

Connect Care Readiness Playbook

Summary for Physician Leaders



Wave 4, Chapter 2: Engagement 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.

Information for Physicians

Readiness Survey

The first of two physician leader readiness surveys was sent to operational physician leaders. If you did not receive the survey and feel you should have, please email cmio@ahs.ca. The CMIO will use the responses to tailor additional engagements, presentations, demos and outreach with identified areas of need.

eHealth Literacy

Physicians are concerned that Connect Care will require them to interact with a larger volume of information at a higher level of complexity in the normal course of providing patient care. Connect Care is not just an electronic filing cabinet filled with patient records, rather it is a tool to improve the health of Albertans. One way that we are preparing physicians for Connect Care is by developing eHealth Literacy resources. These resources offer physicians tools that will help them appropriately retrieve, understand, and appraise information, and also create information which will be accessed by others.

Available Resources:

- [Privacy](#)
- [eSafety](#)
- [Minimum Use Norms](#)
- [Clinical Information Sharing Approach](#)

Physician Super Users

Physician Super Users are being sought and supported from all clinical departments. Ideally, at launch, one in every ten clinicians will be a Super User. Super Users:

- Provide in classroom support as their colleagues move through Connect Care training;
- Provide 'at the elbow' support during the two weeks around launch;



Support post-launch activities

Additional Information:

- [Byte: Physician Super Users](#)
- **Calgary** - [Position: Area Physician Trainer](#)
- **Edmonton** - [Position: Area Physician Trainer](#)

Area Trainers

Connect Care endeavors to have physicians train physicians. Area trainers (ATs) fan out to make this possible across specialties and geographies. They support power users and super users while also directly guiding Connect Care users through the training, personalization, launch and optimization stages of implementation.

Additional Information:

- [Backgrounder: Physician Training Primer](#)
- [FAQ: Training for Physicians](#)
- **Calgary** - [Position: Area Physician Trainer](#)
- **Edmonton** - [Position: Area Physician Trainer](#)

Physician Training Program

Privacy Training

Prior to receiving access to Connect Care, physicians are required to take their privacy training on [MyLearningLink](#).

Registration Process

Medical Affairs and the Associate Chief Medical Information Office (ACMIO) in each Zone (Calgary and Edmonton) have validated the physician lists to ensure that these physicians are in the correct Wave and training track(s).

Physicians will self-register for their approved training tracks via MyLearningLink. They will be able to select their preferred training date and time (if multiple sessions are available) for both Basic and Personalization training. Those who do not register for training will be required to work with their Department Head for training scheduling.

A report on registration numbers will be made available to senior leadership.

Physician Principal Investigators

Research Integration

All physician tracks will include a demonstration showing how to identify:

1. Research patients from the Storyboard (for pathology from the patient header)
2. Research orders from Chart Review



Research Functionality/Workflows

As part of each physician training track, there will be an optional exercise to teach order-study linking. Principal investigators will be encouraged to complete this exercise.

Additional training is not required for many principal investigators, because their research staff will receive training in and access to the Connect Care CIS; they will be able to complete the workflows within Connect Care. Those physician investigators who have small (or no) research teams will have the option to complete the Research Staff training. If you are a principal investigator who would like to participate in this additional training, please email cmio@ahs.ca.

Reporting/Analytics

A physician-oriented basic reporting course is currently in development, and will be available on-demand for physicians.

Speech Recognition: Dragon Medical One (Medical Dictation)

Dragon Medical One (DMO) works in conjunction with the Connect Care CIS to facilitate easy speech recognition for dictation, user interface navigation, activity commands and text automations. To make the most effective use of these features, users will need to customize personal preferences and text-hotkey-command sequences.

Training for DMO will be provided at the end of the personalization training sessions.

Additional Information:

- [Medical Informatics Updates: Dragon Medical One and Hyperspace](#)
- [Dragon Medical One Demo](#)

Notes from the Provincial Speech Recognition Team:

- Dictation can be done using a variety of input devices, downloading the Nuance PowerMic Mobile app to your android or iOS device to use as microphone or use a USB microphone or headset with your computer.
- This tool replaces the keyboard and mouse allowing you to dictate directly into Epic in real time. Turn on the microphone, dictate and DMO inserts directly what you say, allowing for review and sign off immediately. You can also use Epic integrated voice commands (for example "Open in basket") to move around the chart.

Readiness Events Information for Physicians and Key Dates

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: March 29, 2021 – May 7, 2021

Workflow Dress Rehearsal (WDR)

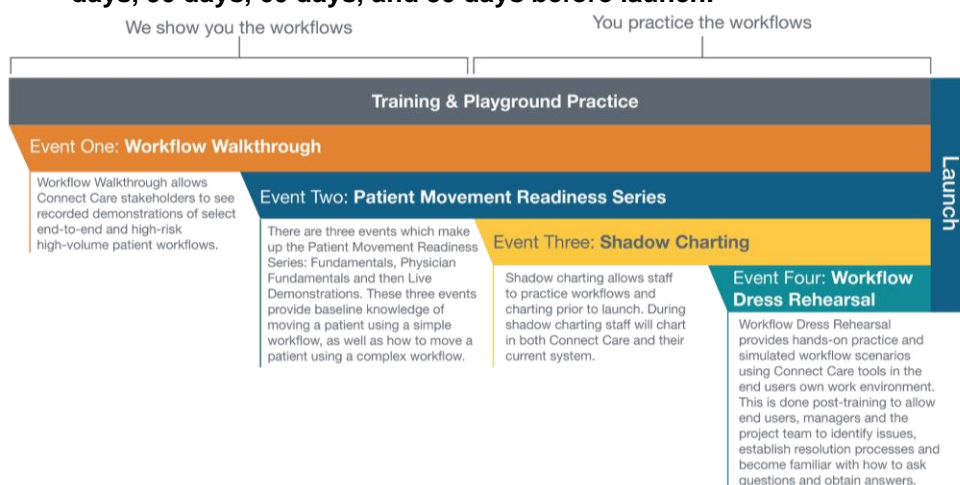
Workflow Dress Rehearsal is an activity that will prepare stakeholders for launch day. It will provide opportunities for end-users to have a hands-on experience and complete simulated workflow scenarios using Epic tools in their own physical area after completing training. The event is meant to promote 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: May 10 - 28, 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.**



Each Readiness Event builds on the knowledge from the previous session. The goal of all four events is to prepare end users to be confident and successful during launch periods. They will explain both simple and complex workflows for providers, then teach users how to work within the new Connect Care environment helping users to be successful and confident in their work during launch periods.

