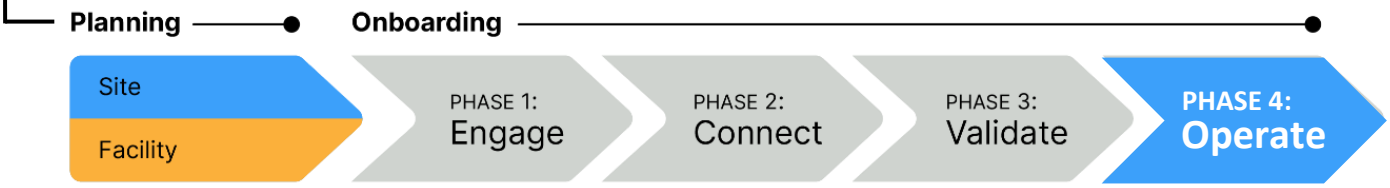
NSSP Job Aid
New Site Onboarding Series

PHASE 4: STEPS TO OPERATE

Operate is the fourth and final onboarding phase 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 OPERATE" job aid will take the site administrator through the activities that NSSP participants conduct when a facility is in production. Once your facility has completed activation and is connected to the production environment, your facility is ready for routine operation. Sometimes the site administrator will oversee the feed administrator's tasks.

Job aids are available for planning and onboarding. Use these job aids with each other and the *New Site Onboarding Guide for the BioSense Platform*, hereafter referred to as *Onboarding Guide*.



PHASE 4—STEPS TO OPERATE

SITE ADMINISTRATOR

STEP 1: Monitor feed, facility connections, and data quality by using NSSP tools such as:
- Data Quality Dashboard
- Data Quality on Demand
- ESSENCE
- RStudio
- SAS Studio

STEP 2: Monitor NSSP feed and facility alerts.

STEP 3: Review monthly reports on data timeliness, validity, and completeness. Set annual targets for improving data quality.

FACILITY

STEP 1: Monitor feed and facility connections.

STEP 2: Provide ongoing support for connection issues.

STEP 3: Respond to data quality investigations and data quality improvement requests.

U.S. Department of Health and Human Services
Centers for Disease Control and Prevention

STEPS TO OPERATE, cont.

SITE ADMINISTRATOR

STEP 4: Engage with NSSP onboarding team and site administrator as needed to bring new facilities onboard and improve data quality.

STEP 5: Respond to NSSP investigations and requests to improve data quality.

STEP 6: Perform a process review to identify strengths and weaknesses of the completed onboarding process. Report feedback to the onboarding team via **NSSP Service Desk.**

RESOURCES

- *BioSense Platform User Manual for the Access & Management Center.* Use the Access and Management Center (AMC) to manage user access, data access, facilities, and connection to BioSense Platform tools. https://www.cdc.gov/nssp/biosense/docs/BioSense-AMC-User-Manual.pdf
- *BioSense Platform Quick Start Guide to Using RStudio Pro*. Use RStudio to perform heavy data query analysis and visual data analytics. https://www.cdc.gov/nssp/biosense/docs/biosense-platform-quick-start-guide-for-rstudio-pro.pdf
- *BioSense Platform User Manual for SAS Studio.* Use SAS to perform heavy data query analysis and data analytics. https://www.cdc.gov/nssp/biosense/docs/BioSense-User-Manual-SAS-Studio.pdf
- *BioSense Platform Quick Start Guide to Using ESSENCE.* https://www.cdc.gov/nssp/biosense/docs/BioSense-Platform-Quick-Start-Guide-for-ESSENCE.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.

FOR MORE INFORMATION

Visit the NSSP website, Onboarding, at www.cdc.gov/nssp/biosense/onboarding.html.