

Integrating clinical information systems to create a single comprehensive patient record.

Connect Care is the bridge between information, healthcare teams, patients – and the future. The foundation of Connect Care is a common clinical information system, which will directly impact everyone who provides patient care within AHS. It will be implemented provincially over time in order to allow our facilities time to prepare for this transformation.



AHS' provincial Clinical Information System (CIS) is part of the Connect Care initiative. With a single comprehensive record and care plan for every patient, the quality and safety of the care we deliver is improved, and our patients and their families across the healthcare system will have a better experience.

MEASURING OUR PROGRESS

There is no AHS measure for this specific AHS objective. Success is measured based on meeting key milestones related to the Connect Care initiative.

- ❖ AHS Board approved a contract agreement with Epic Systems Corporation, which came into effect in October 2017.
- ❖ A new governance structure was established with a Terms of Reference.

Connect Care met its major milestones for 2017-18. This includes high-level completion of scoping, groundwork, direction setting, technical training and much of the core clinical system design. Next year will be focused on building and configuring the system.

Connect Care – Direction Setting

In February 2018, more than 2,400 AHS staff, physicians, volunteers and patient advisors from across Alberta came together in Edmonton to start designing the CIS at the first of a series of Direction Setting sessions. The second session took place in March and the third and final session was in April.

The sessions helped decide how Connect Care will support commonly used workflows (tasks performed when providing patient care). Participants representing programs, care settings, and clinical and operations teams were guided through a series of questions and made decisions on how these workflows and processes are designed into the CIS.

Significant progress was made at the session in February; the aim was to have approximately 65 per cent of the decisions needed on workflows made by the participants. In fact, consensus was reached on 79 per cent of the decisions presented.

After six years of committed effort, the Meditech Optimization Program was completed in a collaborative effort with many stakeholders, including physicians. The project involved the implementation of eight platforms (e.g. operating room scheduling) to support better access to information between providers, improved efficiency and increased savings in paper and storage costs. This work also helped position thousands of end-users to be better prepared for the transition to Connect Care.

AHS is supporting Alberta Health in enhancing and expanding Alberta Netcare and the Personal Health Portal to assist Albertans in taking an active role in managing their health. Alberta Netcare is a secure and confidential electronic system of Alberta patient health information collected through a point of service in hospitals, laboratories, testing facilities, pharmacies and clinics. Access is restricted to registered healthcare providers working as an accredited Alberta healthcare provider. In 2017-18, the number of enabled sign-ons increased by 19 per cent (50,477 users) compared to 2016-17.

MyHealth.Alberta.ca is an online website available for public access to healthcare information about health conditions, healthy living, medications, tests and treatments. In 2013-14, there were 1.5 million online visits. This has grown to 8.5 million visits in 2017-18.