

Connect Care - Better Health. Powered by Information.

Post Secondary Partners in Connect Care

September 30th, 2019

Calgary



**WELCOME
BACK!**

We would like to acknowledge that we are gathered today on a traditional meeting place and home of the Blackfoot and the people of the Treaty 7 region in Southern Alberta, which includes the Siksika, the Piikani, the Tsuut'ina and the Stoney Nakoda First Nations. The City of Calgary is also home to Métis Nation of Alberta, Region 3.

When Does Connect Care Happen? (Revisited) Barb and Frankie



Where we are now - sites

Wave 1

- Leaders began readiness work in November
- Staff kick off event and info fair held in January
- Logistical preparations underway

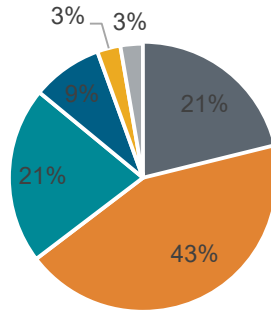


Wave 2/3

- One year countdown starts in May
- Includes multiple sites and programs in Central, Calgary and Edmonton Zones

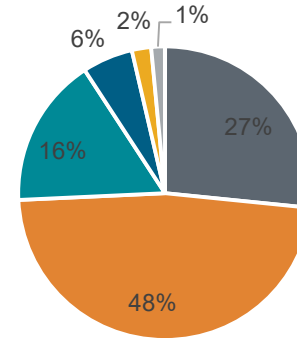
Training Evaluations - *Preparation*

The prerequisite eLearnings helped prepare me for this class.



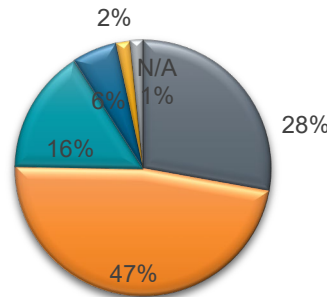
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ N/A

I felt engaged with the eLearning content.



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ N/A

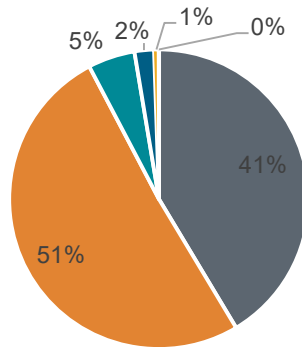
Exercises and questions presented in the eLearnings helped my understanding of the content.



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ N/A

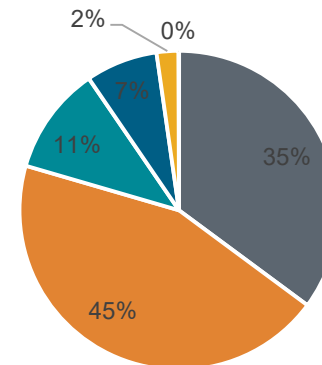
In-Class Content

The class had an appropriate mix of lecture and hands-on practice.



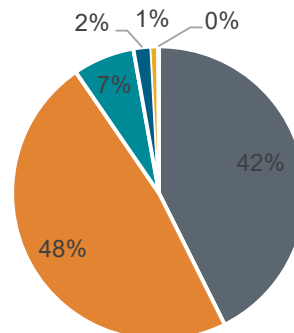
■ Strongly Agree ■ Agree ■ Neutral
■ Disagree ■ Strongly Disagree ■ N/A

The class pace was appropriate for my learning needs.



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ N/A

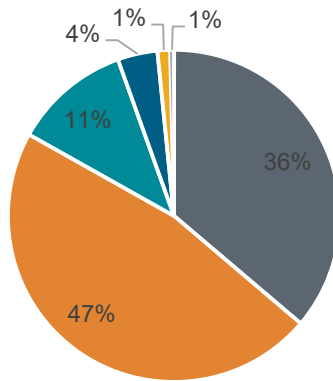
The in-class exercises were helpful.



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ N/A

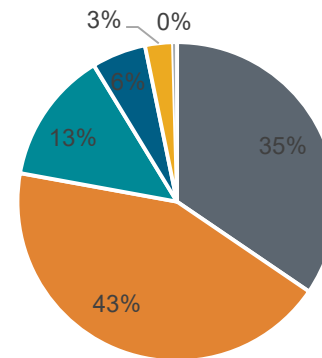
In-Class Content continued

The in-class handouts were helpful.



