Chapter 4: Using the Worklist

The SEER*DMS workflow is a configurable mechanism that moves records and other system data through the appropriate automatic and manual tasks. The workflow controls the path of a record through the editing, screening, matching, and consolidation tasks with the ultimate goal of incorporating it into the patient set data.

A record entering the workflow is initially processed in a series of automatic tasks. If human attention is required in order to complete a task, a manual task is initiated. Once a staff member completes the manual task, the record continues to the next automatic task in the workflow. The record moves from automatic to manual processes as necessary, until it completes its journey through the workflow.

The SEER*DMS worklist provides a view of the automatic tasks that are currently running and the manual tasks that require attention. Manual tasks are created to process patient data, view report output, and to review import statistics. The manual tasks displayed in the worklist are the staff's "to do list". The automatic tasks are displayed in the worklist to allow you to track the flow of data and, in rare situations, to cancel automatic processes.

A unique Task ID is assigned to the first task created when a record enters the workflow. As that record moves from task to task, the Task ID remains the same. The same Task ID is retained until the record exits the workflow.

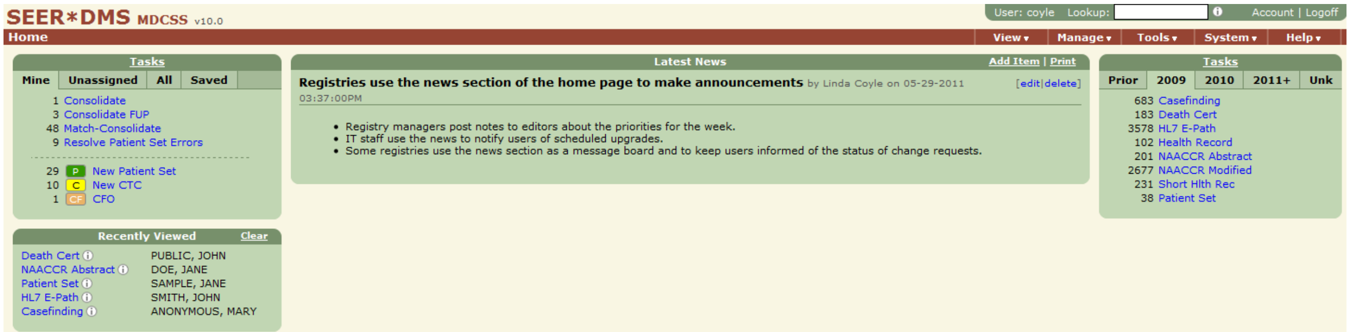
In this chapter, you'll learn about

- Accessing the Worklist
- Worklist Data Columns and Filters
- Sorting the Worklist
- Worklist Task IDs
- Assigning or Releasing Tasks
- Worklist Flags
- Report and Extract Worklist Tasks
- Terminating Manual Tasks
- Restarting Workflow Activity
- Aborting Automatic Tasks
- System Failure Tasks
- Worklist Tasks
- Workflow Listings and Reports

Accessing the Worklist

There are many ways to access the worklist: select View -> Worklist, click one of the shortcuts on the home page, or click a worklist link in the Patient Lookup. The method that you use to access the worklist only determines the initial filter settings. Once you are in the worklist, you will be able to adjust the filters to view an appropriate list of tasks. Your account's system permissions determine which tasks you will be able to view and access.

There are numerous shortcuts to the worklist on the home page. Your registry's standard operating procedures will determine which links you should use. In some registries, users are instructed to focus on tasks assigned to their account. These are displayed in the Mine tab on the left. In other registries, staff uses worklist flags or other attributes to identify high priority tasks.



All links in the Tasks sections on the left and right sides of the home page will take you to the worklist. The Tasks link that appears above the tabs can be used to view all tasks for that tab. For example, click Tasks while viewing the Mine tab to view all tasks assigned to your account regardless of task type.

When you open a worklist task, it is assigned to your account to prevent two users from inadvertently working on the same task. Once assigned, tasks may be rerouted to other users or designated as unassigned. The steps and account permissions required to assign or release tasks are described in *Assigning and Releasing Tasks*.

