

Post Secondary Partners in Connect Care

April 3 & 5, 2019

Edmonton & Calgary events





Connect Care

What are “Connect Care”, “CIS” and “Epic”?



What are Connect Care, CIS & Epic?



← overarching initiative

Clinical Information System ← Technology



← chosen vendor / software

Vision:

Better Health, Powered By Information

Mission:

To deliver best care and improve health outcomes for and with Albertans through an accessible, integrated, comprehensive and standardized clinical information system.



Reach

POPULATION

86,900	AHS
8,800	Covenant
8,000	Physicians
10,000	Students
2,100	Carewest / Capital Care / CLS

BEDS

8,940	Total Hospital Acute and Sub-Acute Care
25,323	Total Continuing Care
2,659	Total Addiction and Mental Health

FACILITIES

Community Ambulatory Care

6	Urgent Care Centres
7	Ambulatory Care Centres
3	Family Care Clinics
139	Public Health Centres

Addiction and Mental Health

39	Addiction
26	Community Mental Health
5	Standalone Psychiatric

Acute Care

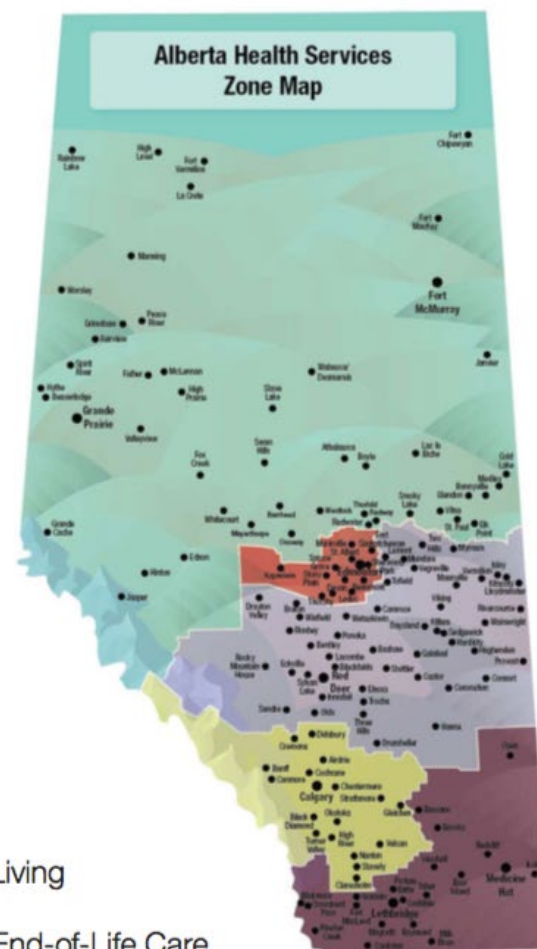
106	Total Designated Hospitals
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Cancer Care

17	Cancer Centres
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Community-Based Care

331	Long-Term Care and Supportive Living
108	Additional Contracted Care Sites
20	Community Hospice, Palliative & End-of-Life Care



Functions

The CIS will improve upon the functionality we have today, plus what has been missing

- Order management
- Results management
- Clinical assessment & documentation
- Clinical decision support
- Health information management
- Research management
- Medication management
- Personal health
- Embedded inquiry & analytics
- Population health management
- Clinical operations support
- Corporate administration
- Virtual Health Services

Epic Community

International

- Australia, Canada, Denmark, Finland, Lebanon, Netherlands, Saudi Arabia, Singapore, UAE, United Kingdom

CANADIAN CLIENTS

SickKids®

St. Joseph's
Healthcare Hamilton

Mackenzie
Health

CHEO
Children's Hospital
of Eastern Ontario

THE OTTAWA HOSPITAL
L'HÔPITAL D'OTTAWA

Cleveland Clinic

Hamilton
Health
Sciences

WCH
WOMEN'S COLLEGE HOSPITAL
Health care for women | REVOLUTIONIZED

**Group
Health
Centre**

A small selection of organizations in the Epic community that have selected us for large regional/multi-regional deployments or that operate major cancer centers includes:



Better Health. Powered by Information.

When does Connect Care Happen?



Connect Care: Implementation Timeline



WAVE 1 - NOVEMBER 2, 2019

EDMONTON ZONE

WALTER C. MACKENZIE CAMPUS

Aberhart Centre; Clinical Sciences Building;
Kaye Edmonton Clinic; Mazankowski Alberta
Heart Institute; Stollery Children's Hospital; TB
Central Services; University of Alberta Hospital;
Zeidler Centre

East Edmonton Health Centre;

eCLINICIAN TRANSITION

Ambulatory clinics

PORTALS

Connect Care Patient Portal;

Connect Care Provider Portal

PHARMACY & DI

Sites in: Urban and Suburban Edmonton

ALBERTA PUBLIC LABS

Sites in: Edmonton; All Edmonton Pathology;
All DynaLIFE in Alberta; Cross Cancer Institute

WAVE 3 - MAY 2020

EDMONTON ZONE

Suburban acute and
Combined acute and long
term care sites

PHARMACY, ALBERTA PUBLIC LABS & DI

Sites in: Suburban Edmonton

WAVE 5 - APRIL 2021

CALGARY ZONE

Foothills Medical Centre (including associated clinics
at Richmond Road Diagnostic & Treatment Centre)

CANCER CENTRES

Tom Baker; Holy Cross; Bow Valley; High River;
Richmond Road Diagnostic & Treatment Centre

CANCERCONTROL ALBERTA

South

SOUTH ZONE

Acute and combined acute and long term care sites
encompassing the former Chinook and Palliser
Health Regions