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ N/A

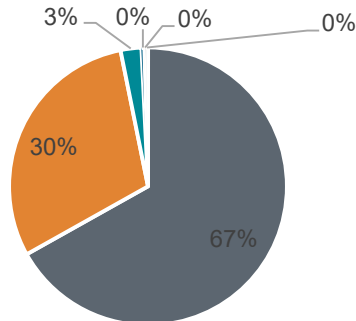
The content provided was relevant to my role.



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ N/A

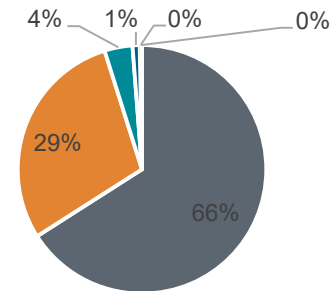
Instructor & In-Class Support

Personal attention if required was available and effective.



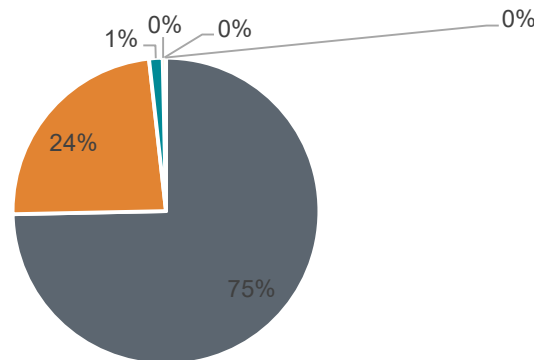
■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ N/A

The instructor and in-class support person(s) communicated training content clearly.



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ N/A

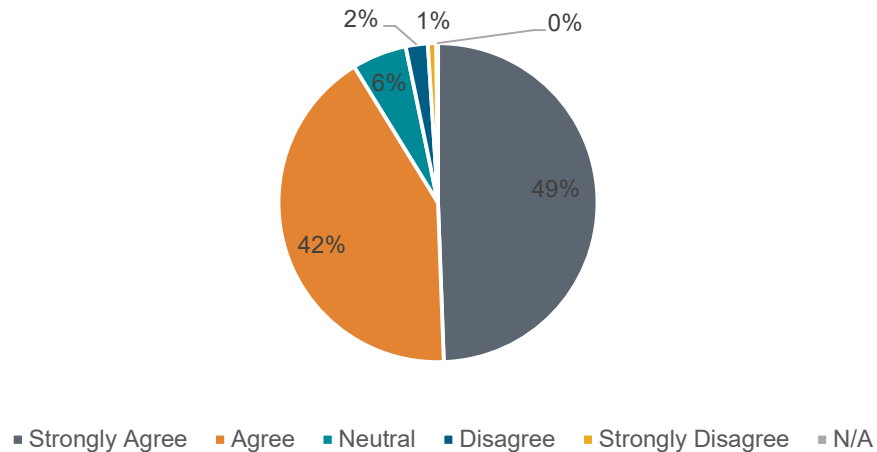
The instructor and in-class support person(s) were approachable.



■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree ■ N/A

Classroom Environment

The classroom setting was appropriate for my learning needs.



Questions?



Connect Care

Overview of Training

Summary of Student Success integration into AHS Wave 1 Sites

Patricia Whelan



Key points about Connect Care training:

- Role based - not application based
- Blended learning (*elearning / classroom / playground environments / 'Just in Time' resources*)



- Wave 1 Implementation Shared Accountability
 - IT Provincial Spreadsheet trial with Connect Care Role
 - Connect Care Role Student Catalogues
 - Integration and Support of Clinical training supported by Professional Organizations
 - Inclusion; all students entered in HSPnet.
 - Reflection and edits

Connect Care Student Current State

- Students enrolled through collaboration with Practice Education consultant, MLL scheduler, IT access
- Wave 1 catalogues and Provincial IT Spreadsheet specific for Post-Secondary Institutions in HSPnet
- Connect Care Trouble shooting Document for Post-Secondary Institutions

