Managing Disaster and Pandemic Response

Featuring the Oregon Health Authority

October 1, 2020
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Welcome to ENGAGE!

I’m Tanya.
- Joined Smartsheet in May 2017
- Main focus: state and local government
- Seattle, WA

Today we’re diving into how the Public Health Division of the Oregon Health Authority leveraged Smartsheet to quickly assemble and manage their COVID-19 response.

Tanya Lingle
Senior Customer Success Manager, Smartsheet
Hi there!

I’m Joey.

- I started using Smartsheet in 2016
- Role: Smartsheet System Administrator
- Self proclaimed Smartsheet power user
- Portland, OR
Oregon Health Authority

Who we are:

- **Vision:**
  - Lifelong health for all people in Oregon

- **Mission:**
  - Promoting health and preventing the leading causes of death, disease, and injury in Oregon
Our Smartsheet journey

● We first started using Smartsheet in 2016 for a performance management system
  ○ Needed a solution to easily provide performance system reports to executive leadership team
  ○ Went from spending three days building reports to four hours → huge time savings

● Now, Smartsheet is used across the agency
  ○ Emergency management and incident response
  ○ Grant management
  ○ Project management
  ○ Legislative processes
  ○ Onboarding
  ○ Communicating with external partners
  ○ Safety and risk management
  ○ Toxic free kids
  ○ Learning Community
  ○ Hospital contact management
  ○ Training registry
  ○ Evidence-based interventions
Assembling a COVID-19 response

The situation:

- **January 2020: Oregon Public Health Division established an Incident Management Team to respond to COVID-19**
  - Oregon has a population of 4.1 million and is the ninth largest state geographically
  - 34 local public health authorities
  - Nine federally recognized tribes

- **February 28, 2020: First confirmed case of COVID-19**
  - The Incident Management Team (IMT) went from 50 to approximately 350 people in a few short weeks

- **Response would require high levels of coordination across local, state, and federal government agencies, multiple community partners, and health system stakeholders**
Assembling a COVID-19 response

The solution:

Smartsheet was identified early on to:

- Manage staff assignments
- Generate dashboards for data reporting
- Track document and guidance development and approval
- Organize publications and documents
Providing ongoing community public health support

The situation:

- Data shows that COVID-19 is disproportionately affecting communities of color, with high infection rates among Latin, Black, and Pacific Islander communities.
- Oregon Health Authority was granted ~200 grants for Community-Based Organizations (CBOs) to perform contact tracing, wraparound/social services, and outreach and education activities across the state.
Providing ongoing community public health support

The solution:

Use Smartsheet to support CBO grant management

- Each community engagement coordinator has personalized dashboards that link to the CBOs and LPHAs in their region
- Publication ordering from CRRU (COVID Recovery & Response Unit)
- Quarterly activity tracking data collection
- Partnering with local public health authorities and the community based organizations in their counties
Hosting Smartsheet Sessions

- Created a Community of Practice for licensed users within the public health division
- Sessions are offered virtually for 30 minutes every other week. Topics include:
  - Forms and data collection
  - Automated workflows
  - Permission levels
  - Update requests
  - Real-time reporting and dashboards
- Members share lessons learned and bring forward design and programming questions to be worked on by the group.
In closing...

- **What you build is what you get**
  - Investing in product knowledge pays off – able to do much more than ‘just’ a spreadsheet
  - Design and permissions are very important

- **Smartsheet is scalable, both for short-term and long-term projects**
  - Ease-of-use allowed us to build solutions to respond quickly to the pandemic

- **Smartsheet allowed us to respond to the unexpected**
  - Smartsheet allows us to work remotely, independently, and collaboratively
Additional resources

Smartsheet

**Learning Center**
- Self-service help and learning resources
- On-demand webinars

**Mobilizer Program**
- Exclusive hub of resources to help you share Smartsheet throughout your organization

**Community**
- Online community forum to enable customers to find answers, share their experiences, and connect

Smartsheet Gov

**Smartsheet Gov Learning Center**
- Self-service help and learning resources
- On-demand webinars

**Smartsheet Gov Mobilizer Program**
- Exclusive hub of resources to help you share Smartsheet throughout your organization

**Community for Gov**
- Online community forum dedicated to Smartsheet users in the Gov sector
Thank you