

Connect Care Survey Results and Action Plan

October 2025



Agenda

- 2023 Connect Care Survey action plan and outcomes
- 2025 Specialty Care Alliance Connect Care survey
 - Dr. Bertus Eksteen – Chair, Specialty Care Alliance of the AMA
- 2025 Arch Collaborative Survey results
- Connect Care Optimization Action Plan 2025
- Questions

2023 Connect Care Survey: Action Plan and Outcomes

What We Heard from You in 2023: Connect Care Optimization Priorities



Data Accessibility

- Improve results delivery to reduce physician burden
- In-system results review to align with Netcare



Flowsheets and Orders for Nursing / Allied Health

- Streamline document flowsheets and orders to reduce documentation burden
- Introduce productivity tools



Training and Clinical Support

- Enhance continuing education options to improve clinician efficiency
- Integrate support areas to best serve clinician needs



Enhancing Clinical Voice in System Governance

- Introduce rounding and improvement sprints to focus on clinical needs
- Introduce a clinical informatics program to enhance efficiency and satisfaction

What We Did 2023-2025

Document and Result
Distribution Task Force
(next slide)

Flowsheet
Optimization: Macros
(2.2M clicks, 737 hrs saved
in first month alone)

Prescriber Experience
Program
(upcoming slides)

Clinicians First:
Clinical Systems Improvement
(CSI) Structure
(upcoming slides)

Reducing Administrative Burden: Document and Result Distribution Optimization Roadmap

Inpatient results
Allow routing of select
inpatient results to
provider's default
location.

Early
2024

Duplicative lab order merge
Consolidate duplicate lab orders
from multiple providers into a
single order and deliver results to
all ordering providers (saves cost
and reduces number of
reports to manage)

Jul 22
2024

**eDelivery routing
(without lab)**
Resolves majority of
result duplication
with eDelivery

Jan
2025

ECG via eDelivery
eDelivery of ECG written
reports

Early
2026*

Sept
2025

Summative documents
Direct inpatient notes
to author-specified recipients
beyond primary care provider

Nov 25,
2025*

**Lab added to delivery
method specific to
provider location/clinic
and eDelivery Routing**
More targeted routing for
lab and reduced duplication
with eDelivery

Aug 25
2024

**Delivery method specific
to provider location/clinic
(without lab)**
More targeted routing

Timelines are based on best current
projections & subject to change.
* Updated October 2025

Prescriber Experience Team

- Comprised of 30 FTE employees and 90 part-time MD's
- Provide initial training, ongoing education, and support for 13,000 prescribers, 3,000 new medical learners, and 600 new medical staff annually
- Support work to maintain and improve the system
- New **Physician Informatics Lead** model in place for 2025: Site and provincial reps for every specialty and every part of the province. [Link to Listing of Prescriber Experience / CMIO Contacts](#)

Continuing Education Offerings

- **CMIO Thrive Classes**: 20 unique subjects; 209 classes completed in 2024
- **1:1 Support Sessions**: Address individual MD needs
- **Site rounding by NP staff / trainers**: Address workflow challenges
- **Epic SmartUser Program**:
 - Classes delivered by Epic to learn tips to speed up most common workflows
 - 531 classes attended in 2024-2025
- **Personalization Training**:
 - Adjust system settings to increase end user efficiency
 - 106 classes delivered in 2024



Thrive Class
Registration

Prescriber Support

- **Ticket Support in 2024:**
 - 3,500+ tickets closed
 - 6,300+ assessed/redirected
 - 85% customer satisfaction
- **Email Support 2024:** 4,500+ addressed
- **Online Resources:**
 - [Monthly newsletter](#) “Between the Charts”
 - [Blog](#): Over 400 posts/year
 - [Connect Care Manual](#)
 - 100’s of clinical resources



Bytes Blog

Connect Quality

- **Recognizing the Gap:**
 - [PPIP](#) projects required by CPSA
- **Our Response:**
 - Ready-to-use project templates aligned with CPSA requirements
 - Feedback tools built in
 - Free of charge
- **Progress So Far:**
 - 273 individuals signed up to date



Connect Quality

See more at: ConnectQuality.ca

Clinical Systems Improvement (CSI) Methodology



Clinician Feedback



HONOR ROLL
GOOD MAINTENANCE
GRANT PROGRAM

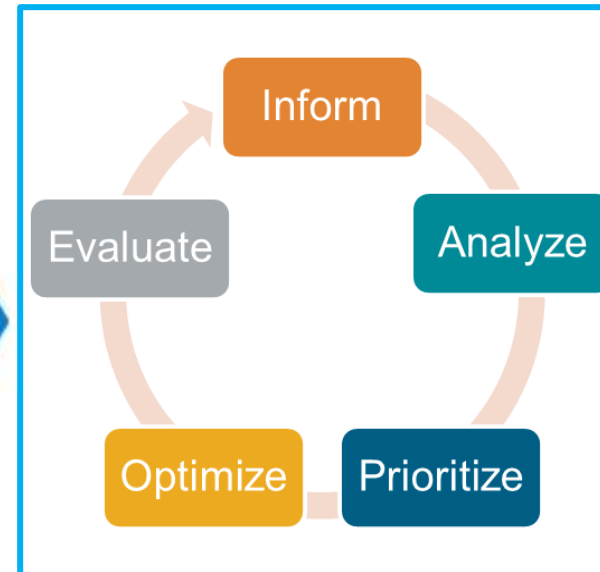


Observational
Rounding



Arch
Collaborative

5-Point Optimization
Framework
(driven by clinicians and staff)



22 Clinical Program-based teams
10 System-wide committees
Spanning all sectors/orgs

- Blueprints
- Clinician-Prioritized Annual Roadmaps
- Improvement Sprints
- Optimization and maintenance plans coordinated across teams



JULY 2025

AMA SPECIALTY CARE ALLIANCE: CONNECT CARE TRACKING SURVEY 2025

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RESEARCH METHODOLOGY



- Approach: Branded online survey
- Sampling: A comprehensive sampling of Alberta specialists (list provided by AMA). Survey invites and reminders sent by ThinkHQ using a secure online survey platform

Year	Field dates	Universe	Sample size	Response Rate	MOE*
2025	Jun 5 – Jul 7	N=4,412	n=313	7%	+/- 5.3
2023	Feb 23 – Mar 6	N=5,549	n=737	13%	+/- 3.4

- Margin of error*: Using Finite Population Correction, the margin of error for the 2025 sample is +/- 5.3 percentage points, 19 times out of 20. The margin of error for subsets of the sample will be larger, and therefore care should be taken in analysis



