LHD Connect – Chlamydia Pilot & Other Updates

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Michigan Department of Health and Human Services

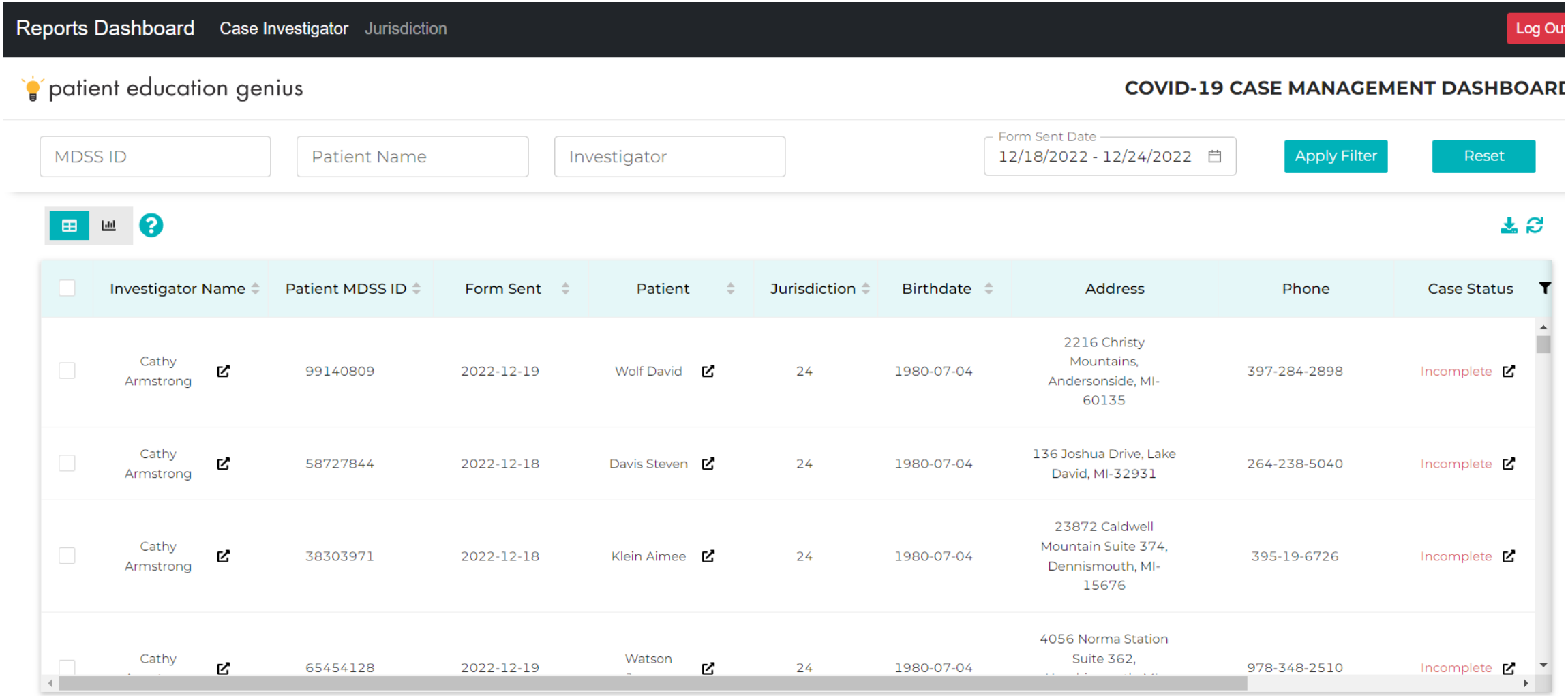
Bureau of Infectious Disease and Prevention

Timeline of Events

- **2020:** COVID Pandemic started.
- **February 2021**: PEG Dashboard created, sent messages.
- **November 2023**: LHD Connect introduced.
- **April 2024:** PEG method used for HPAI outreach.
- **December 2024:** Chlamydia for LHD Connect pilot.
- **March 2025:** measles symptom monitoring on LHD Connect.

