Connect Care Readiness Playbook Summary for Physician Leaders
Launch 4, Chapter 6: Optimize & Thrive Readiness
June 27, 2022

Welcome to the Readiness Playbook Summary for Physicians

Connect Care will be rolled out across the province over nine Launches. The Readiness Playbook guides operational leaders preparing for implementation starting one year before launch. The six Readiness Playbook chapters are released on a set schedule, based on the Prosci ADKAR® model that guides individual and organizational change. ADKAR is an acronym that represents the five tangible and concrete outcomes an individual must achieve for lasting change: **A**wareness, **D**esire, **K**nowledge, **A**bility and **R**einforcement.

The Readiness Playbook contains relevant information based on the Launch's stages of implementing Connect Care. Tasks within the Playbook are organized as work packages that may impact physician workflows and require physician input. When this is the case, it will be identified in this summary.

We encourage you to team up with your operational leader dyad to learn more about the Playbook. Some of the operational resources from the Playbook might be of interest to you or your physician group, including resources for coaching, change management, dealing with resistance and eHealth competency.
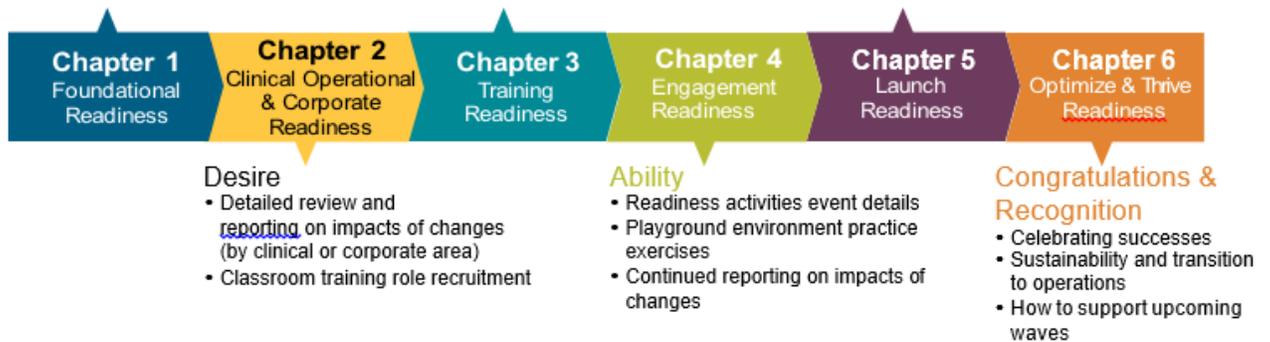
Awareness
- Look ahead for the year
- Organizational changes and benefits
- Introduction to readiness reporting

Knowledge
- Detailed classroom training logistics
- Continued reporting on impacts of changes

Reinforcement
- What to expect at launch
- Support and escalation processes
- Activities to reinforce training

| Chapter 1 Foundational Readiness | Chapter 2 Clinical Operational & Corporate Readiness | Chapter 3 Training Readiness | Chapter 4 Engagement Readiness | Chapter 5 Launch Readiness | Chapter 6 Optimize & Thrive Readiness |

Desire
- Detailed review and reporting on impacts of changes (by clinical or corporate area)
- Classroom training role recruitment

Ability
- Readiness activities event details
- Playground environment practice exercises
- Continued reporting on impacts of changes

Congratulations & Recognition
- Celebrating successes
- Sustainability and transition to operations
- How to support upcoming waves

Important Chapter 6 Resources to Share

Learning Home Dashboard

The Learning Home Dashboard is an easily accessible repository of Quick Start Guides, Tip Sheets and other useful resources for end users. All Connect Care users have access to role-specific resources, directly from the "My Dashboards" startup activity in Hyperspace. This is available in the Playground environment and in the Production, or live, environment.

Content in the Learning Home Dashboard is regularly updated, so plan to check back frequently. Leading up to and following launch, training teams will add and update tip sheets for common issues.

Optimization Training

Optimization training explores workflow improvements that can increase post-launch user productivity and satisfaction. The Chief Medical Information Office (CMIO) has developed a four-tier optimization pathway to foster continuous learning:

- Tier 1: Self-Directed
- Tier 2: Reinforcement
- Tier 3: Power User
- Tier 4: Direct Support

Users can combine optimization strategies from any tier, in any order, to best address individual needs. In Tiers 1 and 3, users can select and pace their learning from the available resources and modules. In Tiers 2 and 4, Associate Zone Medical Directors (AZMDs), Community Medical Directors (CMDs), Facility Medical Director (FMD) and Zone Clinical Department Facility Chiefs (ZCDFCs) will help champion continuing optimization for their colleagues and staff.

Tier 1: Self-Directed
Users reinforce their basic training knowledge through self-directed, just-in-time learning using prescriber-friendly resources.