Worklist Data Columns and Filters

The following data columns are shown in the worklist:

- **Flags** – Tags to indicate that there is something "special" about the task. Flags are assigned to tasks to mark priority tasks, problem tasks, and tasks related to certain types of data. Registry managers can define worklist flags.
- **Task** – Unique ID assigned to the series of processes used to move the data through the workflow. The same ID is maintained as a record moves from one type of task to another. TSK is the prefix for task IDs.
- **Type** – The type column shown to the right of Task is the type of workflow task. These are described in the *Worklist Tasks* section of this chapter.
- **User** - The user account to which the task is assigned.
- **Age** – Length of time since the task was created (shown if the Action > Toggle Age/Date is set to show age). Age is reset when the data move forward to a new task type.
- **Task Date** – Date and time that the task was created. Date is reset when the data move forward to a new task type.
- **ID** – For most tasks, this is the ID of the Patient Set or Record that is the focus of the task (PAT is the prefix for Patient Set IDs; REC is the prefix for Record IDs). If the processing of a record triggered the task and the record is not yet linked to a patient set, the Record ID will be shown. Once the record is linked to a Patient Set, the Patient Set ID will be shown. The ID shown for a Report Output task is the system report ID (RPT prefix). The Import ID (IMP prefix) is shown for an Import Review task. Click the Information Icon next to the ID to see values of key fields.
- **Type** – The Type column to the right of ID shows the Data Type. It is blank if the task is not related to a record. A two-character abbreviation is used: NA = NAACCR Abstract, NM = NAACCR Modified, DC = Death Certificate, etc. The available types of records are listed as options in the Data Type filter.
- **Reg** – Region. This column is only displayed if your registry's implementation of SEER*DMS is configured to support multiple regions. Region is assigned to a record or patient set by registry-specific polishers. It is typically based on the region of the facility that sent the

data. Region is not applicable to worklist tasks that do not relate to patient data, for example, there is no region assigned to Report Output or Import Review tasks.

- **Event Date** – This is typically date of diagnosis. If a record is the focus of the task then the Event Date field stored in the record is used. The Event Date is calculated by a polisher and is the date of diagnosis, if available. Otherwise, it is set to the value of another date field on the record such as screening date, date of admission, or date of last contact (please refer to the documentation for the Date of Event Polisher on the Polishers help page).

  A date from the incoming record is used if the record has not yet been linked to a patient set. Once the record is linked to a patient set, the date of diagnosis for a CTC is used. If the Patient Set has multiple CTCs and all CTCs are error-free, this will be the date of diagnosis of the CTC to which the task's original record is linked. Otherwise this column will contain the date of diagnosis for the earliest diagnosed CTC that has edit errors. This field is populated in this manner to enable you to identify tasks that must be completed for the next submission.
- **Facility** – Reporting facility.
- **Site** – Cancer site. The site coded on the incoming record is used if the record has not yet been linked to a patient set. Once the record is linked to a patient set, the site and year of diagnosis are based on a CTC in the patient set. Refer to the description of Dx Year for description of the CTC that is selected.
- **Information** – A text field displaying additional task-specific data items (Patient Name, match results, IDs of failing edits for edit-related tasks, etc.).

You may filter the worklist by any fields shown in the data columns. The fields listed below are available as filters, but not shown in worklist data columns.

- **Task Date - Age** and **Date** are two expressions of the same attribute, the time that the task was created. The worklist allows you to filter on this attribute using date filters.
- **Status -** Use this filter to find a task based on its execution status. All manual tasks have a status of Waiting. Automated tasks will either have a status of running or failed.
- **Last Name –** The Last Name filter provides a convenient way to search for a task by the patient's last name or for patients' whose name starts with specific letters. If the focus of the task is a record or patient set, the patient's full name is displayed in the Information column.
- **Reportability -** Use the Reportability filter to search for record tasks with a specific value for reportability. Once the record is linked to a patient set, the patient set becomes the focus of the task, therefore, the Reportability filter cannot be used to search for Patient Set tasks (Visual Edit Patient Set, Resolve Patient Set Errors, for example).
- **Import –** Use this filter to search for record tasks based on the Import ID.
- **Open AFL –** This filter was designed to facilitate searches for records that triggered an AFL, the AFL is still open, and the record is in an incomplete worklist task. It can also be used to find patient sets that are in the worklist and have an open AFL.

