

Improve Financial Health and Value for Money

Objective 12: Integrating 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 in AHS. 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 AHS 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.

It is anticipated that 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. Success is measured based on meeting key milestones related to the Connect Care initiative.

HOW WE ARE DOING

Connect Care has successfully achieved all necessary 2018-19 milestones on time. This includes high-level completion of scoping, groundwork, direction setting, technical training and much of the core clinical system design.

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.

AHS has completed some significant Connect Care milestones in 2018-19:

- The software workflow build was complete in Q3 and the base content build required for training activities was completed in Q4. All clinical decisions about the design of clinical documentation, decision and inquiry supports were complete in February 2019.
- Identification of staff and physician change-agents (Super Users) is 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.
- The data integration software development and functional testing was completed in Q3. The second of six rounds of integrated testing started on time.
- The Data Centre hardware installation was completed as of March 29, 2019.
- The Connect Care Readiness Playbooks initial chapters were released on time for Wave 1 and easily accessed by all AHS staff and physicians, 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, and emphasize positive prospects to build excitement for transformation.
- Successful Wave 2 kick-off events occurred for Calgary in March and for Central Zone in April 2019.
- The Benefits Realization Charter is now approved, and AHS is working on finalizing owners and validating expected savings.

AHS is supporting Alberta Health in enhancing and expanding Alberta Netcare and MyHealth Records 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 2018-19, there was an increase of 3% over the same period last year.

MyHealth.Alberta.ca is a secure online portal to trusted consumer health information, services and tools empowering Albertans to participate in and manager their healthcare journey. The site continues to grow in popularity with Albertans reaching over 15 million visits in 2018, almost double the annual usage from 2017.