



AIR's Onboarding Shared Services (OSS)

Standardizing and supporting IIS provider onboarding

Outline

Topic	Speaker
Purpose of Onboarding Shared Services	Sara Sanford
Services offered	Erin Roche
Implementation results	Sara Sanford
Oregon experience	Jenne McKibben
Opportunities to participate	Sara Sanford

What is the Onboarding Shared Services (OSS) program?

- AIRA partnership with CDC
- Dedicated TA to IIS for provider onboarding
- Utilizes and makes actionable the Onboarding Consensus-Based Recommendations



OSS Goals

Increase the standardization of onboarding processes to....

Reduce IIS backlogs of providers waiting to onboard

Enhance jurisdictional ability to onboard providers

Improve timeliness

Improve completeness and accuracy of data

Assistance Customized for Your IIS

Process support and consultation

Documentation and tool development

Digitized local requirements using NIST tools

Training

Process Support and Consultation

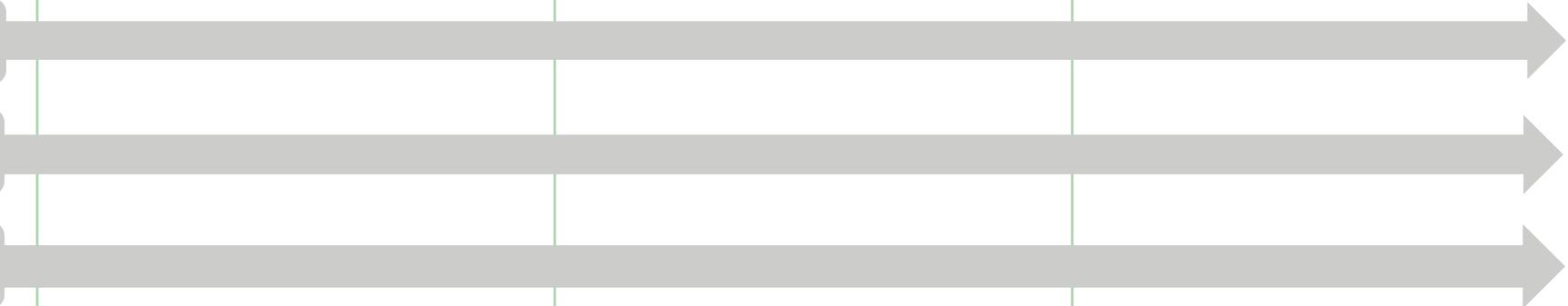


Understanding
current processes

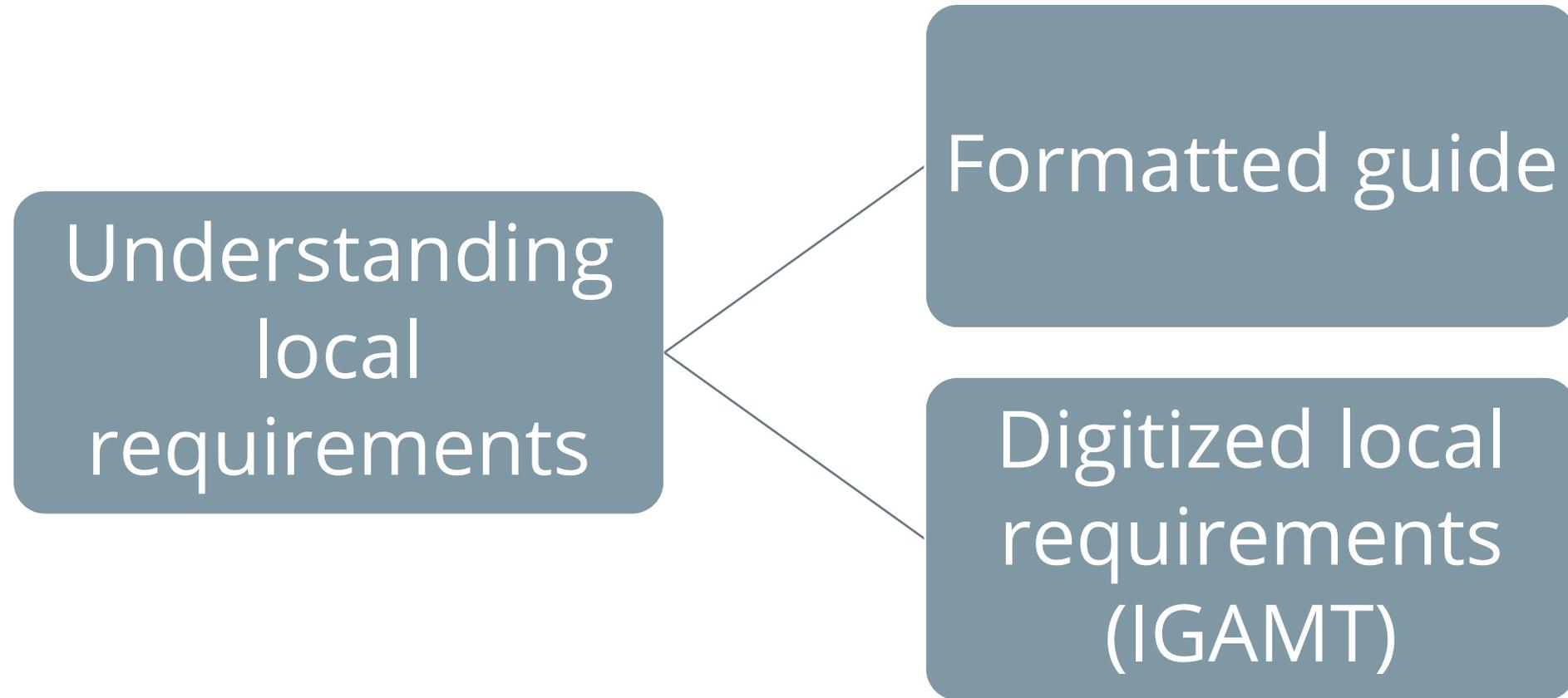
Reviewing alignment
with best practices

Providing guidance
and support in
making changes

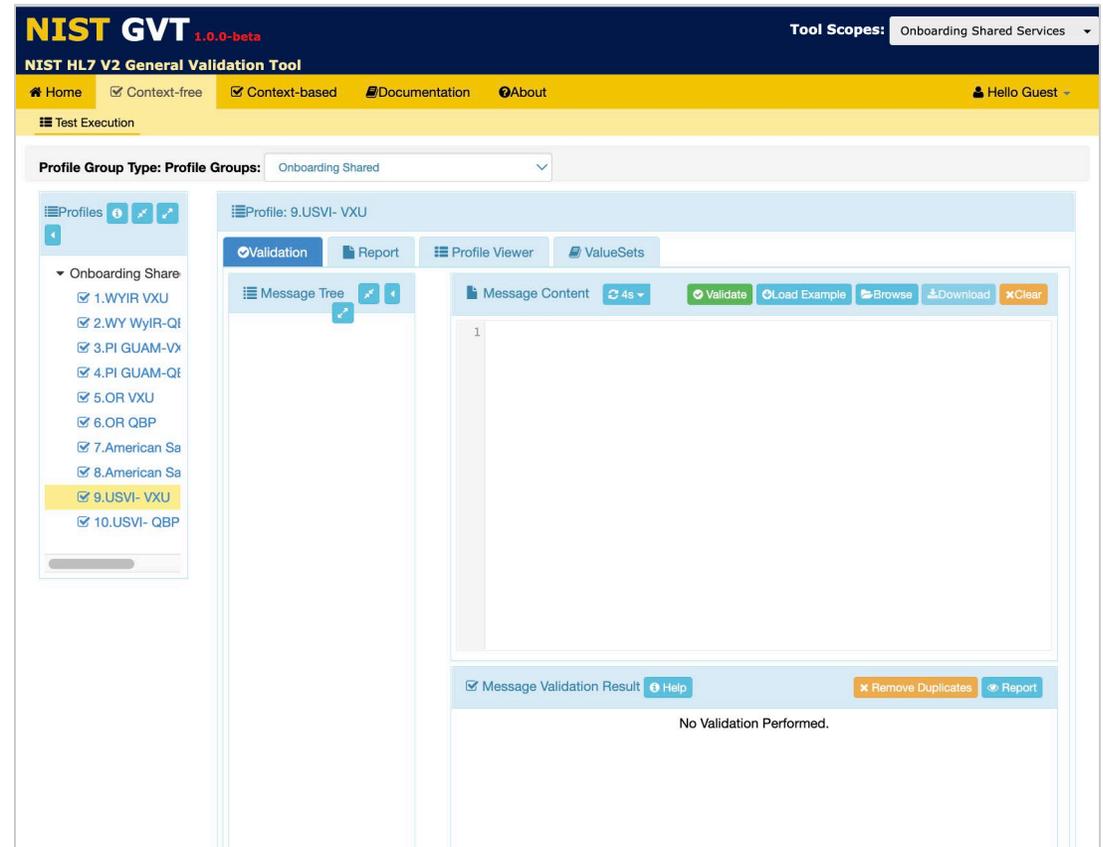
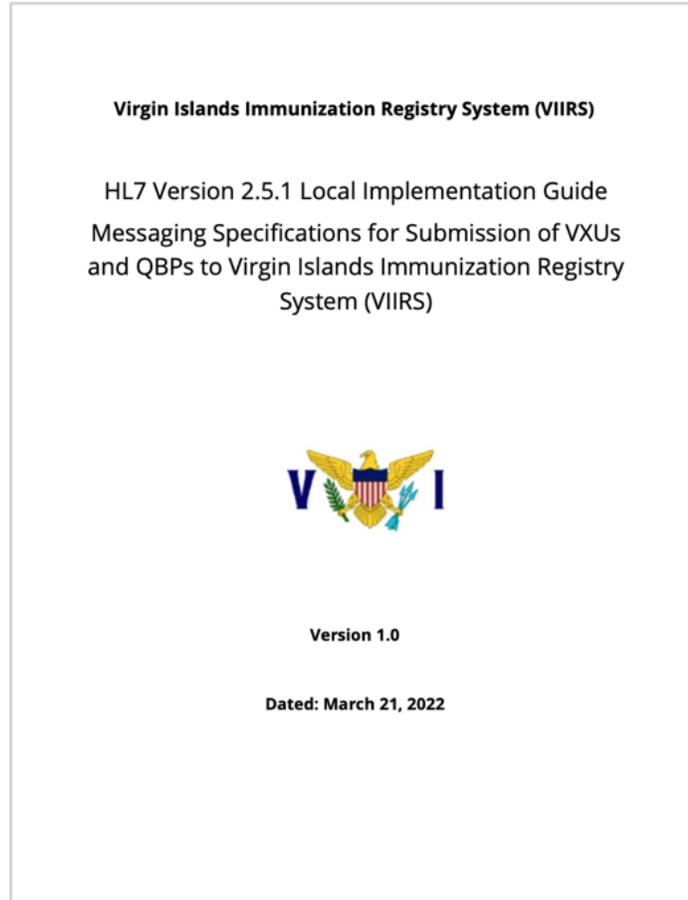
Documentation Development

Step 1: Discovery and Planning	Step 2: Development and Testing	Step 3: Production Approval and Go-Live	Step 4: Ongoing Monitoring
External, provider-facing Readiness Checklist Data Exchange Registration Data Exchange Questionnaire Local HL7 v2.5.1 Implementation Guide Onboarding Guide			
Internal, for IIS use Onboarding and Interface Tracking			

Spotlight: Local Implementation Guide



Formatted and Digitized Requirements



Formatted and Digitized Requirements

USVI HL7 Version 2.5.1 Local Implementation Guide

Local VXU field requirements by segment

The following tables detail field-level requirements for VXU messaging, presented by segment. Local usage is only noted where it is different from the National IG. Elements indicated as not supported locally (Local Usage of "X") are ignored by VIIRS.

