



INTERNATIONAL SOCIETY
FOR DISEASE SURVEILLANCE

National Syndromic Surveillance Program (NSSP) BioSense Onboarding Workgroup Summary Report

Workgroup leads:

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Meetings to date: (10)

8/6/14, 11/3/14, 10/8/14, 11/5/14, 1/7/15, 2/4/15, 3/3/15, 4/1/15, 5/6/15, 6/3/15

Purpose:

To share best practices for onboarding amongst community members in the interest of improving onboarding efforts nationally.

Meeting format:

1. Jurisdictional Update – 1-2 minute check-in
2. Presentation on jurisdiction examples of Onboarding Best Practices
3. Q&A
4. Open Discussion

Summary of activities:

The onboarding workgroup was initially tasked to define a process for the most efficient onboarding process, define functionality for automated testing of message format and content while ensuring conformance to implementation guide and standards, and collaborate with the data quality workgroup to incorporate data quality checks into the onboarding practice. As we began to work towards these goals, it became clear that onboarding is a complex process which often differs by jurisdiction, and thus the best practices would differ jurisdictionally as well. Since November, we have featured a new jurisdiction each month to describe their current onboarding processes and tools.

The workgroup resulted in collating common issues or barriers and common best practices for onboarding.

Outcomes:

- Common issues and barriers have been identified, including but not limited to:
 - Vendors assuming states' process is the same as other states they have worked with.
 - Major differences in how vendors process data.
 - Inconsistency of data feeds/quality drops off after onboarding
 - Receiving incorrect information/too much information from hospitals
- Common best practices and tools have been identified. Tools include:
 - Tracking software for hospitals
 - Implementation guides (shared amongst group members)
 - Process diagrams

- Standard operating procedures
- Data quality metrics script
- Questionnaires to determine how and what information is being collected
- Development of a jurisdictional profile to begin to identify different categories of onboarding jurisdictions.
- User engagement is strong; attendance appears to be growing.

Resources:

Onboarding Workgroup Web site:

<http://www.syndromic.org/cop/nsysp-user-group-meeting/796-nssp-onboarding-workgroup>

Nexus Web Site: <https://sites.google.com/site/biosenseusercommunity/?pli=1>

Presentations (given during onboarding workgroup meetings):

OR Onboarding Presentation – Laurel Boyd, OR, 11/14/14
 NYC Onboarding Presentation – Promise Nkwocha, NY, 2/15/15
 ND Onboarding Presentation – Jill Baber, ND, 3/15/15
 AZ Onboarding Presentation – Sara Imolte, AZ, 4/1/15
 TN Onboarding Presentation – Tonya McKennley, TN, 5/6/15
 KS Onboarding Presentation -- Farah Naz, KS, 6/3/15

Additional Resources:

[AZ SS Implementation Guide](#) (PDF)
[BioSenseTechnical 3 - Facility Template v1 3](#) (Excel)
[BioSense 2.0 Data Provider Implementation Resources Fillable](#) (PDF)
[DUA Contact Request Form Data Providers](#) (PDF)
[Hospital Implementation Clinical Questionnaire](#) (Excel)
[Hospital Roadmap to SS Success](#) (PDF)
[Sample Syndromic Surveillance Go Live Call with Hospital A-County-ADHS 04-01-2015](#) (Doc)
[SS Implementation Process Diagram 1-16-2014](#) (PDF)
[BioSense 2 0 DUA- Template 04-27-15-1](#) (PDF)