Milwaukee Consortium for Hmong Health Salesforce User Manual



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I. Introduction:

The goal of the Hmong Health system is to create and easy way for patients and also health professionals alike to use and understand various forms of data that can be collected not only on the patients but also the workshops and doctors as well. The system created in Salesforce is able to collect critical data in the forms of cancer screening results and the reasons why certain patients may refuse the opportunity to undergo these screenings as well. If a medial office or a hospital did not have a correctly designed database structure like the example created in this Salesforce project, there would be data chaos which could have dangerous repercussions. When dealing with information such as patients health its incredibly important to ensure that sensitive information like patients test results are correctly stored as if the data was to be swapped with say a sick and healthy patient doctors could fail to treat the sick patient and could instead treat a perfectly health patient which could in turn lead to serious injuries or even fatalities. Another reason or goal of this project is to create quick to view visual representations of the data that is collected in the form of reports and dashboards. These two tools would allow either a patient or a medical professional to quickly review the results of surveys or even tests to try and find trends among the collected data. If a survey comes back with a majority of respondents in a certain community being hesitant to undergo a procedure or screening and in turn large amounts of positive cases are found years down the line in the same hesitant community, it may be easier to connect the dots between hesitancy of procedures and positive cases. This exact scenario was recently witnessed in the last few years with Covid Case fatalities. Communities

that had high amounts of denial towards the vaccine or outright refusal were far more likely to contract and die from Covid. If a system like the Salesforce project was put in place it could help medical professions prevent and quickly react to outbreaks of certain diseases based on responses like those collected in the surveys.

Sign-in Information:

SALESFORCE USERNAME & PASSWORD:

Insy4052group@gmail.com

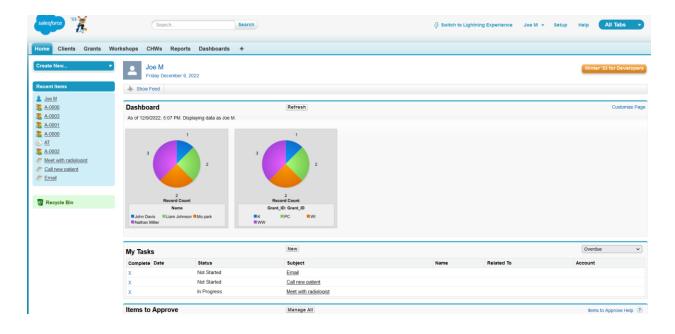
Marq1234

GMAIL USERNAME & PASSWORD:

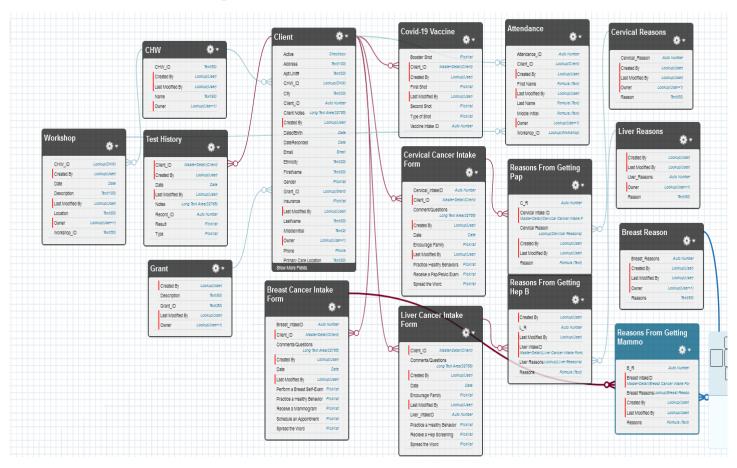
Insy4052group@gmail.com

Marq1234

II. Main Screen:

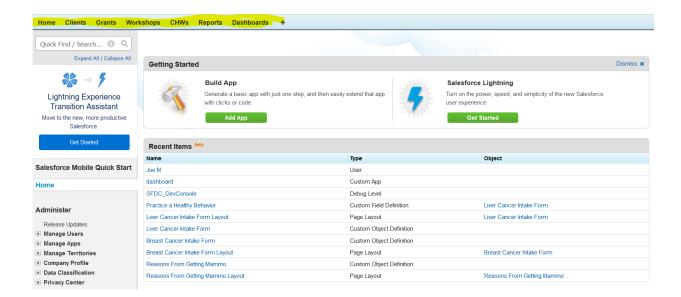


III. Entity Relationship:



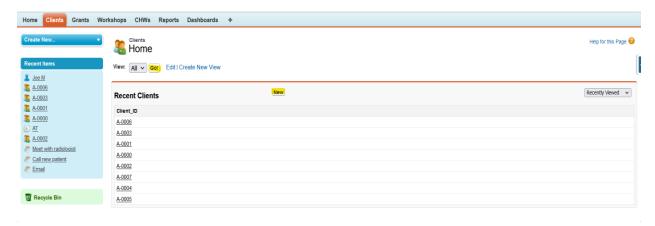
IV. Viewing Forms:

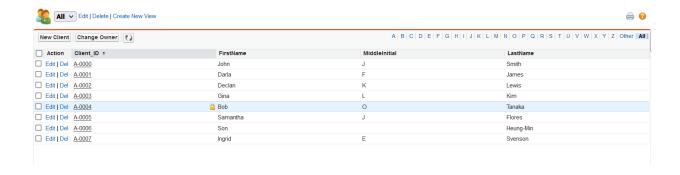
Users have a variety of tabs they are able to choose from depending on their needs or information needed.



V. Viewing Entered Information:

The customer is then able to see all of the information entered for their specific profile by clicking the "Go button."



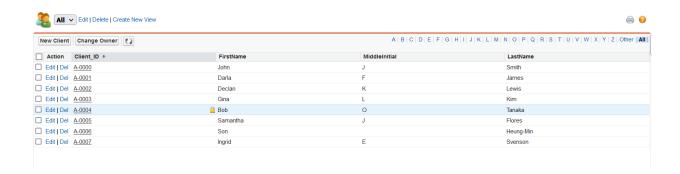


Entering New Data:

The customer is easily able to create a new record by hitting the "New" button which is conveniently located towards the top of the page.



User can also select "Go" and then select "New Client" to input new data or records as needed.



VII Forms:

a. Client Entry Form:

The user is able to input as much data as needed such as First Name, Last Name, Date of birth and more by simply filling out the client form which can be accessed by following the prior steps.

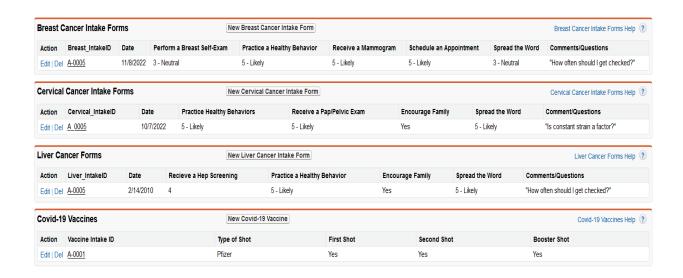
Client Edit	Save & New Cancel
Information	
FirstName	Own
MiddleInitial	
LastName	
DateofBirth	[12/9/2022]
DateRecorded	[12/9/2022]
Gender	None ✓
Ethnicity	
Primary Doctor	
Primary Care Location	
CHW_ID	<u>Q</u>
Insurance	None v
Grant_ID	<u>Q</u>
Phone	
Email	
Address	
Apt/Unit#	
City	
State	
Zip	
Client Notes	
Active	
	Save Save & New Cancel

Finished Result:

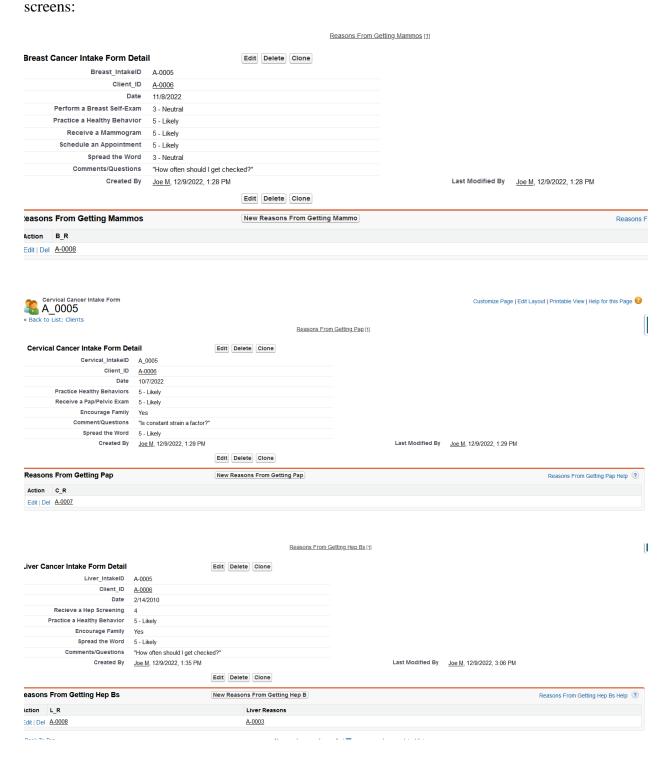


VII. b Intake Form:

The user is also able to check their intake forms for four different categories, Liver Cancer, Cervical Cancer, Breast Cancer and their Covid Vaccination status.



The user is then able to click on each Intake form and is presented with these following





If a user wished to create a new form they could simply select "New "...." Form" as shown below:



The user would then be presented with a new screen that allows them to input data based on the form they select:



Next the user is able to select their reason for either getting or not getting the relevant procedure or check up with preset options:

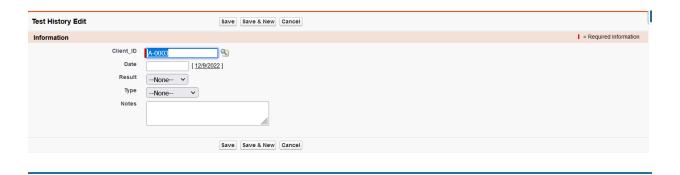


VII. c Test History

The user also has the ability to view their test histroy and any results they have received from their tests as well.

Test Histroys			New Test History	Test Histroys Help ?	
Action	Record_ID	Record ID	Notes	Resu	uit Type
Edit Del	<u>A-0003</u>	a01Dn000006El6J	Results came back negative	Norm	nal Mammogram
Edit Del	<u>A-0004</u>	a01Dn000006GKEN		Norm	nal Hep B
Edit Del	<u>A-0005</u>	a01Dn000006GKES	Results came back abnormal may need further tests	Abno	ormal Pap

If a user wishes to create a new test history form they can do so by selecting "New Test History" on the top of the screen and input data based on the following screen:



VII. d Grant ID Forms:

If a user wants to access and create a new Grant form they are able to do so by first selecting the Grant tab and then selecting "new" on the top of the page:



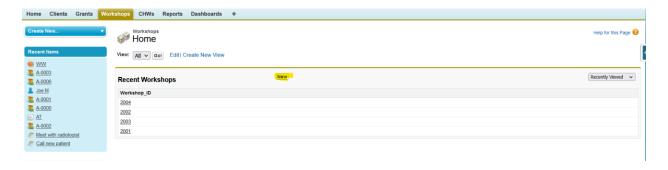
This is the result if a user hits new:





VII. e Workshop Entry Form:

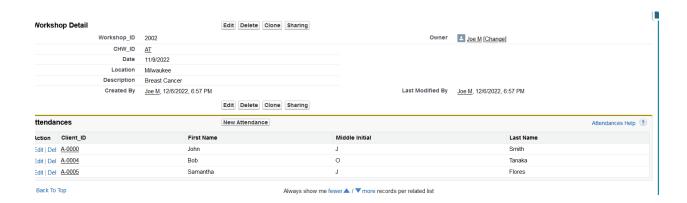
Another option for users is to also access the workshop information and create a new workshop for my selecting "new":



Here is a new form:

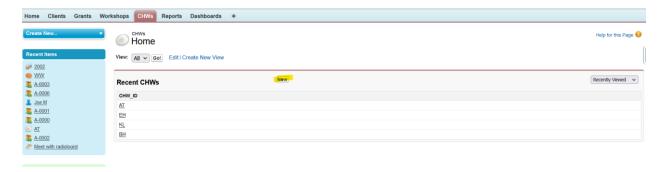


Example of a completed for with the ability to add a new attendee by selecting "new attendenance"



VII. f CHWs Forms:

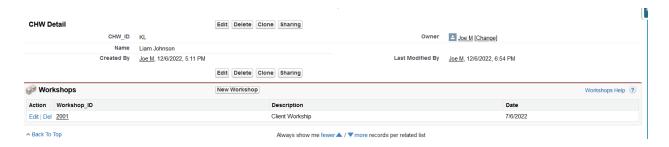
Workshop information can be accessed on the CHW tab and new information can be created using the "new button":



New information screen:

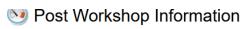


Completed form:

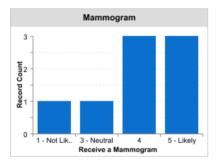


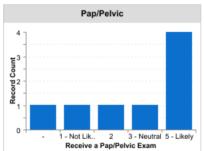
VIII Dashboards:

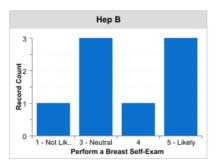
Recordings of the various answers to survey questions can be accessed on the dashboard.

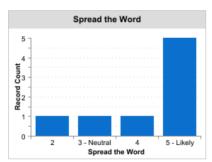


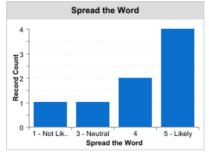


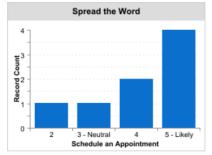


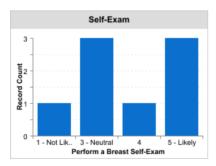


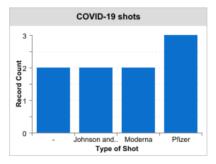












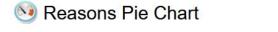
The Client dashboard informs which client is assigned to each CHW and each grant:

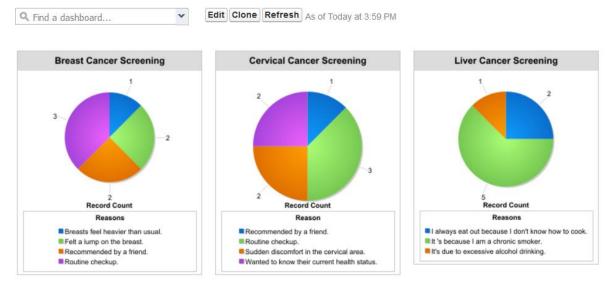
Olients



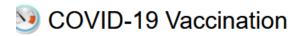
The Reasons pie chart shows the various reasons patients had for coming in for a check up:

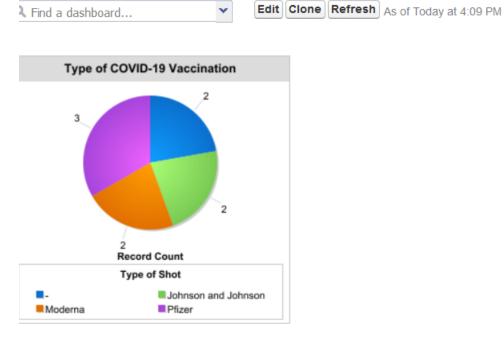
« Go to Dashboard List





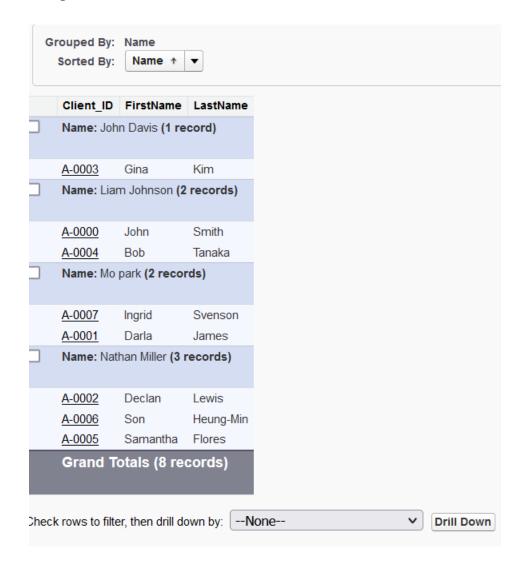
The Covid Vaccnination dashboard informs medical professionals how many total shots have been given to their patients including lack of shots and which manufacutre each shot was produced by:





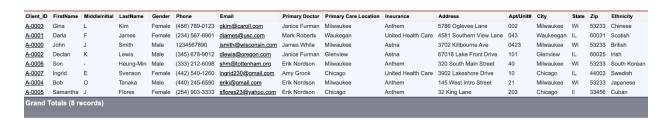
IX Reports:

A. Assigned CHW:



This report shows which client is assigned to each CHW

B. Client Information:



This report shows all the information each client has provided.

C. Grant Receipt:



This report shows the receipts of each grant and the clients in each grant.

D. Breast Cancer Screening:

				Reasons			Grand Total
Client_ID: Client_ID	Breast_IntakeID		Breasts feel heavier than usual.	Felt a lump on the breast.	Recommended by a friend.	Routine checkup.	
<u>A-0000</u>	<u>A-0000</u>	Record Count	0	0	0	1	1
	Subtotal	Record Count	0	0	0	1	1
<u>A-0001</u>	<u>A-0001</u>	Record Count	0	0	0	1	1
	Subtotal	Record Count	0	0	0	1	1
<u>A-0002</u>	<u>A-0002</u>	Record Count	0	0	1	0	1
	Subtotal	Record Count	0	0	1	0	1
A-0003	A-0003	Record Count	0	1	0	0	1
	Subtotal	Record Count	0	1	0	0	1
<u>A-0004</u>	<u>A-0006</u>	Record Count	0	0	1	0	1
	Subtotal	Record Count	0	0	1	0	1
<u>A-0005</u>	<u>A-0007</u>	Record Count	0	1	0	0	1
	Subtotal	Record Count	0	1	0	0	1
A-0006	A-0005	Record Count	0	0	0	1	1
	Subtotal	Record Count	0	0	0	1	1
A-0007	A-0004	Record Count	1	0	0	0	1
	Subtotal	Record Count	1	0	0	0	1
	Grand Total	Record Count	1	2	2	3	8

This crosstab report shows all the reasons why patients came to receive a breast cancer screening. It is sorted by client ID then Breast Intake ID

E. Cervical Screening

			Reason			Grand Total	
Client_ID: Client_ID	Cervical_IntakeID		Recommended by a friend.	Routine checkup.	Sudden discomfort in the cervical area.	Wanted to know their current health status.	
<u>A-0000</u>	<u>A_0000</u>	Record Count	0	0	1	0	1
	Subtotal	Record Count	0	0	1	0	1
<u>A-0001</u>	<u>A 0001</u>	Record Count	0	0	1	0	1
	Subtotal	Record Count	0	0	1	0	1
A-0002	A_0002	Record Count	0	1	0	0	1
	Subtotal	Record Count	0	1	0	0	1
A-0003	A_0003	Record Count	0	0	0	1	1
	Subtotal	Record Count	0	0	0	1	1
A-0004	A_0006	Record Count	1	0	0	0	1
	Subtotal	Record Count	1	0	0	0	1
A-0005	A_0007	Record Count	0	1	0	0	1
	Subtotal	Record Count	0	1	0	0	1
A-0006	A_0005	Record Count	0	1	0	0	1
	Subtotal	Record Count	0	1	0	0	1
A-0007	A_0004	Record Count	0	0	0	1	1
	Subtotal	Record Count	0	0	0	1	1
	Grand Total	Record Count	1	3	2	2	8

This crosstab report shows all the reasons why patients came to receive a cervical screening. It is sorted by client ID then Cervical Intake ID