PEG Dashboard

MDHHS Michigan Department of Health & Human Services



Investigator Name	Patient MDSS ID	Form Sent	Patient	Jurisdiction	Birthdate	Address	Phone	Case Status
Cathy Armstrong	99140809	2022-12-19	Wolf David	24	1980-07-04	2216 Christy Mountains, Andersonside, MI-60135	397-284-2898	Incomplete
Cathy Armstrong	58727844	2022-12-18	Davis Steven	24	1980-07-04	136 Joshua Drive, Lake David, MI-32931	264-238-5040	Incomplete
Cathy Armstrong	38303971	2022-12-18	Klein Aimee	24	1980-07-04	23872 Caldwell Mountain Suite 374, Dennismouth, MI-15676	395-19-6726	Incomplete
Cathy	65454128	2022-12-19	Watson	24	1980-07-04	4056 Norma Station Suite 362,	978-348-2510	Incomplete

RESULTS

*As of 4/15/2025

2,558,416 individual referrals sent.

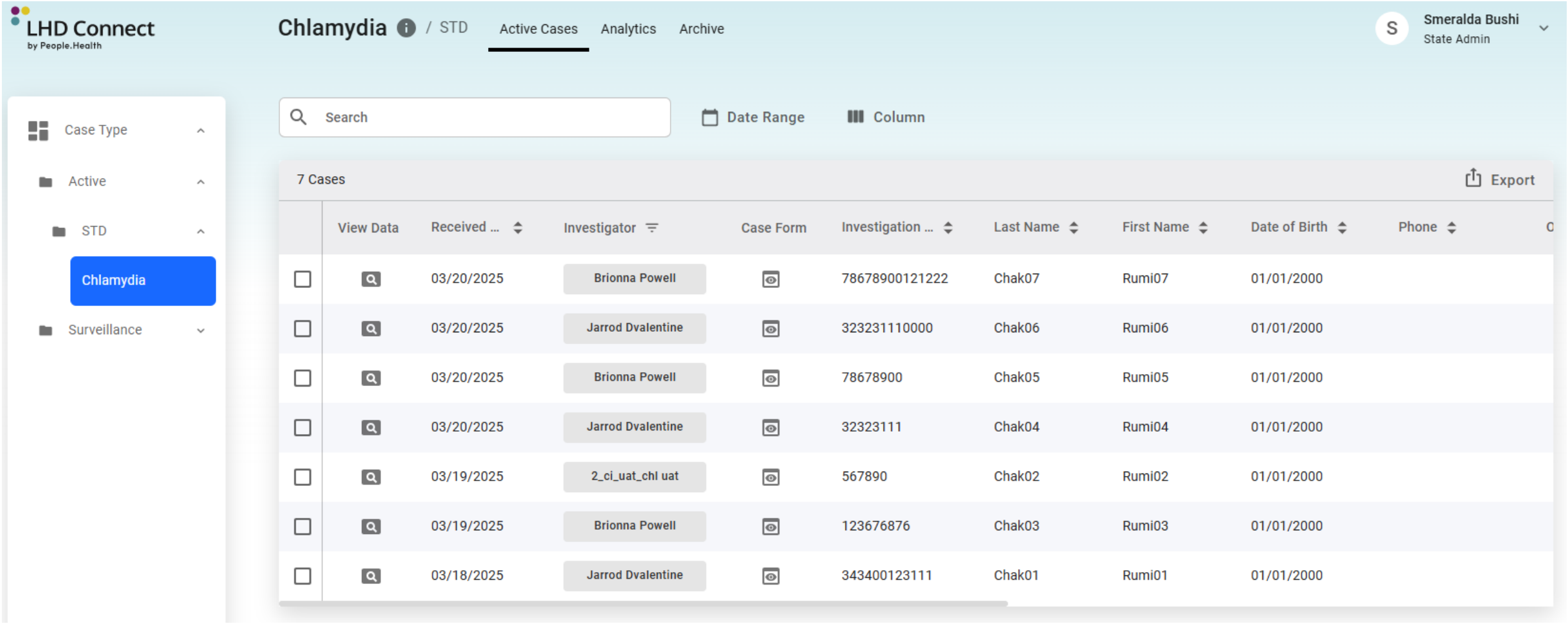
581,018 online investigation surveys completed.

1,883,204 messages transmitted with educational offerings.

71,368 links selected.

1,701,771 messages providing information on available treatments delivered within 24 hours of public health notice.

LHD Connect Dashboard



Why chlamydia?

- Case counts in Michigan.
- Most LHDs do not do individual case investigations.
- “Gateway STI”.
- Share resources.
- 90-day follow up message.

