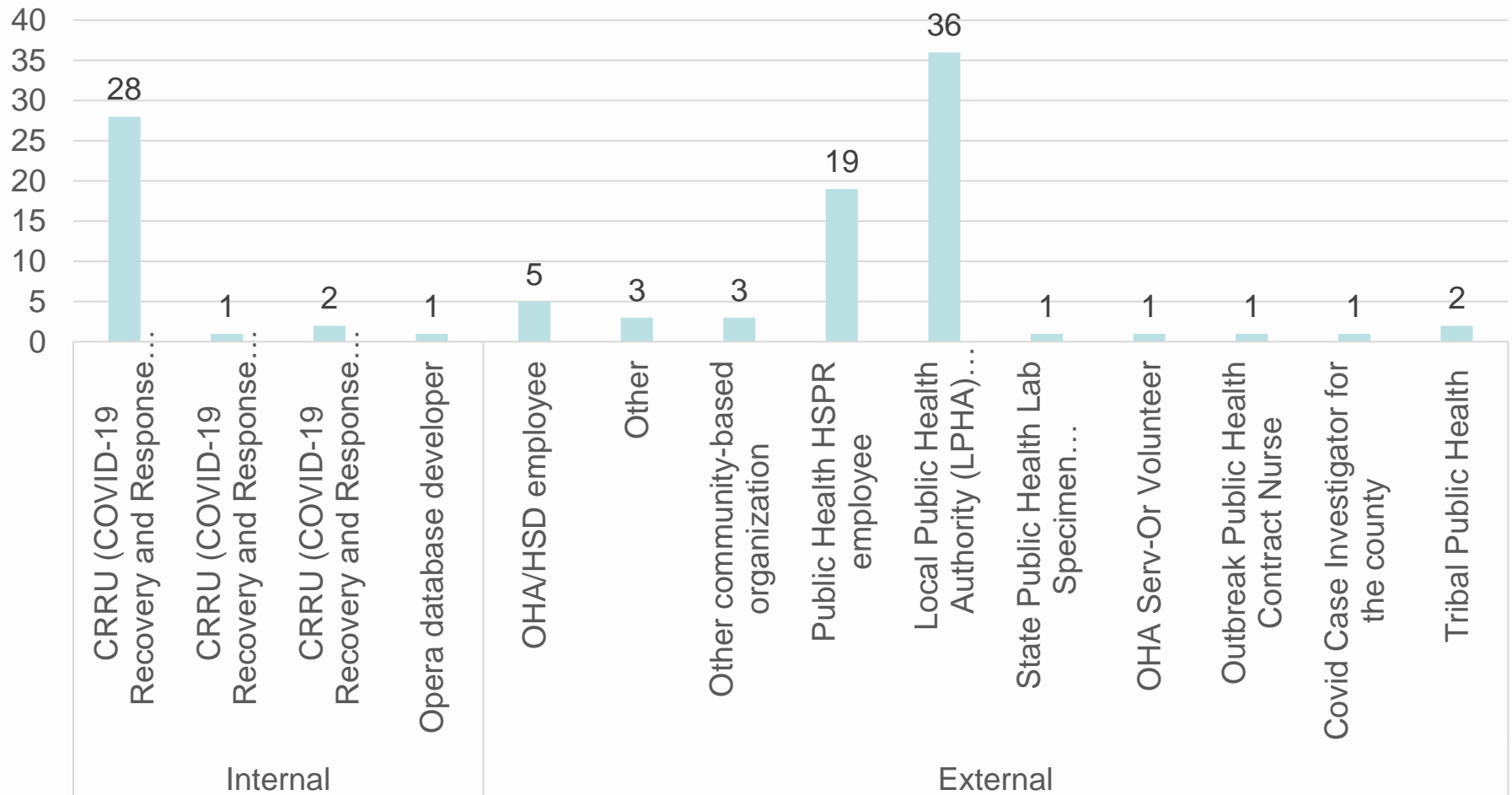


COVID-19 RESPONSE AND RECOVERY UNIT OPERA AND ARIAS SURVEY FEEDBACK