The fields listed below are available as worklist filters in some, but not all, registry configurations.

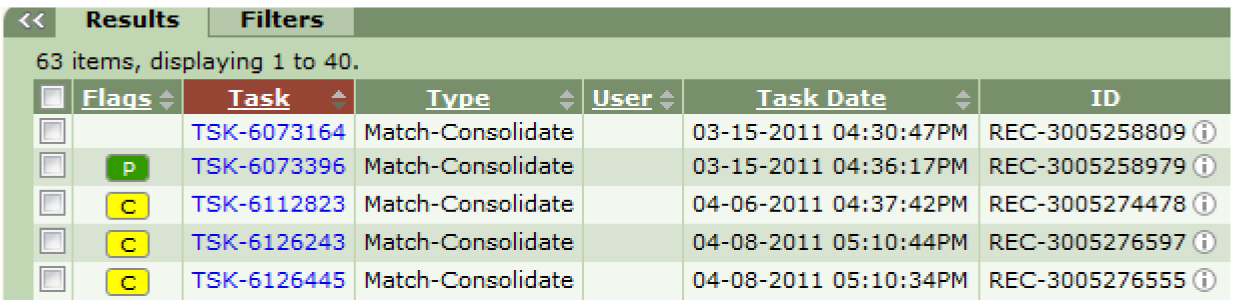
- **Class Of Case –** The value entered in this filter is matched against the class of case in records associated with tasks; and the class of case in the admissions of patient sets associated with tasks.
- **Vendor –** This filter can only be used to search for record tasks. The value entered in this filter is matched against the Vendor Name field in the records..
- **Abstracted By –** The abstractor's Contact ID with a PER prefix is included in the worklist information field. If a Contact ID is not available, the 3-character abstractor ID is included

in the information field. To facilitate faster searching, the Abstracted By filter executes a match against the text stored in the worklist information field.

Instructions for setting filters are provided in the Filter Tutorial that is available on the SEER*DMS training website: seer.cancer.gov\seerdms\manual.

Sorting the Worklist

In SEER*DMS, the data displayed in a table are sorted by the data item with a highlighted column header (highlighted in red in the example below; other colors are used in different color schemes). In the example below, the worklist is sorted by Task ID. The up arrow next to "Task" indicates that the table is sorted in ascending order.

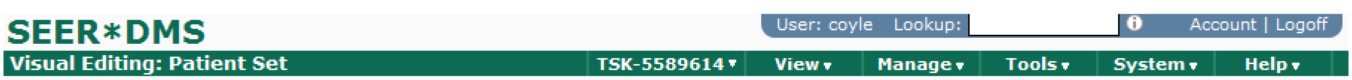


	Flags	Task	Type	User	Task Date	ID
		TSK-6073164	Match-Consolidate		03-15-2011 04:30:47PM	REC-3005258809
	P	TSK-6073396	Match-Consolidate		03-15-2011 04:36:17PM	REC-3005258979
	C	TSK-6112823	Match-Consolidate		04-06-2011 04:37:42PM	REC-3005274478
	C	TSK-6126243	Match-Consolidate		04-08-2011 05:10:44PM	REC-3005276597
	C	TSK-6126445	Match-Consolidate		04-08-2011 05:10:34PM	REC-3005276555

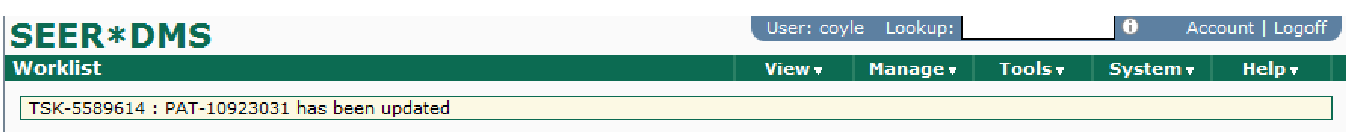
You may sort a list by a column if the column header is underlined. You cannot sort the worklist by ID or Data Type; but you can sort the worklist by the priority level assigned to Flags, Task, Task Type, Age, and all other columns. To sort the worklist by any of the data items, click on the corresponding column heading. To reverse the sort order, click the column header again. If you create a saved filter, the sort order will be stored as an attribute of the filter. For more information on using filters, please refer to *Chapter 3: Using SEER*DMS*.