DETAILED FINDINGS

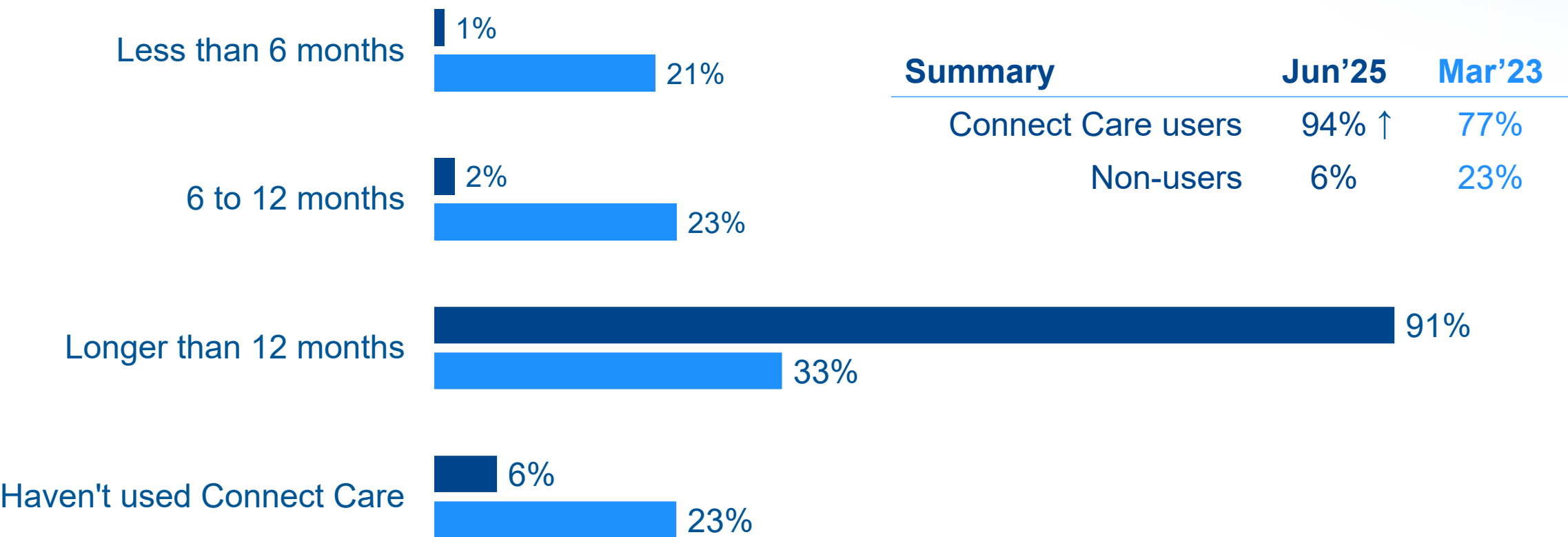
Connect Care Usage Among Specialists

Tracking



How long have you been using Connect Care?

■ Jun'25 (n=313) ■ Mar'23 (n=737)



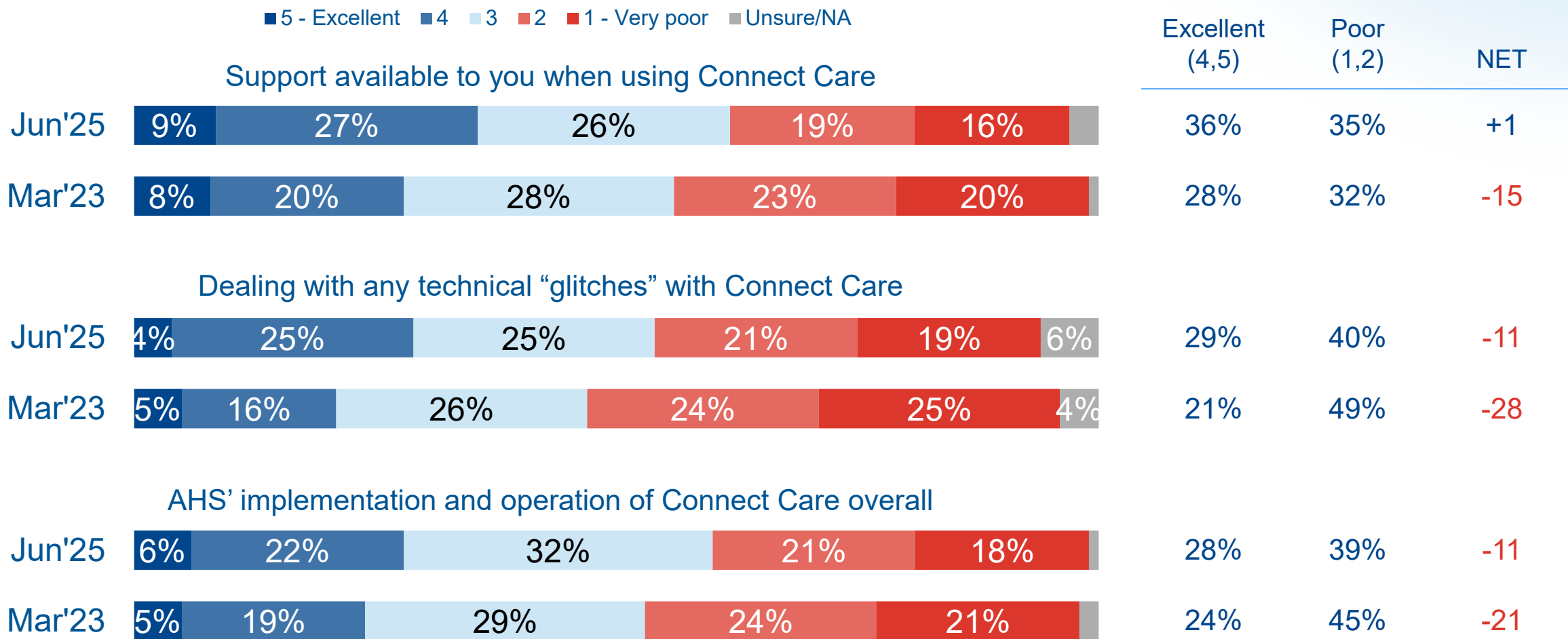
Base: All respondents

Connect Care Users Rate Implementation and Operation

Tracking



We're interested to know your thoughts about the implementation and operation of Connect Care by Alberta Health Services (AHS). Based upon your experience and impressions, how would you rate each of the following?



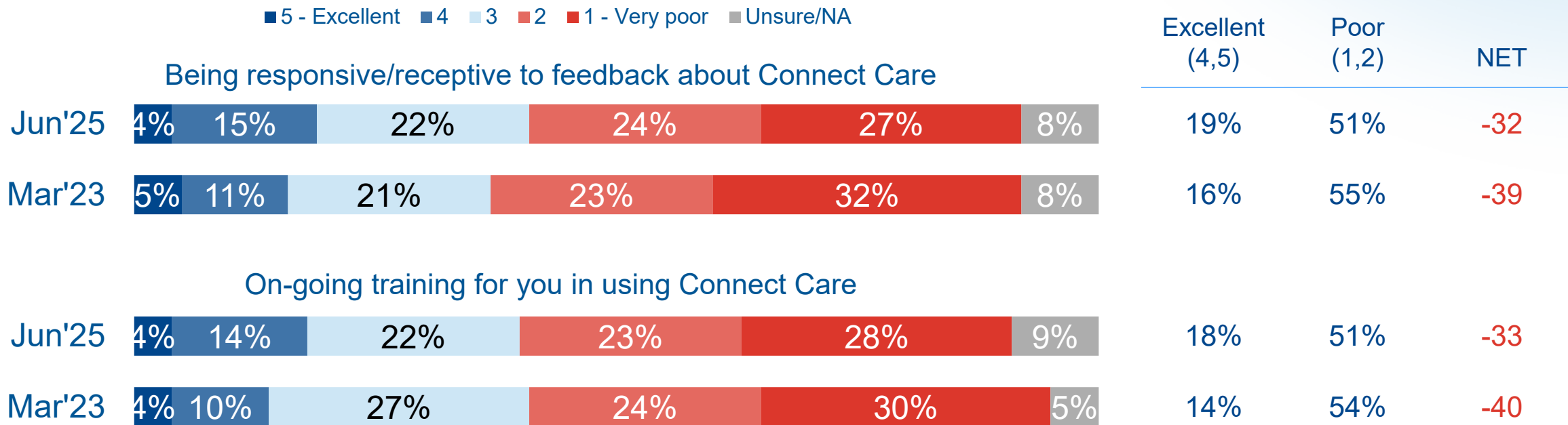
Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293) | NET: Excellent minus poor

Connect Care Users Rate Implementation and Operation



Tracking ... continued

We're interested to know your thoughts about the implementation and operation of Connect Care by Alberta Health Services (AHS). Based upon your experience and impressions, how would you rate each of the following?



