Improve Financial Health and Value for Money

Objective 12: Integrating clinical information systems to create common, comprehensive patient records (Connect Care).

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.

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 achieved all major Q3 milestones including the launch of Wave 1 on November 3, 2019. Lessons learned from Wave 1 are being incorporated into plans for future waves.

WHAT WE ARE DOING

Connect Care is the bridge between information, healthcare teams, and patients. Through a common provincial clinical information system, Connect Care will create a seamless health information network for clinicians to record and share patient information to support high-quality care. The project is being implemented in multiple phases (waves) to minimize disruptions for patients and healthcare providers. A Connect Care Provider Bridge has been established to support communication with Non-AHS Community Providers.

AHS completed several Connect Care milestones in Q3:

- Nearly 900 AHS clinicians and staff attended two readiness events to prepare for the launch of the Connect Care CIS. Three quarters of attendees reported feeling ready for Connect Care to launch with participants saying they are focusing on training, practicing the new workflows, seeking and giving support, and getting enough sleep.

- After years of planning and preparation, Connect Care launched Wave 1 in the early morning hours of November 3 as scheduled. With this first step, more than 20,000 AHS staff and physicians began to use Connect Care's clinical information system.

- New resources continue to be developed and shared with leaders and staff impacted by Connect Care implementation. Support is available 24/7 with Super Users stationed on every unit to address questions as they arise.

- As of Q3, eight eHealth Competence modules are available to help staff develop and refine their information technology and digital communication skills.

- More than 2,000 Albertans are already accessing their health information online through MyAHS Connect, formerly known as MyChart, which enables users to manage appointments, access test results, and communicate directly with their healthcare team.

Alberta Netcare is a secure and confidential electronic system of patient health information collected through a point of service in hospitals, laboratories, testing facilities, pharmacies, and clinics. As of Q3YTD, 64,185 registered healthcare providers have access to the system. Netcare allows real-time access to comprehensive health information to make the best care decisions for each client. Shared patient information leads to fewer tests, reduces adverse events, and reduces the need for patients to remember and repeat detailed health information.

AHS has initiated a sequenced launch of Provider Portal which will provide physicians who do not use the Connect Care clinical information system with some level of access to information and services.

MyHealth Records is an online tool that lets Albertans see some of their health information from Alberta Netcare including medications, immunizations, and lab tests. As of Q3YTD, more than 129,550 user accounts have been created.