F. Liver Screening

				Reasons			
Client_ID: Client_ID	Liver_IntakeID		I always eat out because I don't know how to cook.	It 's because I am a chronic smoker.	It's due to excessive alcohol drinking.		
<u>A-0000</u>	<u>A-0000</u>	Record Count	0	1	0	1	
	Subtotal	Record Count	0	1	0	1	
<u>A-0001</u>	<u>A-0008</u>	Record Count	0	1	0	1	
	Subtotal	Record Count	0	1	0	1	
<u>A-0002</u>	<u>A-0002</u>	Record Count	0	1	0	1	
	Subtotal	Record Count	0	1	0	1	
A-0003	A-0003	Record Count	1	0	0	1	
	Subtotal	Record Count	1	0	0	1	
<u>A-0004</u>	<u>A-0006</u>	Record Count	0	1	0	1	
	Subtotal	Record Count	0	1	0	1	
A-0005	A-0009	Record Count	0	1	0	1	
	Subtotal	Record Count	0	1	0	1	
A-0006	A-0005	Record Count	1	0	0	1	
	Subtotal	Record Count	1	0	0	1	
A-0007	<u>A-0004</u>	Record Count	0	0	1	1	
	Subtotal	Record Count	0	0	1	1	
	Grand Total	Record Count	2	5	1	8	

This crosstab report shows all the reasons why patients came to receive a Liver screening. It is sorted by client ID then Liver Intake ID

G. Test History Report

FirstName	LastName	Record_ID	Туре	Result	Date		
Client_ID: A	Client_ID: <u>A-0000</u> (1 record)						
John	Smith	<u>A-0000</u>	Mammogram	Normal	2/3/2022		
Client_ID: <u>A-0001</u> (1 record)							
Darla	James	<u>A-0001</u>	Нер В	Abnormal	5/9/2022		
Client_ID: A	<u>-0002</u> (1 rec	ord)					
Declan	Lewis	<u>A-0002</u>	Mammogram	Normal	1/12/2022		
Client_ID: A	<u>-0003</u> (3 rec	ords)					
Gina	Kim	<u>A-0005</u>	Pap	Abnormal	12/9/2022		
Gina	Kim	<u>A-0004</u>	Нер В	Normal	12/9/2022		
Gina	Kim	<u>A-0003</u>	Mammogram	Normal	9/18/2022		

This report shows each client and their test history data.

н. Workshop Attenedance

Morkshop_ID: 2001 (2 records) A-0001 Darla F James A-0007 Ingrid E Svens Workshop_ID: 2002 (3 records)	
A-0007 Ingrid E Svens	
A-0007 Ingrid E Svens	
	on
Workshop_ID: 2002 (3 records)	
A-0000 John J Smith	
A-0004 Bob O Tanak	а
A-0005 Samantha J Flores	
Workshop_ID: 2003 (1 record)	
A-0002 Declan K Lewis	
Workshop_ID: 2004 (2 records)	
<u>A-0003</u> Gina L Kim	
<u>A-0006</u> Son - Heung	j-Min
Grand Totals (8 records)	

This report shows the attendance of each workshop

I. Workshop

Workshop_ID	Description	Date
<u>2003</u>	Cervical Cancer	11/18/2022
<u>2002</u>	Breast Cancer	11/9/2022
<u>2004</u>	Liver Cancer	11/2/2022
<u>2001</u>	Client Workship	7/6/2022
Grand Tota	ls (4 records)	

This report shows the ID of each workshop along with their descriptions and dates.