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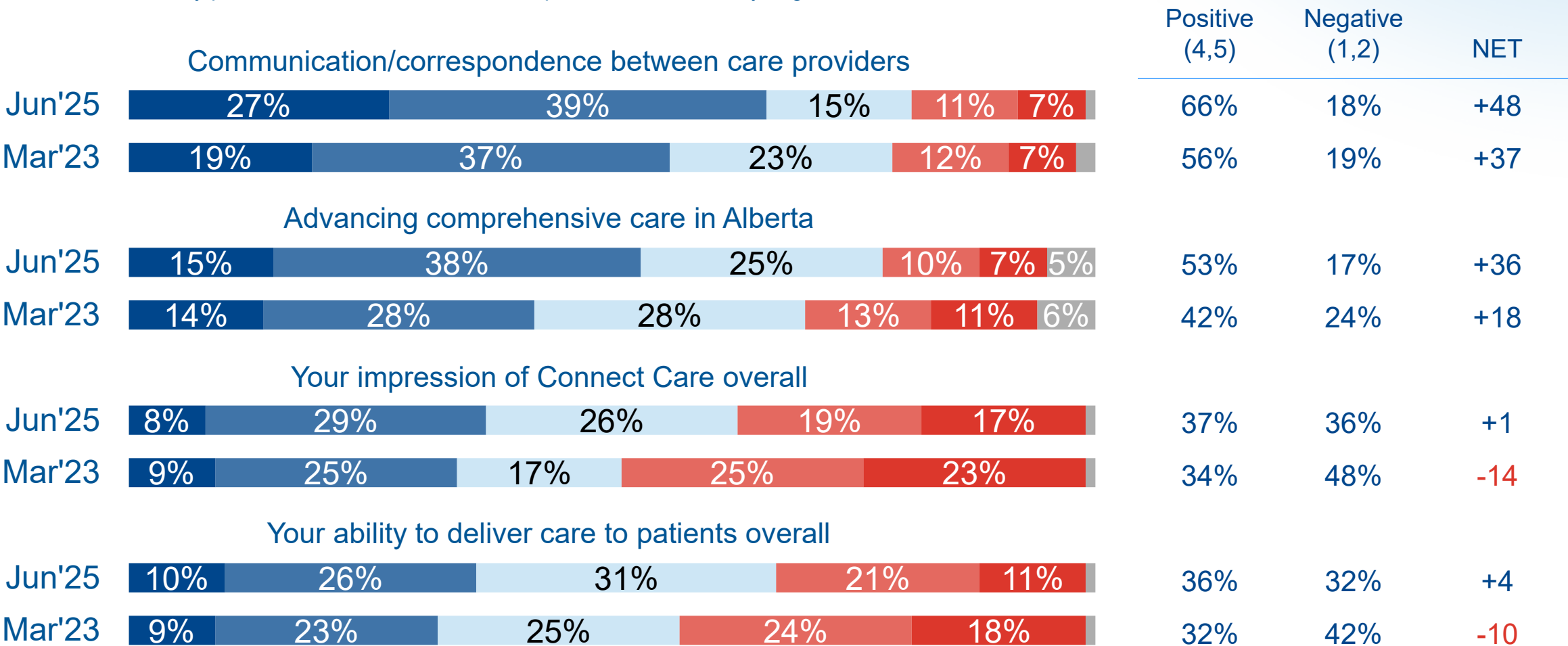
User Experiences and Impressions of Connect Care

Tracking



We're interested in your experiences and impressions of Connect Care itself. How would you rate Connect Care on each?

■ 5 - Very positive ■ 4 ■ 3 - Neutral/no impact ■ 2 ■ 1 - Very negative ■ Unsure/NA



Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293) | NET: Positive minus negative

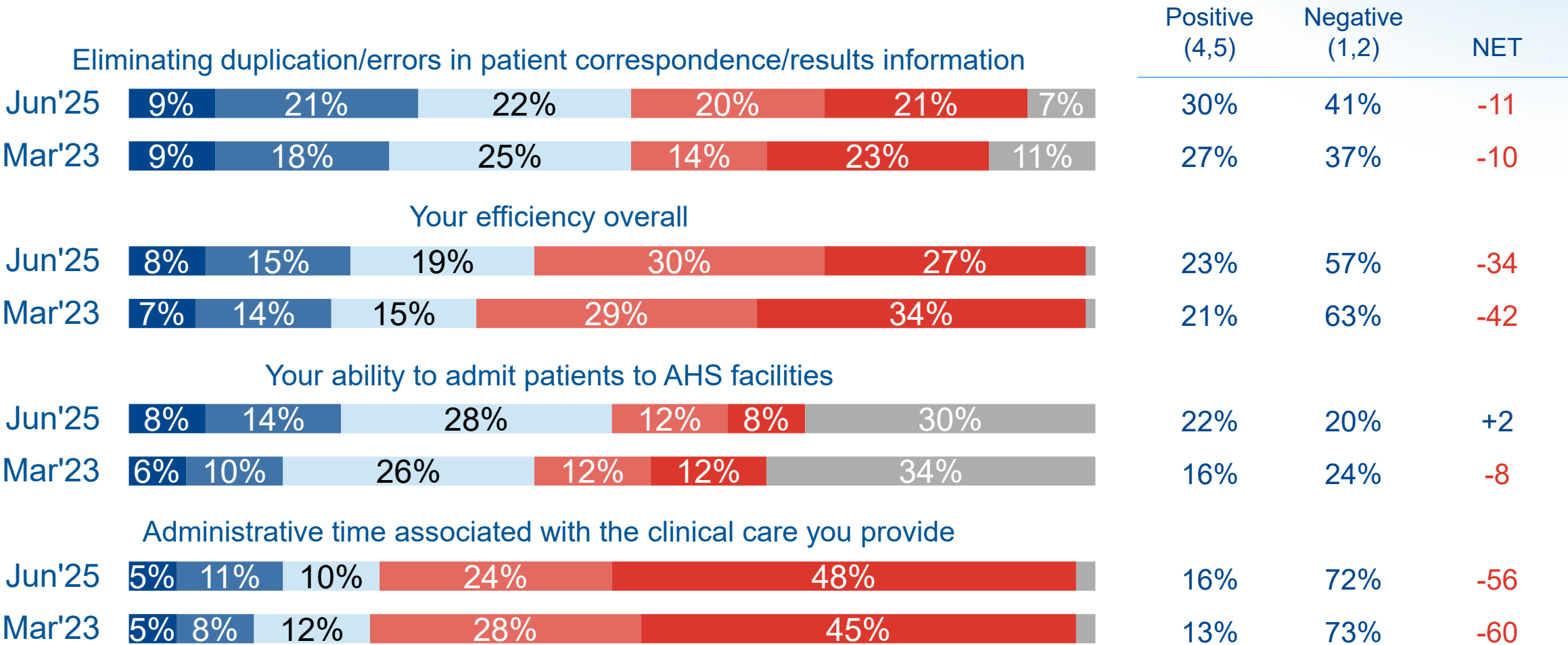
User Experiences and Impressions of Connect Care

Tracking ... continued



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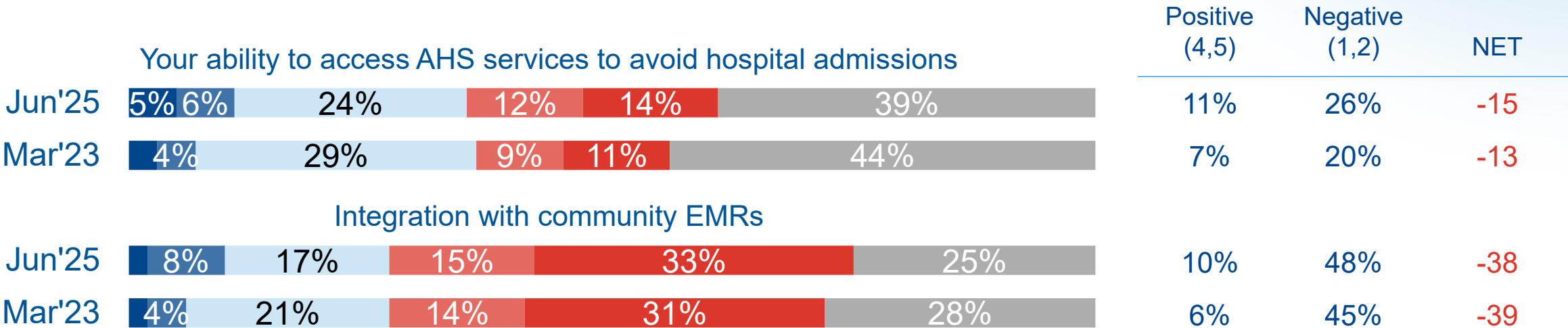
User Experiences and Impressions of Connect Care

Tracking ... continued



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Connect Care Impact on Efficiency

