Data Entry Operators (DEO) at Points of Entry (PoE)

Terms of Reference (ToRs)

Background

Points of entry (PoE) are a key area for effective application of health measures to prevent international spread of diseases. The COVID pandemic significantly highlighted the importance of PoE in this regard, while increasing the manifolds due to screening and surveillance and related data management activities. Emerging and reemerging diseases like COVID, Mpox, Zika, etc., emphasize the significance of surveillance, screening and data management at the PoE as part of preparedness and response under the IHR (2005).

The WHO was instrumental in enhancing the functionality of PoE across Pakistan with provision of technical, material, IT, equipment and supplies and HR support. The declaration of mpox as Public Health Emergency of International Concern (PHEIC) and recent national epidemiological development has led to the activation of high-level coordination and preparedness activities for early detection and response at the PoE to prevent and control disease transmission.

A crucial implementation and response component in this regard includes comprehensive activities for data collection, integration, and reporting on mpox response. The DEOs were the backbone of the data management information system of Border Health Services BHS Pakistan. However, the human resource for data entry and reporting (DEOs) inducted with WHO support across major airports was withdrawn as part of de-escalation of COVID response in 2023.

The DEO were performing the following tasks (2020-2023):

- Database compilation along with line listing of passengers arriving from any of the epidemiological hotspot of infectious diseases with follow-up and updating results in daily progress sheet shared with the National Command and Operations Center NCOC and district health authorities for surveillance as part of national implemented policy on COVID.

- Sharing data on inbound passenger statistics and any periodic testing ordered by the GOP with the NCOC on daily basis, thus playing an important role in keeping track of the existing situation at entry points to enable day to day basis decision making by NCOC.

- The deportees and illegal migrant workers repatriated to Pakistan are vulnerable and high-risk group. The DEOs maintained database and testing record for submission to the ministry for taking relevant action, develop future plans and screening activities for disease identification in the deportees and illegal migrant workers.

- The PoE are running successful services at designated centers for essential vaccination as prophylaxis for Polio and Yellow fever vaccination in international travelers. The vaccination data entry system has been automated and linked to the National Immunization System (NIMS) and NADRA Pakistan. The DEOs supported by WHO were trained as master trainers

by NIMS NADRA and given supervised access to the system for data entry in the NIMS portal and were successfully managing the NIMS at the PoE.

- The DEOs also supported maintenance of full record of Hajj and Umrah flights database.

Rationale/Purpose

The ongoing activities and importance of screening and surveillance at the PoE for preparedness and response to mpox and other public health threats necessitates the placement of DEO for timely reporting and data management at major PoE. The evolving global situation and JEE 2023 recommendations have stressed the need for maintenance of database at the PoE POE's for sharing surveillance data on daily basis for decision making.

The digitalization and development of digital information systems is planned at all PoE with centralized Hub in the BHS Directorate. Running these systems will not be possible without the services of competent and experienced DEOs. In this regard, the WHO has been approached to renew the contract of the trained and experienced DEOs to support the current mpox response and preparedness for any future emerging threats and emergency management.

The updated **terms of reference** and responsibilities to be performed by the DEOs under the overall guidance of WR and team leads in WCO and BHS include:

1. Compile, verify the accuracy and sort information to prepare source data for computer entry.
2. Daily entry of data received from all PoE in the database software within time limits including checking to ensure data accuracy of the data entered in the software.
3. Entry, maintenance and backup of data since the transition of NCOC. Create data backups as part of contingency plan and to ensure data preservation.
4. Review data for errors, missing pages, or missing information, correct any incompatibilities, check outputs and resolve any discrepancies.
5. Respond to information requests from authorized members. Data retrieval from excel sheets, TSMIS and production of reports upon request.
6. Test new database systems and software updates.
7. Produce regular reports as requested by the supervisor/s.
8. Perform other duties as assigned by supervisor.
9. Sort, filter and analyze database maintained for graphical presentation of summary statistics of all PoE for fortnightly reporting.
10. Run NIMS data entry portal on essential vaccination of prophylaxis for international travelers (all age Polio and Yellow Fever vaccination)
11. Compilation of BHS annual reports and presentations for Ministry and WHO.
12. Help with logistics and IT arrangement for capacity building activities by BHS.