Connect Care Readiness Playbook Summary for Physician Leaders

Wave 3, Chapter 3: Training Readiness
September 9, 2020

Welcome to the Readiness Playbook Summary for Physicians

Connect Care will be rolled out across the province over nine Waves. The Readiness Playbook will guide operational leaders in preparing for launch starting one year before launch. The six Readiness Playbook chapters will be 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 Playbook contains information that is relevant for physicians. This information is cued with a physician icon. Each of the chapters will be complemented with a Summary for physicians that contains relevant information for physicians in one place.

Tasks within the Readiness Playbook are organized as work packages. Some work packages require physician input. If 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. For example resources for coaching, change management, dealing with resistance and eHealth competency.

Readiness Survey

Physician leadership is being engaged to help identify areas where custom supports can be developed to help ensure physicians are ready for the launch of Connect Care at the sites where they work.

Two surveys will be circulated:

North

1. Survey 1 (Baseline) - September, 2020
2. Survey 2 (Readiness Assessment) - January, 2021

Calgary

1. Survey 1 (Baseline) - *Complete*
2. Survey 2 (Readiness Assessment) - January, 2021

Area Trainers

Connect Care Area Trainers are physicians drawn from representative clinical areas that will teach the Connect Care system to their peers in a classroom setting. They are interested in training their physician colleagues and are excited to positively contribute to the further refinement of physician training. Area Trainers are guided by the CMIO Provincial Training team who have provincial scope and responsibility for design of curriculum content that can be adapted to clinical area and facility needs.

Area Trainers are being recruited from a broad spectrum of specialty/clinical areas that align to the Connect Care physician training tracks. They will work closely with Zone medical leadership and co-report to relevant Associate Chief Medical Information Officers (ACMIOs). Area Trainers are expected to contribute approximately 160 hours to this role over a six month period, including receiving training (64 hours), delivering training (60 hours) and providing launch support (36 hours).

Physicians working in both fee for service or other contractual relationships including AMHSP are encouraged to apply. Physicians who are currently under a contracted relationship will be required to fulfill duties within the constraints of their existing contracts, negotiated with the assistance of Medical Affairs and their relevant medical leader or Arrangement Head.

Applications for Area Trainers can be found:

- Calgary Zone: Area Trainer Application; Email: cmio.caz@ahs.ca
- North Zone: Area Trainer Application; Email: cmio.nz@ahs.ca

Physician Super Users

Physician Super Users are critical to the success of Connect Care and will champion the initiative in their teams. Physician Super Users are being sought from each of the clinical departments with the goal to train one in every ten physicians in this role.

Physician Super Users will have three areas of focus:

- Provide in classroom support for colleagues who are going through Connect Care training
- Provide 'at the elbow' support during the two weeks around launch
- Support post-launch activities

Physician Super Users will be established physicians with a knowledge of clinical service delivery, who enjoy both clinical and technical challenges and are approachable with good people skills. To become a Super User, physicians take the training pathway for their practice area plus additional training to support them as change agents. Some clinical and administrative personnel will have the opportunity to become a Super User for physician workflows so that they can provide multidisciplinary Connect Care support.

Total time commitment to fulfill the Physician Super User role includes: standard Connect Care training (12 hours – 7 hours of classroom and 5 hours virtual), extra Super User training (12 hours – 7 hours of classroom and 5 hours virtual); classroom support (15 hours); launch support (75 hours), post-launch support (20 hours).

Physicians working in both fee for service or other contractual relationships including Academic Medicine and Health Services Program (AMHSP) are encouraged to apply. Physicians who are currently under a contracted relationship will be required to fulfill duties within the constraints of their existing contracts, negotiated with the assistance of Medical Affairs and their relevant medical leader or Arrangement Head.

More Information:
- Byte: Physician Super Users
- Email:
    o Calgary - cmio.caz@ahs.ca
    o North Zone - cmio.nz@ahs.ca

Physician Training Program

As mentioned in earlier Playbook chapters, the physician training program will support physicians/prescribers to become competent and proficient in using Connect Care. Physicians will train physicians and the training will be delivered so that participants receive critical information and develop competency as efficiently as possible.