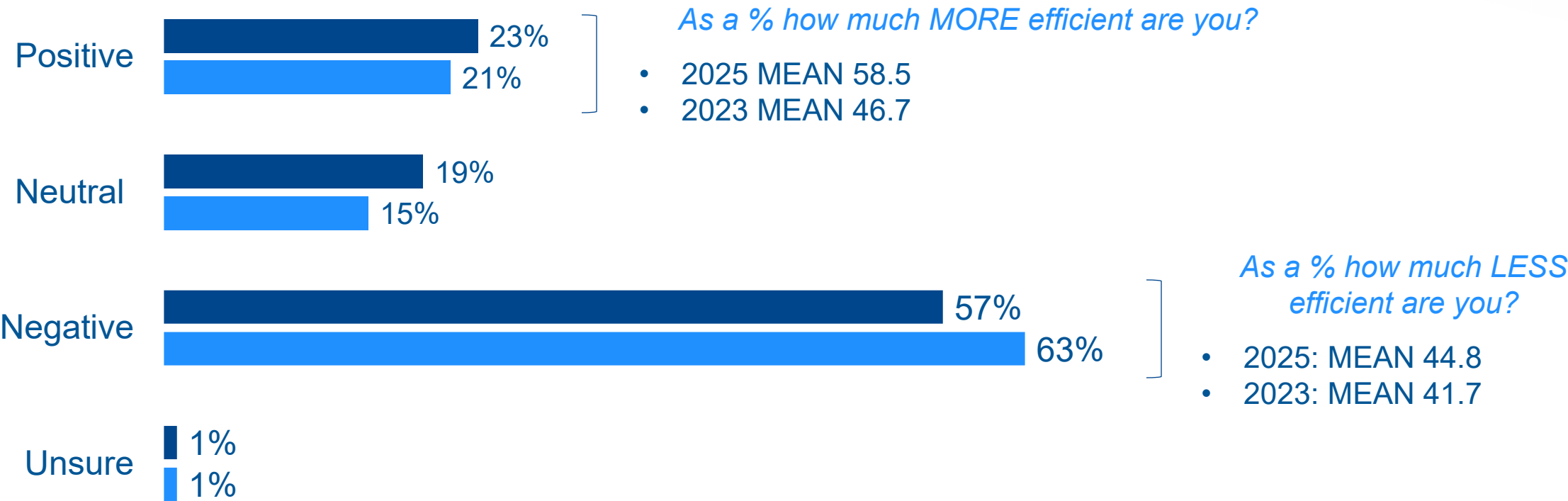
Tracking



How would you rate Connect Care when it comes to ...

Your overall efficiency

■ Jun'25 (n=293) ■ Mar'23 (n=570)



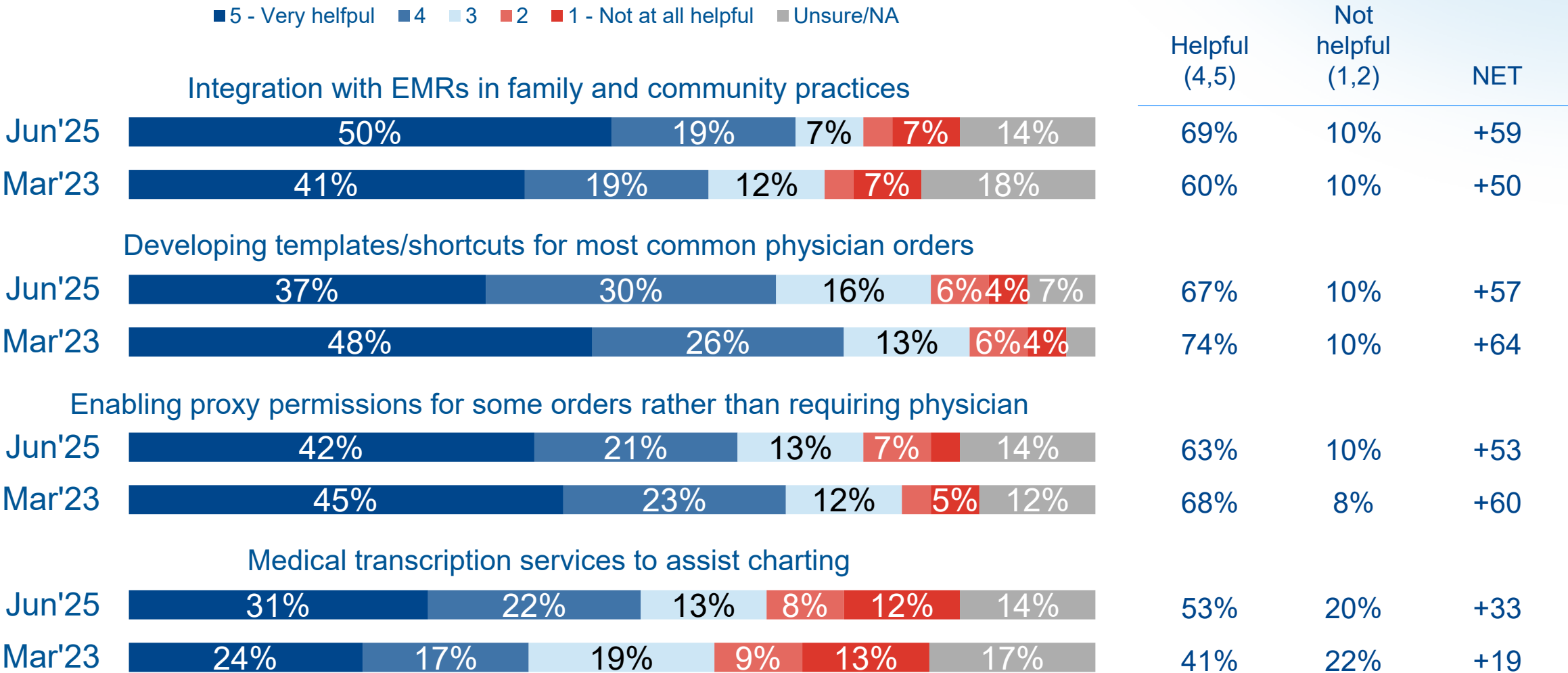
Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293)

Suggestions to help Physicians with Connect Care

Tracking



How would you rate the following suggestions that have come forward that may assist physicians in their use of Connect Care?



Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293) | NET: Helpful minus not helpful

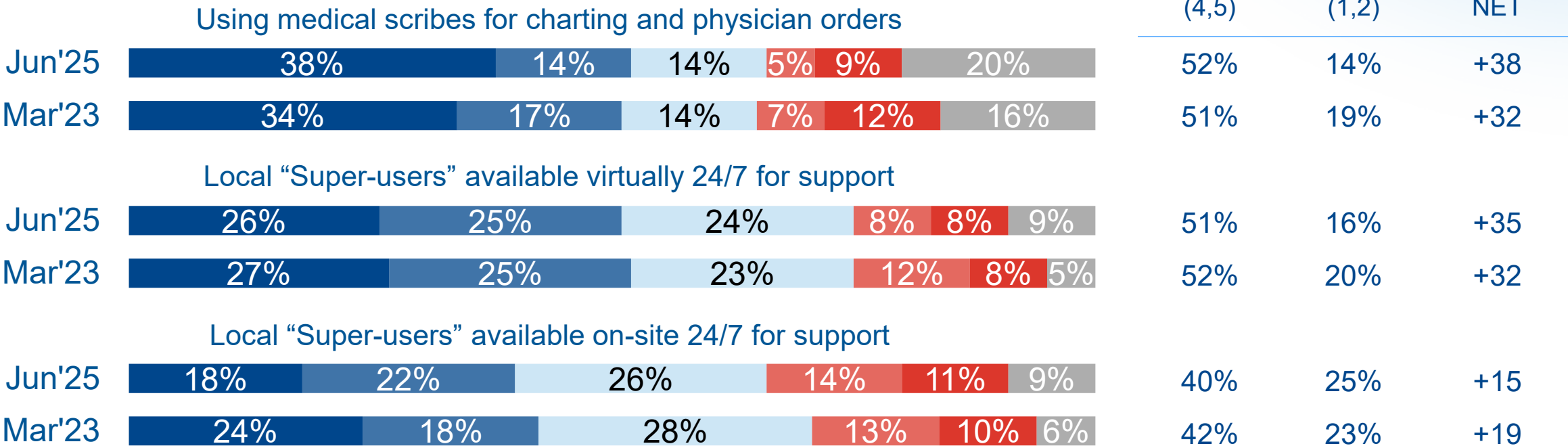
Suggestions to help Physicians with Connect Care

Tracking ... continued



How would you rate the following suggestions that have come forward that may assist physicians in their use of Connect Care?