CENTRAL ZONE

Acute and combined acute and long term care sites
encompassing the former East Central Health Region

PHARMACY & DI

Sites in: Calgary; Rural

ALBERTA PUBLIC LABS

Sites in: former East Central, former Chinook,
former Palliser

WAVE 7 - APRIL 2022

PREPARATION FOR IMPLEMENTATION

Standalone sites for: Addiction &
Mental Health; Community Care;
Continuing Care
(Intake/Transition); Community
Palliative; Geriatrics; Home Care;
Supportive Living; Standalone
Long Term Care; Public Health

WAVE 9 - FALL 2022

CALGARY ZONE, CENTRAL ZONE, EDMONTON ZONE, NORTH ZONE, SOUTH ZONE

Addiction & Mental Health;
Community Care; Continuing
Care (Intake/Transition);
Community Palliative;
Geriatrics; Home Care;
Supportive Living;
Standalone Long Term Care;
Public Health

PROVINCIAL Corrections and Remand

PHARMACY
Addiction & Mental Health;
Community Care; Continuing
Care (Intake/Transition);
Community Palliative;
Geriatrics; Home Care;
Supportive Living;
Standalone Long Term Care;
Public Health

WAVE 2 - MARCH 2020

CALGARY ZONE

Rural Acute Care; Long Term Care - Combined
Sites; Calgary TB Clinic

URGENT CARE

Sheldon M. Chumir Health Centre;
South Calgary; Airdrie; Okotoks; Cochrane

NORTH ZONE

New Grande Prairie Regional Hospital
(Subject to opening dates)

CENTRAL ZONE

Acute and combined acute and long term care
sites encompassing the former David
Thompson Health Region including the
Centennial Centre for Mental Health and Brain
Injury and Sylvan Lake Advanced Ambulatory
Care Service

PHARMACY & DI

Sites in: Calgary including Central Production
Pharmacy; Rural

ALBERTA PUBLIC LABS

Sites in: former David Thompson

WAVE 4 - OCTOBER 2020

CALGARY ZONE

Alberta Children's Hospital; Peter Lougheed Centre;
University of Calgary Teaching Clinics

NORTH ZONE

Acute and combined acute and long term care sites
encompassing the former Peace Country Health Region;
Fort Vermilion; High Level; La Crete

EDMONTON ZONE

Royal Alexandra Hospital; Glenrose Rehabilitation
Hospital; Lois Hole Hospital for Women

CANCER CENTRES

Cross Cancer Institute

CANCERCONTROL ALBERTA

North

PHARMACY & DI

Sites in: Edmonton; Calgary; Rural; CancerControl

ALBERTA PUBLIC LABS

Sites in: former Peace Country; Genetics Services South
Lab; Royal Alexandra Hospital

WAVE 6 - OCTOBER 2021

CALGARY ZONE

Rockyview General Hospital; South Health
Campus Hospital

NORTH ZONE

Acute and combined acute and long term
care sites encompassing the former
Aspen and Northern Lights Health
Regions

EDMONTON ZONE

Alberta Hospital Edmonton; Grey Nuns
Hospital; Misericordia Community Hospital

PHARMACY & DI

Sites in: Edmonton; Calgary including
Outpatient MRI at South Calgary Health
Centre; Rural; (includes Corrections)

ALBERTA PUBLIC LABS

Sites in: Urban and Suburban Calgary;
Edmonton; former Aspen; Provincial Lab

WAVE 8 - SUMMER 2022

CALGARY ZONE, CENTRAL ZONE, EDMONTON ZONE, NORTH ZONE, SOUTH ZONE

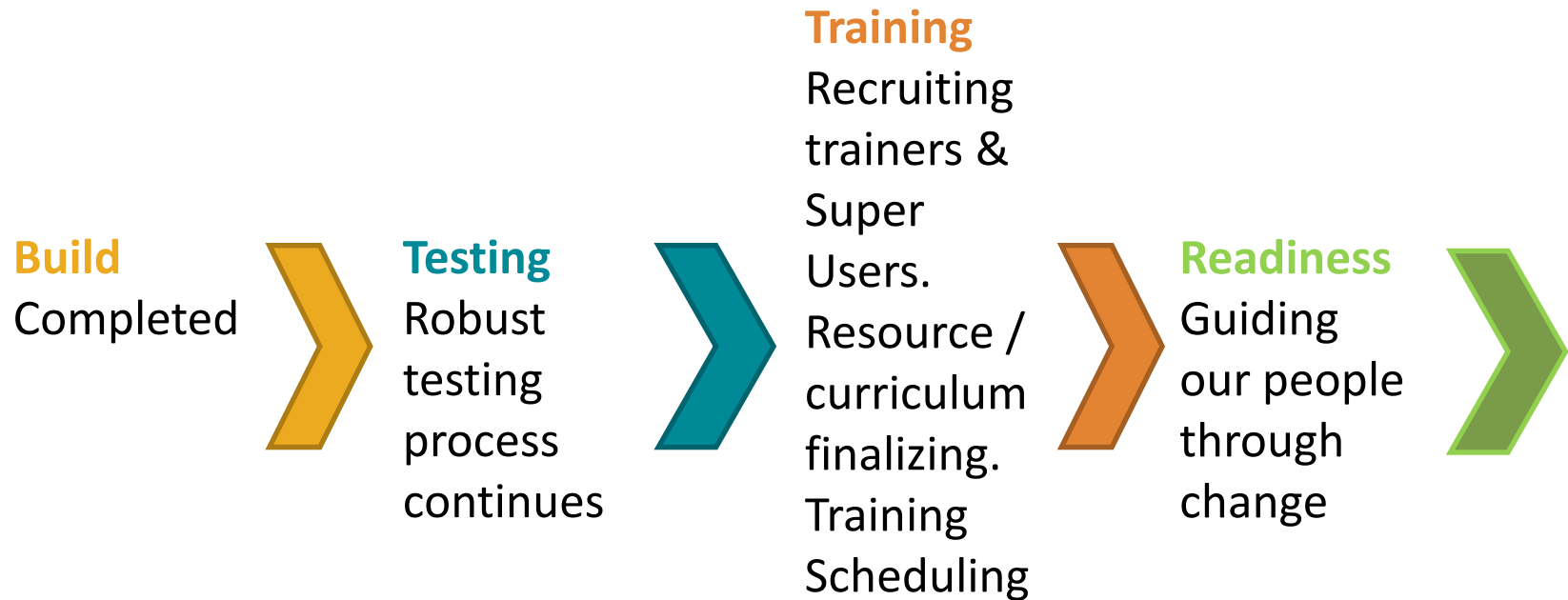
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PHARMACY