Worklist Task IDs

A Task ID is assigned when an incoming record triggers the initial task in the workflow. As the record moves from task to task, the same Task ID is maintained. The Task ID is shown in the TSK menu when you are working on a task. In the example below, a Visual Edit Patient Set task is open and the task ID is TSK-5589614.



When you finish a task, a message is displayed at the top of the Worklist, informing you that data were updated. The message includes the Task ID and either the Patient Set or Record ID, as shown below.



The same Task ID is retained until the processing for the record is complete and the record exits the workflow. At that point, there will be no tasks in the workflow with that Task ID. However, tracking information is retained in the workflow history table of the database. That history can be viewed by opening the record in the editor and selecting Workflow History from the record menu.

Assigning or Releasing Tasks

Requires system permission: *worklist_task_reassignment*

When a user opens an unassigned task, the task is assigned to that user's account. Other users cannot access the task unless the task is released or it is reassigned to their account. Tasks can only be assigned to a user with the appropriate system permissions.

To assign or release an open worklist task:

1. If you wish to set a worklist flag before you release the task or assign it to another user:
   a. Select **Worklist Flags** from the TSK task menu (the task menu is displayed as the Task ID and is on the menu bar next to View).
   b. Check the flags that are appropriate for this task.
2. To assign the task to another user, select **Reassign** from the TSK menu.
   a. Set the **Action** to *Assign to User Account*, and select a user name from the list. The list will only include users who have the system permissions required to open the task.
   b. Enter text into the **Comment** box. This text will be included in the e-mail notification sent to the user receiving the task.
3. To designate the task as unassigned, select **Task > Release** from the TSK menu.
4. If you have the *system_administration* permission, *Terminate* and *Restart* will be included on the TSK menu (Restart will only be available in tasks related to records, not patient sets). These actions should be used with care (see the *Terminating Tasks* and *Restarting Tasks* sections of this chapter for more information).

To use the Worklist to assign or release worklist tasks:

1. Select **View > Worklist** or use a shortcut on the Home Page to go to the worklist.
2. Set the appropriate worklist filters. Instructions for using the filters are provided in the Filter Tutorial on the SEER*DMS training website: seer.cancer.gov\seerdms\manual.
3. The check boxes in the first column allow you to select individual items in the list. If items are checked, actions are applied to the checked items. If no items are checked, actions are applied to all items in the filtered list. Select the tasks or tasks to modify:
   a. To select specific tasks on the current page, check the boxes to the left of the Task ID. Check boxes can only be checked on a single page, the checks will clear if you go to another page in the worklist.
   b. Or use the filters to limit the worklist to thetasks that you wish to modify.
4. Select **Actions > Modify**.
5. To assign the selected tasks to one or more users:
   a. Set the **Action** to *Assign to User Account(s)*
   b. If you would like to select users based on a system role, select that role in the drop-down list.
   c. Check one or more user names in the list. The list will only include users who have the system permissions required to open all of the selected tasks. If multiple users are selected, the tasks will be divided among those users
6. To change the task(s) to unassigned, set the **Action** to *Release to Unassigned List*.

7. Enter text into the **Comment** box. This text will be included in the e-mail notification related to this action. SEER*DMS sends an e-mail notification to a user each time a task or set of tasks are assigned to their account
8. Click **OK**. A warning will be displayed if more than 100 tasks are modified.