Physician Training Pathways

Different training pathways will address the needs of physicians within different types and settings of practice. Since publication in Chapter 1, the training tracks have been slightly refined. Presently, prescriber learning pathways include the basic track plus one or more of the following 16 tracks:

Physician Training Delivery

Training will be organized in three blocks, and take a total of 12 hours, with 7 hours of classroom time and 5 hours of virtual learning. "Basic" training will cover everything needed to function on a prescriber'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 Connect Care.

A second "personalization" block will act as a refresher and take learners deeper into specialty content. This too is offered before launch or first use.

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, eLearning modules and support materials such as workbooks, tip sheets and practice environments.

More Information related to physician training
- Connect Care Training for Physicians – FAQs
- Connect Care Physician Training Primer

Readiness Events

An important part of the Connect Care readiness strategy includes the planning and execution of readiness events. These events are meant to:
- Illustrate where the operating environment is and/or is not prepared for the pending implementation.
- Serve as a good opportunity to review high-volume, high-risk and net new workflows.
- Provide leaders with a sense of how end-users may be responding to the changes and other operational functions.
- Identify and resolve any cross-functional processes that might present challenges or be difficult to manage.

Detailed packages (and any required materials, tools) will be developed to support the planning and deployment of the following readiness activities:

Workflow Walkthrough (WFWT)

The Workflow Walkthrough (WFWT) event allows SMEs, operational leaders and members of the program team to see demonstrations of select end-to-end and high risk, high volume patient workflows. This event is the first opportunity to showcase the completed foundation workflows and content; a chance to increase engagement and enthusiasm for the install prior to training.

Date: November 25, 2020

Patient Movement Day (PMD)

Patient Movement Day provide demonstrations and hands-on experience for both common and complex patient movement workflows. The session educates end-users and operational leaders about how integrated patient movement workflows will change after Connect Care implementation. This discussion forum will help users understand how their patient movement handoffs affect other users' workflows in Epic. This session is not a time to revise workflows, revisit decisions or determine major build changes.

Date: December 14, 2020 – January 29, 2021

Workflow Dress Rehearsal (WDR)

Workflow Dress Rehearsal is an activity that will prepare stakeholders for launch day. It will provide opportunities for end-users to have a hands-on experience and complete simulated workflow scenarios using Epic tools in their own physical area after completing training. The event is meant to promote end-user confidence, give teams a chance to check that workflows work as intended, demonstrate that end-users can successfully complete those workflows in Epic and facilitates end-user understanding of downstream effects of their workflows. This process allows the project team to address any critical issues identified before launch and determine whether users have received sufficient training.

Date: February 1 - 12, 2021

Readiness Checkpoints

Readiness checkpoints aim to confirm operational understanding and ownership of milestones, expectations, metrics, risks and associated mitigation plans leading up to the launch. The Connect Care checkpoints are three separate and aligned meetings:

- Clinical and Operational Readiness (CORe) Summit, for clinical and operations stakeholders (inclusive of CMIO, scheduling and referrals); **happens 60 days before launch**
- Capacity Management and Financial Readiness (CMFR) Summit, for billing, HIM, medical affairs, and registration stakeholders; **happens 60 days before launch**
- Clinical and Operational Readiness (CORe) Day, for clinical and operations stakeholders (inclusive of CMIO, scheduling and referrals); **happens 30 days before launch**
- **Launch Readiness Assessments (LRAs)**
- LRAs are checkpoints leading up to the launch. The objective of the LRAs is to share milestones, status and risks of each key Connect Care area with project stakeholders. **Occurs 150 days, 120 days, 90 days, 60 days, and 30 days before launch.**
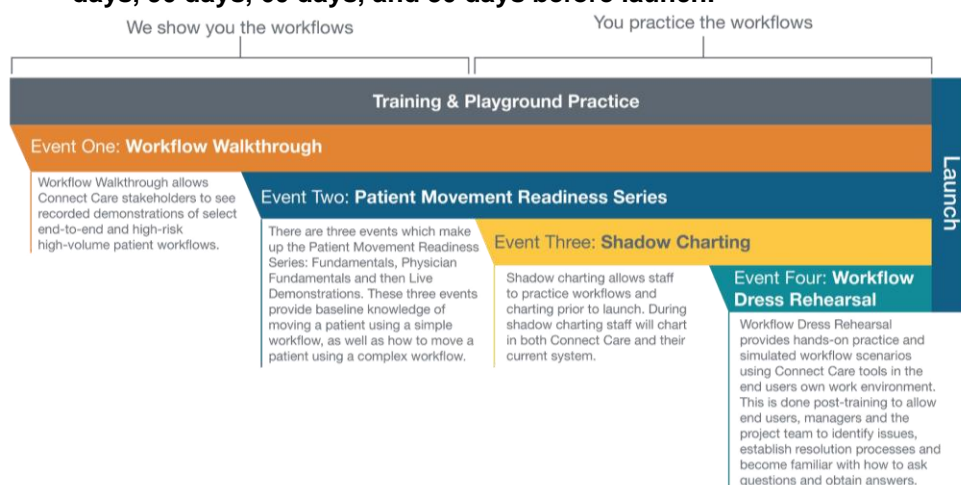
Technology Readiness