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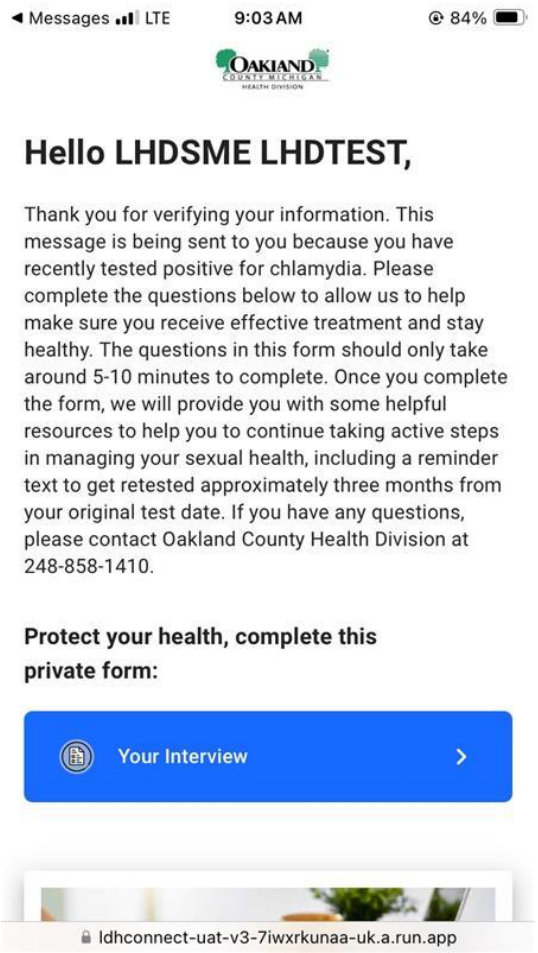
Messaging

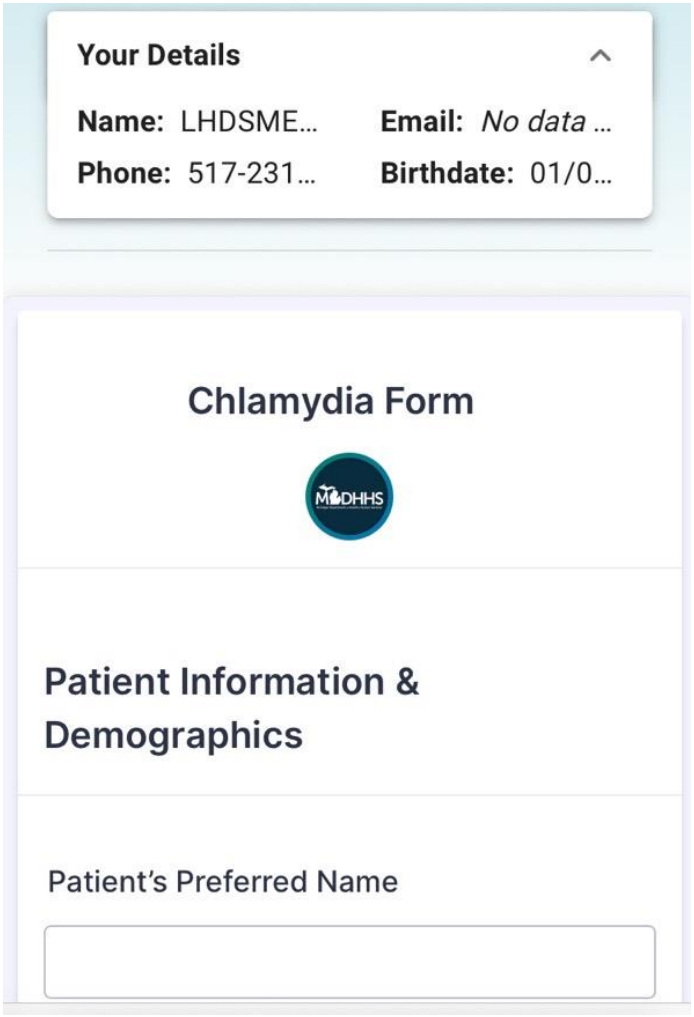
Hello, you're receiving this message because of your recent test result. Please complete the following brief confidential health form. Included are resources and guidance for you or your partners. If you have questions, contact your healthcare provider or Genesee County Health Department at 810-257-3612.

