

OBJECTIVE 12: INTEGRATE CLINICAL INFORMATION SYSTEMS TO CREATE A SINGLE COMPREHENSIVE PATIENT RECORD.

WHY THIS IS IMPORTANT

Connect Care is a collaborative effort between Alberta Health and AHS staff, clinicians and patients to improve patient experiences and the quality and safety of patient care, by creating common clinical standards and processes to manage and share information across the continuum of healthcare. Connect Care will also support Albertans to take ownership of their health and care by giving them access to their own health information.

The 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.

With Connect Care, efficiencies will be achieved and Alberta will have a common system where health providers can access comprehensive and consolidated patient information which will travel with patients wherever they access the health system.

Connect Care will be implemented provincially over time in order to allow our facilities time to prepare for this transformation.

AHS PERFORMANCE MEASURE

There is no AHS measure for this specific AHS objective.

HOW WE ARE DOING

AHS is monitoring progress through the accomplishment of key milestones and deliverables.

WHAT WE ARE DOING

As Connect Care moves forward, communication teams are increasing their focus on engagement across AHS. This includes planning for quarterly Telehealth Town Halls where staff and physicians can ask questions directly to Connect Care leaders, providing resources such as a manager's toolkit, and providing regular updates in the Connect Care newsletter as well as stories in physician blogs, vlogs, newsletters, handbooks, Doc of the Week and other physician-focused online services.

Key achievements in Connect Care for Q3 include:

- All clinical information system build teams completed 100% of workflow-related tasks by December 2018. The pace of progress continues to accelerate, with expectation that clinical content build, testing and training milestones will also be met.
- All decisions about the design of clinical documentation, decision and inquiry supports are on track for completion in early February. The Clinical System Design build is well underway, with priority given to those functions needed for early testing and training.
- Identification of staff and physician change-agents (Super Users) is well underway, focusing on early-launch sites. These peers obtain extra training so they can provide elbow-to-elbow support for colleagues just before, during and after implementation. Recruitment to be complete in February.
- Connect Care Readiness Playbooks are easily accessed by all AHS staff and physicians, and continues to take shape, with new sections offering practical guidance about steps to get ready for implementation. The latest release gives more detail about how our work will change, emphasize positive prospects to build excitement for transformation.

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 Q3 2018-19, there were 62,631 enabled sign-ons, which is a 1% decrease compared to Q3 2017-18. After 180 days of inactivity, accounts are now disabled which likely accounts for the decrease in enabled sign-ons in Q3.

Virtual Health (virtual care) involves remote interactions with patients and their healthcare team members that involve the exchange of information that improves the quality of care and patient outcomes. It can include real-time encounters (eVisits or videoconferencing), remote patient monitoring, and exchange of messages.

- An evaluation of vendors for Connect Care videoconferencing is in the planning phase. The process includes initiating an interdisciplinary working group of stakeholders to conduct the evaluation and determining gaps in current virtual care delivery technology.