MSH – Message Header Segment

Table 11. Local MSH field-level requirements for VXU messaging⁸

Seq	Element Name	Nat'l IG Cardinality	Nat'l IG Usage	Nat'l IG Conformance/ Value Set	Local Usage*	Local Conformance Notes
1	Field Separator	[1..1]	R	Shall be valued " "		
2	Encoding Characters	[1..1]	R	Shall be valued "^~\&"		
3	Sending Application	[0..1]	RE	See HL70361	X	
4	Sending Facility	[0..1]	RE	See HL70362		Supplied by USVI
5	Receiving Application	[0..1]	RE	See HL70361	X	
6	Receiving Facility	[0..1]	RE	See HL70362	X	
7	Date/Time of Message	[1..1]	R			VIIRS disregards submitted time zone information.
8	Security	[0..1]	O		X	
9	Message Type	[1..1]	R	Shall contain the constant value "VXU^V04^VXU_V04"		
10	Message Control ID	[1..1]	R			
11	Processing ID	[1..1]	R			
12	Version ID	[1..1]	R	Shall be valued "2.5.1"		
13	Sequence Number	[0..1]	O		X	
14	Continuation Pointer	[0..1]	O		X	

⁸ Derived from Table 5-4, Message Header Segment and accompanying notes in the National IG.

Profile: 9.USVI-VXU

Validation | Report | Profile Viewer | ValueSets

R,RE,C(A/B) (only) | R,RE,C(A/B),C,O,X (All) | Concise View | Expanded View | Group | Segment | Field | Datatype | Component | SubComponent

FULL | MSH | PID | PD1 | NK1 | ORC | RXA | RXR | OBX | Data types | Conf. Statements

Name	Usage	Cardinality	Length	Data type	ValueSet	Predicate	Conf. State
1.MSH:Message Header	R	[1, 1]					
F MSH-1:Field Separator	R	[1,1]	[1,1]	ST_2-7-1			
F MSH-2:Encoding Characters	R	[1,1]	[4,4]	ST_2-7-1			
F MSH-4:Sending Facility	RE	[0,1]	[,]	HD_IZ01	HL70362_2-7-1		
F MSH-7:Date/Time of Message	R	[1,1]	[0,25]	TS_Z			
F MSH-9:Message Type	R	[1,1]	[,]	MSG_IZ01			
F MSH-10:Message Control ID	R	[1,1]	[1,199]	ST_2-7-1			
F MSH-11:Processing ID	R	[1,1]	[,]	PT_IZ01			
F MSH-12:Version ID	R	[1,1]	[,]	VID_IZ01			
F MSH-15:Accept Acknowledgment Type	R	[1,1]	[1,2]	ID_2-7-1	HL70155_2-7-1		
F MSH-16:Application Acknowledgment Type	R	[1,1]	[2,2]	ID_2-7-1	HL70155_2-7-1		
F MSH-21:Message Profile Identifier	R	[1,1]	[,]	EL_IZ01			
F MSH-22:Sending Responsible Organization	RE	[0,1]	[,]	XON_IZ01			
F MSH-23:Receiving Responsible Organiza...	RE	[0,1]	[,]	XON_IZ01			
3.PID:Patient Identification	R	[1, 1]					
4.PD1:Patient Additional Demographic	RE	[0, 1]					
5.NK1:Next of Kin / Associated Parties	RE	[0, 1]					
9.ORDER	RE	[0, 1]					

Leveraging Digitized Requirements and NIST Tools

- Piloting use of the NIST General Validation Tool (GVT) for self-service onboarding pre-testing

What is the provider/vendor experience in completing pre-testing?

