

MICLEAR Lunch and Learn

Revisiting Character Count Limits in Events

Character Count Limit Assessment Process

- Pulled all comments in MICLEAR – 47,761
- Identified comments >500 characters – 3,401
- Analyzed various comments and recreated documentation utilizing MICLEAR features
 - Conducted time studies for recreations

Character Count Limit Assessment

Takeaways

- Sometimes recommended revisions were quicker than original documentation
- Sometimes recommended revisions were NOT quicker than original documentation
 - Resulted in more easily accessible information for all users
 - Resulted in information that is available as data
 - Reduction in duplicate charting
 - Expected to reduce time for future charting, ie: Plan of Care intervention updates vs narrative event charting
- In most cases, total amount of characters remained the same but needed to be documented in the appropriate fields

Example Scenarios with Revisions

- Phone Event, simple
- Initial Home Visit Event
- Follow-Up Home Visit Event
- Email Event
- Phone Event, complex

Revising a Phone Event Comment (simple)

Original Phone event: Mom called me and I reviewed contacting GRHC case worker for assistance with moving/new housing. Mom reports that she did call and speak with them and they referred her to us to see if we could help. Also reviewed applying for SER funds through the MI Bridges portal for assistance with deposit money. States that she has tried it previously and due to not cooperating with getting child support for her kids, she does not qualify for assistance. Mom was surprised by <1V result. Reviewed that I would be closing his case, but that I could add on at tomorrow's HV – Mom was good with this plan. Also reviewed that I would ask that my supervisor follow up with GRHC regarding housing options. Mom gave verbal OK for us to communicate with GRHC. Texted Mom and asked for her case worker's name/number. She does not have the number and stated that the workers name is M. Connections.

902 characters, time to document 2:49

Original Phone event: Mom called me and I reviewed contacting GRHC case worker for assistance with moving/new housing. Mom reports that she did call and speak with them and they referred her to us to see if we could help. Also reviewed applying for SER funds through the MI Bridges portal for assistance with deposit money. States that she has tried it previously and due to not cooperating with getting child support for her kids, she does not qualify for assistance. Mom was surprised by ██████████ <1V result. Reviewed that I would be closing his case, but that I could add ██████████ on at tomorrow's HV – Mom was good with this plan. Also reviewed that I would ask that my supervisor follow up with GRHC regarding housing options. Mom gave verbal OK for us to communicate with GRHC. Texted Mom and asked for her case worker's name/number. She does not have the number and stated that the workers name is M. Connections.

Yellow Highlights: Housing Referral Event

Event

* Event Category: Referral

* Event Type: Housing

* Date Completed: 09/08/2025

* LHD Responsible Party: Julianne Fox

* Are Educational Materials Provided?
 Yes No

Referral SubType: Other

Referral Date: 09/08/2025

Reason for Referral: moving/new housing

Name of Agency: GRHC

Contact at Agency: M. Connections

* Comments: Mom spoke with GRHC, they referred her to Kent LHD. Mom gave verbal OK for us to communicate with GRHC. Will ask my supervisor to f/u with GRHC regarding housing options.

171 / 500 characters

Save Close

171 characters, time to document 1:08

Original Phone event: Mom called me and I reviewed contacting GRHC case worker for assistance with moving/new housing. Mom reports that she did call and speak with them and they referred her to us to see if we could help. Also reviewed applying for SER funds through the MI Bridges portal for assistance with deposit money. States that she has tried it previously and due to not cooperating with getting child support for her kids, she does not qualify for assistance. Mom was surprised by ██████████ <1V result. Reviewed that I would be closing his case, but that I could add ██████████ on at tomorrow's HV – Mom was good with this plan. Also reviewed that I would ask that my supervisor follow up with GRHC regarding housing options. Mom gave verbal OK for us to communicate with GRHC. Texted Mom and asked for her case worker's name/number. She does not have the number and stated that the workers name is M. Connections.

Green Highlights: Housing Referral Event

Event ✕

*** Event Category**
Referral

*** Event Type**
Housing

*** Date Completed**
09/08/2025

*** LHD Responsible Party**

*** Are Educational Materials Provided?**
 Yes No

Referral SubType
SER

Referral Date
09/08/2025

Reason for Referral
housing deposit

Name of Agency
MiBridges

Contact at Agency

Comments
Mom states she has tried it previously, due to not cooperating with getting child support for her kids, she does not qualify for assistance.