Addiction & Mental Health;
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Where we are now - program

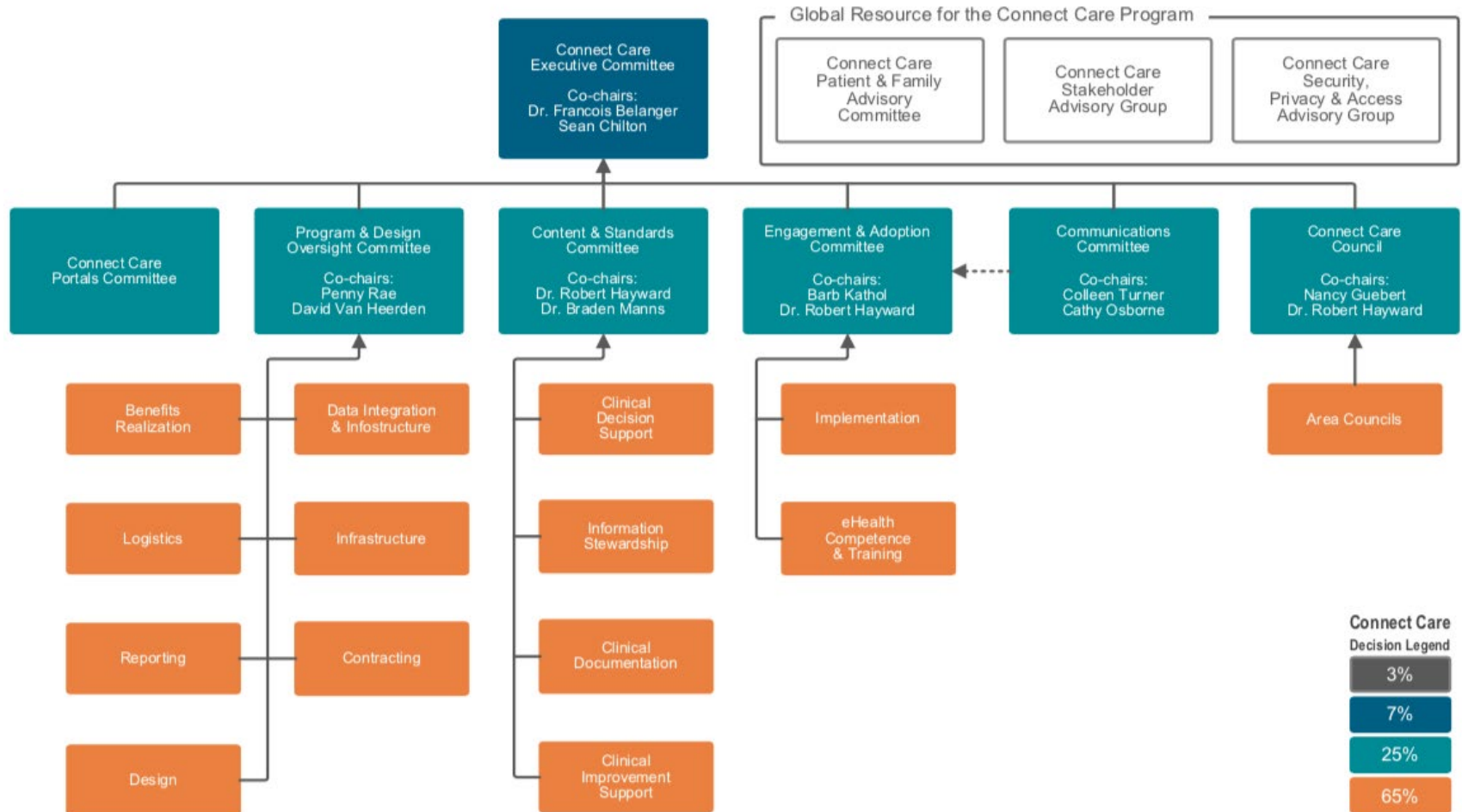


Better Health. Powered by Information.

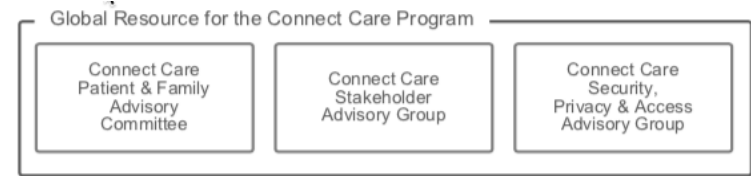
Who Oversees Connect Care?