10/17/2022

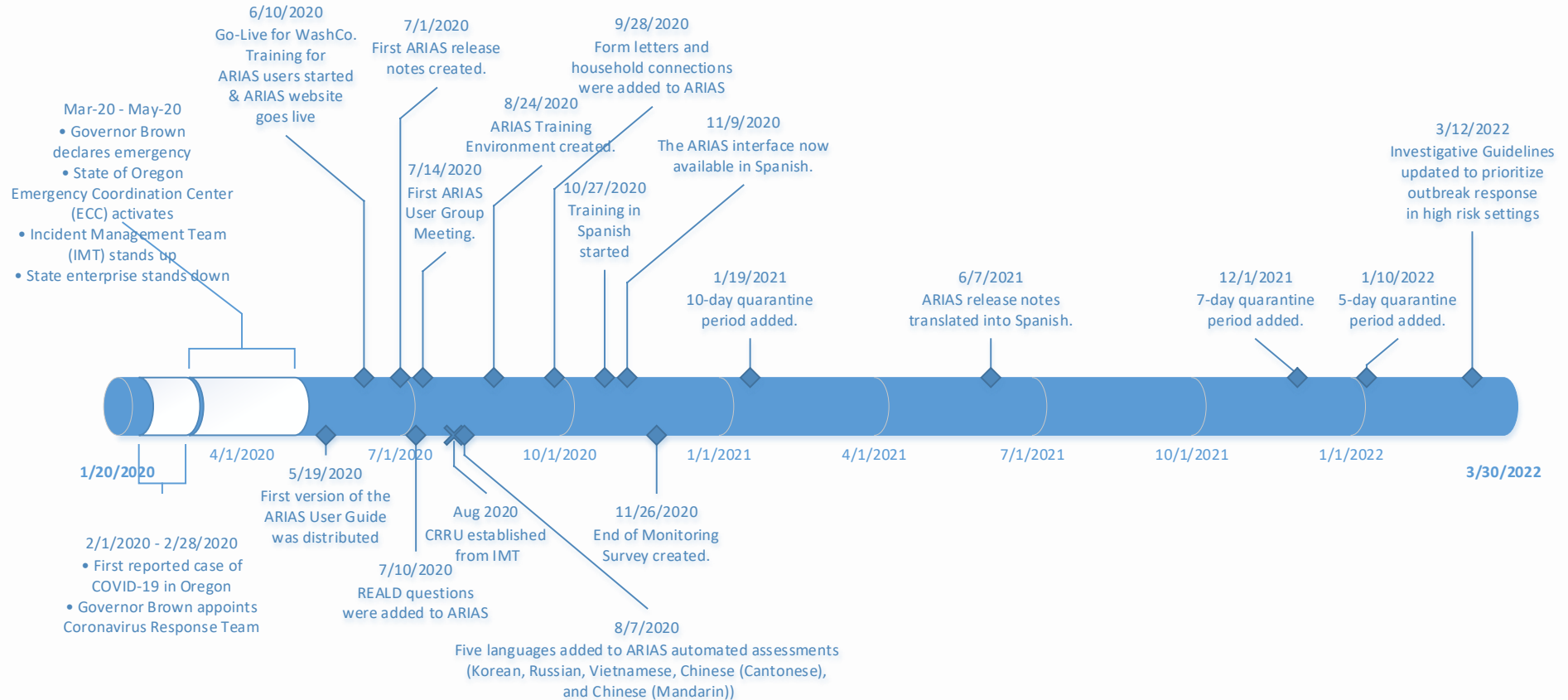
Role Breakout of Survey Respondents