WAVE 1 Catalogue

<u>Role (As selected in the Web Form)</u>	<u>Role Description</u>	<u>Classroom Course(s) Title for Role</u>	<u>Instructor Led Training Course Length</u>	<u>eLearning Length</u>	<u>eLearning Course(s)</u>	<u>End User Proficiency Assessment(s) EUPA(s)</u>
Ambulatory						
Ambulatory Clinic Nurse with Inpatient Consults	This is designed for nursing in an ambulatory clinic.	Ambulatory Nurse Shared Course	1 Day	1.5 hours	1. CLNAMB001 Overview of Hyperspace in an Outpatient Setting 2. AMB001 Office Visit Demonstration 3. MD103 Finding Patient Information 4. MDAMB107 Ambulatory - Ordering in an Outpatient Context 5. AMB029 Clinic-Administered Medications 6. MD108 Overview of In Basket 7. ONC071 Overview of Therapy Plans - Nurse 8. RPT001 Overview of Reporting 9. RPT005 Run and Manage Reports 10. RDR101 Introduction to Radar 11. RPT010 Modifying the Search Criteria of a Report Recommended - 12. AMB022 Clinical Support Visit 13. RDR102 Personalize a Radar Dashboard	Yes
Orthopedics Nurse Ambulatory	Orthopedics Nurses that work in an ambulatory setting	Orthopedic Nurse/Orthopedic Tech Course	1 Day	N/A	1. CLNAMB001 Overview of Hyperspace in an Outpatient Setting 2. AMB001 Office Visit Demonstration 3. MD103 Finding Patient Information 4. MDAMB107 Ambulatory - Ordering in an Outpatient Context 5. AMB029 Clinic-Administered Medications 6. MD108 Overview of In Basket	Yes

WAVE 1 STUDENT IT ACCESS & TRAINING PROCESS – ALLIED HEALTH

Wave 1

START

Placement
Confirmed
In HSPnet

HPSP Student Placement
Team Populates
Provincial IT Spreadsheet
(PITS)
& Assigns CC Role

AHS Network
Account
Created

CC specific
role MLL
access created

MLL
Welcome/
orientation
Email sent to
student

Student
Completes
eLearning

CC Practice

FINISH!

CC access
provisioned

Student
Registers for
eLearning in
MLL

IT Request
Verified

IT Access
sends
PITS to
HPSP
Student
Placement
Team

Student
Passes
EUPA

Student
re-takes
EUPA

Student
completes
classroom
training

HPSP Student
Placement Team
Schedules
Student for
Classroom
Training

PITS
emailed to IT
Access

PSI
instructs
Student to
access
MLL and
register for
eLearning

Assistance
from AHS
Session
Coordinators

Collaboration
with the PSI
on Timing

Student
Fails
EUPA

Additional
Supports
Provided

Legend
CC – Connect Care
EUPA – End user
proficiency assessment
HPSP – Health Professions
Strategy and Practice
MLL – My Learning Link
PITS – Provincial
Information Technology
Spreadsheet
PSI – Post Secondary
Institution

-shapes outlined in orange
= new process

-shapes outlined in blue =
linked processes (e.g. PSI
prompts student to register
in MLL and notifies them of
their classroom training
time and ensures they
arrive

Discussion:



CONTACTS:

General Connect Care training & learning questions:

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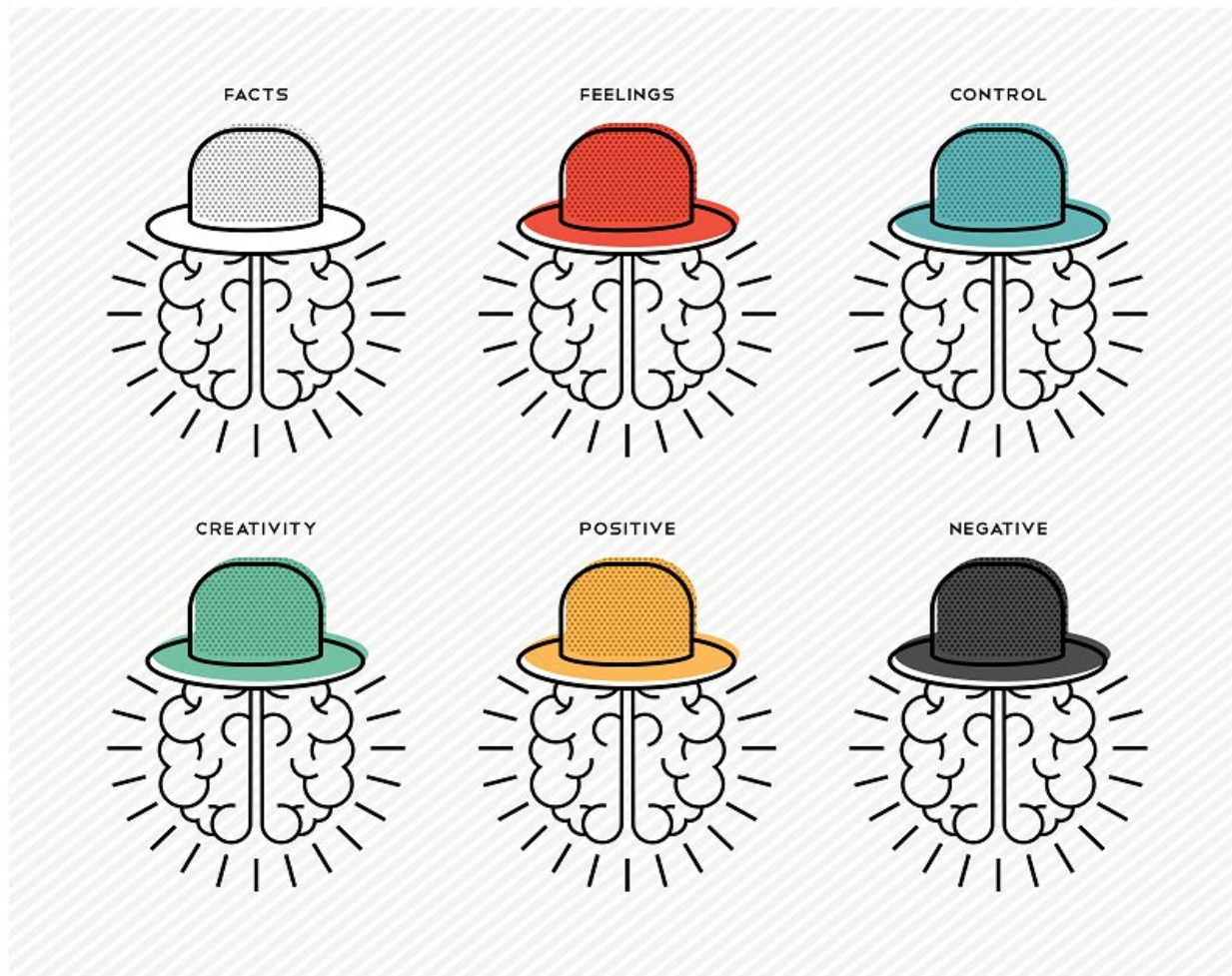
Connect Care
AHS Provincial CIS

Themed Work Product Review

Teri Langlois



de Bono's Six Thinking Hats



Themes of April 2019 sessions

1) Discuss what 'shared accountability' between AHS and your organization for training academic learners in Connect Care means to you.				
White (fact)	Yellow (positive)	Black (negative)	Red (feeling)	Green (creativity)
<p>Accountability: For the most part the PSI's see practicum training as shared between the school and AHS.</p> <p>Communication: To be accountable, the schools will need more communication from AHS and then a strategy to communicate with their learners</p> <p>Impact: resources, people, money, time, infrastructure unknown at the time of the meeting (harder to commit accountability). Role/need for a change management approach</p> <p>Information: PSIs need more detail to make determinations on accountability (logistics, requirements, detailed</p>	<p>Collaboration: PSIs and AHS will figure this out together. Commitment to collaborate and appreciate of the effort made to inform as well as for future communication. Ability to share resources to achieve a common goal.</p> <p>Opportunity: students as early adopters - change facilitators to support implementation/roll-out</p> <p>Communication: sharing vision</p>	<p>Resources: Access to (CC curriculum, training labs, practicums (concern that the latter 2 will be restricted during implementation). Increasing demands on already strained resources if no additional inputs</p> <p>Implementation: Multiple systems, processes, players, times and geographies impacted throughout implementation. -Training is taking place in the summer - PSI staff and students are out of session (not available)</p> <p>Omissions/errors: What about out of province PSIs/students? Reliance on technology - back-ups (falls back to paper and will students know what to do?)</p> <p>Top-Down (enforced) approach: PSIs feel a lack of autonomy</p>	<p>Positive: Excitement, love, optimism (the system once implemented, AHS' commitment to working with the PSIs)</p> <p>Less Positive: Fear, anxiety, shock, overwhelmed, vulnerable</p>	<p>Opportunity: have the students trained ahead of time.</p> <p>-Remote access to Connect Care - train at the PSI and potential to integrate into curriculum</p> <p>-Working with AHS in a partnership</p> <p>-Increased patient safety</p> <p>-Share CTs (PSI/AHS)</p> <p>-Move training to all online (similar to eclinician)</p>