Worklist Flags

A worklist flag is a tag associated with a task that indicates that there is something “special” about that task. The worklist flags provide a mechanism for searching for priority or problem tasks. For example, a worklist flag is pre-defined in SEER*DMS to indicate that a task is related to data that is likely to generate a new reportable case. Tasks related to new cases or new patients may be considered a higher priority. Registry management can create worklist flags; registry staff can set flags for a task. The flags listed below are distributed with SEER*DMS.

Flag	Description	Explanation
P	Probable New Patient Set	The automatic match task did not find a patient set that was a perfect match to the abstract record. It is likely that this record will lead to the creation of a new patient set.
C	Probable New CTC	According to the automatic match task, the abstract record will likely result in a new CTC for an existing patient set. The automated match found a single Patient Set that matched with a perfect score, but did not find a CTC within the patient set that matched. A CTC is considered to be a match if the first 3 characters of primary site match, laterality is the same or one value is missing, and the dates of diagnosis are within 4 months.
FB	Open Follow-back Need	There is an open Follow-back Need for the Patient Set or Record that is the focus of the task.
!	Problem Case	This flag is never automatically assigned to a task. You can manually assign this flag to a task using the TSK menu or via the Modify features in the worklist. This flag is recommended for tasks related to patient sets with particularly difficult edit errors or other issues that require further investigation. The Problem Case flag provides a way to filter the worklist to find difficult tasks and reroute them to experienced registrars.
CF	CFO	Task created when a system task, AFL Manager, or record menu is used to build Patient Sets from casefinding or pathology report records.
DC	DCO	Task created when a system task, the Death Clearance Manager, or the record menu is used to build Patient Sets from death certificate records.
SH	SHO	Task created when a system task, the AFL Manager, or the record menu is used to build Patient Sets from short health records.
MD	MDO	Task created when a record is built into a Patient Set using the Build MDO Patient Set option.

To define or modify worklist flags (requires system_administration permission):

1. Select **System > Worklist Flags.**
2. To create a new flag, select **Actions > Add**. To modify the icon or name of a flag, click **Edit** for that flag.
3. In the Flag field:
    a. Specify one or two characters for the flag's icon.
    b. Click **Color** and select the background color for the flag's icon.
4. Enter the flag's **Name**. The Name is shown when a user hovers over the icon and in the list of flags displayed when a user sets flags for a task.
5. Enter a **Description** to document the purpose of the flag. Click **Save**.

Report and Extract Worklist Tasks

An automatic task is started when a user runs a system report or extract. When the automatic task finishes successfully, a manual Report Output task is created and assigned to the user who submitted the report or extract. Instructions and options for running reports and extracts are provided in *Chapter 24: Creating Reports and Extracting Data*.

Report Output tasks have characteristics that differ from tasks related to records moving through the workflow. These are described below.

- The report or extract ID is listed in the ID column of the worklist (RPT or EXT prefix).
- Report Output tasks can be removed by the user to whom it is assigned. The *Remove Report Output* action allows you to remove a single task or a set of tasks.
- Report Output tasks expire. Report output tasks related to extracts are automatically removed after 90 days. Report output tasks related to system reports are automatically removed after 30 days. Email notification is sent when reports expire. To keep a permanent copy of a report or extract, you must download it to your computer or network.
- You can assign a Report Output task to any user with the *reports* permission. This is true regardless of the permission level assigned to the report. For example, a report designated for managers only can be assigned to a user who has the reports permission but does not have the *reports_management* permission. That user cannot initiate the report, but a manager can assign the output to them.

To remove Report Output tasks:

1. To remove a single report or extract, open the task and click **Remove**.
2. To remove a set of reports or extracts, select the Report Output tasks in the worklist using one of these methods:
    a. Use the filters to create a list containing the reports to be removed.
    b. Or check the box next to each Task ID.
3. Click **Modify**.
4. Set the **Action** to *Remove Report Output.*
5. Click **OK**.

Terminating Manual Tasks

System permissions: *system_administration*

You may use the terminate feature to end manual worklist tasks. The terminate feature should be used with extreme care when modifying tasks that relate to the processing of patient data. The task is ended without forwarding the record or patient set to subsequent processes in the workflow.

You may terminate a single task by opening the task and selecting **Terminate** from the Task's menu. You may also terminate one or more tasks using the Modify action in the worklist.