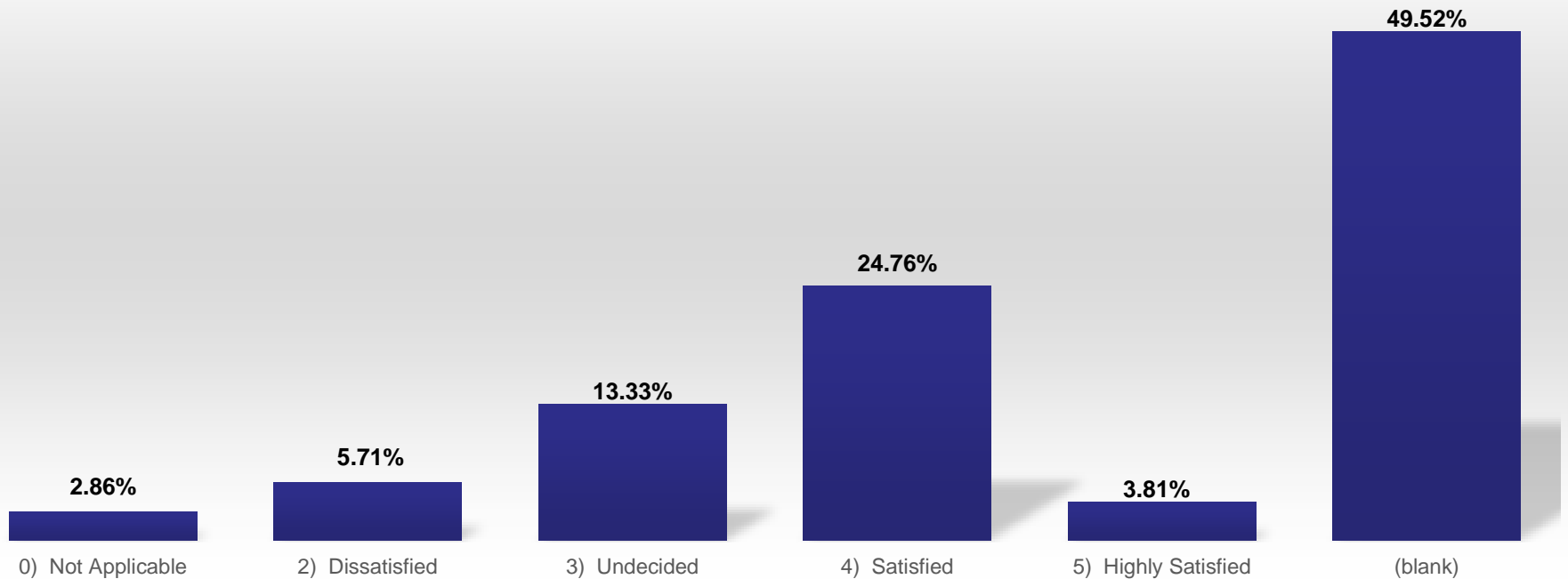
Survey Feedback and Lessons Learned Sessions Findings

