

COVID-19 Case Investigation/ Opera Support Call Meeting Notes

Date: Tuesday, March 9, 2021 **Time:** 1:00-2:00 **Meeting Video Recording Link:** <https://youtu.be/bzdCJ9ywAxE>

Purpose: The agenda will rotate every other week between an Opera-centered support meeting to more general Case Investigation support issues.

Outcome: Case investigators are kept informed about Opera updates, case investigation topics, and their needs are identified and prioritized.

User technical support: Orpheus.ODPE-tech@dhsoha.state.or.us

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

AGENDA / BACKGROUND	Presenter(s)	Time
Welcome & Staff Introductions		
<ul style="list-style-type: none">• Introductions of Oregon Health Authority (OHA) staff and the COVID Response and Recovery Unit (CRRU) training team.• CRRU Training Support, hosting office hours. An opportunity to ask questions related to the script or to practice. Please register online at the CI Resources web page. https://www.oregon.gov/oha/covid19/Pages/Case-Investigation-Resources.aspx Timestamp 1:15		
Highlighted Topics		
Investigative Guidelines (IG): (Based on version February 17 2021) https://www.oregon.gov/oha/PH/DISEASES/CONDITIONS/COMMUNICABLEDISEASE/REPORTINGCOMMUNICABLEDISEASE/REPORTINGGUIDELINES/Documents/Novel-Coronavirus-2019.pdf		
<ul style="list-style-type: none">• OHA plans to regularly update the IG's every month, moving forward. Timestamp 2:15• Demo of the IG document, basic overview. Timestamp 5:08• Definition of breakthrough case that is found in the IG's. Timestamp 5:50• Quarantine of 14 days, is through the end of the 14th day Timestamp 6:00• Demonstration on where to find the IG's inside of the Opera Data System Timestamp 7:20• Updated IG is sent using the Health Alert Network (HAN) message. Timestamp 9:10• The CRRU training team is working on formulating a distribution list of Opera users to send out communications and other information Timestamp 9:43		
Breakthrough Cases of COVID-19		
<ul style="list-style-type: none">• Breakthrough vaccine case symptoms and reporting Timestamp 10:27• Vaccine basics effectiveness Timestamp 12:53• Co-morbidity effects on immune response and COVID-19 Timestamp 14:30• Demonstration of vaccine tab in Opera Timestamp 17:09• Opera vaccine tab, "up to date" to be placed if both doses of vaccine have been given, and if 14 days after your last dose Timestamp 18:49		

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- Breakthrough case surveillance also being done by OHA Epi's using Opera information Timestamp 19:48
- The Opera state use only field in the case record, meets the CDC's definition of a breakthrough case, however, we still rely on the case investigator to help identify breakthrough cases Timestamp 19:41

Surge Condition Guidance

- When risk levels change or increase, depending on the LPHA, as in a surge, this may result in asking fewer questions and doing less contact tracing during this time. However, as the numbers level off and decrease, the LPHAs should revert to asking the full range of interview questions and resume contact tracing as well as outbreak response Timestamp: 26:03

Guidance Regarding At-Home Test Kits

- These are the type of testing kits where the test is being taken in the home setting and the results are given in a few minutes afterward. They are not resulted in a CLIA waived laboratory. Timestamp 28:56

Open discussion topics

- Many LPHAs report that they are using scripts when conducting case interviews that meets the needs of their constituents. Timestamp 33:40
- OHA has some scripts that can be adapted and are willing to share their version. Please contact CRRU training support. Training.Support@dhsosha.state.or.us Timestamp 35:25
- REAL-D and SOGI support resources being offered by CRRU training support, that may help with asking these questions during the interview. Timestamp 40:41

Meeting Questions and Feedback

- From the chat: Is there an email alert (or some such) that goes out to alert CIs when the IGs have been updated? Timestamp 33:31
- From the chat: Columbia County is transitioning out of surge. Currently working on updating non-surge scripts with newer guidelines Time stamp: 33:44
- From the chat: Multnomah County just returned to doing full interviews, with some updates. Timestamp: 34:26

Wrap up

- Future OHA training team seminars on "taking a difficult call", "emotional processing time". Future dates and times will be announced. Timestamp 44:05

Future Meetings: Every Tuesday 1:00 – 2:00

Case Investigation and 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>