To terminate tasks in the worklist:

1. Use the filters to create a list containing the tasks to be terminated. For example, you may be terminating all tasks for records loaded in a particular import.
2. Carefully verify that your filter settings are correct before proceeding. Review the worklist to see if the appropriate tasks are listed.
3. Click **Modify**.
4. Set the **Action** to *Terminate*.
5. Click **OK** and confirm the action when prompted. The tasks will be removed from the workflow. SEER*DMS will send an e-mail notification to you and the system administrator. An entry will be added to the record's Worklist History indicating that the task was terminated.

Instructions for ending automated tasks are provided in the *Viewing or Aborting Automatic Tasks* section of this chapter.

Restarting Workflow Activity

System permission: *system_administration*

You may restart a task to re-process a record starting at a specific point in the workflow. You cannot move data to a previous point in the worklist if a patient set is the focus of that task, however, you can re-execute the edits on patient sets that are in Resolve Patient Set Errors tasks.

To restart the workflow activity for a record or a set of records:

1. To restart an open task, select **Restart** from the TSK menu.
2. To restart a set of tasks, use the filters to create a list of the tasks to be restarted.
3. Select **Actions > Modify**.
4. Set **Action** to *Restart Workflow Activity*.
5. Review the number and type of tasks. Verify that you wish to proceed.
6. Select the point in which the task will **re-enter the workflow**. The tasks are listed in the order in which they occur in the workflow. You cannot push tasks forward in the workflow, that is, you cannot restart a Screening task at the point of Matching.
   a. **Auto-coding** – the rec-coding polishers will be executed. Review the rec-coding polishers for the appropriate record type(s) to determine if this is an appropriate action. The logic for each polisher is documented on the Polishers help page.
   b. **Record edits** – all record edits will be executed. The results will determine whether a manual Resolve Record Errors task is created as described in *Chapter 8: Resolving Record Errors*. As an example, you may wish to restart tasks at this point after

correcting a poorly defined edit that created a large number of Resolve Record Errors tasks. If a manual edits task is not created, the record will continue moving through the workflow.

   c. **Screening** – the algorithm to set the reportability flag will be re-applied. These algorithms are documented on the Screening help page. You may wish to restart tasks at this point if the screening algorithm was modified and you wish to apply the new algorithm to records loaded prior to the change.

   d. **Matching** – the automatic matching task will be refreshed. This will reset the worklist flags and information text that are set by the automatic match task.

7. If you want to release the tasks, check **Set as Unassigned**. Do not check this box to retain the current assignment.
8. Click **OK** and then confirm the action when prompted.

If a patient set is updated by any process, the edits are re-evaluated. If the patient set is in a Resolve Patient Set Errors task and all edits are resolved, the task will auto-close. If changes are made to the computerized edits, you can re-execute the edits on all patient sets using the Patient Set Edits system tasks. Resolve Patient Set Errors tasks will auto-close if all edits are resolved. Therefore, you will rarely need to force Resolve Patient Set Errors tasks to refresh. This would only be used if you wanted to test a change to an edit on tasks before executing the system task to refresh edits on all patient sets.

To re-execute the edits for Resolve Patient Set Errors tasks:

1. To restart a set of tasks, use the filters to create a list of the edit tasks to be refreshed.
2. Select **Actions > Modify**.
3. Set **Action** to *Restart Workflow Activity*.
4. Select Refresh Edits in the drop-down list. The edits will be applied to each patient set. If no edits fail, the Resolve Patient Set Errors task will be auto-closed.

Aborting Automatic Tasks

System permission: *system_administration*

When SEER*DMS performs an automated process, an automatic task will appear in the worklist. These items allow users to track the progress of automatic tasks through the workflow, and view additional information about an item, if necessary.

SEER*DMS will run most automated processes quickly, and remove the item from the worklist as soon as the task is completed. On rare occasions, a system administrator may need to abort an automated process. If you have the *system_administration* permission and determine that an automated task needs to be canceled, open the task and click **Abort Task**.