ARIAS FEEDBACK

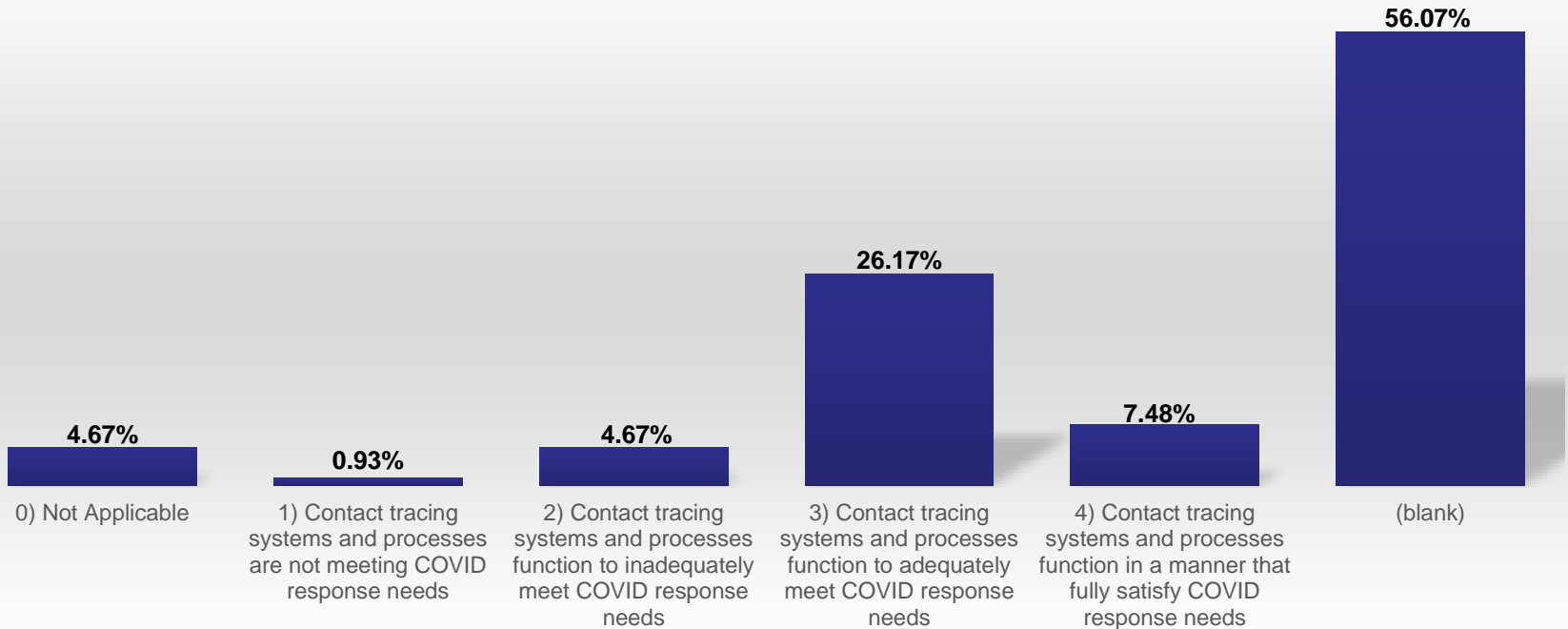
ARIAS Timeline



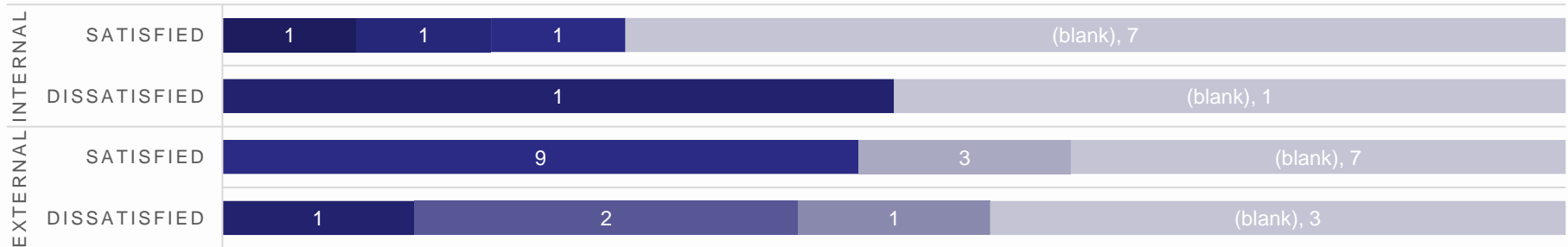
ARIAS User Satisfaction



ARIAS Service Delivery Rating



ARIAS FEEDBACK CLUSTER MAPPING



	External		Internal	
	Dissatisfied	Satisfied	Dissatisfied	Satisfied
■ Acceptable performance				1
■ Difficult to use specific function	1		1	
■ Dynamic exportability				1
■ Easy to use		9		1
■ Lack of upstream interface with OPERA limited collaboration/reporting capabilities	2			
■ Similar capabilities without upstream interfacing	1			
■ Worked well		3		
■ (blank)	3	7	1	7