141 / 500 characters

Save **Close**

141 characters, time to document 0:49

Original Phone event: Mom called me and I reviewed contacting GRHC case worker for assistance with moving/new housing. Mom reports that she did call and speak with them and they referred her to us to see if we could help. Also reviewed applying for SER funds through the MI Bridges portal for assistance with deposit money. States that she has tried it previously and due to not cooperating with getting child support for her kids, she does not qualify for assistance. Mom was surprised by [REDACTED] <1V result. Reviewed that I would be closing his case, but that I could add [REDACTED] on at tomorrow's HV – Mom was good with this plan. Also reviewed that I would ask that my supervisor follow up with GRHC regarding housing options. Mom gave verbal OK for us to communicate with GRHC. Texted Mom and asked for her case worker's name/number. She does not have the number and stated that the workers name is M. Connections.

Blue Highlights: Revised Phone Event

Event ✕

* Event Category	Phone	* Event Type	LHD contacted the parent/caregiver
* Date Completed	09/08/2025	* LHD Responsible Party	Julianne Fox
* Are Educational Materials Provided?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Length of Call	16-30 minutes		
Did the family accept NCM services?			
Comments	Spoke with Mom, surprised by <1 V result. Will close case, but will add sibling, [REDACTED] at tomorrow's home visit. Mom agreeable.		

132 / 500 characters

Save Close

132 characters, time to document 0:47

Overview of Revisions of Phone Event

- Time of original phone event – 2:49
- Total time of two referral events and revised phone event – 2:44
- Benefits:
 - Referrals are easily noted for future follow-up, other users, and in Complete Child Report, can be pulled as data.
 - Qualifies as a Home Visit –
 - Start Initial Home Visit Form during this phone conversation and finish it at home visit following day
 - Start Plan of Care Form during this phone conversation
 - These referrals are interventions and will be easy to document on in future in Plan of Care
 - Reimbursement of \$221.74

Revising an Initial Home Visit Event Comment

Original Initial Home Visit Event: TC with dad, Liam. Retrieved email: [REDACTED]@gmail.com. Liam stated home is very old and they rent it. Liam will check with homeowner on lead in the water line, he stated something was done with it last year. Liam stated PCP asked for retest in 3 months. They will be leaving the country on July 6th for 2-3 months so I suggested they speak to PCP about when they would like the next test done. Declined in person HV at this time due to RN not being able to test for lead. Liam was interested in LSH application. Discussed LSH and will email application tomorrow. Informed Liam of owners signature. Discussed nutrition, wet cleaning, and old paint in the home. See interventions.

Original Initial Home Visit event: TC with dad, Liam.

Retrieved email: [REDACTED]@gmail.com. Liam stated home is very old and they rent it. ...

Yellow Highlights: Family Member update

Add/Edit Family Member

* Is the New Family Member also an Existing patient?
 Yes No

* First Name: Liam Middle Name: Last Name: Noonan
Date of Birth: Age: Secondary Contact

Primary Address

Street Name: Apartment or Suite:
City: State: Zip Code: County: Skip Validation

Sex: Ethnicity: Race: Select one or more items

Email: [REDACTED]@gmail.com Phone Number: XXX-XXX-XXXX Alternate Phone Number: XXX-XXX-XXXX

Preferred Method of Contact: Okay receiving text messages?

Forrest Testpatient is the Relationship: Son of New Family Member
New Family Member is the Relationship: Father of Forrest Testpatient

Guardian Details

Guardian First Name: Liam Guardian Last Name: Noonan Guardian Phone: XXX-XXX-XXXX **Guardian Email: [REDACTED]@gmail.com**

Save Changes Cancel

2 BLL Test Results

Case Details

1 Address

1 Family Member

Show 10 entries Add New Family Member Search:

Primary Guardian	Secondary Contact	First Name	Last Name	Age	Relationship to Applicant	Existing Patient	Pregnant	Actions
<input checked="" type="radio"/>	No	Liam	Noonan	0	Father	No	No	View/Edit

time to document 0:31

Original Initial Home Visit Event: TC with dad, Liam. Retrieved email: [REDACTED]@gmail.com. Liam stated home is very old and they rent it. Liam will check with homeowner on lead in the water line, he stated something was done with it last year. Liam stated PCP asked for retest in 3 months. They will be leaving the country on July 6th for 2-3 months so I suggested they speak to PCP about when they would like the next test done. Declined in person HV at this time due to RN not being able to test for lead. Liam was interested in LSH application. Discussed LSH and will email application tomorrow. Informed Liam of owners signature. Discussed nutrition, wet cleaning, and old paint in the home. See interventions.

Green Highlights: Initial Home Visit Form

Part 1: Child Information

Length of Time Child Lived at Home:

Year(s)	Month(s)	Status of Primary Residency
<input type="text"/>	<input type="text"/>	Rent

* Property Owner Name:

* Property Owner Address:

* Property Owner Phone:
XXX-XXX-XXXX

Part 6: Property Assessment

* 1. Do you suspect this home was built before 1978?