5 - Very helpful 4 3 2 1 - Not at all helpful Unsure/NA



Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293) | NET: Helpful minus not helpful

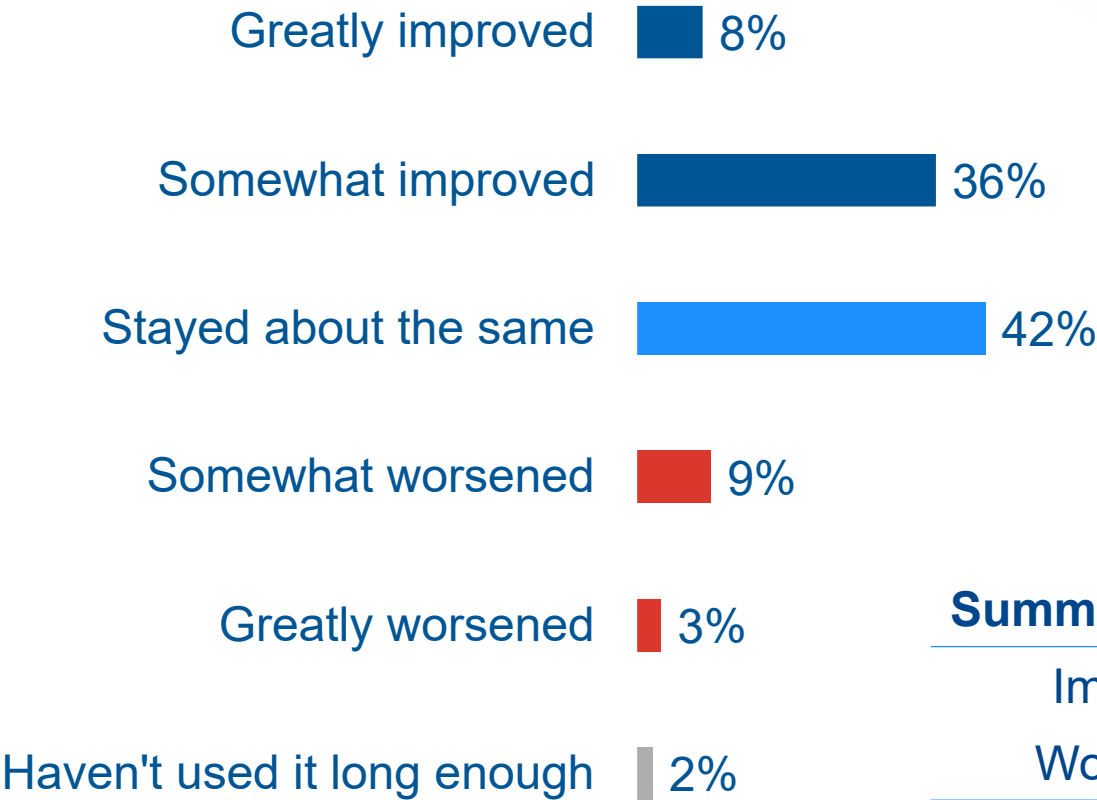
Connect Care Experiences: Past Two Years



Our benchmark survey on Connect Care was completed in 2023. Since then, there have been efforts to optimize the system and implement improvements.

Which of the following categories best describes your own personal experiences with Connect Care over the past two years?

My personal experiences with Connect Care over the past two years has...



Summary

Improved	44%
Worsened	12%
NET	+32

Base: Connect Care users (n=293) | NET: Improved minus worsened

Sentiment: The Best about Connect Care



What would you say are the best things about Connect Care from your perspective?

The best things about Connect Care, according to these users are:

Access to Comprehensive Patient Information (~30% of mentions)

- Ability to access patient records from across the province, including inpatient and outpatient data, labs, imaging, and notes from other providers
- Integration of all relevant clinical information in one location

Improved Communication/Collaboration (~25%)

- Secure chat function for timely communication among healthcare providers
- Messaging features for coordination of care and group discussions

Remote Access and Flexibility (~15%)

- Ability to access charts and perform tasks from home or portable devices (e.g., iPhone, iPad)
- Easier to work remotely when on call

Smart Tools and Efficiency Features (~15%)

- Use of smart phrases, templates, and prefilled order sets to streamline documentation and tasks.
- Dictation tools like Dragon for faster note-taking

Integration with Netcare and Other Systems (~10%)

- Seamless connection with Netcare for additional patient data
- Ability to send prescriptions and notes directly to pharmacies and other providers

Legibility and Organization (~5%)

- Clear and legible documentation, avoiding issues with handwriting
- Organized access to consults, referrals, and test results

Base: Connect Care users (n=293), who voluntarily offered a comment

Sentiment: The Worst about Connect Care



What would you say are the worst things about Connect Care from your perspective?

The worst things about Connect Care, according to these users are:

Excessive Administrative Burden (~25% of mentions)

- Spending more time on tasks like documentation, order entry, and managing notifications, which detracts from patient care
- Many administrative tasks previously handled by clerical staff are now shifted to physicians, increasing workload
- Unpaid time spent on tasks like shadow billing, discharge summaries, and correcting errors

Complex Navigation/Too Many Clicks (~20%)

- The system requires excessive clicks to complete simple tasks, leading to inefficiency and frustration ("death by 1000 clicks")
- Non-intuitive interface makes it difficult to find information or perform infrequent tasks
- Users often rely on workarounds or external systems like NetCare for faster access to info

Note Bloat and Redundant Information (~18%)

- Charts overloaded with unnecessary or repeated info, making it hard to locate relevant details.
- Errors with copy-pasting and auto-fill features, leading to inaccurate or misleading documentation

Poor Integration with Community EMRs (~15%)

- Lack of interoperability with physicians and EMRs results in duplication of work and fragmented care
- Community providers often cannot access Connect Care, creating inefficiencies in transitions of care
- Reliance on multiple systems (NetCare, EMRs)

Inefficient Lab and Results Review (~12%)

- Lab results poorly organized, difficult to find info
- Users report duplicate lab results, misrouted labs, and canceled orders without proper communication
- Prefer NetCare for lab review (clearer layout/org)

Secure Chat Misuse/Comms Issues (~10%)

- Used inappropriately causing disruptions/delays
- Feeling overwhelmed by constant messages, some that could be handled by other staff
- Lacks accountability that messages acted upon

Base: Connect Care users (n=293), who voluntarily offered a comment

2025 Arch Collaborative Survey: Results

Connect Care User Survey

Prioritizing Your Experience

- Completed Spring 2025, 4 months after final system launch
- Goals:
 - Measure what has changed since our last survey in 2023 (same questions)
 - Understand the experience of our clinical users, including in the community
 - Identify where to focus for improvement, with benefit of global experience
- Almost 4,000 respondents:
Approximately 1,450 nurses, 560 physicians, 1,950 allied health & other professionals



What Is the KLAS Arch Collaborative?