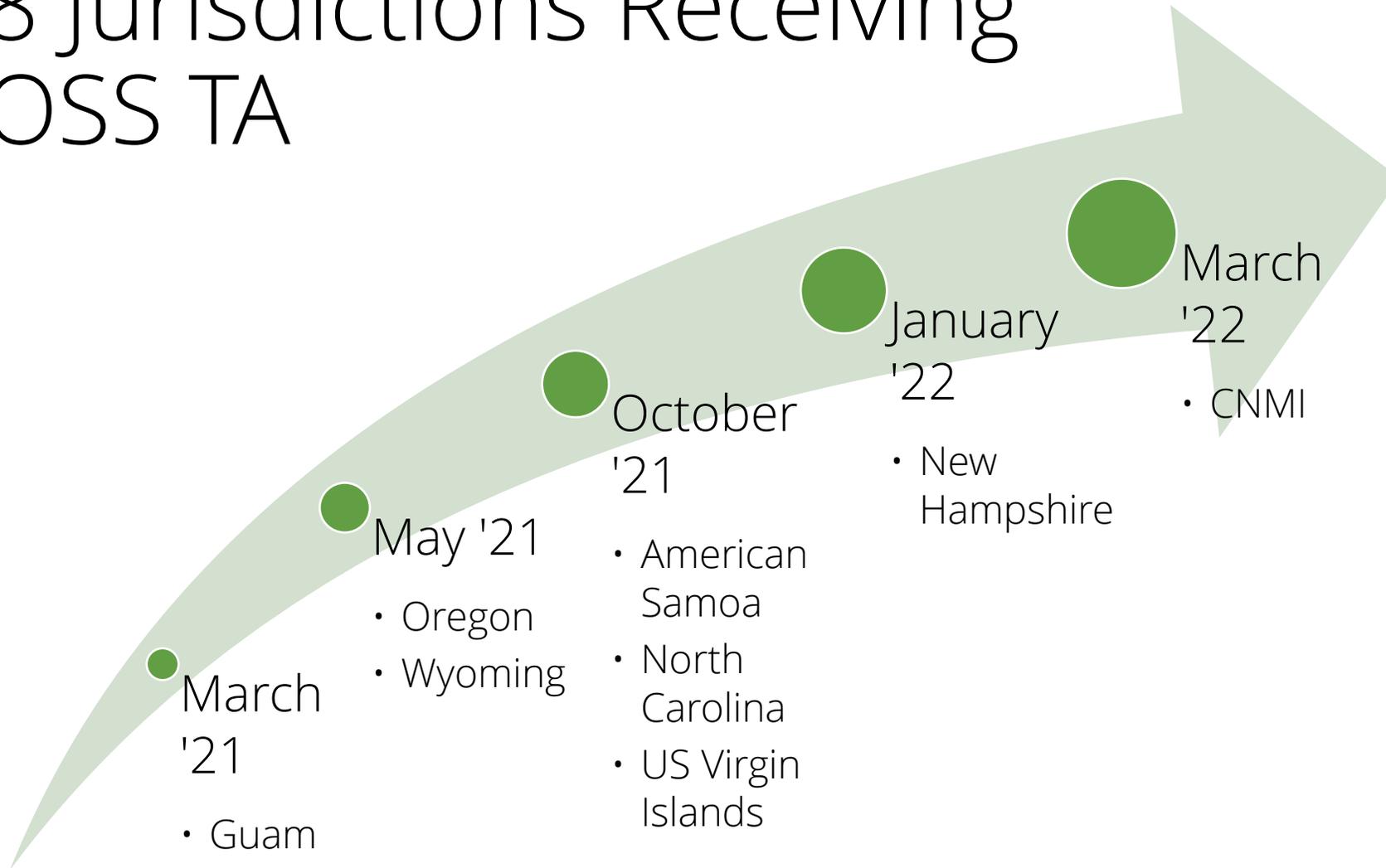
What resources are needed to support pre-testing?

What is the impact of pre-testing?

