

ARIAS User Group Meeting

Date: Tuesday, March 9, 2021 **Time:** 11:00-12:00 **Meeting Video Recording Link:** <https://youtu.be/Cp4OWglWQew>

Purpose: To share new features, address user issues, and gather feedback on development priorities for ARIAS.

Outcome: Users are kept informed about development projects and their needs are identified and prioritized.

User technical support: ARIAS.Support@dhsoha.state.or.us

ARIAS Training support and questions: training.support@dhsoha.state.or.us

AGENDA / BACKGROUND - Presenter(s) - Time

Introductions

- Introductions of Oregon Health Authority (OHA) staff and the Covid-19 Rapid Response Unit (CRRU) training team

Overall ARIAS Updates

- All ARIAS question and calendar related information has need standardized. The new format is MM/DD/YYYY (ex: 03/09/2021).
- U.S. Cellular is not compatible w/ARIAS for text message assessments sent to the contact. Timestamp: 1:40
- If monitor not receiving tab in ARIAS is selected, it deactivates automated monitoring. It was intended for contacts that have been vaccinated & do not need monitoring. Timestamp: 2:0
- New sex field of non-binary added to ARIAS contact tracing demographic information. If you need to change this information, the changes will need to be made from the Opera system, since the ARIAS contact information is imported from the Opera data system. Timestamp: 2:07

Upcoming Training Opportunities

- We are developing new trainings to in response to feedback that we have received. There will be a monthly training schedule posted on the ARIAS and Contract Tracing (CT) websites. Please register there. You can also contact training support at: Training.Support@dhsoha.state.or.us. The ARIAS website is: <https://www.oregon.gov/oha/covid19/Pages/ARIAS.aspx> and CT website is: <https://www.oregon.gov/oha/covid19/Pages/Contact-Tracing-Resources.aspx>. Timestamp: 2:58
- The ARIAS new orientation and ARIAS Power User trainings are now being offered every other week. You can find the ARIAS schedule at: <https://www.oregon.gov/oha/covid19/Pages/ARIAS.aspx>. Timestamp: 3:04

Upcoming Tech Support Resources

- OHA has hired and is currently onboarding the new ARIAS support team. They will provide “live” ARIAS support 7 days a week in English and Spanish. The specific time of day that they will be open, has been determined. ARIAS users will be notified once it has been decided and the helpdesk is operational. Timestamp: 8:21

Open discussion topics

- Meeting participant question on how to view whether a contact is currently participating in automated monitoring. The training team demonstrated how to create custom view to show automated monitoring. Timestamp: 15:16
- Some contact tracers are experiencing the ARIAS system running slow when saving and working. Training team pointed out that the ARIAS system is compatible with Goggle Chrome, Mozilla Firefox, and Microsoft Edge. ARIAS is not compatible with Internet Explorer. Timestamp: 27:38

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- Problems with scrolling from side to side; not all information fits in the computer screen; which slow down work for contact tracers. Suggestion to move date of assessments to the left-hand side in ARIAS. Timestamp: 28:07
- Are contact tracers allowed to take “screen shots” ARIAS screens to help with end of the day reports. Training team discussed that ARIAS system data is Patient Health Information (PHI). Confidentiality and care must be taken when accessing and downloading PHI. Timestamp: 39:49

User Questions and Feedback

- Contact tracer suggested learning how to create and use “show charts” feature in ARIAS. This can be learned in the ARIAS Power User training, every other Thursday. Can register at: <https://www.oregon.gov/oha/covid19/Pages/ARIAS.aspx> Timestamp: 31:44
- From the meeting chat: ARIAS Release Notes can be found on our website: <https://www.oregon.gov/oha/covid19/Pages/ARIAS.aspx>
- From the meeting chat: ARIAS Custom List Views: <https://www.oregon.gov/oha/covid19/Documents/ARIAS%20Custom%20List%20Views%20v3%2011.16.20.pdf>
- From the meeting chat: Please remember that different people learn different ways, so maybe a video would be helpful when a document is a challenge

ARIAS Feature Demonstrations (as requested)

- Please complete the ARIAS support survey. This survey is used to help Oregon Health (OHA) identify what support services are helpful as well as what support services are still needed. You only need to complete the survey one time. The survey can be found at: <https://app.smartsheet.com/b/form/747112122c614a9ea08f2031083f93cf> Timestamp: 49:20

Wrap up/Follow up/ Future topics:

- The training team will explore creating job aids to help contact tracers troubleshoot if the ARIAS system is running slow. Timestamp: 25:35
- The training team will follow up with the development team on whether an auto monitoring column of yes or no can be added to the my active contacts area in ARIAS.
- The training team will follow up with OHA leadership on whether the contact tracers can export the list of contacts that they have interviewed for the day, for end of the day reporting. CT reminded that downloading information from the ARIAS is currently limited, since it may contain Patient Health Information. Timestamp: 41:23
- The training team will follow up with the development team on possibly extending the idle timeframe before the ARIAS system automatically logs the user off. Contact tracers would like to have 30 minutes versus the current 15 minutes. Timestamp: 47:51

Future Meetings: Tuesday; April 13 by Zoom

ARIAS User Group Meeting - Second Tuesdays 11-12 Registration for April 13: https://www.zoomgov.com/meeting/register/vJIsd-yrpz4jHmCD_M1WUlw5byOHoMdu1Z8