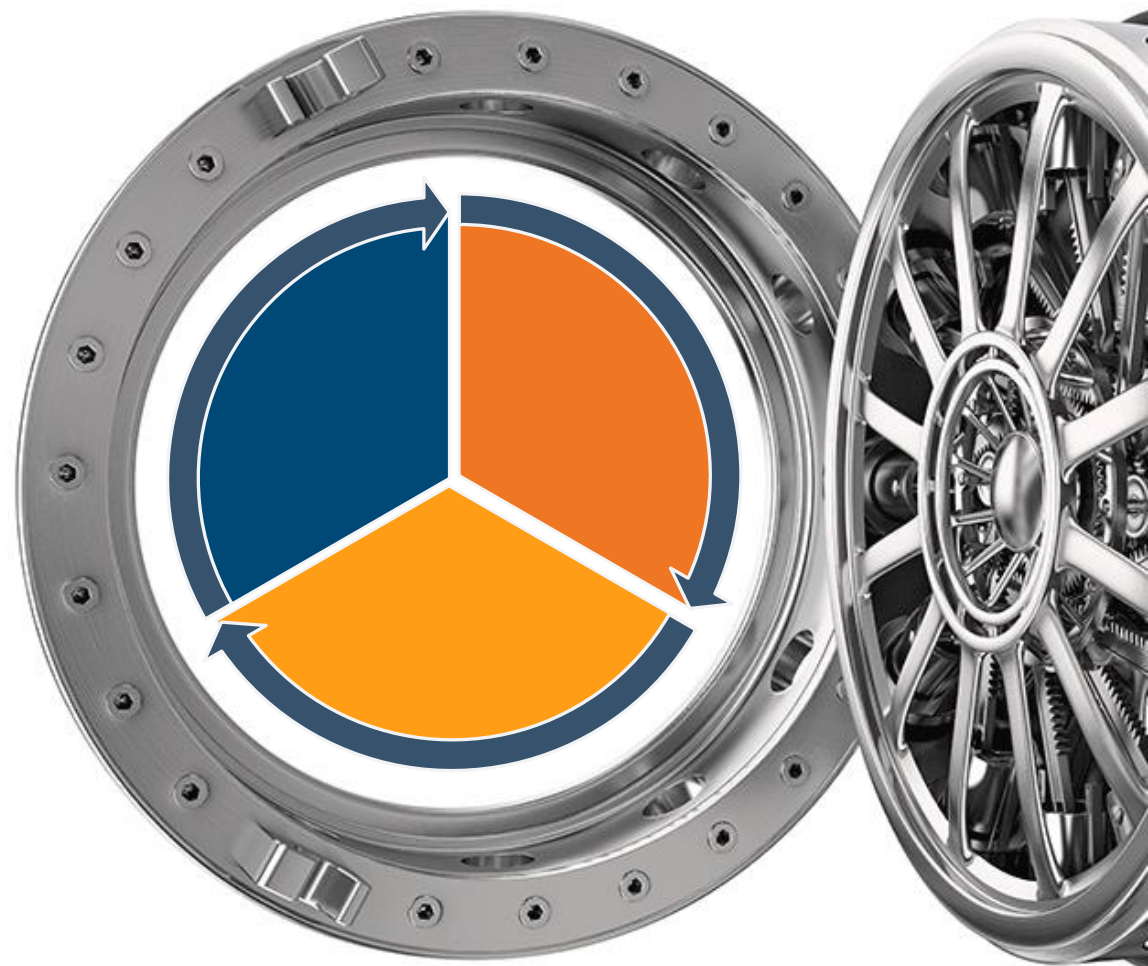
Through standardized surveys and benchmarking, healthcare organizations collaborate to improve patient and provider outcomes from use of their clinical information systems.

Measurement and Benchmarking

- **300+** healthcare organizations
- **600,000+** clinician surveys completed
- **13** countries

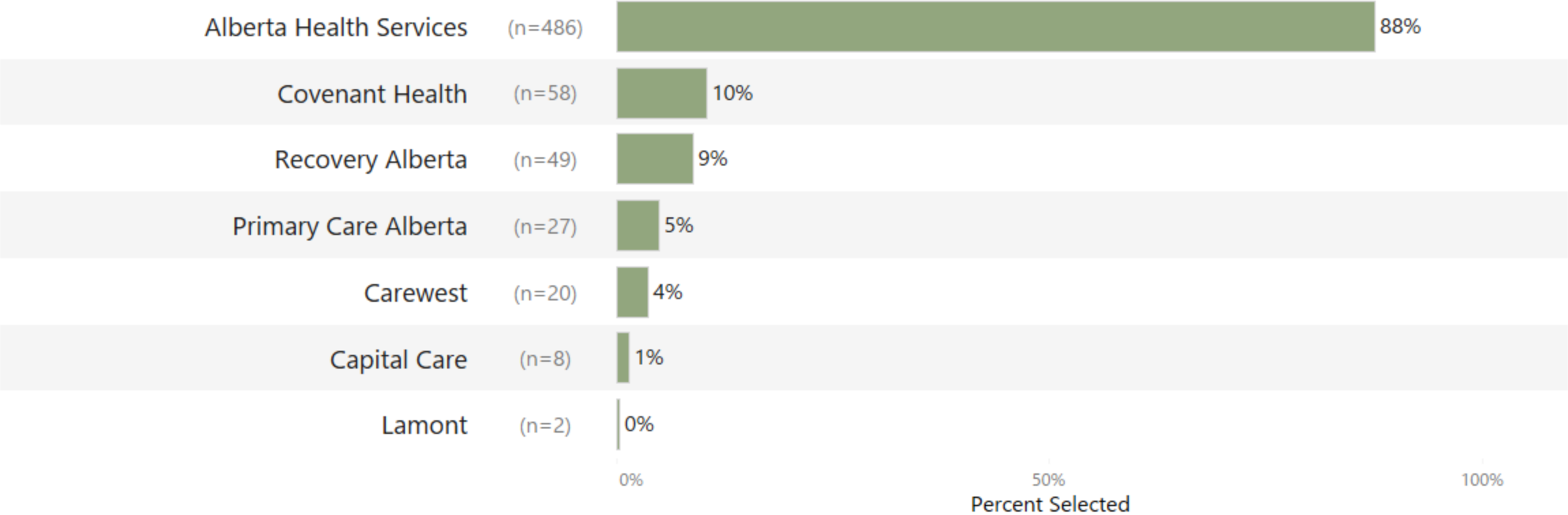
Global Collaboration

- **200+** case studies of high-performing organizations
- **50+** best practice reports
- Annual Learning Summit

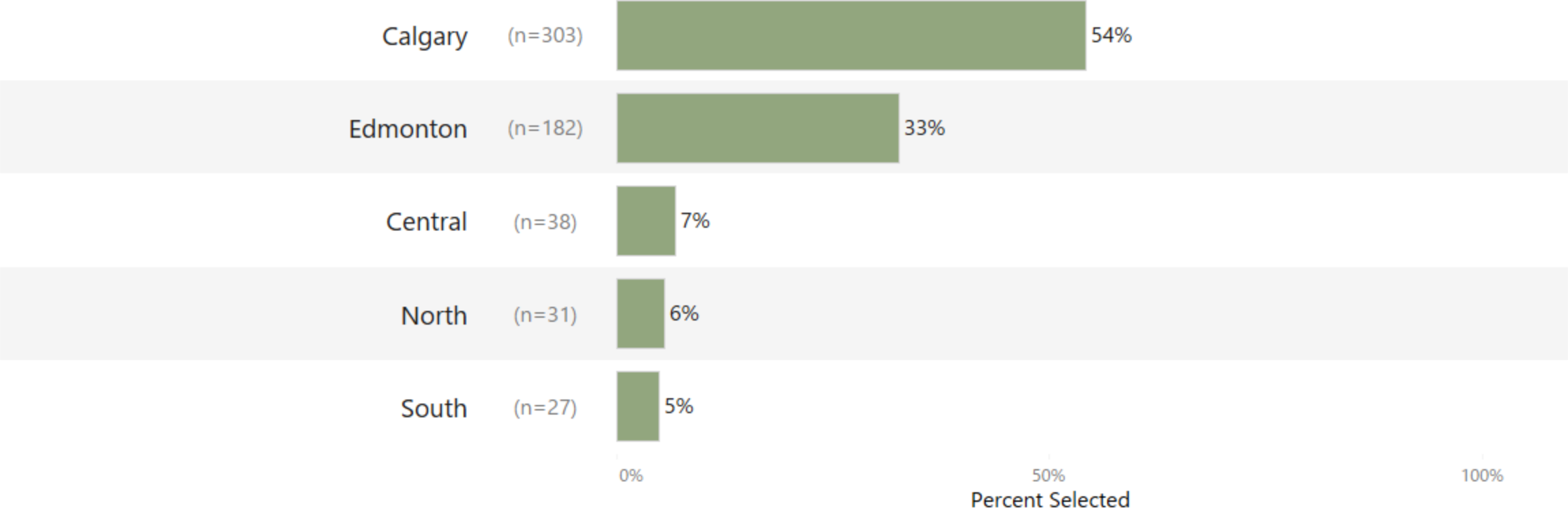


Percent Selected as Organization Selection

2025 Alberta Health Services; Physicians (multiple selections possible)



Percent Selected as In What Zone Do You Practice
2025 Alberta Health Services; Physicians (multiple selections possible)