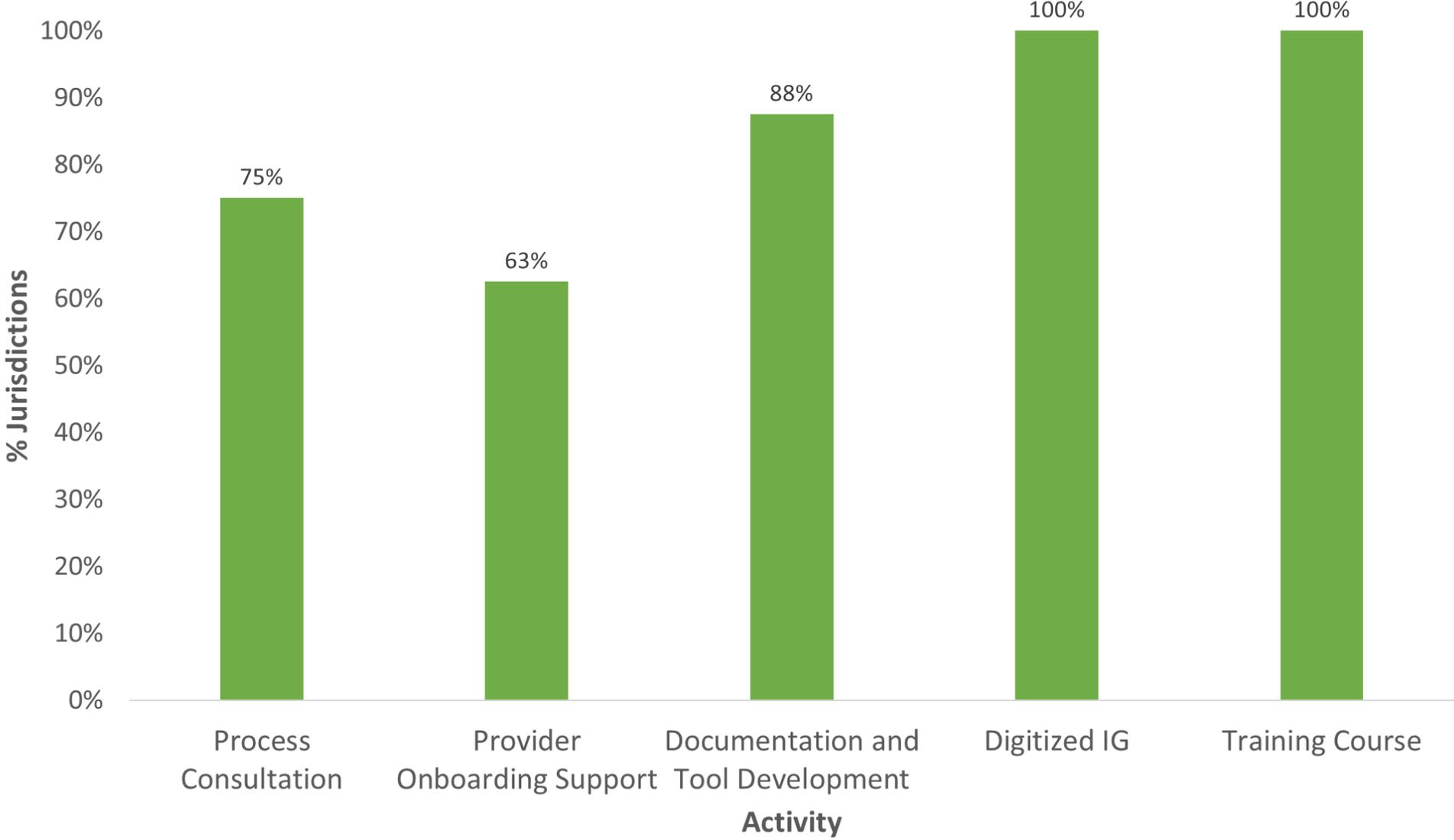
Onboarding Training Course for IIS



8 Jurisdictions Receiving OSS TA



Participation by TA Jurisdictions in OSS Activities



Key Accomplishments

61 TA Requests
received and
addressed!

2 jurisdictions now have
electronic registration
for onboarding process
in place!