Yes No

Comments about the property assessment:

Already documented, no additional time needed

Original Initial Home Visit Event: TC with dad, Liam. Retrieved email: [REDACTED]@gmail.com. Liam stated home is very old and they rent it. Liam will check with homeowner on lead in the water line, he stated something was done with it last year. Liam stated PCP asked for retest in 3 months. They will be leaving the country on July 6th for 2-3 months so I suggested they speak to PCP about when they would like the next test done. Declined in person HV at this time due to RN not being able to test for lead. Liam was interested in LSH application. Discussed LSH and will email application tomorrow. Informed Liam of owners signature. Discussed nutrition, wet cleaning, and old paint in the home. See interventions.

Blue Highlights: Referral Event

Event ✕

* Event Category	Referral	* Event Type	Housing
* Date Completed	09/12/2025	* LHD Responsible Party	Julianne Fox
* Are Educational Materials Provided?			
<input type="radio"/> Yes <input checked="" type="radio"/> No			
Referral SubType	Lead Safe Home Program	Referral Date	09/12/2025
Name of Agency		Contact at Agency	
Reason for Referral			
Comments			
Informed Liam of need for owner's signature. Emailed application.			
66 / 500 characters			
Save Close			

66 characters, time to document 0:40

Original Initial Home Visit Event: TC with dad, Liam. Retrieved email: [REDACTED]@gmail.com. Liam stated home is very old and they rent it. Liam will check with homeowner on lead in the water line, he stated something was done with it last year. Liam stated PCP asked for retest in 3 months. They will be leaving the country on July 6th for 2-3 months so I suggested they speak to PCP about when they would like the next test done. Declined in person HV at this time due to RN not being able to test for lead. Liam was interested in LSH application. Discussed LSH and will email application tomorrow. Informed Liam of owners signature. Discussed nutrition, wet cleaning, and old paint in the home. See interventions.

Revised comment: Initial Home Visit Event

Event ×

* **Event Category**
Home Visit

* **Event Type**
Initial Home Visit- Phone

* **Date Completed**
09/12/2025

* **LHD Responsible Party**
Julianne Fox

* **Are Educational Materials Provided?**
 Yes No

Length of Conversation
1 - 1.5 hours

Comments
spoke with dad, Liam. He will check with homeowner on lead in water line, stated something was done with it last year. Liam stated PCP to retest in 3 months. They will be leaving country July 6th for 2-3 months, suggested they speak to PCP about when to test considering travel. Declined in person HV at this time due to RN not being able to test for lead. Liam interested in LSHP application, will email. Discussed nutrition, wet cleaning, and old paint. See interventions.

475 / 500 characters

Spoke with dad, Liam. He will check with homeowner on lead in water line, stated something was done with it last year. Liam stated PCP to retest in 3 months. They will be leaving country July 6th for 2-3 months, suggested they speak to PCP about when to test considering travel. Declined in person HV at this time due to RN not being able to test for lead. Liam interested in LSHP application, will email. Discussed nutrition, wet cleaning, and old paint. See interventions.

475 characters, time to document 1:47

Overview of Revisions of Initial Home Visit Event

- Time of original phone event – 2:18
- Total time of family member update, referral, and revised initial home visit event – 2:58
- Benefits:
 - Email address is now easily accessible to everyone.
 - Referral is clearly noted in Complete Child Report and is available as data.
 - Home details are easily accessible by environmental staff.

Revising a Follow-Up Home Visit Event

Follow up phone visit conducted today with mom. She is concerned as she has not heard from a contractor at all since they had a home inspection completed in November. Discussed with mom it can take anywhere from 6-9 months to hear from a contractor. Mom was surprised but states she felt better that this was a normal time frame. She states she did receive some wet mop supplies, paper towels, and a water filter in the mail from the state. She states her daughter's bedroom had tested the highest for lead dust which she was very concerned about. They had completely remodeled the room before [REDACTED] was born. Mom states she continues to wet mop/clean the home and use their HEPA vacuum often. [REDACTED] sleeps with parents at this time as she still nursed often. Discussed importance of washing [REDACTED] hands before eating and washing toys often. Reviewed importance of nutrition. Mom verbalized understanding. Discussed recommendations for when [REDACTED] should get a repeat blood lead level. Mom verbalized understanding and will contact [REDACTED] doctor for an order. She will reach out to this nurse with any questions or concerns. Will follow up after [REDACTED] next blood lead level result comes in. Nurse Case Manager, RN