Net EHR Experience Score (NEES) Calculation

Do you agree this Electronic Health Record (EHR):

1. Is available when you need it (has almost no downtime)
2. Has the fast system response time you expect
3. Provides expected integration within your organization
4. Provides expected integration with outside organizations
5. Has the functionality for your specific specialty/care focus
6. Is easy to learn
7. Makes you as efficient as possible
8. Enables you to deliver high-quality care
9. Keeps your patients safe
10. Has alerts that prevent care delivery mistakes
11. Allows you to deliver patient-centered care

These 11 metrics are combined to calculate the **Net EHR Experience Score (NEES)**

NEES is calculated using the percentage of negative survey answers, subtracted from the percentage of positive answers (range: -100 to +100).

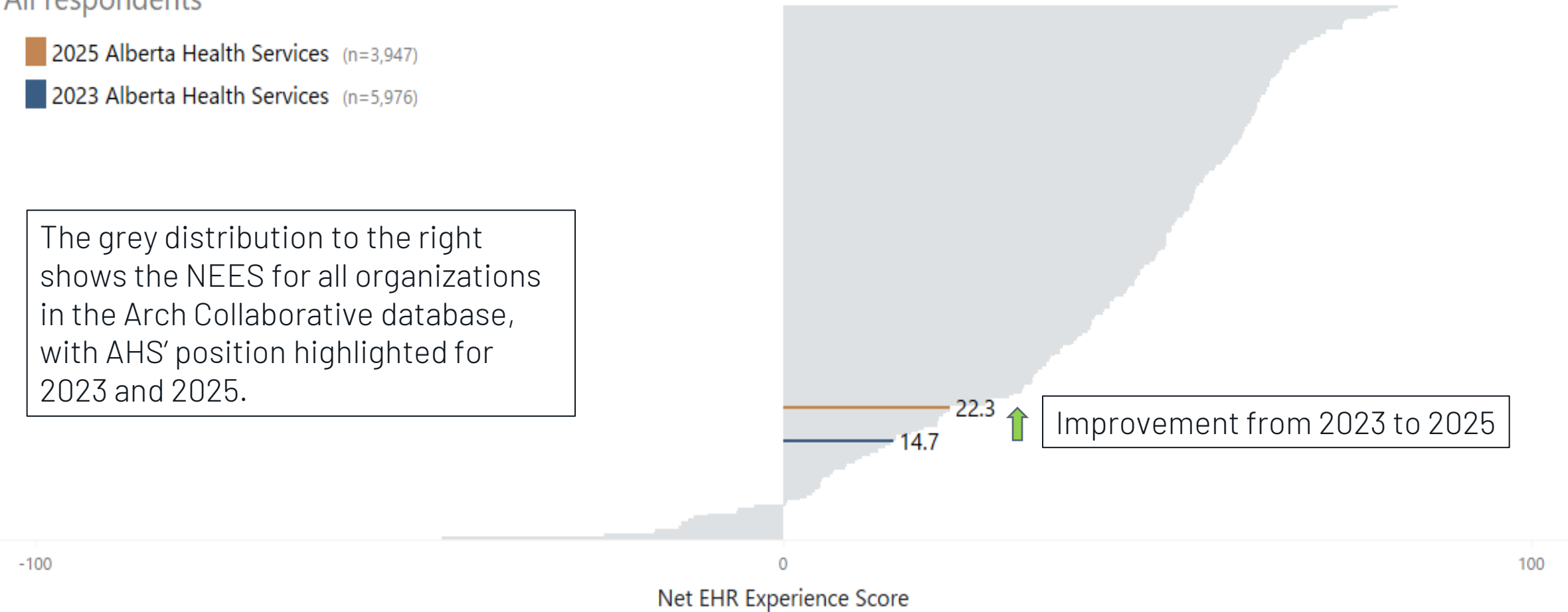
Net EHR Experience Score: 2023 to 2025 Overall

Net EHR Experience Score

All respondents

- 2025 Alberta Health Services (n=3,947)
- 2023 Alberta Health Services (n=5,976)

The grey distribution to the right shows the NEES for all organizations in the Arch Collaborative database, with AHS' position highlighted for 2023 and 2025.



Overall, the experience with the Connect Care is improving for clinicians, but much work remains to be done to optimize the system.



Physicians: System reliability and quality care metrics improved the most. There is still plenty of opportunity for further improvement overall.

EHR Satisfaction Metrics

2025 Alberta Health Services; Physicians



	Percent Agree	Overall Arch Collaborative Organizations (n=191)	Epic Organizations (n=126)	Non-US Health System Organizations (n=30)	Percent Agree Change
Is reliable	74% (n=555)	37th Percentile	14th Percentile	52nd Percentile	▲ +14%
Has fast system response time	50% (n=558)	35th Percentile	8th Percentile	45th Percentile	▲ +8%
Has needed internal integration	60% (n=557)	28th Percentile	6th Percentile	52nd Percentile	○ +0%
Has needed external integration	19% (n=551)	22nd Percentile	2nd Percentile	17th Percentile	▲ +6%
Has functionality	42% (n=556)	15th Percentile	3rd Percentile	14th Percentile	▲ +9%
Is easy to learn	18% (n=556)	3rd Percentile	2nd Percentile	10th Percentile	△ +1%
Enables efficiency	22% (n=556)	17th Percentile	4th Percentile	10th Percentile	△ +4%
Enables patient safety	32% (n=557)	12th Percentile	3rd Percentile	17th Percentile	▲ +7%
Enables patient-centered care	28% (n=553)	11th Percentile	4th Percentile	10th Percentile	△ +5%
Alerts prevent mistakes	35% (n=555)	12th Percentile	2nd Percentile	28th Percentile	△ +5%
Enables quality care	49% (n=558)	18th Percentile	4th Percentile	14th Percentile	▲ +14%

Clinical Practice is Enhanced Through EHR Use Change
2025 Alberta Health Services (repeat respondents only)

	Percent Agree	Previous Percent Agree	Percent Agree Change
All respondents	47% (n=594)	39% (n=594)	 +8%
Physicians	43% (n=143)	30% (n=143)	 +13%
Advanced practice providers	83% (n=6)	50% (n=6)	 +33%
Nurses	46% (n=143)	35% (n=143)	 +11%
Allied health professionals	55% (n=137)	45% (n=137)	 +10%

Executive Summary

Satisfaction with Connect Care has improved since 2023. Physician satisfaction has jumped 12.6 points and nurse satisfaction has increased 9.4 points. Highly satisfied clinicians point towards personal efforts learning the system, personalizations, learning from peers and use of AHS learning resources to reinforce their knowledge.

