness" on the user/reporter side but also 2) the user completing an AE report on CIR but it not pushing through to COIVD-CARM due to underlying errors that the user is not notified of.

1) AE reports "stuck" in CIR due to an user issue

- As mentioned, we now understand that AE reports are not always fully submitted in CIR by the reporter – leading to these "incomplete/stuck reports" that have gone through to COVID-CARM
- The reason for overriding the status to "complete" for some of these reports is because they are valid AEFIs and should be received by CARM
- There have been a number of serious e.g. death, reports not fully completed and we have received queries regarding them. They were found in this "incomplete" list of reports
- The route cause for this might be a number of things; lack of training on CIR, increased workload and pressure, a vaccinator getting distracted and not signing a patient out etc. This is appearing at random and there is no pattern at any DHB/with any vaccinator
- I believe the Ministry/IMAC have tried to address this but it is continuing to happen and increasing with the number of vaccinations
- The business has decided to push these reports through manually as an interim solution so we don't miss important reports.

2) <u>AE reports resulting in background error and not pushing through to COVID-CARM</u>
   - @Jens explained (and please correct me if I'm wrong) that due to the system and validation requirements on fields e.g. correct email address (having an @ included etc)/text string length, an error will occur in the background, stopping a CIR Adverse Event report to push through to COVID-CARM as a completed report
   - Unfortunately, the user is not notified that there is an error, and they have the ability to complete and save the report
   - This means that reports that have for example too much text in the description – are not coming through to COVID-CARM even though the reporter has saved and finished the report
   - These error reports are going into an error log which is monitored by development team (maybe others?). These are supposed to be sent to CARM to enter manually into the system
   - CARM has apparently not received any of these error reports. They have received a few reports relating to Medication errors which is a different issue where there is a very limited number of characters a reporter can enter in the description (to be addressed in this sprint).
   - It is unclear how many of these error reports exist.

Solution:

- The text string error (occurring if there is too much text in the description) is to be fixed in the upcoming sprint (release date mid Sep), this should push new reports with the current error through to COVID-CARM
- Two JIRA tickets will need to be actioned to potentially fix the overall issue (1) an old ticket (CAR 266) in the backlog where CIR/COVID-CARM tables merge together and then (2) a new ticket would need to be raised to establish an error handling framework (where the user is notified of errors)
- Unfortunately, due to capacity on the teams, other projects (Active monitoring) and time constraints (the 1st ticket would be released around Oct then the 2nd ticket could be worked on) we'd be waiting until November for the overall issue to be technically addressed (if possible to do so)
- The interim solution is that CVIP will receive the error logs, filter for these error reports, and send them to CARM to manually enter on the system.

Presently, we don't fully understand how many reports there are or how many will need to be manually entered into the system. Once we understand this we will need to make arrangements with CARM, look into resourcing, or make a decision as to whether we accept the risk of missing these reports.

<u>Auto-triage</u>

- An error occurred with auto-triage on Monday due to the volume of reports in the backlog…this created 2 problems (1) a number of dummy invalid AEFI Assessments containing no reports and (2) several thousand "ghost" AEFI-A numbers
- Auto-triage has been halted for now and the team have gone back to manually triage to avoid further issues.

Solution:

- A ticket has been raised to fix the auto-triage issue – by limiting the number of reports processed at a time to 100.
- However, this will be in the next sprint (release in Oct) and may not be worthwhile pursuing if the CIR profiles don't link automatically - @Michael can we arrange a meeting early next week with tech and the

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business to discuss the timeframes for this and what is possible? Then I believe we should make a decision if we should proceed with auto-triage any further?

- There is a ticket in the next sprint to invalidate all the blank AEFI assessments
- We will need to work with @Jens, CVIP, Medsafe and potentially Comms to come up with a disclaimer for the Medsafe line listing to explain the missing AEFI-A numbers. This will also help with any OIA requests regarding this.

Please let me know if you have any questions.

Have a lovely weekend.

Many thanks,
Muireann

Muireann Walton
Post-event - Pharmacovigilance Advisor
COVID-19 Vaccine and Immunisation Programme (CVIP)
Manatū Hauora | Ministry of Health
E: muireann.walton@health.govt.nz

From: Victoria Macbeth <Victoria.Macbeth@health.govt.nz>
Sent: Friday, 3 September 2021 11:02 am
To: Kim Stafford <Kim.Stafford@health.govt.nz>; Michael Hosking <Michael.Hosking@health.govt.nz>
Cc: Muireann Walton <Muireann.Walton@health.govt.nz>; Jens Martens <Jens.Martens@davanti.co.nz>
Subject: cir to covid carm - incomplete reports throw an error summary

I feel the need to sum up what happened so it's clear…..

A business decision was made to override an user issue i.e. users in cir don't fully submit reports/create them accidentally or in error/don't check people out etc etc.

So in cir anna and now muireanne have been going in and marking these as valid or invalid.

If valid the status is changed to complete in order for them to be sent to covid carm.

However.

If a report is incomplete changing the status manually to complete will not override the fact it's incomplete and the validation on this means it will result in an error.

It's unavoidable.
(Although our text string length story in this sprint will resolve errors due to that issue.)

Side note: we thought error reports were going to carm directly but kaylene and shwetha are not aware of this (they do have a backlog of medical errors to enter when the text field string length issue is fixed).

Outcome:
Muireann will discuss with her team who should get these errors to review (jens has detailed how below) so they can review errors that are thrown and talk to carm about how they should be entered if that's the case.

Jens raised that if adverse event object (CARM-226) is completed next sprint…that means a future ticket on error handling will be able to be done so that incomplete reports don't fail on validation and go through to carm.

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(Another side note is this has come up due to muireann doing it but would have been an issue before her as if an error in the cir report submission exists – it may not displayed to a user in cir – and if they submit it – it may not reach covid carm - which janelle found an example of happening in july).

I hope that's a good summary but I know if it's not muireann or jens will correct me!
V

From: Jens Martens <Jens.Martens@davanti.co.nz>
Sent: Friday, 3 September 2021 10:44 am
To: Anna Loughnan <Anna.Loughnan@health.govt.nz>; Muireann Walton <Muireann.Walton@health.govt.nz>
Cc: Victoria Macbeth <Victoria.Macbeth@health.govt.nz>
Subject: Error Logs access

Hi Anna,

Muireann (cc'ed) would like access to the Prod error logs, so she can assess how many AEFI Reports fail to be created because bad data or other reasons when they are coming from CIR.

She currently has System Admin access in Prod, so can she subscribe herself or is there a process to be followed? 😊

Cheers

Jens Martens
Manager | Salesforce & CPQ Expert | Certified Scrum Master
s 9(2)(a) [redacted] | **davanti.co.nz**

****
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