Questions from April 2019 Sessions

- 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)
 - a) What models do you envision for student practicum preparation in Connect Care?
 - b) What specific supports would your organization require from AHS to achieve these models?
-

Time for Lunch



Academic Use/End User Training Presentation Connect Care



PRESENTERS

1. KARIN DRURY

- Training Services at Epic Systems Corporation
- Specializes in student training of Epic

2. CANDACE WHITE

- AHS Legal
- Negotiated AHS' agreement with Epic
- Review contractual requirements for Academic Use and End User Training

Student Use of Epic



TRAINING OPTIONS PRIOR TO STUDENT PRACTICUM



Academic Use

Integration of Epic into classroom curriculum



End User Training

Epic workflow training in preparation for patient care

END USER TRAINING



Curriculum is developed
by Epic and customized
by AHS



Same training that
AHS employees
will receive



Focus on workflow,
not context

Faculty Credentialed Trainers



Credentialed Trainers (CTs) are trained to deliver End User Training.



Faculty who complete the CT training program can provide this training to their own students



AHS may provide CT training to faculty as appropriate.

Why Faculty CT's?

- Flexible scheduling/timing
- Students get training at their own school
- Faculty can see and use Epic

Considerations

- Training environments accessed in school computer lab (typically via Citrix)
- Only students who will complete practicum at AHS can be present
- Will require school to sign an affiliate addendum



AGREEMENTS FOR END USER TRAINING



- Those schools who have faculty CT's must first execute an "Affiliate Addendum"
- The Affiliate Addendum is executed by AHS, Epic and the school
- The purpose of the Affiliate Addendum is to flow down AHS' contractual obligations to the school so that Epic can enforce these provisions directly against the party who breached the agreement
- Primary concerns relate to inappropriate use **and disclosure** of Epic's proprietary and confidential information which the school's faculty and students will see in both the training materials and Epic work flows

AFFILIATE ADDENDUM

- Protecting Epic proprietary and confidential information making sure that students & faculty do not include Epic confidential and proprietary information in papers or conference presentations, etc. without Epic's consent.
- Examples of things that are Epic confidential and proprietary information include documentation, screenshots, data structures, etc. to reveal how the software works.
- End Users (students and faculty) should only have access to clinical work flows i.e. no access to software code.



Questions?

