



### Calgary Zone Medical Staff Newsletter – February 2019

#### Connect Care Update

##### Training

In the beginning of February, we achieved 100% completion of the essential core and specialty Clinical System Design (CSD) decisions needed for Connect Care configuration and build. The decisions have been made by the numerous Area Councils and Specialty Workgroups and with these decisions they have designed a solid foundation for the Connect care system.

The attention now quickly shifts to the configuration, build, validation, testing and training. Plans for Connect Care physician training continue to gel. Although the first wave launch is not until November, training starts long before then.

Key principles for training:

- Physicians train physicians. Training pathways are physician-designed and developed. We will maximize the use of peer trainers and super-users and training teams include clinical training specialists with diverse backgrounds.
- Physician training will be developed around a “Day in the Life” Philosophy, with a clear mandate of respecting physician time.
- Training will take place in a modular fashion with flexible access options, and will support a variety of learning styles and baseline e-Health literacy of learners.

Training will be organized in three distinct blocks. “Basic” training will cover everything needed to function on a physician’s first day of use and will be completed pre-launch. The basic block will also enable users to complete the competency assessment required to gain access to a production Connect Care system. A second “Personalization” block will act as a refresher and take learners deeper into specialty content. This too is offered before launch. An “Optimization” block will be offered post-launch. This will reinforce basic and personalization learnings and will delve even deeper into decision supports, documentation automations and workflow efficiency tips.

Each block will be delivered using a mix of in-person training, e-learning modules, and support materials such as workbooks, tip sheets and practice environments. The estimated time to complete a physician pathway will be up to 12 hours, but this will vary with the learner’s needs, baseline capabilities and pathway tracks. Of the total, about 6 hours are needed to develop essential competencies and the absolute minimum physician requirement for access.

The AHS Connect Care Program and CMIO office work with AHS Zone Medical Affairs clinical departments to determine and communicate which training pathways are required for physician roles active in the five AHS Zones. Registration for the training sessions is also organized through Zone Medical Affairs.

Some additional resources to help keep you informed about Connect Care:



# Connect Care

## Newsletter

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- Provincial Physician Updates <http://bytesblog.ca>
  - Calgary Zone Physician Website <http://www.ahs.ca/cmiocaz>
  - Contact [cmio.caz@ahs.ca](mailto:cmio.caz@ahs.ca)