1,224 characters, time to document 3:38

Follow up phone visit conducted today with mom. She is concerned as she has not heard from a contractor at all since they had a home inspection completed in November. Discussed with mom it can take anywhere from 6-9 months to hear from a contractor. Mom was surprised but states she felt better that this was a normal time frame. She states she did receive some wet mop supplies, paper towels, and a water filter in the mail from the state. She states her daughter's bedroom had tested the highest for lead dust which she was very concerned about. They had completely remodeled the room before [REDACTED] was born. Mom states she continues to wet mop/clean the home and use their HEPA vacuum often. [REDACTED] sleeps with parents at this time as she still nursed often. Discussed importance of washing [REDACTED] hands before eating and washing toys often. Reviewed importance of nutrition. Mom verbalized understanding. Discussed recommendations for when [REDACTED] should get a repeat blood lead level. Mom verbalized understanding and will contact [REDACTED] doctor for an order. She will reach out to this nurse with any questions or concerns. Will follow up after [REDACTED] next blood lead level result comes in. Nurse Case Manager, RN

Green highlights: Plan of Care, Neighborhood and Built Environment, Referral to lead remediation intervention

View Action Steps

Area/Context: Neighborhood and Built Environment

Intervention: Referral to lead remediation

If Other, specify: N/A

Show 10 entries [Add Action Step](#) Search:

Date	Status	Action Step	Initiated By	Actions
03/03/2025	Ongoing	Mom is concerned as she has not heard from a contractor at all since they had a home inspection completed in November. Discussed with mom it can take anywhere from 6-9 months to hear from a contractor. Mom was surprised but states she felt better that this was a normal time frame.	Julianne Fox	Delete
10/14/2024	Ongoing	LSHP application submitted via email.	Julianne Fox	Delete

Showing 1 to 2 of 2 entries [Previous](#) **1** [Next](#)

Time to document 0:58

Follow up phone visit conducted today with mom. She is concerned as she has not heard from a contractor at all since they had a home inspection completed in November. Discussed with mom it can take anywhere from 6-9 months to hear from a contractor. Mom was surprised but states she felt better that this was a normal time frame. She states she did receive some wet mop supplies, paper towels, and a water filter in the mail from the state. She states her daughter's bedroom had tested the highest for lead dust which she was very concerned about. They had completely remodeled the room before [REDACTED] was born. Mom states she continues to wet mop/clean the home and use their HEPA vacuum often. [REDACTED] sleeps with parents at this time as she still nursed often. Discussed importance of washing [REDACTED] hands before eating and washing toys often. Reviewed importance of nutrition. Mom verbalized understanding. Discussed recommendations for when [REDACTED] should get a repeat blood lead level. Mom verbalized understanding and will contact [REDACTED] doctor for an order. She will reach out to this nurse with any questions or concerns. Will follow up after [REDACTED] next blood lead level result comes in. Nurse Case Manager, RN

Blue highlights: Plan of Care, Neighborhood and Built Environment, Educate caregivers on wet cleaning techniques intervention

Neighborhood and Built Environment					
Show 10 entries		Add Intervention		Search:	
Intervention	Status	Date of Most Recent Action Step	Action Step	Actions	
Referral to lead remediation	Ongoing	03/03/2025	Mom is concerned as she has not heard from a contractor at all since they had a home inspection completed in November. Discussed with mom it can take anywhere from 6-9 months to hear from a contractor. Mom was surprised but states she felt better that this was a normal time frame.	Action Step	Delete
Educate caregivers on wet cleaning techniques	Ongoing	03/03/2025	She states she did receive some wet mop supplies, paper towels, and a water filter in the mail from the state. She states her daughter's bedroom had tested the highest for lead dust which she was very concerned about. They had completely remodeled the room before [REDACTED] was born. Mom states she continues to wet mop/clean the home and use their HEPA vacuum often.	Action Step	Delete

Showing 1 to 2 of 2 entries

Previous 1 Next

Time to document 1:12

Follow up phone visit conducted today with mom. She is concerned as she has not heard from a contractor at all since they had a home inspection completed in November. Discussed with mom it can take anywhere from 6-9 months to hear from a contractor. Mom was surprised but states she felt better that this was a normal time frame. She states she did receive some wet mop supplies, paper towels, and a water filter in the mail from the state. She states her daughter's bedroom had tested the highest for lead dust which she was very concerned about. They had completely remodeled the room before [redacted] was born. Mom states she continues to wet mop/clean the home and use their HEPA vacuum often. [redacted] sleeps with parents at this time as she still nursed often. Discussed importance of washing [redacted] hands before eating and washing toys often. Reviewed importance of nutrition. Mom verbalized understanding. Discussed recommendations for when [redacted] should get a repeat blood lead level. Mom verbalized understanding and will contact [redacted] doctor for an order. She will reach out to this nurse with any questions or concerns. Will follow up after [redacted] next blood lead level result comes in. Nurse Case Manager, RN

Purple highlights: Plan of Care, Social and Community Context, Educate caregivers on regular handwashing especially before meals and after playing outside intervention

Add Intervention ✕

Area/Context

Social and Community Context ▼

*** Intervention**

Educate caregiver on regular handwashing, especially before meals and after playing outside ▼

If other, Specify

*** Status**

Ongoing ▼

*** Date**

03/03/2025

Action Step

Emphasized importance.

