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## Super Users

### Role:

Super Users support peers in clinical areas, helping them adapt to new workflows. They will provide elbow to elbow support during training, launch, and post launch activities. Super Users enjoy both clinical and technical challenges, they are approachable and have good people skills.

Super Users will provide support over a 6 month term. Training for this role is required. Hours spend on Supporting the Training of Others and Launch Support are flexible.

### Getting Trained (24 hours):

Physician Super Users will complete the Connect Care physician training pathway for their practice area, with attention to how training can be best supported for users. Additionally, Super Users will be provided with training to support them as change agents. Approximately 14 hours will be in classroom and 10 hours virtual.

### Supporting the Training of Others (10 hours):

Super Users will reinforce the formal training received by physicians, in part 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):

Super User's provide 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. Support is expected for 6 weeks post launch, with the highest demand in the first two weeks

### Cost/ compensation:

Stipend to be paid in blocks coinciding with program milestones:

- completing training;
- providing training support;
- providing launch support;
- providing post-launch support.

Depending on specific payment arrangements compensation may slightly differ in individual cases. Compensation may differ for those SU who do not need to provide the full 10 hours Supporting the Training of Others and 95 hours of Launch Support.

### More information:

More information and how to apply can be found on the [Calgary Zone Physician Website](#). For questions please email [Cmio.caz@ahs.ca](mailto:Cmio.caz@ahs.ca)