

Opera Support Call

Date: Tuesday, November 16, 2021

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

Registration: https://www.zoomgov.com/meeting/register/vJltfumqgT4tGqyonlr1a_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

ARIAS Training support and questions: Training.Support@dhsosha.state.or.us

YouTube Link: <https://youtu.be/azSjmt3HJDY>

AGENDA / BACKGROUND	-	Presenter(s)	-	Time
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Welcome & Staff Introductions – Jen Chandler – 5 min
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<u>Highlighted Topics – Lex Zhang and Philip Lerud – 30 min</u>

- At-home tests in Labs tab **Timestamp 00:02**
- REDCap check in and discussion **Timestamp 10:20**

<u>Open discussion topics - 20 minutes -User questions and feedback (All)</u>

Q: Will we still encourage lab test to confirm? **Timestamp 02:11**

Q: What is someone says they tested and are negative? **Timestamp 03:25**

Q: What was the reasoning behind adding the at-home tests labs tab? **Timestamp 04:30**

Q: Is there an update on ELR ECR servers? **Timestamp 07:35**

Q: Are the servers processing now? **Timestamp 09:29**

Q: Do you know the timeline to replace this server? **Timestamp 09:57**

Q: What is OHA and other counties seeing as success with REDCap? **Timestamp 11:10**

Q: How are counties tracking the number of REDCap links they are sending? **Timestamp 12:00**

Q: Is OHA any kind of data QA to determine response rates, completeness of REDCap data? **Timestamp 14:35**

Q: If you say that you interview someone the checkbox for “reason not interviewed” does not show, can that be added? **Timestamp 20:13**

Q: One issue that keeps coming up in Clackamas county is with first call try, with trying to reach all cases, if a survey is sent and they do not call. Would sending text message be considered first call try attempt? **Timestamp 21:54**

Q: Are people who are collecting data, finding that people are completing the REALD section of the survey? **Timestamp 22:35**

Q: Is it possible to make free text REALD question a required field? Or at least a decline field **25:35**

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C: Team has been sending REDCap surveys 18-65 year old's before calling and then following up with a shortened interview, sometimes cases say they will fill out REDCap but never do **Timestamp 27:58**

C: It is about 2 weeks before they are getting wraparound services, of course there are emergency situations where we are trying to help out when we can. But this goes back to the fact that the more people you are reaching, the more you are trying to help.

Timestamp 35:00

Q: Is there any way to have the redcap send a return email to the sender letting them know the case needs help. **Timestamp 35:33**

Q: For the redcap question regarding vaccination status, there is only a yes /no answer. Is there a possibility of adding more options, like (prefer not to answer). This happens when completing with case over phone. **Timestamp 39:35**

Q: On the risks tab under interviewed radio button, is the intent to use the yes only if the REDCap is sent? Or are people using yes if they are able to connect with the case and complete the case data form regardless or not if they are using REDCap? **Timestamp 40:22**

Questions answered by Lex Zhang in chat

Q: When will REAL-D from REDCap be mapped to OPERA?

A: We're still in the process of mapping REALD. Last Friday, we completed the last bit of discussion needed to ensure that REDCap REALD maps exactly to OPERA REDCap. The developer has our notes and just needs to complete the scripting for importing now. I expect this to be completed this week

Q: In the "why not?" vaccinated choices, does an answer of "I don't want to" fall under philosophical exemption

A: I would say YES

Questions in chat for follow up in next session

Q: Is the case considered "interviewed" if the case agrees to do REDCap?

Q: For reasons for not vaccinated, could we add "vaccine hesitancy" or something along that theme? That would indicate that they need more information vs. will not be vaccinated due to personal beliefs about vaccines.

Q: On the risks tab under interviewed radio button, is the intent to use the yes only if the REDCap is sent? Or are people using yes if they are able to connect with the case and complete the case data form regardless or not if they are using REDCap?

Wrap up – Jen Chandler – 5 minutes

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>

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