Time to document 0:28

Follow up phone visit conducted today with mom. She is concerned as she has not heard from a contractor at all since they had a home inspection completed in November. Discussed with mom it can take anywhere from 6-9 months to hear from a contractor. Mom was surprised but states she felt better that this was a normal time frame. She states she did receive some wet mop supplies, paper towels, and a water filter in the mail from the state. She states her daughter's bedroom had tested the highest for lead dust which she was very concerned about. They had completely remodeled the room before [redacted] was born. Mom states she continues to wet mop/clean the home and use their HEPA vacuum often. [redacted] sleeps with parents at this time as she still nursed often. Discussed importance of washing [redacted] hands before eating and washing toys often. Reviewed importance of nutrition. Mom verbalized understanding. Discussed recommendations for when [redacted] should get a repeat blood lead level. Mom verbalized understanding and will contact [redacted] doctor for an order. She will reach out to this nurse with any questions or concerns. Will follow up after [redacted] next blood lead level result comes in. Nurse Case Manager, RN

Red highlights: Plan of Care, Healthcare Access and Quality, Educate caregiver on appropriate food choices to reduce absorption of lead and facilitate elimination of lead intervention

The screenshot shows a software interface for 'Healthcare Access and Quality'. At the top, there is a header with a clipboard icon and the text 'Healthcare Access and Quality'. Below the header, there is a search bar on the right and a dropdown menu on the left showing '10 entries'. A blue button labeled 'Add Intervention' is positioned in the upper right area. The main content is a table with the following columns: 'Intervention', 'Status', 'Date of Most Recent Action Step', 'Action Step', and 'Actions'. A single row is visible in the table, containing the following data: 'Educate caregiver on appropriate food choices to reduce absorption of lead and facilitate elimination of lead', 'Ongoing', '03/03/2025', '[redacted] sleeps with parents at this time as she still nursed often. Reviewed importance of nutrition.', and two buttons: 'Action Step' (blue) and 'Delete' (red). At the bottom of the table, there is a pagination control showing 'Showing 1 to 1 of 1 entries' and buttons for 'Previous', '1', and 'Next'.

Intervention	Status	Date of Most Recent Action Step	Action Step	Actions
Educate caregiver on appropriate food choices to reduce absorption of lead and facilitate elimination of lead	Ongoing	03/03/2025	[redacted] sleeps with parents at this time as she still nursed often. Reviewed importance of nutrition.	Action Step Delete

Time to document 0:34

Follow up phone visit conducted today with mom. She is concerned as she has not heard from a contractor at all since they had a home inspection completed in November. Discussed with mom it can take anywhere from 6-9 months to hear from a contractor. Mom was surprised but states she felt better that this was a normal time frame. She states she did receive some wet mop supplies, paper towels, and a water filter in the mail from the state. She states her daughter's bedroom had tested the highest for lead dust which she was very concerned about. They had completely remodeled the room before [redacted] was born. Mom states she continues to wet mop/clean the home and use their HEPA vacuum often. [redacted] sleeps with parents at this time as she still nursed often. Discussed importance of washing [redacted] hands before eating and washing toys often. Reviewed importance of nutrition. Mom verbalized understanding. Discussed recommendations for when [redacted] should get a repeat blood lead level. Mom verbalized understanding and will contact [redacted] doctor for an order. She will reach out to this nurse with any questions or concerns. Will follow up after [redacted] next blood lead level result comes in. Nurse Case Manager, RN

Grey highlights: Plan of Care, Healthcare Access and Quality, Facilitate blood lead testing per CLPPP Provider Quick Reference Guide recommendations with healthcare team intervention

Healthcare Access and Quality					
Intervention	Status	Date of Most Recent Action Step	Action Step	Actions	
Educate caregiver on appropriate food choices to reduce absorption of lead and facilitate elimination of lead	Ongoing	03/03/2025	[redacted] sleeps with parents at this time as she still nursed often. Reviewed importance of nutrition.	Action Step	Delete
Facilitate blood lead testing per CLPPP Provider Quick Reference Guide recommendations with healthcare team	Ongoing	03/03/2025	Discussed recommendations for when [redacted] should get a repeat blood lead level. Mom verbalized understanding and will contact [redacted] doctor for an order.	Action Step	Delete