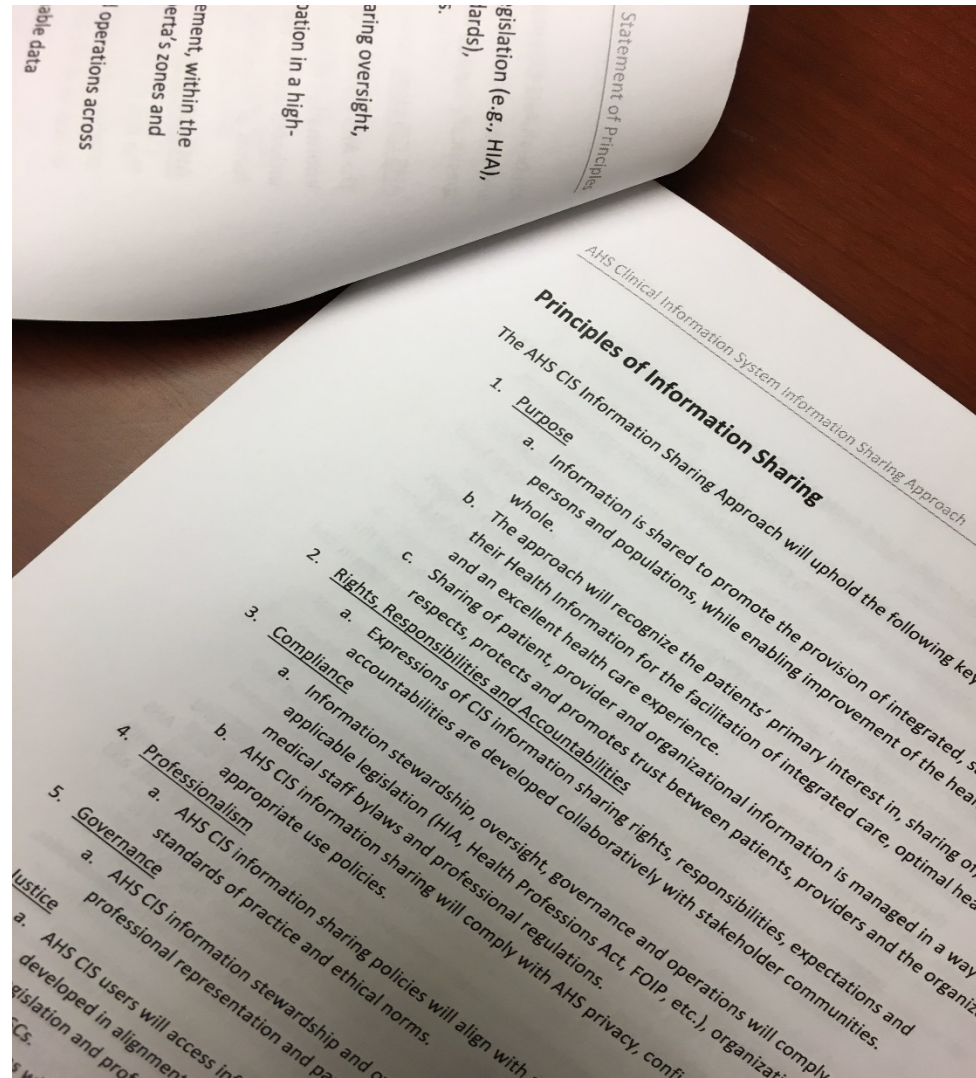


September 30, 2019

Privacy & Security Training



Clinical Information Sharing Approach (CISA)



1. InfoCare: On Our Best Behaviours
2. Required Competency Training
3. EUPA

NEW Training: InfoCare: On our Best Behaviours



Before you can connect it, you need to complete On Our Best Behaviours training.



Everyone at AHS must complete the training, and you won't be able to use Connect Care without it.

20,000+ Completed OOBb already



The screenshot shows the interface for the 'Health Information Act Awareness' training course. At the top left is the Alberta Health Services logo. The title 'Health Information Act Awareness' is centered. Below the title is a black and white photo of a man in a white lab coat holding a glass vial to his ear. To the right of the photo is a green button with the text 'Please Click Here to Start the Course'. At the bottom left is the 'PRIVACY I Am Responsible' logo. At the bottom right, a blue banner contains the text 'PROTECTING INFORMATION is everyone's responsibility'.

Alberta Health Services

Health Information Act Awareness



Please Click Here to Start the Course

PRIVACY
I Am Responsible

PROTECTING INFORMATION
is everyone's responsibility



Privacy & Security Awareness and Knowledge Building

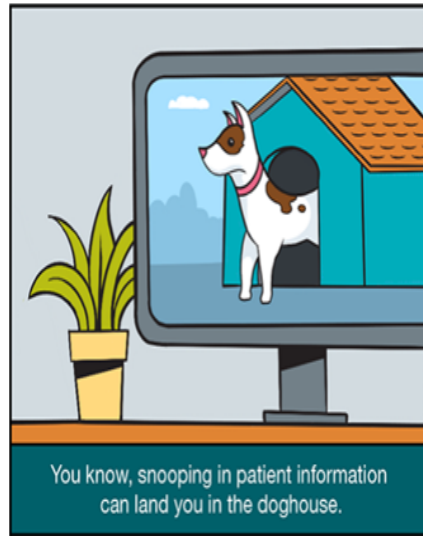
InfoCare: On Our
Best Behaviours
(on MLL)

AHS external website
training available & any
Post Secondary
Organization specific
training

In curriculum
training

AHS InfoCare
tools and
guidance

Smart Audit Tool



Snooping



What's on your minds?



BREAKOUT:

Based on what you have heard today,
What has changed in the strategy?

Teri



Wrap Up and Closing Remarks

Sean

