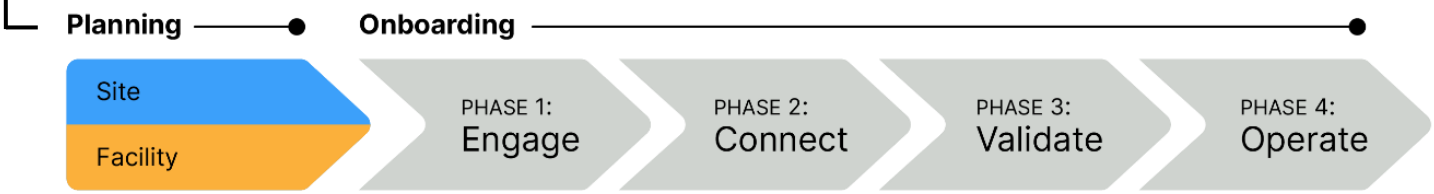
NSSP Job Aid
New Facility Onboarding Series

PLANNING: SITE SUPPORT MODELS

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 "PLANNING: SITE SUPPORT MODELS" Job Aid will help site administrators choose a level of support that meets their site needs. Onboarding is not a one-size-fits-all process. Your choice of Site Support Model determines how much technical support the NSSP team will provide when you onboard new facilities.

Select a Site Support Model *before* you start the onboarding process. There are three models from which to choose: full, blended, or self-support. If you're unsure, please contact the NSSP Service Desk (account required).



OVERVIEW OF SITE SUPPORT MODELS

1. Self-support Model

Sites complete the engage, connect, validate, and operate onboarding phases with **minimal** support.

Self-Support Model		
Phase	**Responsibility**	**Characteristics**
Engage	Site	Guides facilities through onboarding processes
Connect	Site/Onboarding	Guides facility with connectivity to the BioSense Platform
Validate	Site	Validates raw and processed data
Operate	Site/Onboarding	Monitors facility activity and timeliness; performs production support and implements improvement initiatives

SELF-SUPPORT

Preferred Model

Priority Registration and Onboarding

Most Control over Target Dates

U.S. Centers for Disease Control and Prevention
Office of Public Health Data, Surveillance, and Technology

2. Blended-support Model

The onboarding team will provide **varying** levels of support across all phases. Priority for registration and onboarding will vary. If support is needed for onboarding, please contact the **NSSP Service Desk**.

Blended-Support Model		
Phase	**Responsibility**	**Characteristics**
Engage	Site/Onboarding	Guides facilities through onboarding processes
Connect	Site/Onboarding	Guides facility connectivity to the BioSense Platform
Validate	Site/Onboarding	Validates raw and processed data (optional); requests onboarding support if needed
Operate	Site/Onboarding	Monitors facility activity and timeliness; performs production support and implements improvement initiatives

3. Full-support Model

The onboarding team will provide **substantial assistance** to the site and associated facilities across all phases of onboarding. The NSSP onboarding team will schedule activities and involve the site administrator at each step, and in every activity. If support is needed for onboarding, please contact the **NSSP Service Desk**.

NSSP's expectation is that site administrators will gain proficiency and eventually move from the full-support to blended or self-support model. Sites that request full support will receive the lowest priority during registration and onboarding and will have the least control over their target onboarding dates.

Full-Support Model		
Phase	**Responsibility**	**Characteristics**
Engage	Onboarding	Guides sites through onboarding activities with facilities
Connect	Onboarding	Guides facility connectivity to the BioSense Platform
Validate	Onboarding	Assesses quality of the facility's raw and processed data and gives feedback to site
Operate	Onboarding	Monitors facility activity and timeliness; recommends improvements to site administrator

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 https://www.cdc.gov/nssp/php/onboarding-resources/.