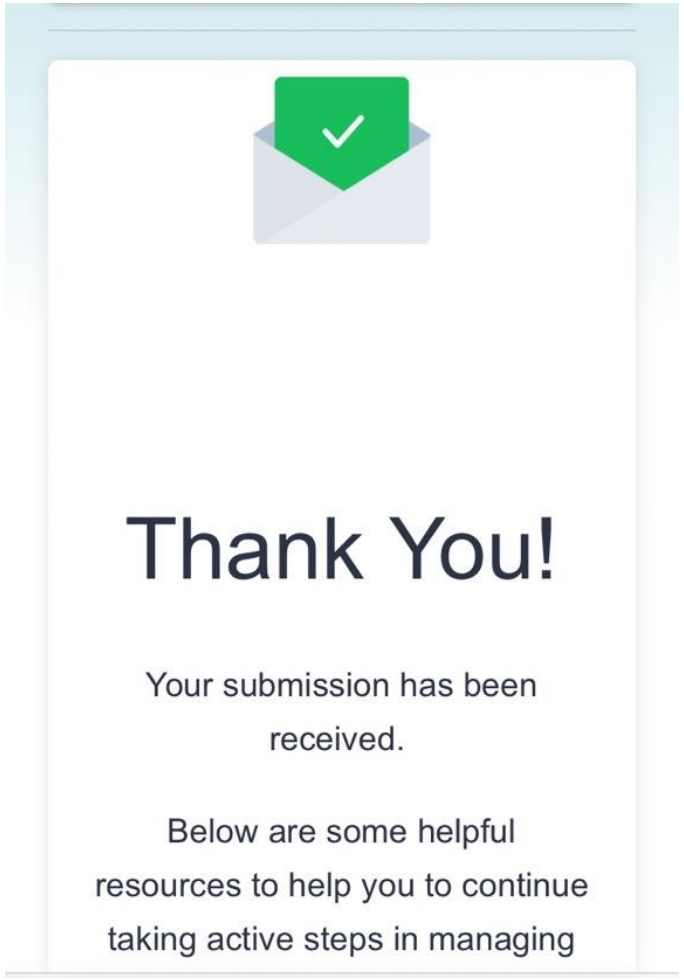
https://sl.people.health/llEUcv6SK4

Reply STOP to unsubscribe



Chlamydia Form





Chlamydia

Jurisdiction: All
Investigator: All
1/20/2025
4/14/2025
Gender: All
Race: All
Age Group: All

Cases Received	Messages Delivered	Reminders Delivered	Forms Completd	Submissions Rate	Submissions w/o Reminder
This Week	This Week	This Week	This Week	This Week	
0	0	0	0	0.0%	0
vs Prior Week	vs Prior Week	vs Prior Week	vs Prior Week	vs Prior Week	vs Prior Week
0	0	0	0	0.00	0

Total Cases Received	Total Messages Delivered	Total Reminders Delivered	Total Forms Completed	Total Submission Rate	Total Submission w/o Reminder
23	22	7	12	52.2%	12

% Opened Messages

Reminders/Case
0.3

Opened Messages

Case Counts by Age

RESULTS

*As of 4/15/2025

744 total cases received.

849 total message deliveries (including reminders).

260 failed deliveries.

180 total form submissions.

640 total links clicked (initial link in the email prior to authenticating).

Updates & Lessons Learned

- Updating the message to be discrete.
- Messaging only to be sent adults over the age of 18.
- Sending notes from the LHD Connect dashboard to MDSS.
- Need for clinician education of program.
- All information going to LHD Connect is coming from MDSS.

LHD Connect Pilot

GENESEE COUNTY HEALTH DEPARTMENT

LHD Connect Input from Genesee

Pros

- Helps to further confirm treatment information.
- Additional education and prevention information is provided by LHD to patient.

