MEaSles and rubella Self Assessment GEnerating (MESSAGE) USER GUIDE (version 1.0)

Introduction

The goal of this document is to guide new and returning users how to use the MESSAGE tool and to find answers on how to proceed autonomously.

The document is organized in a QUESTION and ANSWER (Q&A) structure, grouped in five sections:

I - Before starting
II - Accessing the tool
III - Answering the questionnaire
IV - Getting results
V - Giving feedback

The Questions and Answers are depicting most of the considerations that users may have while using the tool. After consulting this user guide if one still needs further assistance or clarification, s/he can approach the ECDC team by e-mail: VPD-message@ecdc.europa.eu.

Contents

Section I - Before starting

1. What is MESSAGE?

MESSAGE (MEaSles and rubella Self Assessment Generating tool) is a tool created by European Centre for Disease Prevention and Control (ECDC) and WHO EURO in collaboration with the VENICE II Consortium.

Its main goal is to facilitate assessment of the progress made towards measles and rubella elimination. European countries have endorsed a commitment to reach the goal set by WHO EURO to eliminate measles and rubella by 2015. The tool helps public health program experts who implement preventive and control actions to make self-assessment of adopted policies and procedures for the elimination of measles and rubella diseases.

The self-assessment tool is available as an on-line dynamically generated web questionnaire with reference to essential elements of a public health program – planning, resource supply, surveillance, control measures, communication and stakeholders' involvement. The automated report generated based on the responses aims to build awareness and serve as a basis for further systematic and more detailed country specific assessment. The tool does not necessarily provide definite answers – instead it helps to frame the issues and sharpen the focus on how the public health program could be improved in order to achieve the intended outcomes.

2. Why should I register into the system?

Registration in the system is necessary for the following purposes: a) with registration you do not lose your answers and can come back to the tool. You can review your previous results and initiate a new assessment, once changes have been introduced into the national public health system; b) you can decide to share your self-assessment reports with ECDC experts and to initiate more detailed discussion on respective measures, actions and approaches for prevention, control and elimination of measles and rubella diseases.

3. Who can use this tool?

If you are an expert involved in planning and control of public health activities you are a good candidate. Health professionals performing surveillance, outbreak control, communication and evaluation of programs aimed to eliminate measles and rubella can utilize the self assessment tool.

4. Who can see my answers?

No one, unless you decide to share your report with ECDC. You can decide to share or not share each single self-assessment report - on a case-by-case basis. Shared reports can be viewed by ECDC MESSAGE Administrators. Only vaccine preventable experts in ECDC and WHO Euro can review your report upon assignment from MESSAGE administrators.

Section II – Accessing the tool

5. I want to fill in the self-assessment questionnaire. How do I register?

Please go first to the main page and read about the tool. The link is: http://venice.cineca.org/ecdc_measles.html. Then in order to register you go to http://venice.cineca.org/register.php. You will get a screen like the following one:

Fill in your First name, Last name, E-mail address and select your Country (these are all mandatory fields) then click on 'Request a new account'. When everything goes right you will receive an email containing your user ID and password. The email contains also a link to a confirmation page (this step is necessary in order to limit abuses).

Please store this e-mail as this is your key to entry the tool in the future.

Please click on the link (or copy-and-paste it on your browser address bar) in order to activate your account. After receiving the password, by clicking on 'Assessment questionnaire' you will see the login screen (see next point for an image).

6. I'm already registered, but I forgot my password. What can I do?

If you have forgotten your password there is the possibility to set a new password by following the link 'Lost password?' on the login page, as in the following screen:

You will be asked to enter your user ID – the one you received in the e-mail when you registered for the first time.

If you enter your user ID in the text field indicated by the red arrow and click on 'Proceed' you will receive an email containing a link to a confirmation page. After following the link in the confirmation page you will be able to set a new password of your choice.

If, however, the user ID has been also forgotten, you can click on the 'Lost Userid?' link (blue arrow) reaching finally the following screen:

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If you enter your email address on the text field and then click on 'Send', an email will be sent to your mailbox containing the user ID and a confirmation link as in the previous case.

Please note that if you enter an email address different from the one you used during your initial registration you will not be recognized by the system and you will not receive any message at all. In that case you must contact the ECDC MESSAGE team (email: VPD-message@ecdc.europa.eu).

7. I'm already a Venice user. Do I need to register again?

No. You don't need registration. Please send an email to venice_project@cineca.it asking to be able to enter the MESSAGE section.

8. Well, I have received my password. Now what?

Now you are ready to access the MESSAGE tool at: http://venice.cineca.org/measles_tool by typing in you user ID and password in the login screen.

Section III - Answering the Questionnaire

9. I'm in, now. What I have to do?

If you are a new user or a returning user who would like to start a new self-assessment, you need to click on the link 'Answer to a new MESSAGE questionnaire' (see the screen below - blue rounded rectangle and arrow).

Before or while you are filling the questionnaire you may wish to consult with the following reference documents (red rounded rectangle): user manual, case definitions, indicators, and glossary. Please note that there are two different documents describing the 'Case definitions': WHO and European Commission (for EU member countries). You should determine which one is applicable to your case.

It contains ten main questions and a number of sub questions covering the following areas: national strategy; surveillance standards; laboratory guidelines; outbreak control; vaccination coverage; policy on susceptible populations; vaccine logistics; adverse events following immunisation; communication; and collaboration.

