



# Connect Care

## eHealth Competence Program Frequently Asked Questions For Students and Post-Secondary Partners

---

### Contents

What is eHealth Competence? .....	2
If students have used digital health tools (such as an electronic medical record) before, is eHealth Competence learning necessary? .....	2
What is the first step in participating in eHealth Competence for a student completing placement at AHS? .....	2
What resources are available to support individuals in gaining the required skills, attitudes and knowledge for eHealth Competence? .....	2
How long does it take to complete the HICAT appraisal and all of the learning modules?.....	3



### What is eHealth Competence?

“eHealth” refers to how patients and providers use information and communication technologies (e.g. EMR, smartphones, etc.) to improve health and healthcare delivery. eHealth competence **does not** simply refer to the ability to use a mouse, keyboard and other pieces of computer hardware and software. eHealth competence refers to the skills, knowledge and attitudes required to be able to use digital health tools such as electronic health records for useful information gathering and problem solving. It involves being able to appropriately find, understand and evaluate information from digital health tools, and to contribute to information that is accessed and shared between care providers who use these tools.

### If students have used digital health tools (such as an electronic medical record) before, is eHealth Competence learning necessary?

If you or your staff have used eHealth tools, feel confident and comfortable in using eHealth tools as required for carrying out your job responsibilities, and feel prepared for Connect Care training, then you may not need to participate in eHealth competence learning. eHealth competence learning is recommended for those who have minimal or no experience (less than 6 months of regular or consistent use) with digital health tools, or who have experience but do not feel confident or knowledgeable about using them.

### What is the first step in participating in eHealth Competence for a student completing placement at AHS?

The Health Informatics Competency Appraisal Tool (HICAT) is an interactive self-appraisal tool that provides feedback about learners’ baseline level of skills and knowledge related to using eHealth technologies, and helps them identify the most appropriate starting place for learning. The appraisal also highlights the areas of ability that each learner rates the lowest, as a suggested focus for learning.

The HICAT is to help learners become aware of their current abilities in using eHealth technologies, not to rank or compare individuals.

The self-appraisal tool is accessible on the AHS internal website via the eHealth Competence page.

### What resources are available to support individuals in gaining the required skills, attitudes and knowledge for eHealth Competence?

For those with minimal experience who need to practice hands-on computer skills, the suggested starting place is accessing the suggested [free external online resources](#) and selecting from the linked modules related to introductory computer skills, such as “computer basics.” These links are websites with embedded videos that are easy to scroll and click through.

Interactive learning modules related to the Core and Basic competency levels are available as eLearning. These can be accessed in My Learning Link by searching the course catalogue for “eHealth.” A learner checklist exists to guide learners to the most appropriate activities based on their HICAT result. The checklist is available on the AHS internal website via the eHealth Competence page.



### **How long does it take to complete the HICAT appraisal and all of the learning modules?**

The length of time will vary depending on the pace of the learner, and the amount of education activities they choose to complete. Approximate times are estimated below.

- HICAT (self-appraisal): 20 to 30 minutes
- Creating a learning plan using the learner checklist: 1 hour
- Working with learning resources: 1-4 hours

Estimated total is up to 6-8 hours depends on learner pace and the number of modules/ activities completed. These activities can be completed at intervals and do not need to be done all at once.