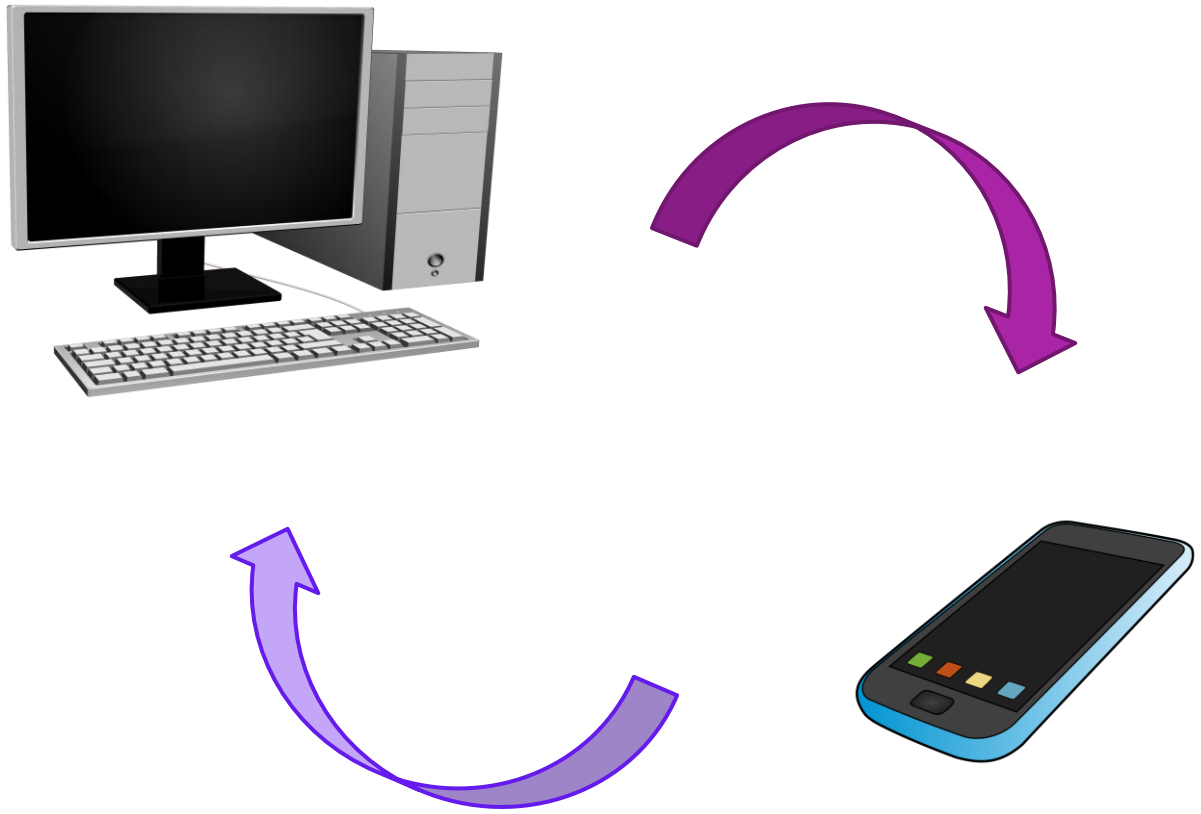
Cons

- Patient sometimes receives text from LHD before their provider can notify them of their diagnosis.
- Patient doesn't always complete the questionnaire.
- Information that the patient reports sometimes differs from the providers report.
  - Ex: Patient reported to LHD that they weren't treated as of 3/20, but provider reports patient was treated on 3/17.
  - Ex: Medication noted by patient sometimes differs from what provider states was given.
- Some patients share phone with parents or spouse and have concerns for their confidentiality.

LHD Connect

A HEALTH DEPARTMENT PERSPECTIVE

How it works



Pros

- Decreases amount of phone calls to cases.
  - More convenient for both CDI and patients.
  - Can be more comfortable for patients than talking on phone.
- Easy transfer of info with "auto-transmit" feature.
  - Safely transmits HPI.
- Gives patients several days to complete survey.

Cons

- Some cases not uploading to dashboard – not receiving survey link.
- Survey missing questions.
  - Not asking about HIV status.
- Responses take days to auto-transmit to MDSS.
- Must "confirm" cases before 9 AM, or will not appear in dashboard until next day.
- Difficult for patients with limited English.

Pivot to HPAI & Measles Outreach

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HPAI

- English & Spanish text message.
- One question survey.
- Crucial step: provide education to contacts first.

RESULTS

- 929 contacts.
- 170,623 automated messages sent.
- 8,564 form submissions.
- 103 symptomatic contacts reported.

