Connect Care Readiness Playbook Summary for Physician Leaders

Wave 4 Chapter 3: Training Readiness
Original Release Date November 16, 2020 (Updated April 2021)

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 Readiness Playbook contains relevant information based on the Wave's stages of launching Connect Care. Tasks within the Playbook are organized as work packages which could have impact on physician workflows and 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 which includes resources for coaching, change management, dealing with resistance and eHealth competency.
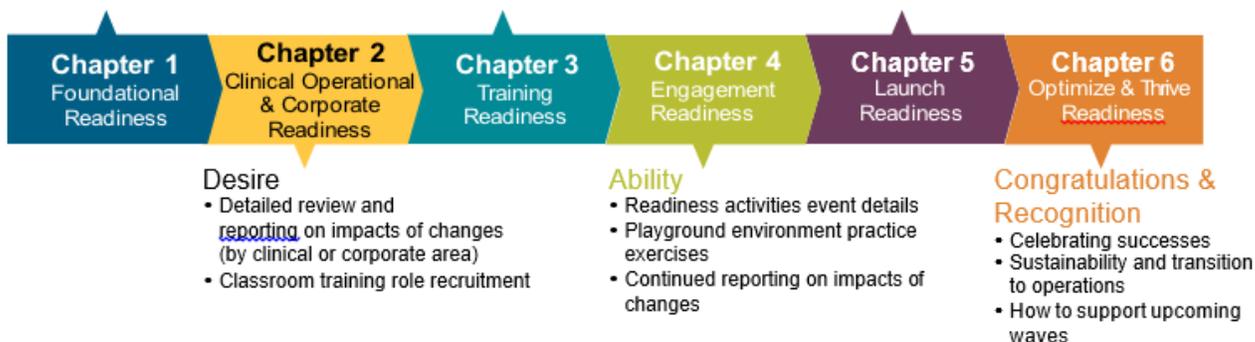
Awareness
- Look ahead for the year
- Organizational changes and benefits
- Introduction to readiness reporting

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

Information for Physicians

COVID-19 Precautions in Connect Care Classrooms

Due to COVID-19 response, all Trainers and Learners need to complete the "Daily Fit for Work Screening" assessment each day before they come to class. Each center has a different door screening process at present.

All Trainers and Learners are currently continuously masking in all areas. There is a supply of hand sanitizer and masks available in each training room. Enterprise Square is a non-clinical site with no patients present, so you are able to wear a cloth mask at the Training Centre if you prefer but this is not an option at our other teaching sites.

The learners are instructed to clean the high touch surfaces and equipment at their work station before and after class- keyboards, mouse, table top etc. Cleaning supplies are provided in each classroom.

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:

- **Survey 1** (Baseline)
  - **Edmonton** - April 2021
  - **Calgary** - *Complete*
- **Survey 2** (Readiness Assessment), July 10, 2021

Physician Training Program

Training needs will reflect physician workflows, accommodate different learning styles and empower for personalization. The Connect Care physician training program serves these goals by having physicians train physicians, offering flexible pathways to competence and supporting different learning styles.

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 occurs in phases. Basic training covers essential skills for logging on, navigating Hyperspace and using common functions safely. Personalization training teaches how to adapt the CIS environment for a more satisfying experience. Optimization training explores workflow improvement for productivity. Basic and personalization training occur pre-launch, while optimization training occurs post-launch.

Training also occurs in waves, with cohorts of prescribers moved through basic, personalization and optimization training at times that befit their anticipated launch date for Connect Care adoption. Training usually starts within the 6 months prior to a launch wave. Prescribers can anticipate their wave by checking when their clinic or facility is scheduled for launch in the Connect Care wave sequence.

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

Training for Non-AHS Medical Office Assistants

Zone Medical Affairs will collect the names of their Medical Office Assistants (MOAs) requiring Connect Care access. The Zone Medical Affairs team will assign a lead to liaise with leaders to collate this list and troubleshoot any questions or concerns.

Zone Medical Affairs will send out a brief survey to the MOAs to determine whether or not they are AHS employees. Only non-AHS identified MOAs will be required to continue the survey. Zone Medical Affairs will use the survey results to determine the training needs of the non-AHS MOAs and role assign them

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accordingly. Their Connect Care training will be delivered by Clinical Operations and the length of training will be based on their defined job tasks as indicated in their survey responses.

Connect Care Activity Management

Activity management refers to the decision to adjust clinic volumes and work schedules during the Connect Care launch. During the immediate period around launch, prescribers require more time to navigate the electronic system and to complete point of care documentation. Where possible, workloads and patient volumes should be adjusted to support prescribers through the transition to Connect Care while maintaining the highest standard of care while safely caring for patients.

Physician 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
- Edmonton Zone: Area Trainer Application; Email: cmio.ez@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:
- Calgary Zone: Super User Application; Email: cmio.caz@ahs.ca
- Edmonton Zone: Super User Application; Email: cmio.ez@ahs.ca

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 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**
   - 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.
   - An introduction to DMO will be provided during Connect Care CMIO training sessions.
   - 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.
   - 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**!**
   - For more information or questions email: speechrecognition@ahs.ca

2. **Barcoding**
   - 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.
   - 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.
- Clinician Manual – Connect Care Manual
- Bytes Blog – bytesblog.ca
- Contact – cmio@ahs.ca
- Zone ACMIO Insite pages:
  - North
  - Edmonton
  - Central
  - Calgary
  - South