



Connect Care Launch 7 South Zone Physician Super Users

Synopsis

<i>Specialty</i>	Various
<i>Type</i>	Part Time
<i>Location</i>	AHS Facilities within the South Zone
<i>Scope</i>	Launch 7, South Zone
<i>Start Date</i>	Immediate
<i>Application Deadline</i>	March 4, 2023
<i>AHS Sponsorship</i>	This position does not qualify as AHS sponsorship for CPSA practice readiness assessment
<i>Accountability</i>	Reports through Associate Chief Medical Information Officers with support from the Alberta Health Services (AHS) Chief Medical Information Office (CMIO) Portfolio
<i>Hours</i>	This is a temporary part time position lasting 6 months. Hours of work are 130 hours over the period of the position including 24 hours of paid training. Flexibility in the role may occur at the discretion of the ACMIO
<i>Compensation</i>	Remuneration is in accordance with AHS contractor agreements
<i>Posting</i>	South Zone Physicians Webpage
<i>More Information</i>	South Zone CMIO email: cmio.sz@ahs.ca

Overview

Connect Care Super Users (SUs) support users of the Connect Care clinical information system (CIS) in one or more areas of clinical specialization. SUs work with peers, helping them adapt to new workflows while building capacity for meaningful use of the Connect Care CIS. SUs facilitate physician participation in readiness activities and ensure clinically appropriate CIS build and testing. SUs build relationships with peers to support physicians “at the elbow” prior to, during and following launch. SUs are change agents who take ownership of the Connect Care CIS.

Accordingly, they work closely with zone medical leadership and co-report to the South Zone Associate Chief Medical Information Officer (ACMIO). It is possible for Physician Design Leads, Medical Informatics Leads, and other physician roles or physician contributors to extend their Connect Care commitment by adding a SU role for a larger overall FTE allocation.

AHS is recruiting for SUs in the following specialty/clinical areas:

- Ambulatory
- Addiction and Mental Health
- Anesthesia
- Cardiology
- Diagnostic Imaging
- Emergency



- Endoscopy
- Critical Care - Adult
- Critical Care - NICU
- Critical Care - PICU
- Inpatient Admitting (IPAC)
- Obstetrics and Gynecology
- Oncology
- Pathology
- Pediatrics
- Rural Medicine
- Surgery

Expectations

SUs enjoy both clinical and technical challenges. They are approachable and have good people skills. They combine Connect Care system enthusiasm and knowledge with organizational street-smarts and excel at “getting stuff done”. Physician SUs have a deep knowledge about all aspects of clinical service delivery. They may have specific informatics roles in their clinical communities and be tasked with leveraging Connect Care CIS for the maximum benefit to those communities

Getting Trained: (24 hours compulsory)

SUs will receive training specific for their practice area, with attention to how training can be best supported for users. Additionally, SUs will be provided with training to support them as change agents.

Supporting the Training of Others: (10 hours est.)

SUs will reinforce the formal training received by physicians, by supporting Area trainers in providing classroom training for physicians including basic training, personalization & optimization. They will help peers adapt to new workflows, processes and norms while building capacity for meaningful use of Connect Care.

Launch Support (95 hours est.):

SUs shoulder-to-shoulder (peer “at the elbow”) support to physician colleagues within the specialty, department, specific clinical area, and/or subject matter area prior to, during and following launch.

Launch support will consist of the following:

- Initial 2 weeks from launch day (November 5, 2023) “at elbow” support will be required on site for the hours of operation for each department, specialty or specific clinic area. (75 hours est.)
- Support will continue for the next 4 weeks and will be designed to meet the needs which may include an on-call system or onsite coverage. (20 hours est.)
- When providing launch support, SUs may attend daily issues meetings, reporting outcomes to the specialty, department, specific clinical area, and/or subject matter area, and distributing daily communications, such as tip sheets, to help implement new changes.



Compensation

There are a variety of payment arrangements for Physicians (Clinical ARPs, AMHSP and other relationships). As a result, there can be some variation to how physicians are compensated for the Super User role. A Fee for Service physician can expect:

- \$1000 stipend for the completion of training (approximately 24 hours)
- \$125/hr. for each of the following activities scheduled by AHS as in-person/onsite or technology-enabled virtual at the elbow support:
 - Supporting the delivery of AHS scheduled classroom training sessions (approximately 15 hours)
 - Supporting launch via scheduled shifts (approximate 75 hours)
 - Supporting post-launch support via scheduled shifts (approximately 20 hours)
- \$11.50/hr. if scheduled to be on call to provide after launch or post launch support. This would imply passively being on call, awaiting to be activated. Once activated, the above fees apply.

AMHSP physicians require an adjustment to their SLA (Service Level Agreement) to accommodate the SU hours required.

Hours and compensation may differ for those SUs who do not need to provide the full 10 hours Supporting the Training of Others and 95 hours of Launch Support. Flexibility in the role can occur at the discretion of the ACMIO. Some amount of travel is expected and will be supported as per AHS travel cost policy: <https://www.albertahealthservices.ca/Assets/about/policies/ahs-pol-expenses.pdf>

How to apply

If you are interested in becoming a Super User, please email your CV and letter of intent to cmio.sz@ahs.ca . Make sure to specify the specialty of interest.