



Expectations for Facilities Participating in Washington State's Syndromic Surveillance System

Thank you for participating in Washington State's Syndromic Surveillance System! You are making a valuable contribution to public health. While the onboarding process may be complete, the Washington State Department of Health hopes to maintain a long-term, collaborative relationship with facilities submitting syndromic surveillance data to the agency. In order to maintain a productive partnership and a robust syndromic surveillance system, the agency requests that facilities adhere to the following expectations:

1. Continue to send files to the agency at the frequency established during the onboarding process. For example, if a facility sends files hourly during validation, the agency will expect to see a file every hour, 24 hours a day, 7 days a week, 365 days a year.
2. Resolve interruptions in transmission of syndromic surveillance files in a timely fashion. If an interruption occurs outside of business hours, resolution of the issue may wait until the next business day. To avoid gaps in syndromic surveillance data, the facility will be expected to resend any files that would have been transmitted had there not been an interruption.
3. Respond to the department within a timely fashion about any potential data issues identified by the department. If appropriate, provide a plan and timeline for resolving the issue(s).
4. E-mail syndromic-surveillance@doh.wa.gov with a description of changes that will affect the syndromic surveillance data feed (e.g., system maintenance, change in workflow, change in electronic health record system, change in how chief complaint is captured, changes in coding systems/value sets). It is preferable that the department be notified in advance of any changes so that there is sufficient time to make any necessary adjustments.
5. Provide the department with a current contact that can facilitate obtaining additional clinical information. Such requests are limited to identification of records or events of potential public health concern. Any changes in contacts can be e-mailed to syndromic-surveillance@doh.wa.gov.
6. Provide the department with a current technical contact that can facilitate resolution of issues with the data feed (i.e., inconsistent file transmission, encrypted files, dramatic increases or decreases in the number of messages, data anomalies). Any changes in contacts can be e-mailed to syndromic-surveillance@doh.wa.gov.