Oversight → Committees, Councils, Groups



Community



Advisory Groups

- Consultative and advisory resource to entire initiative
- Connection and liaison with provincial initiatives
- Facilitate alignment of Connect Care governance and advocacy with stakeholder needs and interests
- Enhance awareness and accountability

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Questions?



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Connect Care Training



Key elements

- ~200 unique Connect Care roles
 - eLearning modules
 - Instructor led courses
 - End User Proficiency Assessment (EUPA)
 - AHS IT Privacy elearning – *InfoCare: On Our Best Behavior*
- Proficiency Assessment triggers system access
- ‘Credentialed Trainers’ facilitate learning
 - Opportunity for post secondary schools to have ‘Credentialed Trainers’ embedded

Examples

Role	eLearning time	Instructor Led time
Allied Health Therapists (OT/PT/SLP)	1 hour	7.75 hours
Unit Clerk	0.5 hours	7.75 hours
Dietician	1 hour	7.75 hours
ECG Technician	1 hour	11.25 hours
<i>Nursing</i>		
- Ambulatory	1.5 hours	7.75 hours
- ER / general inpatient roles	3 hours	11.25 hours
- ICU / Surg	3.5 hours	15.5 hours

eHealth Competence

- the skills, knowledge and attitudes required to use digital health tools for useful information gathering and problem solving.
 - involves being able to appropriately find, understand and evaluate information from digital health tools, and to contribute to information that is accessed and shared between care providers who use these tools.
 - AHS has tools & support resources to assess and assist in approving competency
-

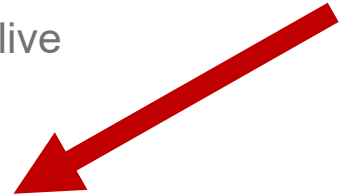
Academic Use vs. End User training

- Academic Use

- CIS integrated into standard program curriculum
- Intention for students to learn generally about electronic health records / CIS... what they are and how used in healthcare organizations
- Learning is not directly linked to hands on use of the system in a live environment

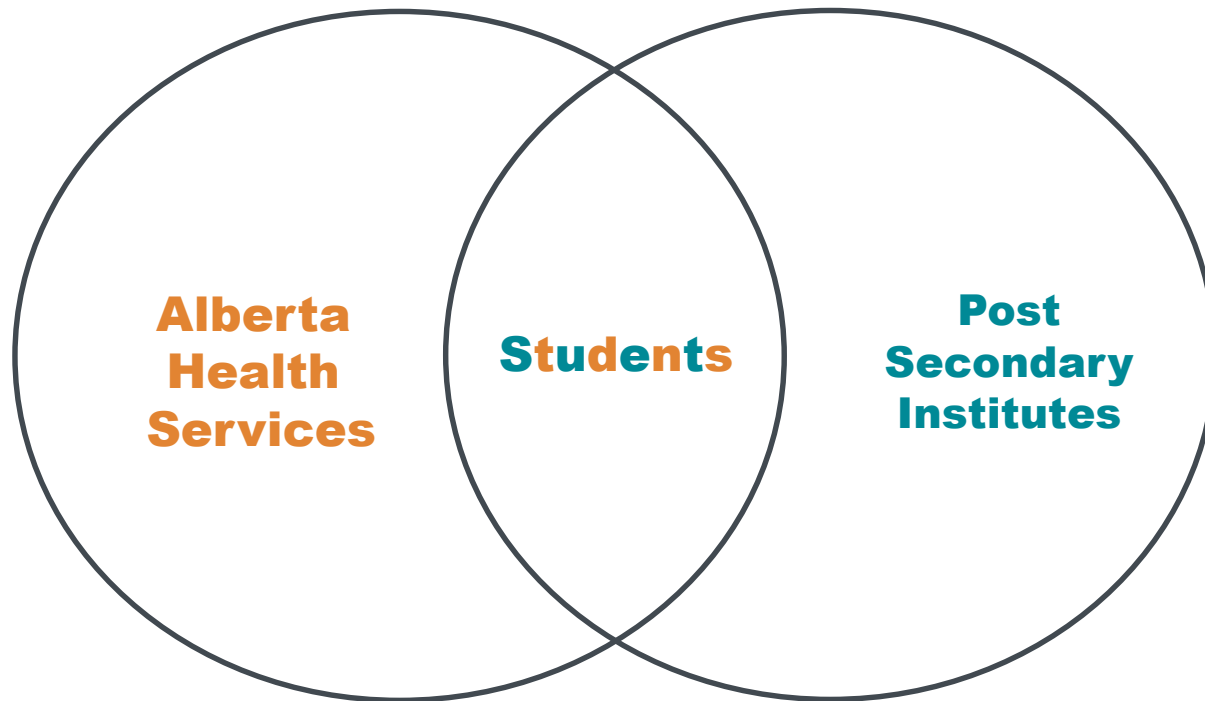
- End User training (for practicums)

- Students are in a supervised work placement in a health care facility performing hands-on patient care using
- Equivalent to 'end user training' similar to staff
- Training is for direct use of the system based on the role / workflows they'll be performing in their placement.



Shared Accountability

- What does this look like?



We need your help...

By answering these 5 questions:

- 1) Discuss what 'shared accountability' between AHS and your organization for training academic learners in Connect Care means to you.
- 2) Discuss the vision of providing Connect Care training at the academic institution by institution staff. What opportunities and challenges does this present?
- 3) What actions & strategies would enable your organization to transition to this future state?
 - a) In the short term (1 year)?
 - b) In the long term (3 years)?
- 4) What models do you envision for student practicum preparation in Connect Care?
 - a) What specific supports would your organization require from AHS to achieve these models?
- 5) What is one question that has been left unanswered?