Internal ARIAS Lessons Learned

What was done right?	Could have been done better?	Changes recommended?
CRRU and OIS have a stronger relationship now.	Duplicate/data management. Additional cleanup/assigning was needed.	Add external users in the SCRUM process as subject matter experts and testers.
There is a way to link families/addresses, but it needs improvement.	Need the ability to link families/addresses together. (Eliminate duplicate calls to the same household.)	Bi-directional will eliminate the presumptive case form being sent via email for Opera new cases to be recognized.
	Error tracking from Opera to ARIAS to reduce duplicate data.	The tool could be looking at usage simplification, especially with linking families/addresses.
	Counties couldn't pull their own data. (OHA could pull reports/data and send to the county)	Sending email/SMS/Alerts communication from the platform, in multiple languages. For monitoring and for notification ("you may have been exposed..." Or "we tried to contact you..." Or "did you check your symptoms today?").

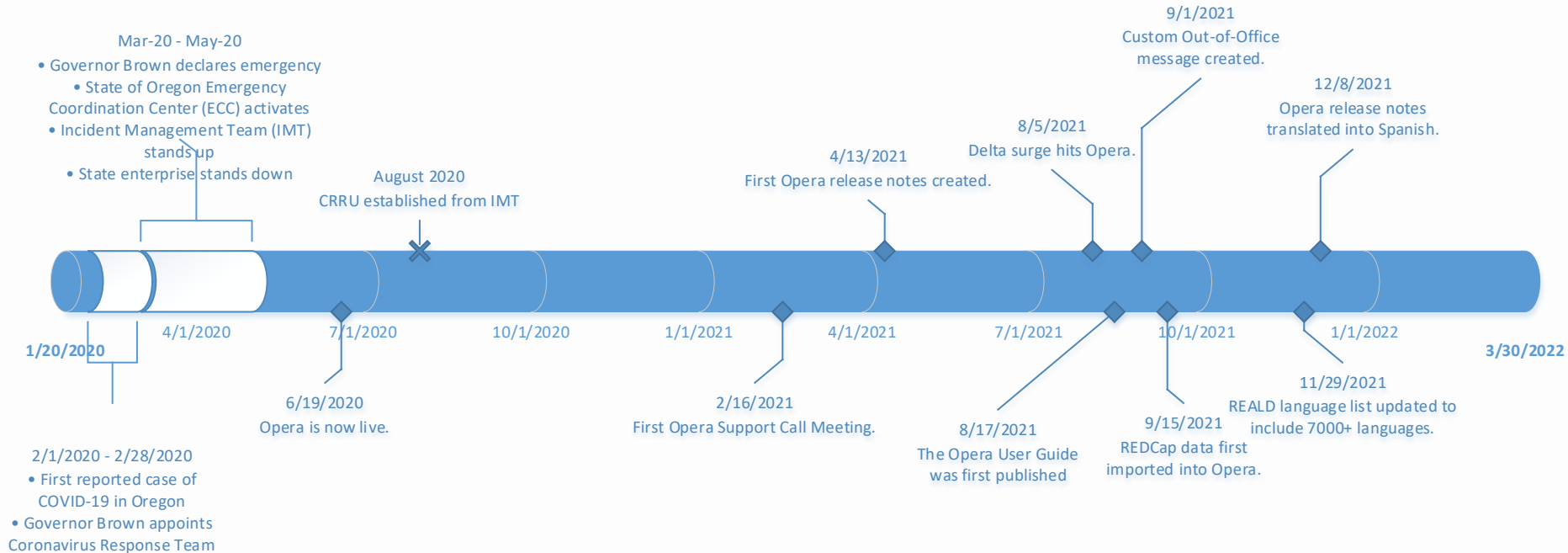
External ARIAS Lessons Learned

What was done right?	Could have been done better?	Changes recommended?
Web based version, which made it more intuitive	No communication between systems.	Standardized processes and training. Top down, simple and it hits home.
Dependable and less complicated, easier to access (Citrix not required, VPN not required)	Duplicated work; validating information is needed.	Communication between systems (Opera vs ARIAS) and counties.
Arias support was good	Options for large households with different names.	Drills of the future system. Stress tests. (How often?)
System was less complicated	Different processes between counties. (Needs standardized processes between counties and OHA.)	Recognition of the work, appreciation after the trainings.
Training was helpful (power user group meetings)	Targeted trainings, with coloration between the counties leading to train the trainer.	
	Trainings can be ambiguous, simple, and needs to be potentially more standardized allowing easy application at each county level.	
	A lot of tedious process for linking contacts leading to multiple organizations and schools not utilizing capability. (automation)	
	Remote training can be challenging; less peer-to-peer training/support.	