Recommendations

- 1 Improvement is happening, but there is a long journey still ahead to help clinicians feel satisfied. **Education** should be the first step on this journey.
- 2 **Support** received, especially according to physicians, has really improved. The next step is to accelerate the reach of support.
- 3 Documentation efficiency, or more accurately, **inefficiency** is a top concern

More broadly:
“Relieving Admin Burden”, a.k.a.
“Bringing the Joy Back to Practice”

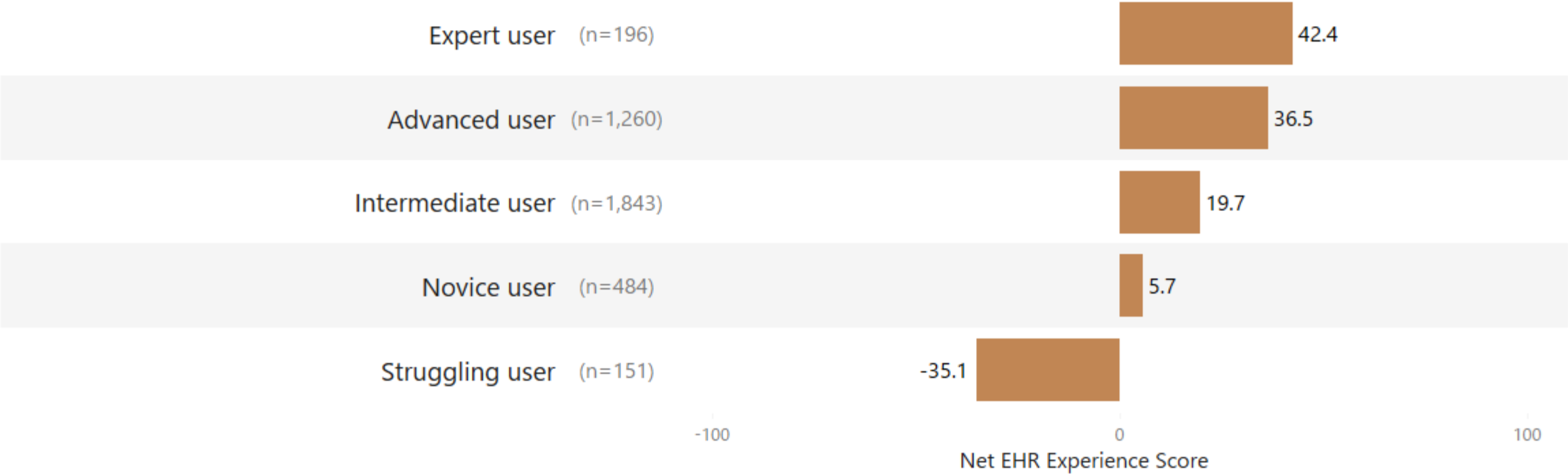
2025 Action Plan

Physicians who take the time to learn the system are much happier in their daily work. The converse is also true.

Net EHR Experience Score by EHR Proficiency

2025 Alberta Health Services

All respondents (n > 5)



Get Involved!
1-3 hours of education = ~45 mins charting time saved per week

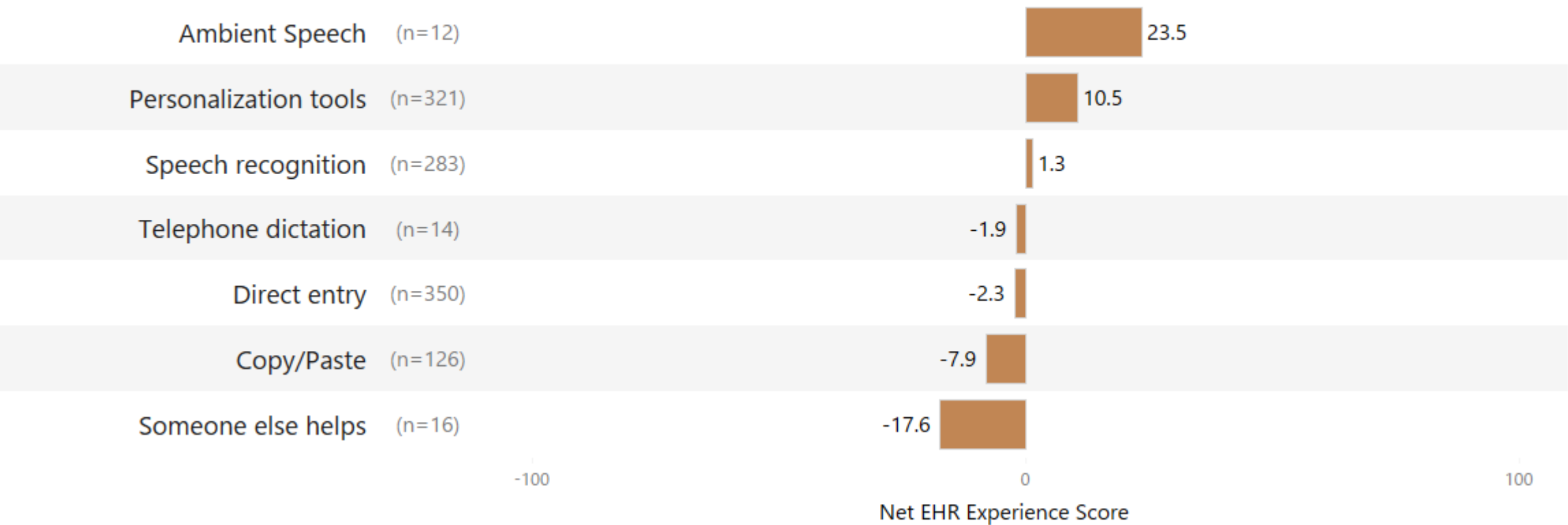
Enhancements to Prescriber Education and Support

- Epic *weLearning* videos becoming available in Connect Care
- E-Learning overhaul moving towards small bite-sized videos
- New staff support plan offering support at set intervals
- Launch of the Connect Care Prescriber Knowledge Base (self-serve)
- Communication of updates and improvements via site and specialty-based MD representatives; Present key topics at specialty Rounds / meetings
- Data-driven insights to help improve clinician efficiency, optimize workflows and track outcomes of training (“Signal” dashboards)

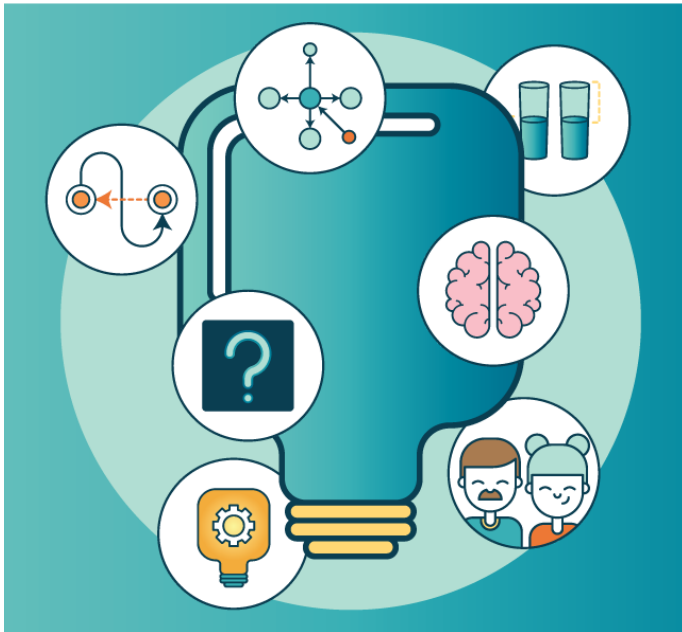
Early experience with AI scribe “ambient” documentation at AHS already shows a strong improvement in MD satisfaction.

Net EHR Experience Score by Documentation Method

2025 Alberta Health Services; Physicians (n > 5, multiple selections possible)



Initiatives to Relieve Administrative Burden



1. In Flight:

- Connect Care Provider Portal access via Alberta Netcare
- Day Medicine treatment orders from the Community
- Completion of Document/Result Routing Enhancements
- AI Scribe pilot in Emergency Departments
- Lab eOrdering and eReferrals

2. Artificial Intelligence Opportunities (dependent on funding):

- AI Scribe expansion and integration
- Advanced Chart Search (Semantic Search)
- Inpatient Chart Summarization: Handover, Consults, Referrals, Discharge
- Outpatient Chart Summarization: Prep for appointments
- Automated problem list updates
- Simplification of clinical notes for patients (AVS, MyChart)
- Identify needed patient follow-ups from notes/reports
- Transform questions into reporting queries

...and many more!

Our Ongoing Commitment to You

- Engaging with You: partnership with AMA / SCA
- Continuing to Improve: executing on our Action Plan
- Measuring our Improvements: follow-up user surveys
- Share your views and/or reach out for help:
 - CMIO Email: cmio@ahs.ca
 - AHS Solution Centre: 1-877-311-4300 (press 1, then 1)