Discussion:



de Bono's "6 Thinking Hats"



What is “6 Thinking Hats”

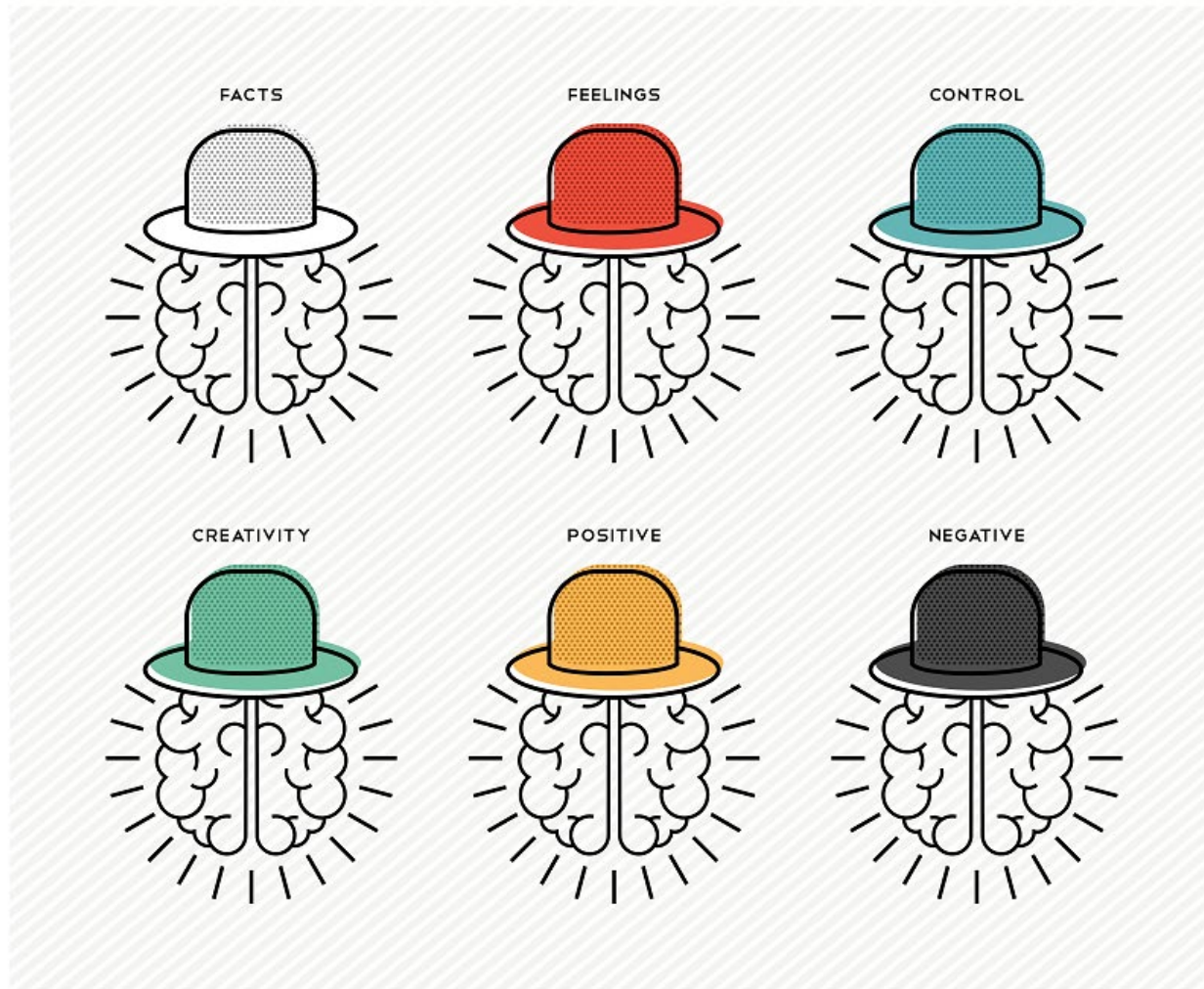
de Bono’s Six Thinking Hats **technique** is a model that can be used for exploring different perspectives towards a complex situation or challenge. In our case, Connect Care training for students coming for practicum placements at AHS.

“Seeing things in various ways is often a good idea in strategy formation or complex decision-making processes”

Let’s call it directed “brainstorming”

How can you facilitate this?

Put your de Bono “thinking hats” on



Pick one of:



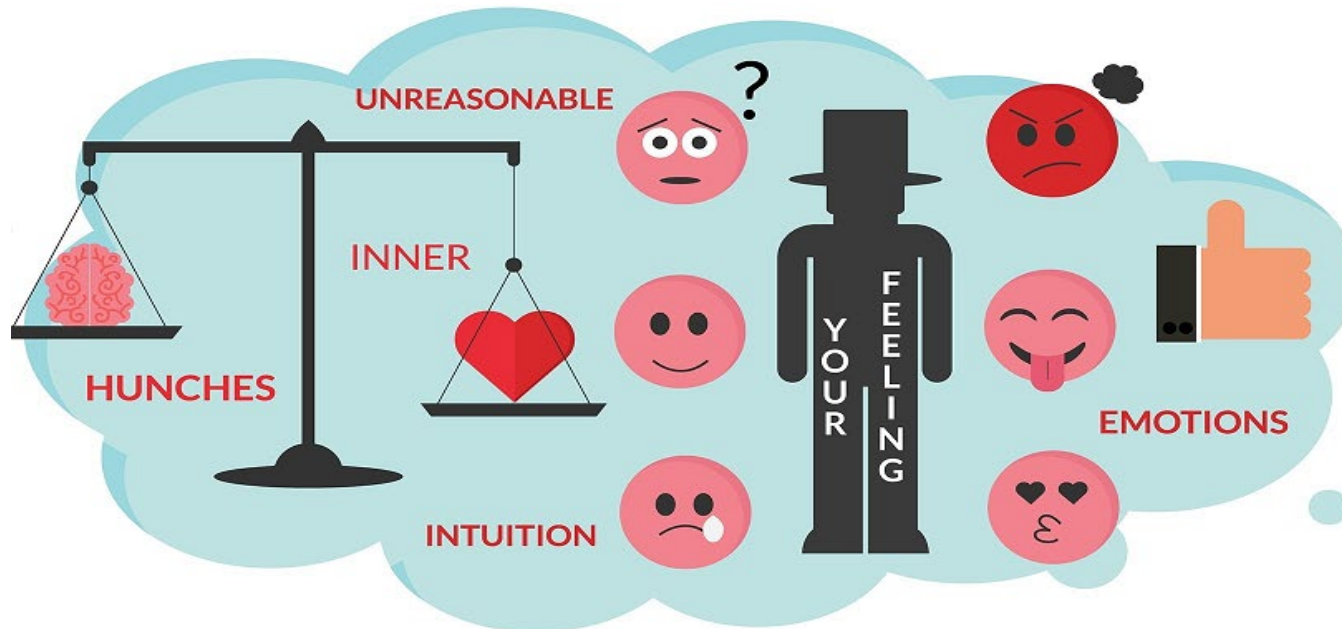
YELLOW HAT THINKING

focuses on benefits

Yellow hats bask in sunlight – they should think positively looking for the value in every possibility. What benefits does it bring?



Pick one of:



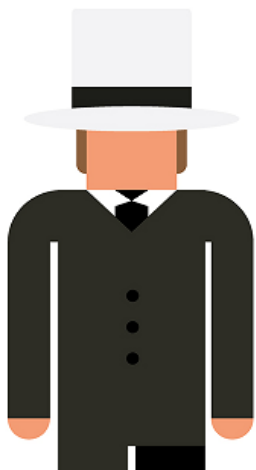
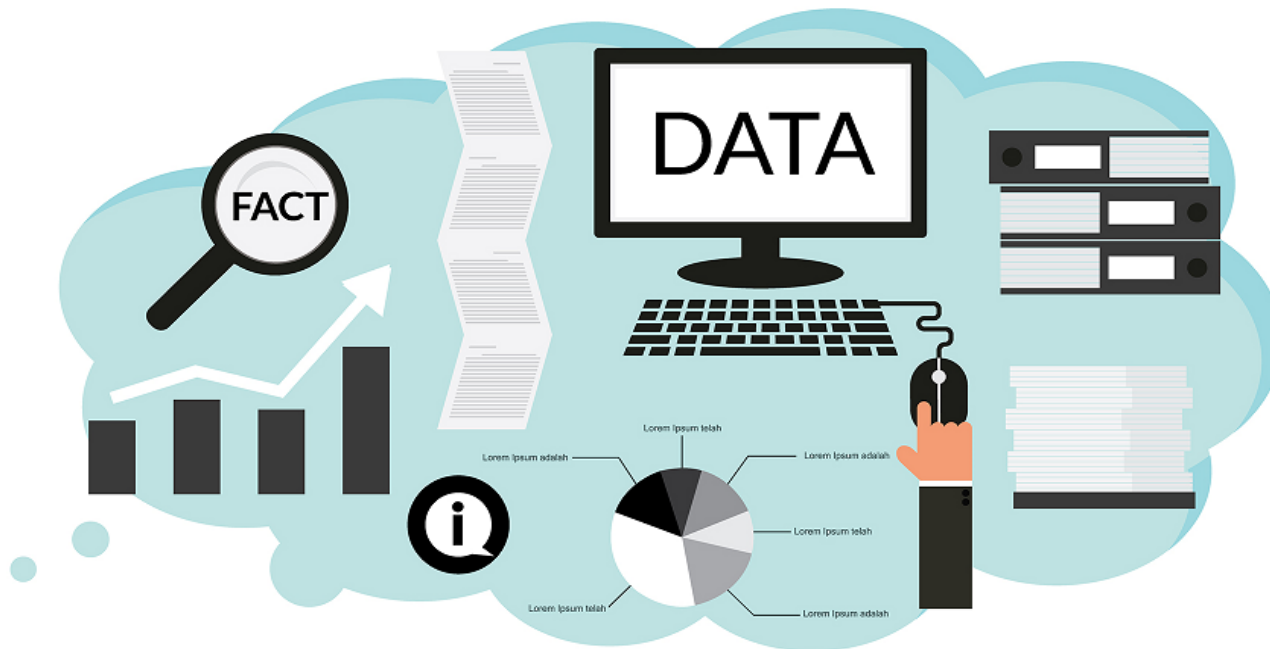
RED HAT THINKING

focuses on feelings

Red hats are the emotional input of the discussion. They allow themselves to be intuitive and act as much on hunches as fact. They are sensitive to the emotional responses of others in the group.



