



## Connect Care Launch 7 CMIO Super Users

### Synopsis

<i>Specialty</i>	Various Specialties
<i>Type</i>	Part Time
<i>Location</i>	Multiple in North Zone
<i>Scope</i>	Launch 7 North Zone
<i>Start Date</i>	Immediate
<i>Application Deadline</i>	March 24, 2023
<i>AHS Sponsorship</i>	This position does not qualify as AHS sponsorship for CPSA practice readiness assessment
<i>Accountability</i>	Reports through Associate Chief Medical Information Officer with support from the Alberta Health Services (AHS) and the Chief Medical Information Office (CMIO) Portfolio
<i>Hours</i>	This is a temporary part time position lasting 6 months. Hours of work are 130 hours over the period of the position including 24 hours of paid training. Flexibility in the role may occur at the discretion of the ACMIO
<i>Compensation</i>	Remuneration is in accordance with AHS contractor agreements
<i>Posting</i>	<a href="#">North Zone Physician website</a>
<i>More Information</i>	<a href="#">North Zone Physician website</a>

### Overview

Connect Care Super Users (SUs) support users of the Connect Care clinical information system (CIS) in one or more areas of clinical specialization. SUs work with peers, helping them adapt to new workflows while building capacity for meaningful use of the Connect Care CIS. SUs facilitate physician participation in readiness activities and ensure clinically appropriate CIS build and testing. SUs build relationships with peers to support physicians “at the elbow” prior to, during and following launch. SUs are change agents who take ownership of the Connect Care CIS.

Accordingly, they work closely with zone medical leadership and co-report to the North Zone Associate Chief Medical Information Officer (ACMIO). It is possible for Physician Design Leads, Medical Informatics Leads, and other physician roles or physician contributors to extend their Connect Care commitment by adding a SU role for a larger overall FTE allocation.

**AHS is recruiting SUs for the Connect Care launch on November 5, 2023** from all clinical areas at these sites.

### Expectations

SUs enjoy both clinical and technical challenges. They are approachable and have good people skills. They combine Connect Care system enthusiasm and knowledge with organizational street-smarts and excel at “getting stuff done”. CMIO SUs have a deep knowledge about all aspects of clinical service delivery. They may have specific informatics roles in their clinical communities and be tasked with leveraging Connect Care CIS for the maximum benefit to those communities.

#### Getting Trained (~24 hours):

SUs will receive training specific to their role and clinical area, with attention to how to best support users. Additionally, SUs will be provided with training to support them as change agents.



### Supporting the Training of Others (~15 hours):

SUs will reinforce the formal training received by physicians, by supporting Area trainers in providing classroom training for physicians including basic training, personalization and optimization. They will help peers adapt to new workflows, processes and norms while building capacity for meaningful use of Connect Care.

### Launch Support (~95 hours):

SUs will provide “at the elbow” support to physicians colleagues within their specialty, department, specific clinical area, and/or subject matter area prior to, during and following launch.

Launch support consists of the following:

- Initial 2 weeks from launch day (November 5, 2023) “at elbow” support will be required on site for the hours of operation for each department, specialty, or specific clinic area (~75 hours)
- Support will continue for the next 4 weeks and will be designed to meet the needs which may include an on-call system or onsite coverage (~20 hours)
- When providing launch support, SUs may attend daily issues meetings, reporting outcomes to the specialty, department, specific clinical area, and/or subject matter area, and distributing daily communications, such as tip sheets, to help implement new changes.

### Compensation

There are a variety of payment arrangements for physicians (clinical ARPs, AMHSP and other relationships). As a result, there will be some variation to how physicians are compensated for the Super User role. For example, a fee-for-service physician can expect:

- \$1,000 for the completion of training (~24 hours).
- \$125/hour for each of the following activities scheduled and approved by the AHS CMIO team as in-person/onsite or technology-enabled virtual at the elbow support:
  - Supporting the Training of Others: (~15 hours)
  - Launch Support (~95 hours):
- \$11.50/hour if scheduled and approved by the AHS CMIO team to be on call to provide after launch or post launch support. While waiting on call, you are paid at this rate. Once called to provide support either over the phone, virtually or in-person, you are instead paid the \$125/hr rate for time spent supporting your colleagues.
- A Super User can provide a maximum of 112 hours of training, launch, and post-launch support hours as part of their contract.
  - There may be situations where a particular Super User is required and able to provide more than 112 hours of support. Once the maximum number of hours has been reached, CMIO approval and a contract amendment is required to provide any additional paid hours of support.

AMHSP physicians require an adjustment to their SLA (Service Level Agreement) to accommodate the SU hours required.

Non-Physician Super Users are compensated at their current hourly wage by means of Shift Redistribution Forms for all hours worked as a Super User with the CMIO. How to apply If you are interested in becoming a Super User, please email your

### How to apply

Please email your CV, letter of intent, and a copy of your CPSA Practice Permit to [CMIO.NZ@albertahealthservices.ca](mailto:CMIO.NZ@albertahealthservices.ca).