Approximately 50
providers supported for
onboarding!

8 jurisdictions have
requirements
centralized in the NIST
GVT pre-testing tool!

5 jurisdictions will have
newly established
onboarding documentation
and processes!

USVI implemented new data
exchange functionality AND
established onboarding
documentation and processes in 5
months!



Oregon's Experience

Jenne McKibben



Working Together to Improve (aka: asking for help)



IIS Onboarding Staff – One Deep

- Loss of critical staff and historical knowledge due to COVID response

Limited Training

- Intro Course on HL7
- Learning as you go
- Outdated documentation

AIRA Supports Our Community



Documentation Support

- Review of Oregon processes
- Guidance on what updates were needed
- Documentation creation using templates and OR processes

Peer Support Discussions

- Jurisdictional differences
- Queue prioritization
- Handling huge increase in COVID providers

Advice to other jurisdictions

- More staff is the impossible answer...
- Importance of making the time commitment on training staff
- Awareness of the impacts data exchange can have on entire IZ program

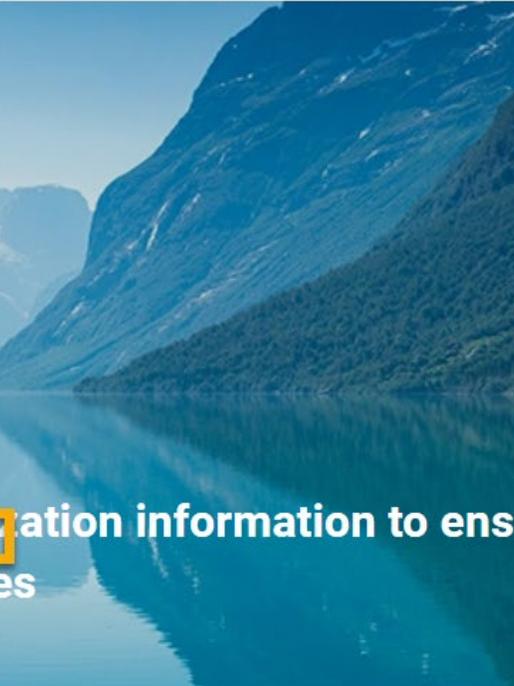


Opportunities to
participate



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Member Login 

Home	About AIRA	Workgroups	Ongoing Efforts	Events	Repository	Members Only
 <p>Promoting and supporting</p>		 <p>ation information to ensu</p>		COVID-19 Response		
				Address Cleansing		
				Adult Vaccination Capture in IIS		
				Epi Shared Services Program		
				Interjurisdictional Exchange		
				International Partnerships		
				Measurement & Improvement		
				Message Quality Evaluation (MQE) Tool		
				Onboarding Shared Services		
				Standards & Best Practices		
Technical Assistance						

Learn
More

Request Support



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Request Technical Assistance

AIRA Technical Assistance Requests

AIRA offers technical assistance on a wide range of IIS topics, including new services specific to onboarding, in collaboration with Centers for Disease Control and Prevention (CDC) and other partners.

Category of Request *

Provider Onboarding

Does this request require you to send data to AIRA? *

-Select-

Requester Type *

-Select-

Coming Soon!

- **Summer 2022**
 - Use the published onboarding templates
- **Fall 2022**
 - Attend the community-wide Provider Onboarding Training course

standardize
quality data
learn
align onboarding
practices grow improve
timely best
efficient
implement
effective

Acknowledgements

TA Jurisdictions

- American Samoa
- CNMI
- Guam
- New Hampshire
- North Carolina
- Oregon
- USVI
- Wyoming

- CDC
- NIST
- AIRA



AIRA 2022

**NATIONAL
MEETING**

APRIL 26-27, 2022 | VIRTUAL EDITION

Thank You!