



### CMIO Practice Charting for Connect Care Users

The Clinical Operations Readiness Team undertakes Shadow Charting in specific clinical areas based on need in each Wave implementation. Shadow Charting is a dual documentation exercise (charting in existing charts and in Connect Care) that allows AHS team members the opportunity to practice high acuity, high volume workflows in the incoming Connect Care system and allows Clinical Operations to test various aspects of hardware and device readiness. Connect Care charting is done on test patient records in an environment used for this purpose.

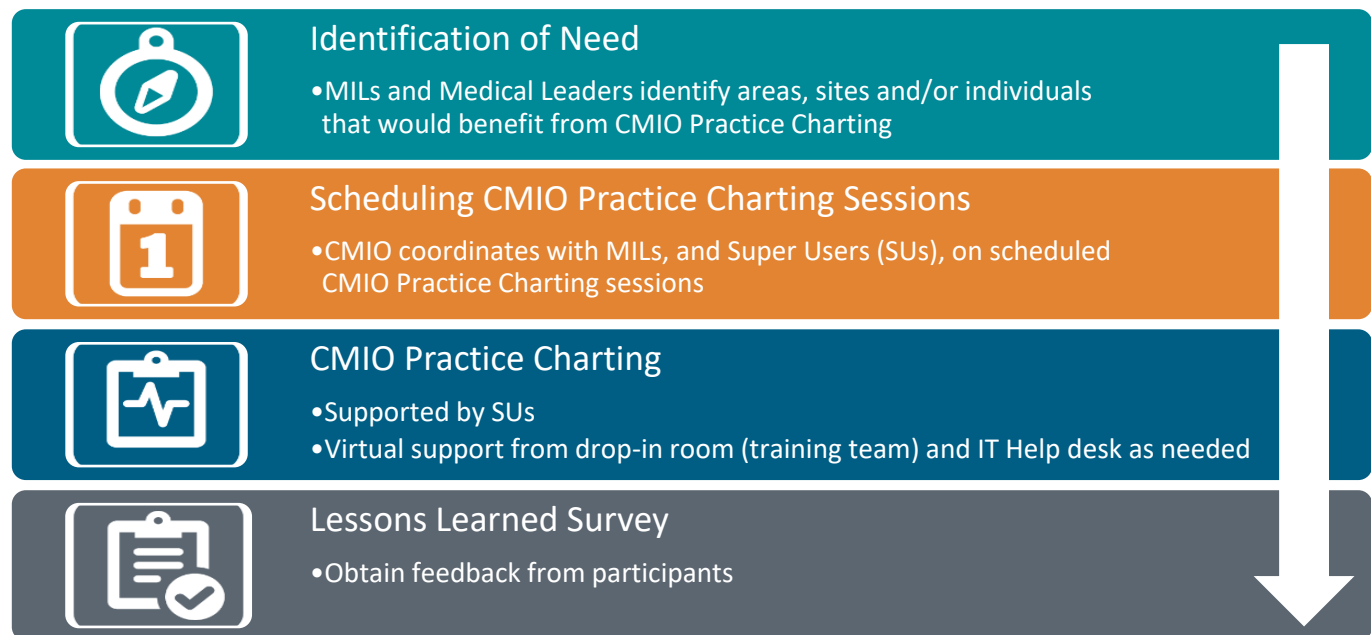
The Chief Medical Information Office (CMIO) received feedback from our providers and end users that it can be difficult to participate in Shadow Charting and additional opportunities to practice charting in Connect Care would be beneficial. CMIO Practice Charting is an additional opportunity for CMIO end users to practice dual charting in existing charts and in Connect Care on real patients during or after real appointments. CMIO Practice Charting does not replace Clinical Operations Shadow Charting, it is an additional opportunity for CMIO end users to practice in the system. CMIO Practice Charting is available to those departments and end users identified by their local leadership.

#### Objective

This document gives an overview of CMIO Practice Charting.

Medical Informatics Leads (MILs) and Zonal Departmental, Facility and Site Medical Leaders (“Medical Leaders”) coordinate communication efforts and help identify what clinical area(s) and individuals would benefit from CMIO Practice Charting. The pertinent Zone Associate Chief Medical Office (ACMIO) team will work closely with the MILs and Medical Leaders to facilitate CMIO Practice Charting.

#### CMIO Practice Charting Plan



Clinical departments and/or individual CMIO end users that would benefit from CMIO Practice charting are identified by MILs, Medical Leaders, and the ACMIO team. The CMIO and leadership plan CMIO Practice Charting sessions, ensure it is supported, and survey the participants afterwards for feedback.



---

### Identification of Need

*Medical Leaders identify CMIO end user areas, sites and/or individuals that would benefit from CMIO Practice Charting*

Zone Medical Leaders in collaboration with their ACMIO identify areas/sites/individuals who would benefit from opportunities to practice charting in the Connect Care system. This can be any CMIO end user areas/sites/individuals who have missed opportunities to attend other readiness events, feel unprepared to use the system, are unsure of how to chart, or would like extra practice.

### Scheduling CMIO Practice Charting Sessions

*CMIO coordinates with MILs, SUs, and the Training Team to schedule CMIO Practice Charting sessions*

Medical Leaders work with their CMIO end user areas/sites/individuals and Super Users to determine dates, and times for CMIO Practice Charting sessions. Clinic days with fewer appointments are ideal to allow sufficient time for the CMIO Practice Charting process, practice charting can also be done after hours without the patient for ease of practice. It is recommended each participant plans to dual chart on at least 2 to 3 patients for practice in Connect Care during their practice session.

The MIL emails the site, date, time, CMIO end user information, and Super User supporting to the appropriate zonal ACMIO team listed below, who tracks the sessions. PLY access is provisioned to all CMIO end users, no special request is required. The CMIO Practice Charting team creates PLY test patients for identified areas.

Calendar invites to participating and supporting individuals are created and sent, and an email reminder 24hrs in advance of the CMIO Practice Charting session is sent.

### CMIO Practice Charting

*Supported by MILs, SUs and virtual drop-in staffed by training team*

CMIO Practice Charting follows the same structure as Clinical Operations Shadow Charting and is conducted in the PLY environment.

The supporting SU meets with the CMIO end users participating in CMIO Practice Charting at their site, attends and supports the participants in dual charting in their system and Connect Care during or after their appointments. Any issues encountered are raised with the IT on-call support resource and the supporting SU submits tickets as needed. The virtual training drop-in, and MIL is available to support the SU as needed.

The length of each CMIO Practice Charting session varies based on the amount of charting each provider typically does during their appointments as well as how many charts they plan to dual chart on (2 to 3 patients are recommended for a good breadth of experience).

### Lessons Learned Survey

*Obtain feedback from participants*

The CMIO surveys individuals who participated in CMIO Practice Charting including the end users, Department heads, MILs and SUs to get their feedback and continue improving the process.

### Resources

- Connect Care Manual – CMIO Practice Charting ([Connect Care Manual - Practice Charting \(connect-care.ca\)](#))
- Zone ACMIO teams
  - North Zone [cmio.nz@ahs.ca](mailto:cmio.nz@ahs.ca)
  - Edmonton Zone [cmio.ez@ahs.ca](mailto:cmio.ez@ahs.ca)
  - Central Zone [cmio.cez@ahs.ca](mailto:cmio.cez@ahs.ca)
  - Calgary Zone [cmio.caz@ahs.ca](mailto:cmio.caz@ahs.ca)
  - South Zone [cmio.sz@ahs.ca](mailto:cmio.sz@ahs.ca)
- For general questions, contact [help.cmio@ahs.ca](mailto:help.cmio@ahs.ca)