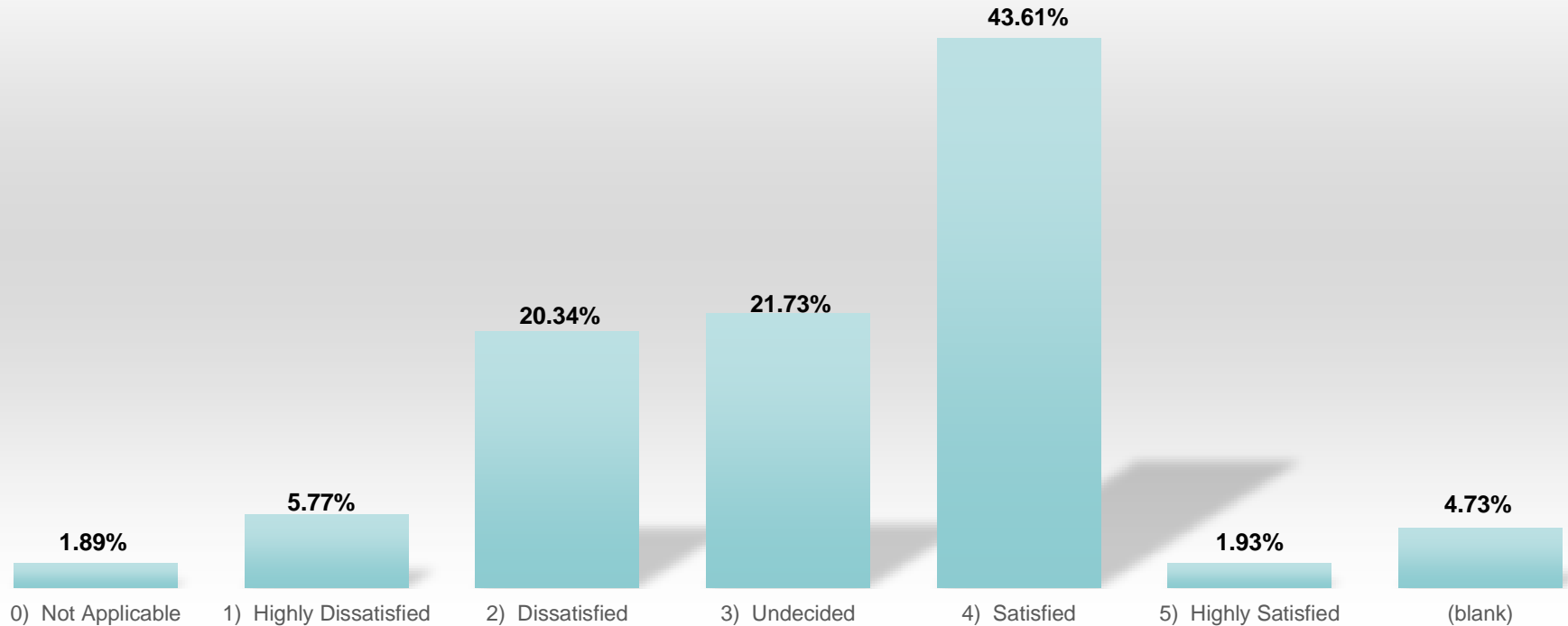
Survey Feedback and Lessons Learned Sessions Findings

