

19. Reporting of Acute Public Health Events												
Basic			Developing			Advanced			Leading Edge			
1	2	3	4	5	6	7	8	9	10	11	12	
Strategic Direction	The NPHI can articulate its role in supporting detection and reporting of acute events, but it carries out this role in an ad hoc manner.			The NPHI has defined the major barriers to effective surveillance and is attempting to address them.			The NPHI has developed strategies and systems to enhance reporting of acute events and its ability to follow up rapidly and appropriately.			The NPHI's efforts to ensure rapid identification and reporting of acute events include using new technologies and data sources to complement long-standing systems. It works strategically to ensure relationships are in place to enhance reporting and facilitate both short- and long-term responses.		
Systems	The NPHI has definitions for what acute events require reporting, but these are not widely disseminated or used. Once a report reaches the NPHI, follow-up is ad hoc or does not occur.			The NPHI has thresholds and procedures for reporting acute events. The NPHI has designated points of contact and written procedures describe what should happen at the NPHI once it is notified of an event. These are only followed some of the time.			The NPHI and reporting entities have agreed-to definitions and processes for reporting acute events to the NPHI, which are usually followed. The NPHI has procedures for what to do when an event occurs, which are usually followed.			The NPHI has multiple systems to facilitate reporting of acute events of a variety of kinds, including events in other countries that could have domestic impact. Definitions and SOPs have been established for each of these. The NPHI's systems ensure rapid follow-up of reports.		
Resources	The time and attention given to acute events depends on which staff hear of them. Staff have no training on how to handle reports. The NPHI does not provide assistance or training to reporting entities about their responsibilities.			Staff are trained in documenting and following up on acute events, but they are often pressed for time. The NPHI sometimes provides guidance to reporting entities, but it is of limited scope (e.g., just infectious diseases) and not always up-to-date. A few reporting entities have been trained.			The NPHI has adequate staff, technology, and resources to receive and follow up on reports of any type (including chemical and radiologic) at any hour. Reporting entities often receive supervisory visits, training, or other types of assistance from the NPHI.			The NPHI has resources to follow up on reports of events both domestically and on events in others countries that may have domestic impact. Guidance, training, and supervision of reporting entities is continuous. The NPHI can augment routine systems, including sending staff, when risk of an event is high (e.g., during mass gatherings, other major events).		
Quality	The NPHI rarely receives or follows up on reported events.			Delays are common between when the NPHI receives reports and when the right person at the NPHI is notified. Because feedback during acute events is often delayed, some reporting entities are less likely to contact the NPHI about acute public health events.			Reports of acute events quickly reach the right group at the NPHI. Follow-up is usually appropriate and timely.			The NPHI has strong, ongoing communication with reporting and response entities and other groups. This ensures that events identified by the NPHI's data analysis are shared with the appropriate groups outside the NPHI, and events identified by others quickly reach the NPHI. The NPHI routinely evaluates its systems to maximize efficiency and quality of reporting and follow-up.		
Engagement	Most groups that should report acute events have little contact with NPHI staff.			Reporting entities are often frustrated because their reporting does not get a prompt response, which further decreases their investment in the system.			The NPHI has established relationships with reporting entities and is building relationships with other sectors to promote broader information sharing about acute events. Reporting entities are engaged in development of procedures for reporting.			The NPHI works with a range of partners including in other sectors to increase sharing and communication about acute events. The NPHI encourages personal relationships to increase the likelihood of rapid reporting and follow-up.		
Impact	Because the NPHI is rarely notified about events and rarely responds when notified, it does not contribute to decreasing public health consequences when events occur.			Notification of the NPHI about acute events is variable, resulting in variability in the timeliness of the NPHI's response.			The NPHI is routinely notified of acute events in a timely manner, allowing it to respond rapidly, reducing the public health impact of acute events.			The NPHI and partners work together to ensure appropriate notification about acute events in early stages, with effective communication ensuring that follow-up occurs quickly.		