

Executive Summary of Connect Care Survey Results

In February and March of 2023, AHS administered a Connect Care user satisfaction survey in partnership with the Arch Collaborative, who administer surveys across healthcare organizations around the world to benchmark results against a global data set. AHS did this because our organization is committed to improving the healthcare experience not only for our patients, but also for our staff who use Connect Care.

More than 6,000 clinicians (physicians, nurses and other healthcare providers) from Launches 1 through 5 of Connect Care participated in the Connect Care Satisfaction Survey.

Survey Themes

The Arch Collaborative survey provided clear feedback that there is opportunity for improvement in several areas, such as:

- The organization and viewing of test results in Connect Care.
- How Connect Care results and documents are delivered to community healthcare providers, in particular reducing duplication of information flowing to both Connect Care and community electronic medical records.
- Reducing the flow sheet documentation burden for nursing professionals.
- Improving training and ongoing education / support.
- Increasing the clinical voice and leadership in ongoing improvement of the system.

The Arch Collaborative survey also identified other important themes:

- Satisfaction with Connect Care is higher where it has been in place for longer.
- Training to prepare for launch is valued and more post-launch education is required.
- Optimization is needed to make the system more efficient and effective. This includes improving clinical system workflows and increasing adoption of personalization/ decision support tools that enhance quality and efficiency of care, such as order sets, documentation templates, layouts and best practice alerts.
- Those who personalize the system for day-to-day needs tend to have higher satisfaction scores by approximately 20 per cent.

Making Improvements

- Custom software development with the Connect Care software vendor, Epic, to further address document and result routing concerns. These solutions include:
 - o capabilities for singular routing to either In Basket or office EMR's (but not both)
 - o delivery to locations specific to the community clinic at which a patient receives care (rather than a single default location per provider)
 - o ability for physicians to select from a choice of routing options that match their practice needs.
 - o The first routing improvements are targeted to be live by November 2023.
- A multi-pronged strategy to reduce physician administrative workload and improve satisfaction, which includes:
 - o Enabling community clinic medical office assistant access to Connect Care Provider Portal to manage clinical documents and communications (subject to government and privacy regulatory review and approval)
 - o Interprofessional AHS task force with AMA representation to examine and improve efficiency of community-based ordering of treatment at AHS facilities (e.g., Day Medicine)
 - o Increased resources for analysis and reduction of in basket messages and improvement of Connect Care results review functionality
 - o Enhancements to Connect Care support and education, via clinically-experienced support team members and improved on-demand curriculum
 - o Further supports and education to increase the use of Connect Care personalization tools, as these have been shown to improve physician efficiency and satisfaction
- Strengthening clinical leadership and the clinical voice in designing, prioritizing and implementing improvements in Connect Care.
- AHS is undertaking additional physician and healthcare provider engagement to address concerns and identify solutions. We will be organizing a town hall in September 2023 to provide more information, receive feedback and direct further improvements.