Non-Medical (End User) Devices

The Connect Care Non-Medical Devices (NMD) assessment team continues to work with managers and site readiness owners at Wave 2/3 facilities to define the types, numbers and locations of the shared non-medical devices that will needed for Connect Care. These device services include:

- computing devices (fixed and mobile)
- eSignature pads
- wristband printers
- web cameras
- barcode scanners
- label printers

Third Party Applications

To meet the needs of clinicians and facilitate safe patient care the following 3rd Party applications will be available in addition to Connect Care.

1. **Provincial Speech Recognition**
   a. Dragon Medical One (DMO) is a provincial speech recognition solution that will provide physicians and other care providers an alternative or a supplement to the use of Connect Care tools for documentation, an alternative to traditional dictation and access to documentation tools for providers who are currently handwriting patient reports.
   b. An introduction to DMO will be provided during Connect Care CMIO training sessions.
   c. AHS DMO Trainers will provide one-hour optional training during Personalization Training for those who are looking for a more in-depth view of personalizing Dragon.
   d. Prescribing Providers and Lab users will have access to integrated e-learning and training tools available through the Dragon tool for those who have a passion for learning more**!**
   e. For more information or questions email: speechrecognition@ahs.ca

2. **Barcoding**
   a. The barcoding project will assist with the development of standards and support the integration of barcoding practice within various areas, including Pharmacy, Laboratory, Diagnostic Imaging, Transfusion Medicine, Children's Health, Women's Health, Cardiology, and Endoscopy.
   b. The barcoding process will be reviewed during Connect Care training for those workflows where barcoding is being used. Additional detailed information will be available on Insite regarding printing and scanning of barcodes.

MyAHS Connect

MyAHS Connect is the secure online portal that will provide patients with easy access to their Alberta Health Services' health information and allow for two-way communication and information sharing between patients and Connect Care providers. MyAHS Connect is Epic's "MyChart" software, customized to serve the needs of AHS and the patients and families it serves. It is a tool that enables patients to actively participate in their care before, during and between encounters. The portal is accessible by patients through their desktop or mobile devices (smartphone - iPhone and Android, tablet - iPod, iPad, Android).

Patients can view scheduled appointments, test results, and other information such as health history and medication list. Documents and images can be uploaded. They can view their After Visit Summaries (AVS) from inpatient, ambulatory and emergency visits.

Providers and Clinicians will be able to communicate with their patients using secure messaging for example to send questionnaires to be completed prior to an office visit.

Patients will access MyAHS Connect via a link from Alberta Health's MyHealth Records personal health portal (myhealth.alberta.ca). To access either of these portals for the first time, the sign-up process begins by first creating a MyAlberta Digital ID (MADI) account. MADI is a secure online account that gives a user seamless access to Alberta Government sites and services without having to go in-person to a specified site to access information. All users will need a MyAlberta Digital ID (MADI) account in order to access MyAHS Connect. MyAlberta Digital ID (MADI) https://account.alberta.ca/

Once the MADI sign-up process is completed, an Albertan can view some lab results, dispensed medication information and immunization record through the MyHealth Information tab. The MyAHS Connect tab will provide patients with access to their AHS healthcare information. MADI processes and technology helps to manage secure user access to MyAHS Connect.

Resources for Physicians

For the latest information pertinent to physicians please follow the Connect Care Bytes Blog and for a deeper dive into topics concerning physicians be sure to check out the Connect Care Clinician Handbook.

- Bytes Blog – bytesblog.ca
- Clinician Handbook – handbook.ahs-cis.ca
- Zone ACMIO Insite pages:
  - North
  - Edmonton
  - Central
  - Calgary
  - South
- Resource Guide – Link here
- Contact – cmio@ahs.ca