J. Covid Vaccine Report:

Covid-19 Vaccine ID	Vaccine Intake ID	First Shot	Second Shot	Booster Shot
Client_ID: <u>A-0000</u> (1 I	record)			
a0CDn000000QgVI	<u>No</u>	No	No	No
Client_ID: <u>A-0001</u> (1 i	record)			
a0CDn000000QgVq	<u>Yes</u>	Yes	Yes	Yes
Client_ID: <u>A-0002</u> (1 I	record)			
a0CDn000000QgVv	<u>Yes</u>	Yes	Yes	No
Client_ID: <u>A-0003</u> (1 I	record)			
a0CDn000000QgW0	<u>Yes</u>	Yes	No	Yes
Client_ID: <u>A-0004</u> (2 I	records)			
a0CDn000000Qwpg	<u>A-0003</u>	No	No	No
a0CDn000000Qwpb	<u>A-0002</u>	Yes	Yes	Yes
Client_ID: <u>A-0005</u> (1 i	record)			
a0CDn000000Qwpl	<u>A-0004</u>	Yes	Yes	No
Client_ID: <u>A-0006</u> (1 I	record)			
a0CDn000000QwpW	<u>A-0001</u>	Yes	Yes	Yes
Client_ID: <u>A-0007</u> (1 I	record)			
a0CDn000000QukL	<u>A-0000</u>	Yes	Yes	Yes
Grand Totals (9 re	ecords)			

This final report shows the vaccination status of every client including the amount of shots they have received along with their unique vaccination record ID's as well.

X. Final Thoughts

Jeswin George: This class has definetly taught me a lot about just how important database is and how difficult it can be to apply the learned concepts to actual problems. The salesforce project really brought together a lot of the concepts we had been learning since the beginning of class. While the saleforce project was at times frustraiting, it also helped me to apply everything I had practiced and learned both in class but also during the Saleforce project

as well. The systems I used and learned during this semester I know will help me in other classes but also my career.

George Jose: When I heard in the first week of class that the final project would include Salesforce I did not really know what to expect. Having had some prior knowledge to the basics of Salesforce as in what it was used for I was a little intimdated. However, now that the project is done I feel more confident about Salesforce and other systems in general. There were times that I hit a roadblock during the project like when I was trying to build reports, but once I sat back and thought out the issue I was able to get a solution which also was the right solution. So in conclusion the project not only taught me how to work and use Saleforce but it also taught me how to work through difficult issues even when the clock is ticking and the deadlines are quicly appraoching.

Bogdan Taran: This class has heavily influenced and helped my understanding of the core principals discussed throughout the course wrok. Microsoft Access, SalesForce, SQL, and Tableau have all been beneficial platforms that I know feel comfortable using and I certainly atribute it to having taken this class. While the work was challenging and often daunting, especially this final project, it has shown me the power and capability of these tools, and also gave me an idea on how I van utilize these platforms in the future to beneift me and my eployer. Nothing good ever comes easy, and that is a great description for how I feel about the work done in this course. It has been extremely rewarding to see my efforts pay off and be fruitful, bringing about results that were pleasant to see. The group project also shone light on

some of the aspects of SalesForce that I need to study up on and become more well rounded in, and has contributed positively to my understanding of what SalesForce is and its true capability.

Joe Marsicano: Having taken a few IS classes now at my time at Marquette, I sort of expected to be challenged but this class is one of the more difficult classes I have taken so far. While it was challenging I have learned an immense amount of knowledge that I know will be applicable to me in the future and my career in IS. I thought that each segement of the class was informative and useful from the early days of learning to build a database schema to the final Salesforce project, each part has taught me so much. While I did learn some SQL and Tabluau in the Intro class, being able to dive further in and even learn new systems like Access I think are very beneficial. In terms of the final project, the culmination of everything we learned was evident from the first couple of minutes of work when I began to dissect and try to understand what the schmea was laying out for me and my team. I also thought that being able to work with a team was another great aspect and reflects real world projects I personally have already worked with during my internship where collaboration and team work was paramount to accomplishing certain projecs and tasks. I look forward to finishing the rest of my IS classes and learning even more about the various systems that I will probably have to work with in the information systems and technology field.

Randy Staszak: This class showed me how many ways there are to approach data and the building of the infrastructures that support various database systems like Salesforce.

Without tools like schemas and other data modeling tools, it would not be possible to sort and understand the vast amounts of data that can be collected and analyzed. Learning systems like Access and Salesforce showed this point. The final Salesforce project was a great way to finish off the semester and all I had learned in this class. I'm looking forward to pursuing a career that uses data to influence decision-making making. The group project was an interesting way to see how this class ties everything together, beginning with database modeling and ending with Salesforce. I had taken the intro class by a part-time professor in the evening, and we did not cover much database modeling at all. I like the organizational structure of the class and SQL is fun to use.