OPERA FEEDBACK

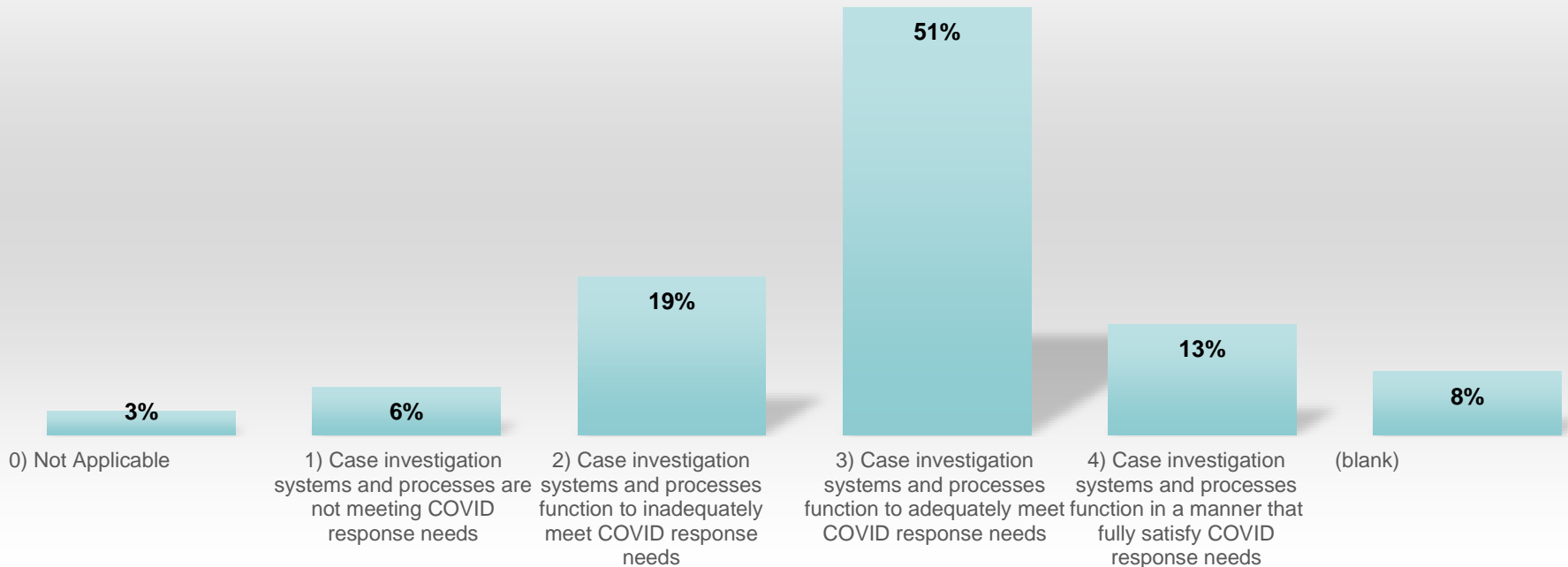
Opera Timeline



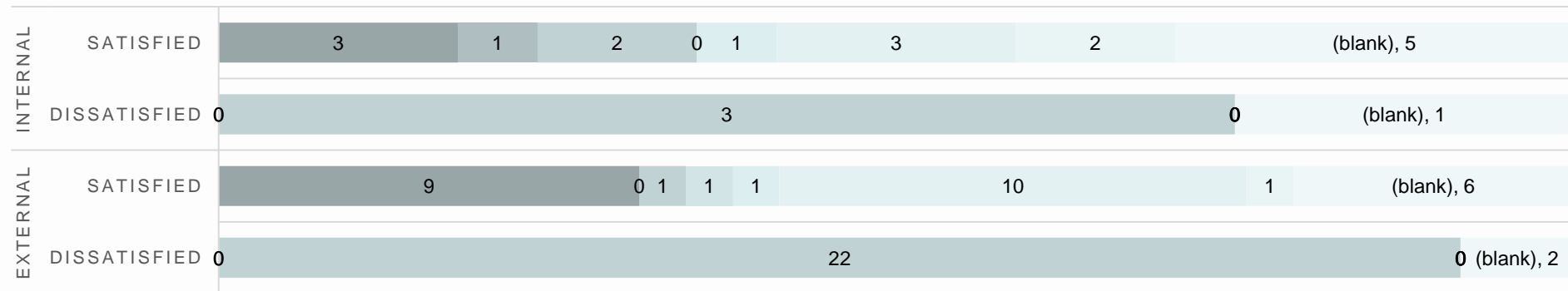
Opera User Satisfaction



Opera Service Delivery Rating



OPERA FEEDBACK CLUSTER MAPPING



	External		Internal	
	Dissatisfied	Satisfied	Dissatisfied	Satisfied
■ Easy to use		9		3
■ Helpful, prompt support				1
■ Latency, bottlenecked/overburdened system, leading to backlog of cases	22	1	3	2
■ Room for data entry improvement		1		
■ Valued case EPI linking capability		1		1
■ Worked well		10		3
■ Worked well, but performance issues		1		2
■ (blank)	2	6	1	5

Internal Opera Lessons Learned

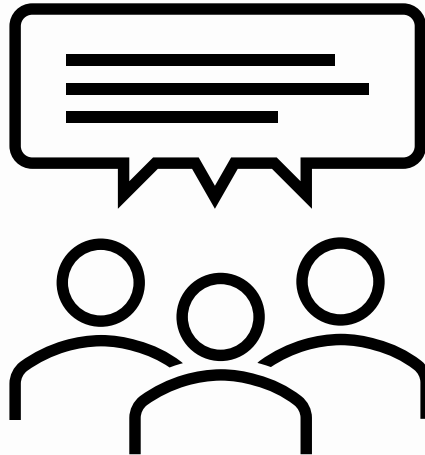
What was done right?	Could have been done better?	Changes recommended?
Create custom buttons/processes	Connection – VPN vs Citrix	Compare other state solutions. Sharing information with other states. (WA DOH uses key fobs to access cloud/server as an additional security measure with VPN/secure LAN)
Opera Data Report	We needed to transition but we didn't.	Connecting customers in design and aligning with business process / AGILE or SCRUM
	User Group Meetings to update on changes to sending out PDF of meeting notes/updates	Cloud migration
	Validate information entered proactively. System can check addresses for example.	Develop Steering Committee/Working Group to continuously review functionality; representatives from State/Local/Tribes for feedback.
		Adding Grade/Classroom for Schools; LTCF Resident location vs. Workplace.

External Opera Lessons Learned

What was done right?	Could have been done better?	Changes recommended?
Separate Opera support	REDCap – could have been implemented sooner.	Allow ELRs to have REALD information & populate into the case