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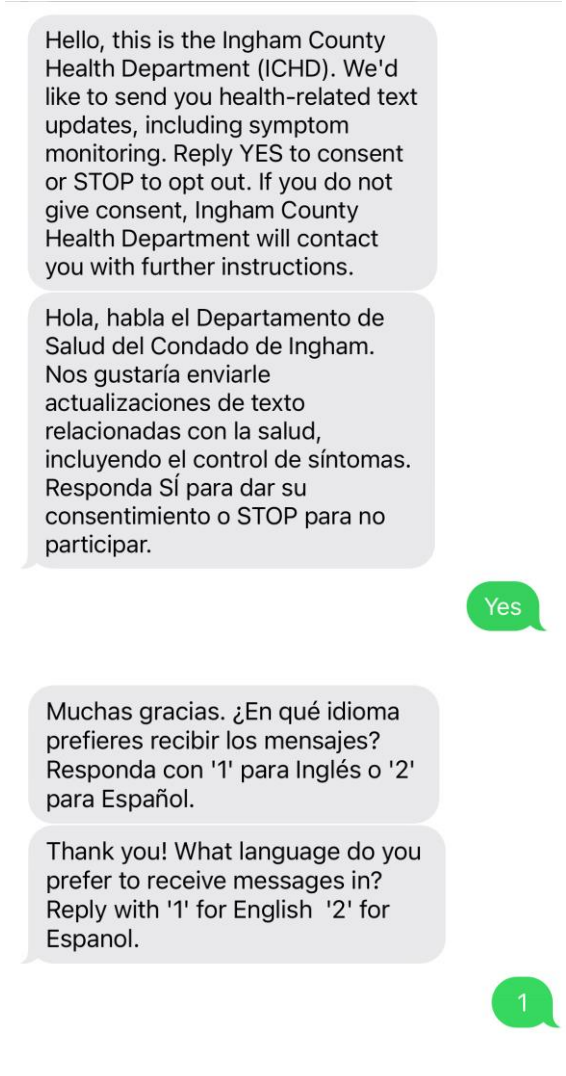
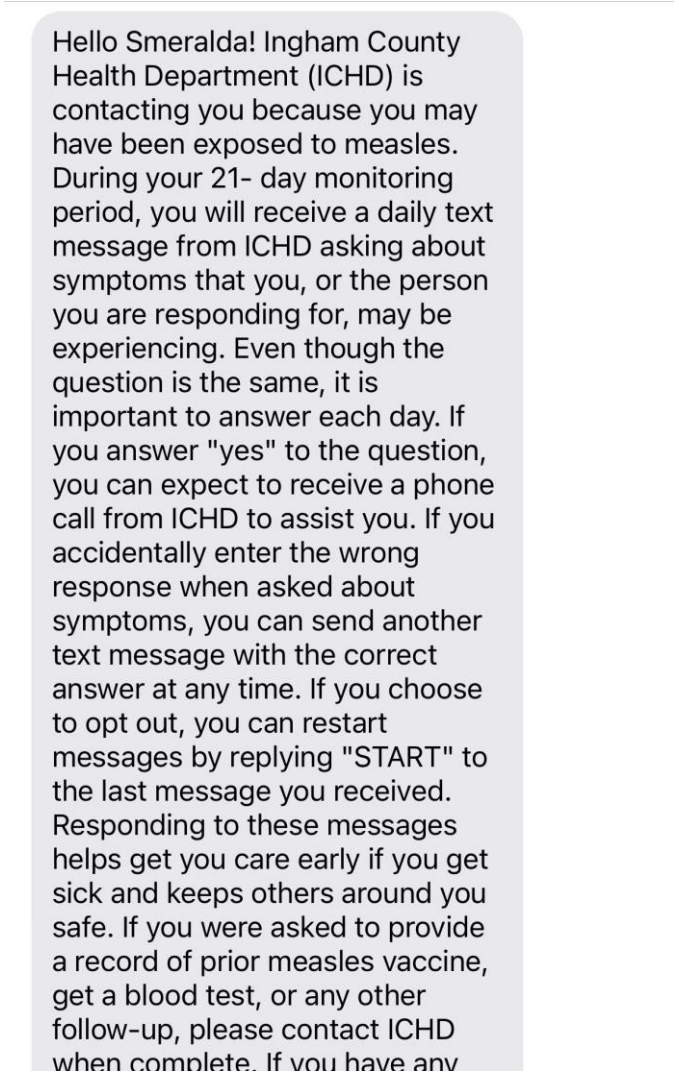