Showing 1 to 2 of 2 entries

Previous 1 Next

Time to document 0:40

Follow up phone visit conducted today with mom. She is concerned as she has not heard from a contractor at all since they had a home inspection completed in November. Discussed with mom it can take anywhere from 6-9 months to hear from a contractor. Mom was surprised but states she felt better that this was a normal time frame. She states she did receive some wet mop supplies, paper towels, and a water filter in the mail from the state. She states her daughter's bedroom had tested the highest for lead dust which she was very concerned about. They had completely remodeled the room before [REDACTED] was born. Mom states she continues to wet mop/clean the home and use their HEPA vacuum often. [REDACTED] sleeps with parents at this time as she still nursed often. Discussed importance of washing [REDACTED] hands before eating and washing toys often. Reviewed importance of nutrition. Mom verbalized understanding. Discussed recommendations for when [REDACTED] should get a repeat blood lead level. Mom verbalized understanding and will contact [REDACTED] doctor for an order. She will reach out to this nurse with any questions or concerns. Will follow up after [REDACTED] next blood lead level result comes in. Nurse Case Manager, RN

Revised Follow-Up Home Visit Event comment
yellow highlights can be eliminated as they are documented as part of the event

Spoke with mom. Provided education regarding remediation process, wet cleaning, nutrition, and follow-up blood testing. Mom verbalized understanding and will reach out with questions or concerns. Will follow up after next blood lead level result comes in.

256 character, time to document 1:12

Overview of Revisions of Follow-Up Home Visit Event

- Time of original Follow-Up Home Visit event – 3:38
- Total time of Plan of Care updates and revised Follow-Up Home Visit event – 5:04
- Benefits:
 - Future documentation will be quicker as you can just update Plan of Care interventions rather than writing a narrative
 - Interventions are clearly noted in Plan of Care to review progress