Having a paper version of the interview was helpful	Auto processing results – could have been implemented sooner.	Different trainings for different levels. More catered trainings/support.
The training videos & training sessions were AMAZING	More alternatives/options.	
	Better support available. Additional training. (email and phone)	
	More languages could have been integrated earlier. Messages sent out with multiple languages in initial contact in interview/ REDCap.	
	Citrix being used for external vs internal access.	
	User guide given earlier; updates with no warning.	
	ARIAS and Opera not communicating between one another was EXTREMELY difficult to identify contacts who seroconverted.	
	Standardized processes and shared with everyone. (Include in the user guide.)	
	Support available until 7, flexible times were helpful.	

Questions?

Your hard work, attention to detail, your passion, your commitment has been appreciated. Everything that CRRU was able to accomplish is because of YOU. THANK YOU!



Retrospective Core Elements

- Equity Framework - CRRU centered equity, not just through intent, but through daily practice.
- Community Driven - Community voices are elevated and heard.
- Decision-Making Structure - Shared decision-making and empowered staff.
- Employee Wellness - Care and feeding of all team members.
- Focus on Accessibility - Staff resources to create inclusive work culture and outreach.
- Work Culture - A safe space to be vulnerable and make mistakes with a framework of continuous improvement.
- Partnership and Collaboration - Utilize all available state, community, and business partnership resources, across agencies and divisions, to leverage impact.
- Regional Approach - Cross-system integration with a regional focus.