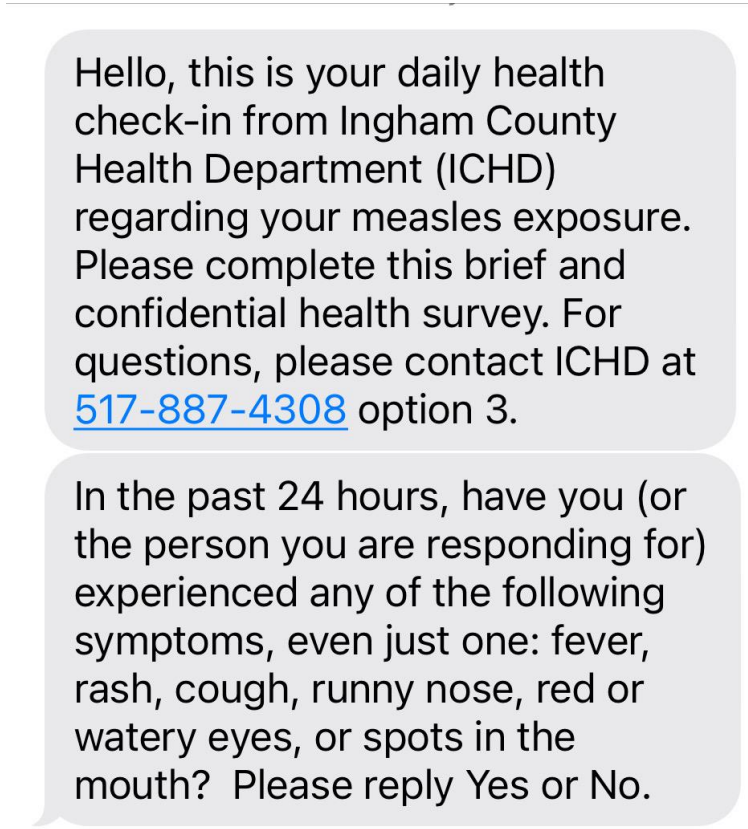
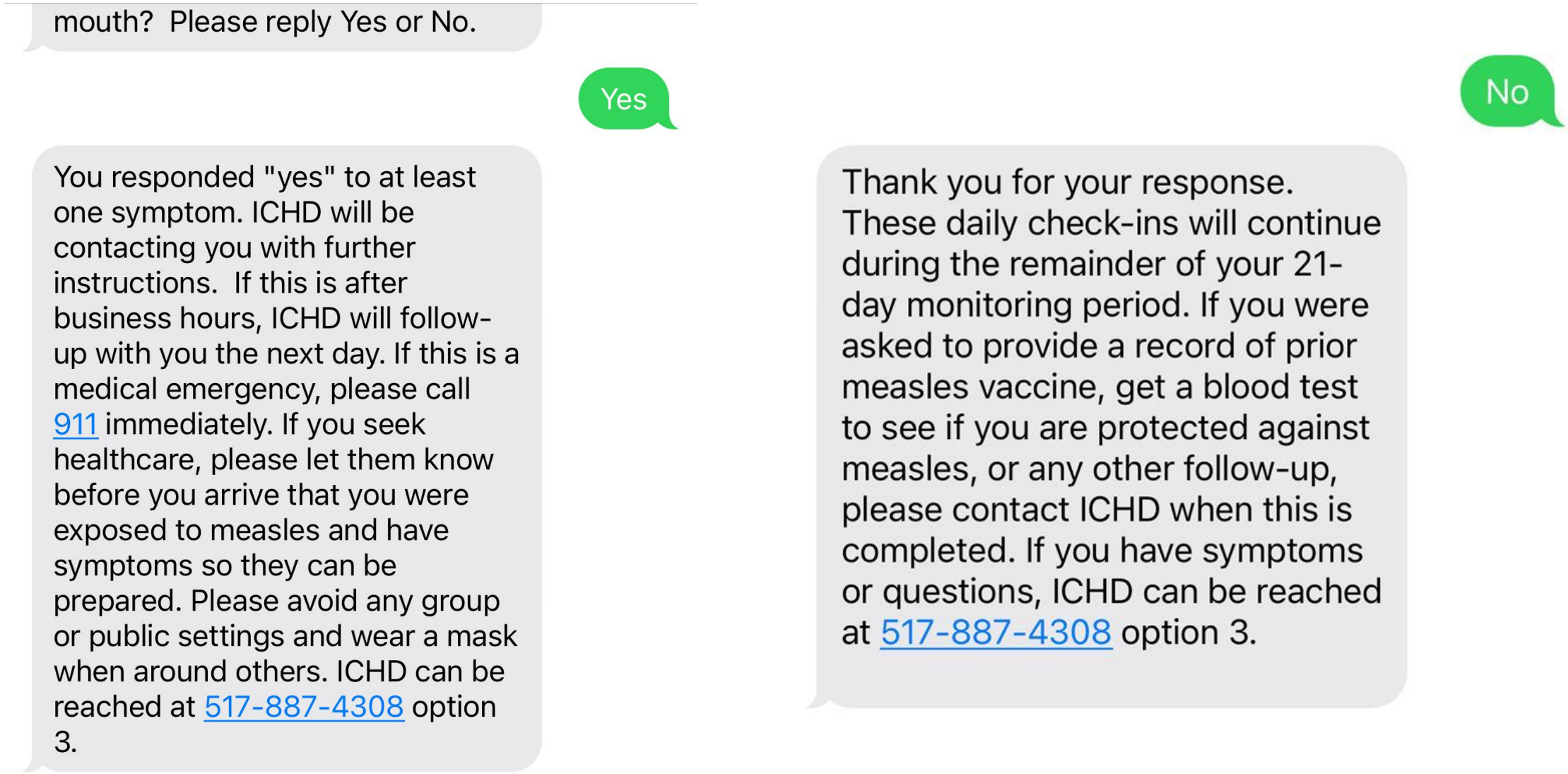
Measles Outreach on LHDC