- Connect Care Manual (manual.connect-care.ca)
- Connect Care Tips, FAQs, Support Forum (blogs.connect-care.ca)
- Connect Care Tippies
- Connect Care Learning Home Dashboard
- Independent learning (mylearninglink.ahs.ca. Training track options will be listed in My Courses under "Independent Learning," or search for "Independent" in Courses & Registration.
- Epic Earth (www.epicearth.com)

Tier 2: Reinforcement
Users reinforce their ability to personalize within Connect Care.

- Personalization
    - Independent Learning Module available on MyLearningLink (mylearninglink.ahs.ca)
    - Class delivery, initiated and organized by a user group or clinical department via their MIL(s) and/or ZCDH
- Optimizing Workflows
    - CMIO demo videos (demos.connect-care.ca)
    - Connect Care Physician Updates (e.g., COVID workflows, general workflows)
    - Group delivery (scheduled sessions)

Tier 3: Power User

Users complete Epic's online Power User training modules. Power Users can help themselves and their peers feel more confident and be more efficient using Connect Care.

- Four-minute introduction video at mylearninglink.ahs.ca (search for "MD200" in Courses & Registration)
- Online courses offered through Epic Welearning
  - Self-directed learnings
  - Scheduled Power User facilitated classes

Tier 4: Direct Support

Sessions organized through a clinical department in partnership with the CMIO training team.

- Targeted optimization sessions facilitated by MILs or CMIO training team members

Resources

More information is available about opportunities and resources in each of the tiers. General questions can be directed to help.cmio@ahs.ca.

- [Optimization Connect Care Manual](#)
- [Infographic: CMIO Optimization Training](#)
- [Byte: Power User Training](#)
- [Byte: Optimization Training](#)
- [Guide: Optimization Training Strategy](#)

CMIO Ongoing Support

The Zonal CMIO offices recognizes that ongoing Connect Care support for prescribers is very important as we implement this important Clinical Information System (CIS) across the province.

Urgent Issues

- 1-877-311-4300, press 1 for Connect Care
- **Urgent Issues** requiring immediate resolution
  - Access
  - System Functionality
  - Internet
  - Password
  - Patient Safety issues, etc.

Non-Urgent Issues
Connect Care Support Page

- The Connect Care Support web page [Connect Care Support | Insite (albertahealthservices.ca)](#) simplifies intake for issue or idea reports which are then characterized, triaged and allocated for fixes, optimization or development.

- Please report all non-urgent issues by submitting a ticket via [Connect Care Help | Insite (albertahealthservices.ca)](#).

Solution Centre
- A specialized support desk that provides 24/7 frontline support to clinicians and support staff using clinical applications across the province.

- **The Solution Centre team (1-877-311-4300)** strives for first-call resolution of clinical issues to allow the clinician to return to patient care as quickly as possible. All Launch 4 calls to the Provincial Solution Centre that generate tickets will be reviewed and actioned at the Provincial Collaborative Triage.
- Tickets are classified into three categories:

Ticket Categories	Ticket Descriptions
Break-fix Incidents	Break-fix incidents and Service Requests are related to system failures where the system is not working as intended. These categories encompass **already implemented** functionality, content and workflows (including patient safety issues).
Service Requests	
Continuous Improvement Requests	Continuous improvement requests are associated with the ongoing optimization and enhancement of Connect Care. These requests are associated with functionality, content and workflows which **do not currently exist** in system. Such requests will be prioritized by governance committees for completion.

CMIO Nurse Practitioner at the Elbow Support

Each Zonal CMIO office has Nurse Practitioner Educators who are available to support prescribers with their workflows, additional education and optimization. At the elbow support is available onsite or virtual and can be organized by contacting your Zonal CMIO office:

Calgary Zone - cmio.caz@ahs.ca
Central Zone - cmio.cez@ahs.ca
Edmonton Zone - cmio.ez@ahs.ca
North Zone - cmio.nz@ahs.ca
South Zone - cmio.sz@ahs.ca

Area Councils and Governing Bodies

Area Councils and other governing bodies will continue to play a critical role in determining clinical content, workflows and design into the post launch period and stabilization. This is an important process as Connect Care matures and evolves. Post launch, Area Councils can expect that they will consider two primary buckets of work: clinical content build and continuous improvement requests.

Downtime Procedures for Prescribers and Medical Leaders

For essential information that prescribers and medical leaders need to know before, during and after a downtime, refer to Connect Care Manual - Downtime Support (connect-care.ca).

Clinical Inquiry and Reporting Tools

Connect Care is, at its core, about inquiry. We participate in **inquiry** when asking questions about what we do, perform **investigation** when answering questions systematically, and promote **improvement** when iteratively using answers to do better.