Pick one of:

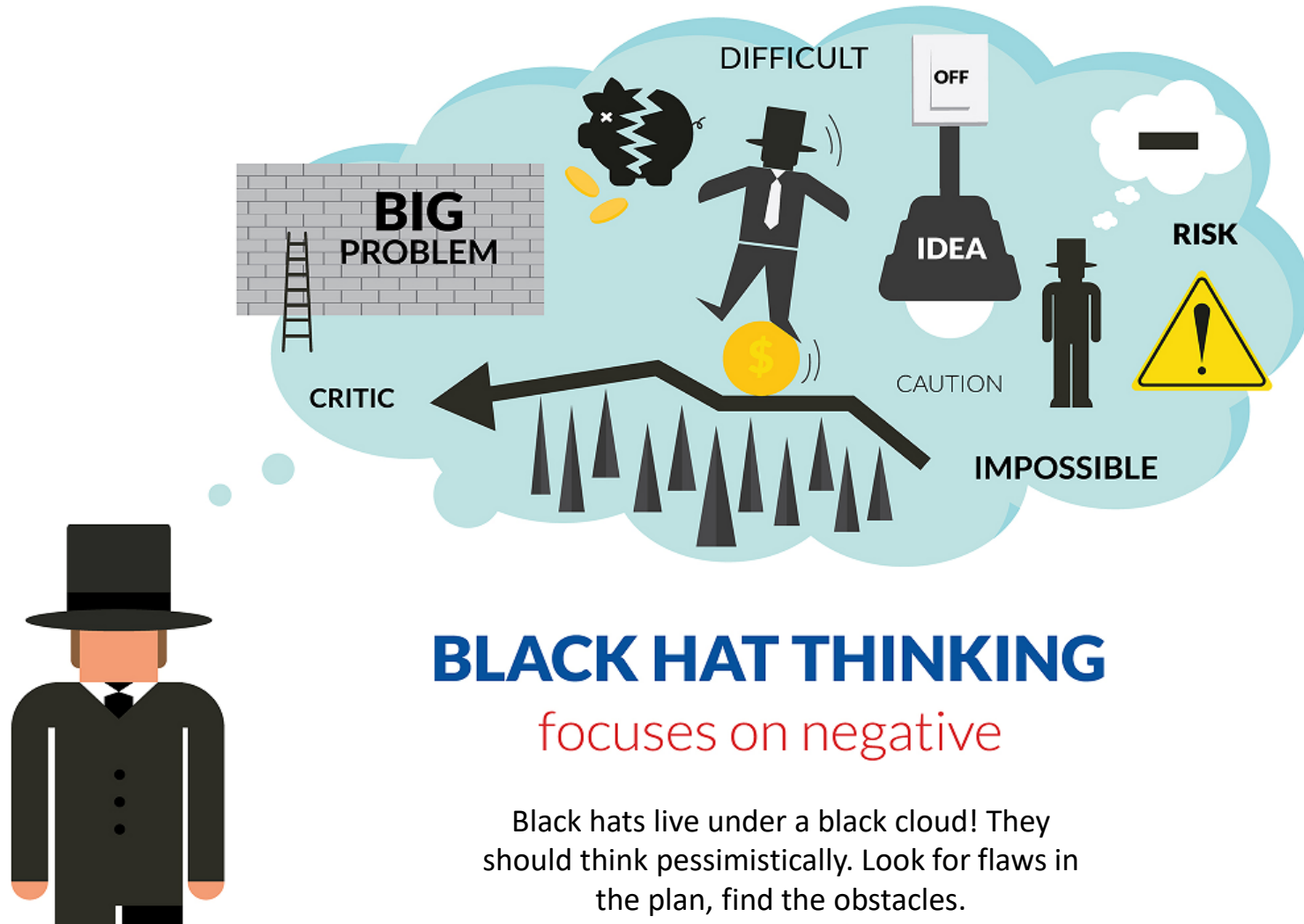


WHITE HAT THINKING

focuses on fact

White hats concentrate on the facts – what information and knowledge do you know about the situation? What can you learn about the situation from this information? What information is missing? What can you learn from past trends?

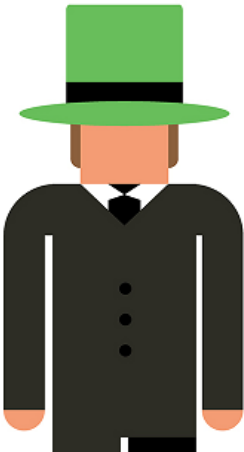
Pick one of:



BLACK HAT THINKING

focuses on negative

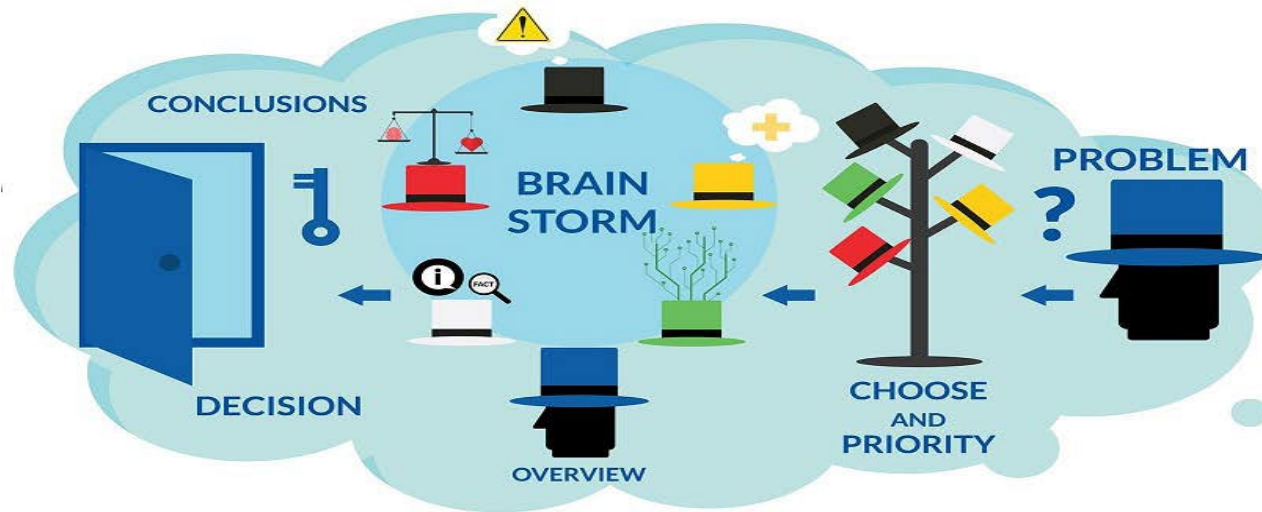
Black hats live under a black cloud! They should think pessimistically. Look for flaws in the plan, find the obstacles.