System Failure Tasks

A System Failure task will be created if SEER*DMS is unable to perform a process. The task type will be displayed in red and 'FAILURE' will be printed in the information text. A user who has the permission to perform the initial task will be able to open the System Failure task. When you open the task you will see the type of workflow activity that failed, the time and date that the activity was started, and the runtime exception generated.

If you cannot evaluate the information, contact your registry IT staff or submit a SEER*DMS technical support issue. Technical support team will determine if a **Retry** would be appropriate.

Worklist Tasks

The manual workflow tasks are listed below.

Manual Tasks	Function
Consolidate	Combine data from incoming records with data previously loaded into the system (*Chapter 12: Consolidating Data*).
Consolidate FUP	Resolve conflicts encountered during the automated consolidation of follow-up information (*Chapter 16: Follow-up*).
Image Data Entry	Enter record data stored in an image file.
Import Review	Review a pre-load analysis of an import in order to identify potential errors prior to loading the records into the workflow (*Chapter 5: Importing Data Files*).
Match-Consolidate	Review possible matches for an incoming record (main workflow path). Determine whether the record should be consolidated with an existing Patient Set, or refers to a new Patient Set (*Chapter 10: Matching Incoming Records to Database*).
Pathology Screening	Code site, histology, behavior, grade, and the reportability flag on records containing pathology reports. This task is typically used to screen HL7 records; it may also be used to screen casefinding records in some registries.
QC Patient Set QC Record	Manual Quality Control tasks that can be created by registry staff. QC Tasks can be created in the Data Search. Use the search to select the records or patient sets and then select Create QC Task from the Action menu.
Report Output	Access the output of a report that ran offline (*Chapter 24: Creating Reports and Extracting Data*).
Resolve Patient Set Errors	Resolve errors identified in the final automated review of the patient set (*Chapter 14: Resolving Patient Set Errors*).
Resolve Record Errors	Resolve errors which must be resolved prior to screening (*Chapter 8: Resolving Record Errors*).
Review Data	The Review Data is a patient set task that can be created during ad hoc editing sessions. To create the task, you select Create Review Task from the Patient Set menu and enter instructions.
Review Special Studies	A task created when a manual review is required to determine special study eligibility. (*Chapter 28: Special Studies*)
Screening	Screen an incoming record for reportability (*Chapter 9: Screening for Reportability*).
Supplemental Match	Review possible matches for data that follows the supplemental workflow path. This task is only created if the supplemental match algorithm includes weighted, possible match results.
Visual Edit Patient Set	Review a new patient set that was auto-created from an incoming record (*Chapter 13: Visual Editing*).

Workflow Listings and Reports

To create a printout or listing of tasks in the worklist, select **Export** from the **Actions** menu. This creates an export file in Comma Separated Values (CSV) format. Open the file in Excel to format and print the list. These SEER*DMS system reports can be used to monitor data and tasks in the workflow.

Report ID	Title	Description
RPT-003A	Tasks for Unlinked Records with Closed AFLs	Lists workflow tasks for unlinked records which are associated with closed AFLs.
RPT-061A	Workflow Location of Imported Records	This report lists the current location of the record in the workflow. It is paged by the import data file which contained the original record.
RPT-062A	Workflow Tasks by Facility and Year of Diagnosis	Workflow tasks by source facility and diagnosis year.
RPT-075A	Number of Open Worklist Tasks by Data Type	Number of open, manual workflow tasks by year of diagnosis and data type.
RPT-075B	Number of Open Worklist Tasks by User	Number of open, manual workflow tasks by user account (total, number of unassigned tasks, and number assigned to each user.
RPT-082A	Number of Workflow Tasks Completed (by Task)	The number of workflow tasks completed in a specified time period. This report includes a list of users for each type of task.
RPT-082B	Number of Workflow Tasks Completed (by User)	The number of workflow tasks completed by each user in a specified time period. This report lists the number of tasks per user.
RPT-096A	Priority Worklist Tasks (Probable New Patients)	This report lists records in the workflow that likely represent new patients.
RPT-096B	Priority Worklist Tasks (Probable New Cases)	This report lists probable new cases for existing patient sets.