The possible answers are 'yes' or 'no'. All questions should be answered for generating the automated report. The automated report contains written recommendations and charts. Respondents can review previously filled questionnaires and corresponding reports (see 'MESSAGEs section' below).

Respondents can consult files with case definitions, indicators and glossary at the time they answer questions in MESSAGE.

The report generated by MESSAGE could be shared with ECDC.

Your questions about MESSAGE will be answered by Vaccine Preventable Diseases team at ECDC. E-mail: **VPD-message@ecdc.europa.eu**
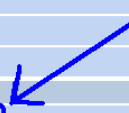
Respondents are encouraged to respond to a short satisfaction survey providing feedback on the tool.

Note: the site has been optimized for modern, standard compliant browsers: Firefox 3.xx or newer, Google Chrome (all versions), Internet Explorer 8 or newer.

REFERENCE DOCUMENTS
User manual
Case definitions (EU)
Case definitions (WHO)
Indicators
Glossary
MESSAGEs
Answer to a new MESSAGE questionnaire
View previous MESSAGEs and respond to satisfaction survey

In collaboration with:

CINECA   ecdc   World Health Organization
Europe

10.   Ok, I'm ready to start filling in my first questionnaire. What should I do?

Click on the 'Answer to a new MESSAGE questionnaire link'. You will see the following screen:

Please note the links to: reference documents, to printing the page and to logging out from the system.

By clicking on 'Exit MESSAGE' (at the bottom of the screen) you can stop filling the questionnaire while saving the data entered so far. Unfinished questionnaire can be accessed on a later time.

Only at the end of the self-assessment questionnaire, when all questions are answered, you can click on the button 'Generate report' (right button at the bottom of the screen) in order to get the automatically generated MESSAGE report.

11.   Hey, I was expecting to answer to a lot of questions, not only one! What happened?

The current version of MESSAGE questionnaire contains 10 main questions and a number of sub-questions. These are progressively shown after you start responding. Each question and sub-question accepts as answer either 'Yes' or 'No'.

12. I started a new questionnaire, expecting to see only the first question at the beginning. However I've found all questions already visible. Why?

This happens because you are either using a very old browser or the JavaScript functionalities of your browser have been switched off (sometime this happens for security reasons). Please change the setting of your browser, or contact your local IT support in order to have a properly configured modern web browser.

13. Where I can find the relevant ECDC and WHO documentation?

As already indicated above, you can find supporting documentation concerning indicators, case definitions and glossary if you click on the link on the respective document. The documents are posted in 'pdf' format and are available in the MESSAGE Welcome screen and also in the self-assessment questionnaire screen (on the top and bottom bars).

14. I responded to many questions but I have no time now to complete the questionnaire and I don't want to lose my data. What can I do?

If you cannot finish answering to all questions you can click on the 'Exit MESSAGE' button at the bottom of the page. The next time you access the questionnaire (via the 'View previous MESSAGEs and respond to satisfaction survey' link on the welcome screen) you can answer to the remaining questions.

15. I responded to the self-assessment questionnaire some time ago, but now the situation has changed. How can I modify my answers?

Once you have completed a MESSAGE questionnaire your answers can no longer be modified. However, a new MESSAGE questionnaire can be filled in if you feel that the public health situation in your country has changed and a new assessment is needed.

Section IV – Getting results

16.   I've finished the questionnaire. Now what?

If you have answered, either with 'Yes' or 'No' to all questions and sub-questions, you click on 'Generate Report' button which you will find at the bottom of the page. By doing so, you will save your answers into the system and an automatically generated report will be displayed on the screen. Please note that you cannot obtain the automatic report unless all questions have been answered. The report contains suggestions for maintaining achievements and ideas for possible improvements of public health system to prevent and control measles and rubella diseases.

After getting the MESSAGE report, you are kindly asked to answer a very short satisfaction survey. There is one satisfaction survey for each MESSAGE questionnaire. If you have answered the satisfaction survey once, you may skip further compilations.

17.   I don't understand the report. What should I do?

The self-assessment report is generated on the basis of your answers, even if the latter are not shown. We suggest you read each section of the report and look at the two graphical representations of the answers. These graphs visualize the achievements and gaps.

The report is not tailored made and does not necessarily provide definite answers to reflect the country's specific situation. Instead it helps to frame the issues and sharpen the focus on how the public health program could be improved in order to achieve the intended outcomes. If you would like to have further detailed discussions you can contact the ECDC team by e-mail: VPD-message@ecdc.europa.eu.

Section V – Giving feedback

18.   What does it mean 'Share your report with ECDC'?

Sharing your report means allowing ECDC experts to look at your answers and at report generated by the MESSAGE tool. Please note that your name is not shown neither on the report nor or on the questionnaire. It is only your country that is visible on the documentation that MESSAGE reviewers (ECDC and WHO Euro vaccine preventable disease experts) can see.

19.   What is the satisfaction survey?

The satisfaction survey is a feedback form with only four questions. ECDC would like to receive feedback from you in order evaluate appropriateness and usefulness of the MESSAGE tool. It is not mandatory to fill the satisfaction survey, but we strongly suggest that you provide us with your opinion on the tool.