



☑ smartsheet

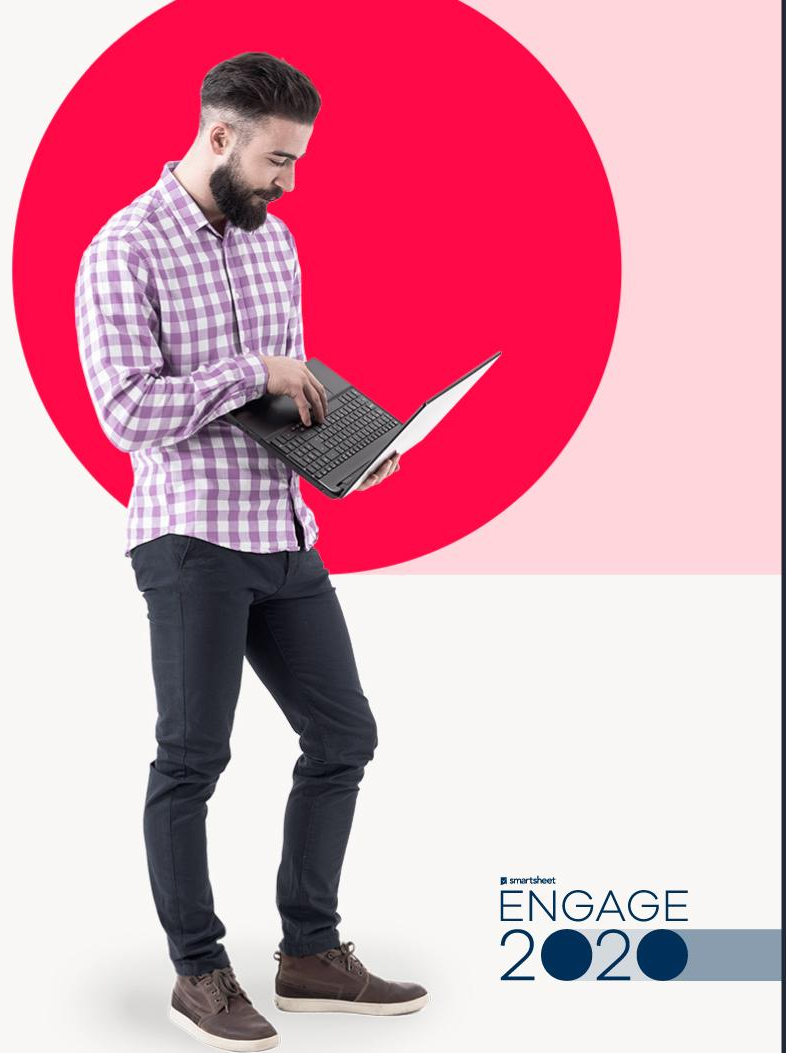


# 20 ENGAGE 20

# Managing Disaster and Pandemic Response

Featuring the Oregon Health  
Authority

October 1, 2020



smartsheet  
**ENGAGE**  
**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



**Joey Razzano, MBA**

Accreditation & Accountability  
Coordinator, Oregon Health Authority,  
Public Health Division

# 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:

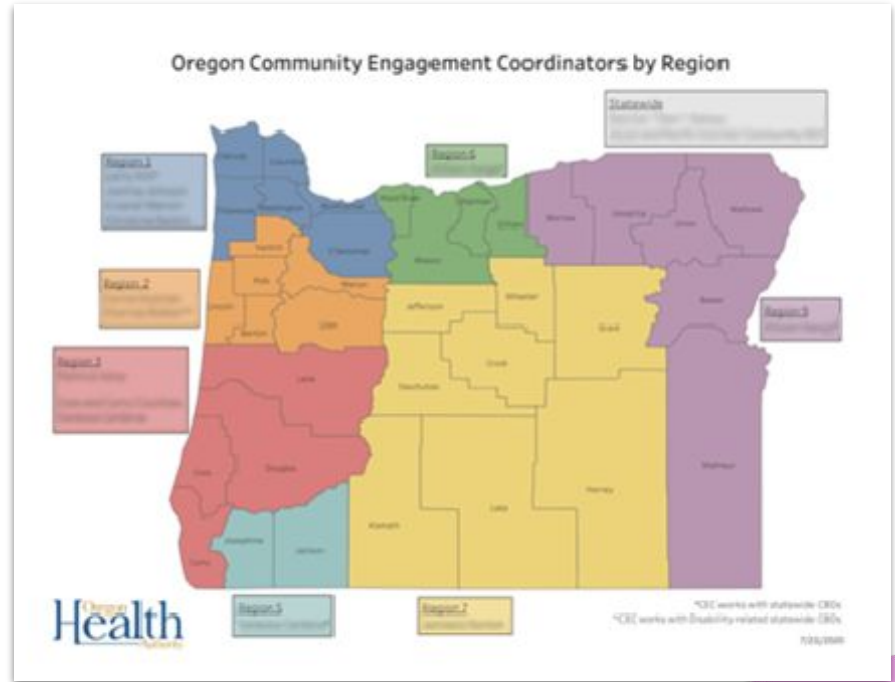
- Manage staff assignments
- Generate dashboards for data reporting
- Track document and guidance development and approval
- Organize publications and documents

Product ID	Product Name	Pub No.	Product Status	Product Lead	Send to translations	Assigned Writer	Assigned QA	Assigned PIO	PIO Approval	Lead PIO	Lead PIO approval	Assigned DOJ Contact	DOJ Approval
JC0523	Symptom Screening Checklist for Non-health Care Employees	OHA 2699	PUBS awaiting final review						05/19/20		06/06/20		
JC0594	Farmworker contact tracing and testing video script		In Revision										
JC0617	County COVID-19 Outbreak Toolkit: Press Release Template	OHA 2735	PUBS awaiting final review						06/23/20		06/23/20		
JC0618	County COVID-19 Outbreak Toolkit: Checklist		On Hold						05/19/20				
JC0619	County COVID-19 Outbreak Toolkit: General Workplace response guide		Pending Lead PIO Approval										
JC0620	County COVID-19 Outbreak Toolkit: Outbreak Communications Toolkit (Framework, outline, TOC)		On Hold										
JC0635	Test Results: Understanding What They Mean	OHA 2743	Some languages not yet reviewed						07/09/20		07/10/20		
JC0648	County COVID-19 Outbreak Toolkit: Phone Script		Pending DOJ Approval						07/07/20		07/17/20		
JC0650	County COVID-19 Outbreak Toolkit: Letter for Employees	2734A	Pending DOJ Approval						07/01/20		07/14/20		
JC0655	What to expect Round 2 submission		On Hold						07/13/20				7/9/2020
JC0664	Agricultural Workers - Essential Campaign video		On Hold						07/09/20				
JC0665	COVID-19 Outbreaks in Workplaces FAQ	OHA 2390N	Some languages not yet reviewed		07/16/20				07/09/20		07/14/20		
JC0665	Administering Naloxone guide	OHA 2718	Sent to Translation						07/17/20		08/13/20		
JC0668	Reopening Guidance FAQs - School Aged Summer Day Camps	OHA 2390C	In Revision		07/23/20				07/17/20		07/17/20		
JC0695	PPE Process for Entities	OHA 3226	Uploaded to server						07/21/20		07/29/20		
JC0696	PPE request form	OHA 3227	Uploaded to server						07/21/20		07/29/20		

# 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**



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