Revising an Email Event

Received the following email from [REDACTED] - "Hi [REDACTED], I hope that you are doing well. I'm wondering how long it typically takes to see lead levels declining - we've just received the results from his recheck and they are exactly the same as his last test (8.8). We returned to our home about 3 weeks ago after deep cleaning and we've been washing his hands, mopping every 2-3 days, wiping surfaces several times a week, etc. and we're at a complete loss as to what the source might be if it's another exposure. We've retested the paint, some of his toys, etc. and everything has still come back negative. I did some research and found that his toothpaste has come back positive for lead in the past, so we threw that away as well as a cup that he uses. To be honest, we're very distraught by this as we were certain that results were going to be better this time since we were unable to locate a source in the home. Thank you, [REDACTED]" I replied- "Hi [REDACTED]. So, it can take 30 days for any changes to show up in his system. I just looked him up and was able to see they tested his iron levels as well, which don't look too bad. What type of cup was he using that you threw away? Just curious. It does seem like the level would have gone down at least a bit as I know you guys were staying with your in-laws up until recently moving back in. Are there any toys or items that he plays with, or you took with him to your in-laws? Is he exposed to secondhand smoke at all? I know you said he doesn't like milk or multivitamins. It may be worth a shot to try different brands until we can find something that he doesn't mind as I have seen this be quite beneficial for kiddos with elevated lead levels. Any refurbished or old furniture in the homes that he's around frequently? Does he eat in a high chair or something different? Is his crib new? I'm just trying to think of all of the different types of questions that I ask for the kids that are hard to find the source. Let me know your thoughts and we'll see what we can come up with this time to get this figured out for you guys." [REDACTED] responded- "Hi [REDACTED]. Correct. I requested that his iron levels be tested and was optimistic since we received those levels first. We did find a multivitamin (MaryRuths Organic Multivitamin + Iron) that he will take when mixed with oatmeal or yogurt (which he's begun to like). The cup was a Zak brand, which has not been recalled, but has been independently tested through the Lead Safe Mama, LLC and the dimpled area on the bottom has tested positive. They did clarify this seems to be when the area is damaged, which his did not appear to be, but I threw it away to be safe. This company was also the one that sent the toothpaste out for lab testing and found it to contain lead. We had a handful of toys that we had brought with us, then those that he received for Christmas, which was after the initial test. They all tested negative with the swabs that we used. After the second test, I've removed all of his toys from his access aside from the Melissa & Doug brand which the Lead Safe Mama has always had test Lead Free. We've tested all of the furniture that he frequently contacts, but we have a couple pieces that we're unsure of the age. I discussed removing them at least for now with my husband earlier today actually. He has a table that he had been using (tested negative in a few spots), but we moved to all eating at our dinner table (also tested negative) about 2 weeks ago. The table is one of the items that still may be getting removed - my brother in law built it, but we're unsure of where the materials may have come from. He uses a floor bed and has since 9 months, not a crib. The only accessible area of the frame is about 2 inches of metal between the floor and the mattress and has tested negative. I will be honest that we just finished touching up the paint last weekend - again, tested negative in all areas we tested - but we've been very conscious in the meantime of watching that he's not contacting any of those areas until I could paint or repair them. We've quit wearing shoes in the house - they only come in to be put on or taken off - and they're stored in the garage. I've been mopping every 2-3 days, wiping any surfaces he can reach several times a week, and washing his hands before every meal. While we know there's no safe level of lead - hence our concern that there's still exposure - since they've remained "low" or the same and I've literally been working so hard to keep the house clean (it's honestly significantly cleaner than it was before the first test), we're thinking that it's likely to be an item that he's contacting. From your questions, I'm getting the idea that you're thinking the same? I know this email is long, but we are extremely appreciative of any insight or guidance you can offer. I am also available for a phone call at any point. This is turning our entire lives upside down and we honestly feel like nothing is safe anymore. I forgot to include that we did go to our doctors office yesterday as well. At the appointment, I requested a recheck of his levels in 4-6 weeks again since we've removed all of his toys and I had read 30-45 days to see declining levels as well if the source was removed. My hope was that if we saw declining levels, we would know that we've likely removed the source and it would give us a starting point or vice versa. The overseeing doctor (we saw a resident physician) was very adamant that we should not test for another 3 months as "it may cause us additional stress if levels haven't declined". What are your thoughts on this? We are considering seeking another pediatrician or a second opinion." I replied- "Ok, that's great that you did find a multivitamin. How long would you say you've been doing that for now? I just wondered about the cup because I have had a family in the past have a kid testing high for lead and they found it was due to a certain cup. It was not that one, but I would say it was a good move to get rid of it for now at least to see if it helps the levels at all next time around. Generally, all new toys made today should be safe, but it just makes me wonder if something that he has access to on a regular basis doesn't have some sort of exposure potential due to the levels not decreasing after being out of your house. So again, good call until after next check. My thoughts are along the same lines as yours, as the potential exposure could be around something that he has daily access to. I would strongly encourage removing any old furniture that you are not aware of where the sources may have come from. This is frequently an area that we see kids exposed without even knowing it. That's why I asked if he had a new crib, because often times those are handed down and people don't think about the potential exposure in them (for you guys this definitely isn't the case though lol). It sounds to me like you guys are absolutely doing everything that you can. Unfortunately, these things can take some time to figure out exactly where the exposure is, but when you are able to figure it out, the levels will decrease, I promise. You guys are doing great. Don't let this stress you out too much. I get it, I'm a momma to little kids myself, but just know that you are doing exactly what you should be doing, and he won't have any long-standing effects because of how diligent you are being. As far as the PCP saying to check again in 3 months.....that is what the states recommendations are for where his levels are currently, so they technically aren't wrong. However, due to them not decreasing, I would love to see in in more like 2 months' time as to not miss something or have the levels elevate. Especially because you guys have removed a lot of things that could be potential exposure. I would definitely give it at least 30 days from the time that you make any change to retest, but after that you should start noticing at least a little difference in the levels. And you definitely want to feel comfortable with the provider that you're seeing and being able to advocate so if you aren't feeling that way with the provider that you saw, I wouldn't hesitate to get a second opinion. I'm happy to email back and forth or set up a time for a phone call too, if that is better for you. You just let me know what you need 😊 [REDACTED] responded- "We started this multivitamin around the end of January. I will say that we missed it a few days as we both had Influenza A and he was not eating well for those days, but I would say he gets it at least 5 days a week. After going through the CPSC recalls, I noticed there seems to be a higher number of cups in general recalled for potential lead exposure. This led me to research that cup, which is where I found the Lead Safe Mama testing on the cup he was using. Since we'd been back for 3 weeks prior to this last test, is it possible that his levels may have decreased, then there was another exposure once we were back? Or is it more likely that there's been continuous exposure since the levels are the same? I'm unsure if this is really a question you can answer, but I figured it would not hurt to ask. I will definitely talk to my husband about the furniture tonight. He has another appointment next week and I think I will request testing in 6 - 8 weeks based on your recommendation. If there is still pushback, we will likely be seeking another provider. I appreciate your words. This has been extremely frustrating and disheartening as we are very conscious of these issues and had been doing everything we could think of prior to and even more after the first test. We do have more swabs coming tomorrow to continue retesting on our own, but our next plan is to seek lead testing - I know that you had mentioned that it's scheduled out quite a bit through the health department, so we're trying to figure out potential funds to do it through a local certified inspector. Aside from these steps, we are unsure of what to do as staying with my mother-in-law came with its own issues and is not a viable long-term solution. I am free any time for a call. I don't mind the emails, but it may be easier to bounce ideas back and forth through a phone call." I replied- "Would you be available for a call tomorrow afternoon? Maybe like 1:00 or so?" [REDACTED] verified this would be ok.