focuses on originality & innovation

Green hats think creatively in a no-criticism, freeform thinking kind of way.

Facilitator Role



BLUE HAT THINKING

focuses on management the thinking process

Blue hats concentrate on process, calling on the other hats to add in their thinking as and when it's appropriate and making sure each option is scrutinized from all perspectives. They are neutral.



Ground Rules

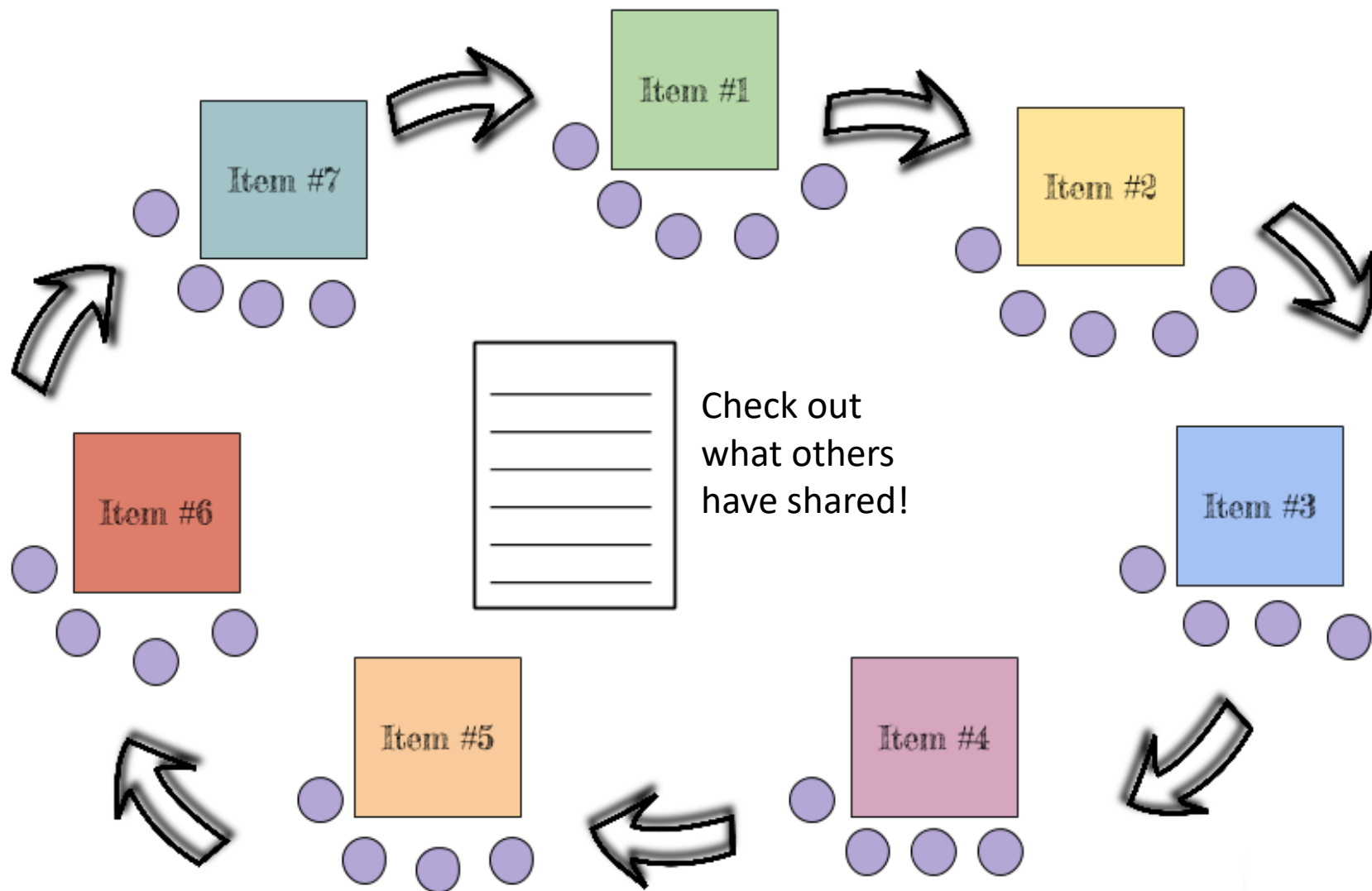
- Everyone has an equal voice, **regardless of position or title.**
- Everyone has permission to speak openly and honestly.
- Commit to participating, everyone is accountable to make the activities a success.
- All ideas and differences of opinion are welcomed. We need to communicate these differences respectfully.
- Use 'common language'/avoid the use of acronyms.
- Facilitators will interrupt and/or redirect discussions to keep on topic and within timelines.
 - Remember you are wearing the blue hat and managing the thinking process

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GALLERY WALK



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Connect Care
AHS Provincial CIS