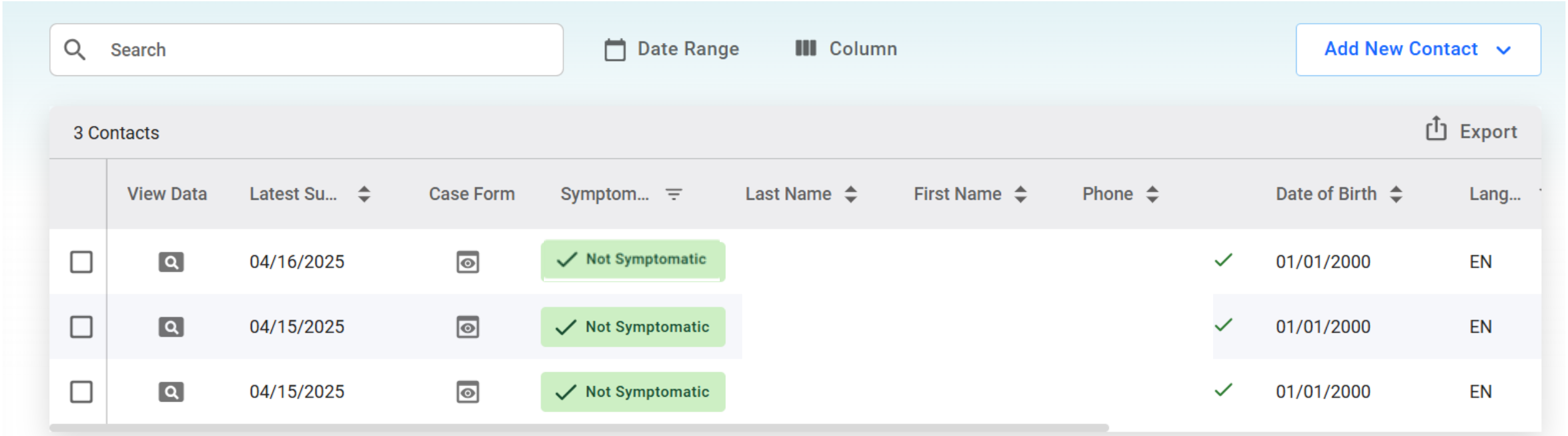




Measles Outreach on LHDC



Measles Outreach on LHDC



Thank you to the local health departments, BIDP, People.Health and Altarum

A special thank you to Genesee and Ingham County Health Departments

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