

# Opera Support Call

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**Date:** Tuesday, November 30, 2021

**Time:** 1:00-2:00 p.m.

**Registration:** [https://www.zoomgov.com/meeting/register/vJltfumqqT4tGqyonlr1a\\_zl06oZSNOYQLc](https://www.zoomgov.com/meeting/register/vJltfumqqT4tGqyonlr1a_zl06oZSNOYQLc)

**Purpose:** Opera-centered support meeting to discuss changes to Opera, demonstrate new features, and answer questions.

**Outcome:** Case investigators are kept informed about Opera updates and their needs are identified and prioritized.

**User technical support:** [Opera.Support@dhsosha.state.or.us](mailto:Opera.Support@dhsosha.state.or.us)

**ARIAS Training support and questions:** [Training.Support@dhsosha.state.or.us](mailto:Training.Support@dhsosha.state.or.us)

**YouTube Link:** <https://youtu.be/oAHKQ-zadml>

AGENDA / BACKGROUND	Presenter(s)	Time
Welcome & Staff Introductions – Jen Chandler		5 min
Highlighted Topics – Lex Zhang and Philip Lerud		30 min
<ul style="list-style-type: none"><li>Data quality update (ELRs linked to wrong cases) <b>Timestamp 00:32</b></li><li>Review of changes to Opera from the 11/29 Interface Replacement <b>Timestamp 02:15</b></li><li>At home tests in labs tab <b>Timestamp 08:32</b></li><li>REDCap check in and discussion <b>Timestamp 10:00</b></li><li>REDCap reason not interviewed <b>Timestamp 11:50</b></li><li>Real time Opera access issues <b>Timestamp 05:40</b></li><li>Mismatched cases in REDCap import <b>Timestamp 35:00</b></li></ul>		
Open discussion topics - 20 minutes		
<ul style="list-style-type: none"><li>Q: REALD language interface issues: searching for language, nothing comes up, searching by letter doesn't work either <b>Timestamp 03:54</b></li></ul>		

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- Q: Dare I launch the question about interviewed "yes "question we touched on last week? What constitutes interviewed=yes?  
**Timestamp 13:15**
- C: Jackson County clicks Yes if we have successful contact with the case and they don't refuse the call **Timestamp 13:24**
- C: Washington County clicks no since we aren't interviewing them **Timestamp 13:24**
- C: Interviewed: No, survey sent, while also clicking "Spoke to Case" **Timestamp 13:24**
- Q: When we complete the redcap survey via phone do we mark the interview as completed or would you like us to click on no and recap survey sent? **Timestamp 17:00**
- Q: How would you document if the REDCap interview is conducted over the phone? **Timestamp 18:10**
- C: Lane County is using REDCap when Opera is sticky
- C: Coos County is not using Red Cap currently
- C: Washington only does REDCap for low risk cases (no attendance in high risk setting) and a full interview for high risk. Most REDCap is on the phone.
- C: I like sending RedCap Survey Sent ONLY when the survey is sent
- C: REDCap survey sent is a way to know response rates for links sent. **Timestamp 19:58**
- **C: From Lex Zhang:** If a case investigator conducts the interview over phone, then check Interviewed=Yes (Do not check "REDCap survey sent") if a case investigator sends the case the REDCap survey to the case/case proxy, then Interviewed=No and "REDCap survey sent" should be checked **Timestamp 21:00**
- Q: Would the 'reason not interviewed' be expanded to have more reasons included e.g people in LTCF, Requesting for later call? etc...  
**Timestamp 23:50**
- Q: Why don't we check yes for interviewed when we talk to a provider? **Timestamp 25:25**
- Q: Didn't 24 hour requirement change to next business day? **Timestamp 23:50**

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- C: If we don't check Interviewed = yes - we may not meet our requirement to interview within 24hr **Timestamp 26:00**
- Q: For "not indicated" I've had to select no for interviewed to have the option to select it. should I leave that blank when I need to select "not indicated" or still select no? **Timestamp 26:26**
- C: Lane County selects "no" because the case or a caregiver was not interviewed, even if the interview was not indicated.
- C: Adding 'hospitalized' as a reason why not interviewed (seems to come up more) would be nice. And correctional or long term care facility **Timestamp 28:20**
- Q: If we add in new options at this late date in the pandemic will it change the data collected up until this point? **Timestamp 28:50**
- **C: From Lex Zhang** : If a case investigator conducts the interview over phone, then check Interviewed=Yes (Do not check "REDCap survey sent") if a case investigator sends the case the REDCap survey to the case/case proxy, then Interviewed=No and "REDCap survey sent" should be checked **Timestamp 30:00**
- **C: Lex Zhang** : If you send the case/case proxy a link to the REDCap survey, then check "REDCap Survey Sent"
- So would you consider a case "interviewed" if a LTCF resident was not interviewed but data was collected from a facility linelist? **Timestamp 32:30**
- C: Philip Lerud : response rate = number of people who responded to survey (both REDCap boxes checked) (numerator) divided by number of people who were sent survey (sent checkbox checked and imported box not checked) (denominator) **Timestamp 37:50**
- C: FYI...The REALD language issue noted earlier has been resolved. Languages should display again when selecting a letter again. Thanks to those that reported the issue this morning.

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## **Future Meetings: Every-Other Tuesday 1:00 – 2:00**

Opera Support Call registration information and general resource materials can be found on the OHA COVID-19 Case Investigation and Opera Resource page:

<https://www.oregon.gov/oha/covid19/Pages/Case-Investigation-Resources.aspx>