10,610 characters, time to document using copy and paste from email 3:03

Each highlighted section was an email response, save full thread as PDF (print to PDF) and upload to Files

1 Files

Upload File

Select File No file chosen

* Subject

Notes

Files

Show entries Search:

File Name	Subject	Notes	Uploaded By	Date Uploaded	Actions
Mail - Fox, Julianne (DHHS-Contractor) - Outlook.pdf	Other	Email thread 9.16.2025	Julianne Fox	09/16/2025	<input type="button" value="Download"/>

Showing 1 to 1 of 1 entries

Time to save email and upload to Files 1:08

Revised Email Event Comment:

Received email from [REDACTED]. Concerns about stagnant lead levels. Discussed potential sources, including cups, toys, paint, second hand smoke, and furniture. Reviewed iron levels, redistribution, nutrition, and medical follow up. HV scheduled for 9/17. Email thread saved as file.

291 characters, time to document 1:26

Event ✕

* Event Category Email	* Event Type Other contacted LHD - comment required
* Date Completed 09/16/2025	* LHD Responsible Party Julianne Fox
* Are Educational Materials Provided? <input checked="" type="radio"/> Yes <input type="radio"/> No	Did the family accept NCM services? <input type="text"/>
Did the Parent/Guardian respond? <input type="radio"/> Yes <input checked="" type="radio"/> No	
Explain in the comments who the email was sent to	
* Comments Received email from [REDACTED] Concerns about stagnant blood lead levels. Discussed potential sources, including cups, toys, paint, second <u>had</u> smoke, and furniture. Reviewed iron levels, redistribution, nutrition, and medical follow up. HV scheduled for 9/17/2025. Email thread saved as file.	
291 / 500 characters	
Save Close	

Overview of Revisions of Email Event

- Time of original Email event – 3:03
- Total time of saving and uploading email file, and revised Email event – 2:34
- Benefits:
 - Saved email thread as a PDF shows timestamps
 - Overview of topics in revised comment is quick and efficient

Revision of Phone Event Comment (complex)

Call placed to patient's pediatrician regarding care coordination. Dr. [REDACTED] discussed that mother of patient brings child to most appointments and is taking child for venous blood lead level draws every two to three months (although draws are ordered monthly). He does admit that mother has some mental health issues including bipolar disorder but appears to be exerting effort in parenting and seeking appropriate medical care. I addressed some concern from prior case management nurse regarding rapid drop in patient's height/weight. Dr. [REDACTED] provided measurements from last several visits, with no measurements less than 25th% for growth. He stated, "although she is on the smaller side, she is not falling off the curve or concerning." I also addressed a recent CPS complaint that was filed regarding patient having a broken clavicle. Dr. [REDACTED] stated that he was "actually surprised that the child had a fracture related to lack of crepitus, appropriate range of motion, and continued use by child. No sling was placed on child, only supportive measures were provided." He denies any further warranted concerns of abuse or neglect. Dr. [REDACTED] provided the patients most recent venous blood lead level, which was 4.1 (trending downward from prior specimens). I encouraged Dr. [REDACTED] to reach out to this case management nurse with any further concerns or questions regarding patient and coordination of care. He agreed.

1,429 characters

Revised Phone Event Comment with Narrative Upload to Files

Event ✕

*** Event Category**
Phone ▼

*** Event Type**
LHD contacted the provider ▼

*** Date Completed**
09/17/2025

*** LHD Responsible Party**
Julianne Fox ▼

*** Are Educational Materials Provided?**
 Yes No

Length of Call
16-30 minutes ▼

Comments

Spoke with Dr. Anonymous regarding follow up plan for blood lead levels and recent CPS complaint. See detailed narrative in Files section, titled Care Coordination with Dr. Anonymous, uploaded 9/17/2025. |

204 / 500 characters

Wrap-Up

- Improved referral documentation
- Increase in data that can be used for budget negotiations and reporting
- Correct classification of activities, leading to increased reimbursable visits

Resources for Further Learning

- MICLEAR tab on miclppp.org:
 - Video tutorials
 - Recorded MICLEAR training sessions
 - MICLEAR user guide
- [Nursing Case Management Documentation Standards Procedure Pilot V1.1](#)
- CLPPP team support
- We are happy to provide more:
 - Lunch and Learns for specific MICLEAR skills
 - Video tutorials
 - Written instructions with screenshots
 - Individual training sessions