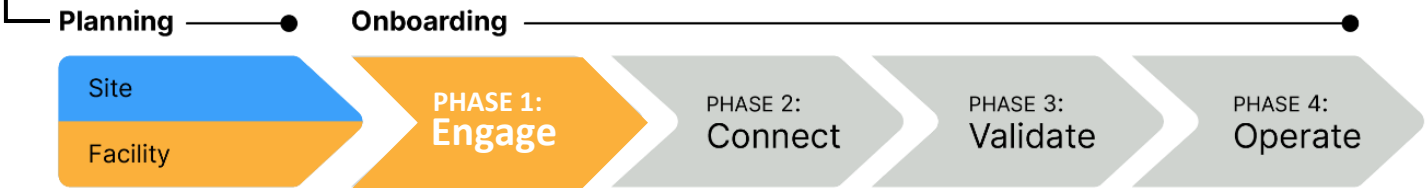
NSSP Job Aid
New Facility Onboarding Series

PHASE 1: STEPS TO ENGAGE

Engage is the first of four onboarding phases for the National Syndromic Surveillance Program (NSSP). Onboarding is a collaborative process in which the NSSP and site teams work with a facility, health department, electronic health records (EHR) vendor, or health information exchange (HIE) to transmit syndromic data from medical record systems to the NSSP BioSense Platform.

The "STEPS TO ENGAGE" job aid will take the site administrator through the activities that must be completed by the site and feed administrator before connecting to the BioSense Platform. During the engage phase, sites will manage the list of onboarding facilities, placing highest priority on emergency departments and urgent care facilities. Sometimes the site administrator will oversee feed administrator tasks.

Job aids are available for planning and each phase of onboarding: Engage, Connect, Validate, and Operate. Use these job aids with each other and the *New Facility Onboarding Guide for the BioSense Platform*, hereafter referred to as *Onboarding Guide.*



PHASE 1—STEPS TO ENGAGE

SITE ADMINISTRATOR

STEP 1: Identify feed administrator (primary contact) for setting up facility connection.

STEP 2: Engage with facility for onboarding.

STEP 3: Establish service-level agreements with facilities, as needed. Examples include Facility BOPA and DUA. Site and facility BOPAs can be found in the *Onboarding Guide.*

STEP 4: Review deadlines associated with grant, cooperative agreement, or other funding mechanism (if applicable).

FEED ADMINISTRATOR

STEP 1: Work with the site administrator to prepare for facility onboarding.

STEP 2: Establish service-level agreements, as needed.

STEP 3: Submit at least two test messages of each HL7 message type to the NIST validation tool. At a minimum, validate the following message types and confirm successful results. *Continued…*

U.S. Centers for Disease Control and Prevention
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STEPS TO ENGAGE, cont.

SITE ADMINISTRATOR

STEP 5: Review **Planning: Site Support Model (Job Aid)** to confirm support level needed during onboarding.

STEP 6: Update the site Master Facility Table (MFT). Set the status of the facility being onboarded to Onboarding. To add a new facility, see the *BioSense Platform Quick Start Guide to Using the Master Facility Table,* NSSP Technical Resources.

STEP 7: Work with feed administrator to review NIST HL7 validation results for each facility that will be onboarded.

STEP 8: To prepare for facility connection to the BioSense Platform, ask your feed administrator if HL7 data integration tools such as Rhapsody and Mirth are available. Both have SFTP capabilities and can be configured for data uploads.

Key
BOPA: BioSense Platform Onboarding Process Acknowledgment
DUA: Data Use Agreement
NIST: National Institute of Science and Technology

FEED ADMINISTRATOR

STEP 3: *continued.*

Message types:

- A01—Admit/Visit
- A03—Discharge/End Visit
- A04—Registration
- A08—Update Patient Information

Message formatting details can be found in the PHIN Messaging Guide 2.0.

STEP 4: Submit successful results to site administrator.

STEP 5: Review NIST HL7 validation results with site administrator.

RESOURCES

- *BioSense Platform Quick Start Guide to Using the Master Facility Table* https://www.cdc.gov/nssp/biosense/docs/BioSense-Platform-Quick-Start-Guide-for-MFT.pdf
- *CDC PHIN Guide for Syndromic Surveillance* www.cdc.gov/phin/resources/PHINguides.html
- NIST Data Validation Tools https://hl7v2-ss-r2-testing.nist.gov/ss-r2
- Site Support Model (Job Aid) https://www.cdc.gov/nssp/biosense/onboarding-guide/pdf/New-Facility-SS-Model-508.pdf

QUESTIONS?

- Email the NSSP Service Desk at http://support.syndromicsurveillance.org (account and log-in required).
- Include your question or brief description of assistance needed.

FREQUENTLY ASKED QUESTIONS

Q: How long does it take for a new facility to be approved for production?

A: The speed of onboarding varies depending on facility readiness and issues identified during onboarding. For New-facility Onboarding, once a facility has established data flow to the staging environment, the site administrator may request a review of the data by submitting a ticket to the NSSP Service Desk or by changing the facility's MFT status to Active. If no data quality issues are identified, a facility can be approved within 1 to 2 business days. If data quality issues are identified or NSSP has other priorities, approval for production can take longer. See the *Onboarding Guide* or New Facility "STEPS TO VALIDATE" Job Aid for details on when to request a facility for production review.

Q: What is a Master Facility Table, or "MFT"?

A: An MFT contains all information (metadata) needed by the BioSense Platform to process data from a facility. Each MFT is site-specific. The MFT fields make sure data map correctly from facility to BioSense Platform and that data are easily identifiable when queried.