The clinical information system (CIS) offers diverse tools for clinicians, improvement advocates and researchers. These help understand how the CIS is used and how health processes and outcomes change for CIS stakeholders.

- Byte: Clinical Improvement Cycle
- Byte: Connect Care Inquiry and Research
- Byte: Connect Care Research, Analytics and Inquiry Roadmap
- Tip: Using In-System Inquiry Tools Strategically

Information Sharing

The Information Sharing Compact help to harmonize information sharing legislation, regulation, professionalism, ethics and policy.
- Principles: Clinical Inquiry
- Compact: Clinical Information Sharing

Inquiry Support Tools

Different CIS inquiry support tools serve different question types and answering strategies. Some help stimulate curiosity, others help generate hypotheses and still others help investigators to test hypotheses. All are available to all users, but with role-dependent exposure of identifiable health data.

Reporting Workbench ("My Reports")

Can be used to generate real-time clinical, operational, quality and research reports in a variety of formats, with support for drilling down to supporting data and taking action with clinical and administrative decision-supports. These work best for smaller data retrievals and sub-populations. Clinicians and managers can facilitate chronic disease surveillance, find patients meriting proactive interventions and track clinical and system performance.
- Manual: Reporting Workbench

Slicer Dicer

Facilitates interaction with graphical representations of population health data so that patterns of health risks, processes and outcomes can be better visualized, hypotheses generated, and quality improvement tracked. Slicer Dicer is best for looking at large populations. The information generated is day-old. There are several different data models available to start the query, from administrative data, referrals, to quality metrics like lab turnarounds and percent of populations with a certain diagnosis.
- QuickStart: SlicerDicer
- SD Data Models

Dashboards (Radar)

Summarize and visualize data of various types, again with self-service data exploration tools and the ability to drill down to more detailed data.
- QuickStart: Navigating Dashboards

All reporting tools can be expressed in different formats for embedding in clinical and managerial workflows.

Performance Dashboards and Indicators

Executive Dashboard

The Connect Care Executive Web Launch Dashboard is specifically designed to assist Executive Operations Leaders (SOO, EDs, CMIO Leads) with monitoring the success of Launch. The dashboard contains high-level metrics across a number of application areas for the purpose of providing an at-a-glance view of key launch monitoring metrics for early identification of potential launch/adoption issues. The dashboard contains information for all sites live on Connect Care and allows for easy comparisons between sites and launches.

The only training required for you to access the dashboard at launch is completion of the On Our Best Behavior (Information Privacy and Security) e-module on MyLearningLink. If you've already completed it, please ensure that this training is still up-to-date in order to secure access to the dashboard.

Information about this dashboard is available in the Executive Web Launch Dashboard Guide.

Please contact ConnectCare.ReportingSupport@ahs.ca if you have questions and your Zonal CMIO Office if you need access.

Reporting Maturity

Different types of data have greater precision or accuracy as CIS implementation progresses through adoption, stabilization, and optimization. CIS usage data may be trustworthy early on whereas outcomes data requires more time, and meaningful CIS use, to attain validity. AHS has adopted processes for multi-disciplinary review of data sources and for readiness-badging of the associated reports.

In general, we encourage seeking reporting proficiency many months post-launch. The products of inquiry support tools are unlikely to be fully validated until at least six months of quality content accrues. Visual cues highlight inquiry supports that are endorsed by Connect Care oversight.
- Byte: Reporting Content Review; Reporting Maturity Levels

Reporting Training

Inquiry support tools are available to all clinicians. Prescribers, including physicians, can use Connect Care to facilitate personal practice audits, device and drug safety checks, clinical performance improvement and other improvement activities.

Different levels of formal, ad hoc and embedded training are provided to help clinicians "tool-up" for inquiry when the time is right.
- eLearning (MLL): Epic - RPT001 Overview of Reporting (search for: RPT001), Introduces Cogito, highlighting difference between analytic and operational reporting needs and matching tools.
- eLearning: Basic Reporting User (search for: 'Epic - Basic Reporting User ILT')
- eLearning: Reporting Power User (search for: 'Epic - Reporting Power User ILT')

Other **My Learning Link Courses:**

- Run and Manage Reports
- Introduction to Radar
- Modifying the Search Criteria of a Report
- Defining a Timeframe in a Report
- Create a New View of a Radar Dashboard
- Introduction to SlicerDicer IL

Resources
- General Reporting Resources:
- Connect Care In-System Reporting Resources
- Connect Care Manual - Inquiry (connect-care.ca)
- Reporting Content Guides – Summary of AHS available reports (Under training content filter for Reporting Content Guide)
- Self-Guided Analytics Education
- Insite Reporting Tools Page
- EPIC Report Repository

- References:
  - Epic Data Handbook
  - AHS Enterprise Data Catalogue
- Support: ConnectCare.ReportingSupport@ahs.ca