



## Connect Care Wave 3 Physician Super Users

### Synopsis

<i>Specialty</i>	Various
<i>Type</i>	Part Time
<i>Location</i>	Various
<i>Scope</i>	Wave 2 Calgary Zone
<i>Start Date</i>	Immediate
<i>Application Deadline</i>	July 30, 2020
<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>Hrs</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>Positions</i>	20
<i>Posting</i>	<a href="#">Calgary Zone Physician website</a>
<i>More Information</i>	<a href="#">Calgary Zone Physician website</a>

### Overview

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

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

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

- Addictions Mental Health
- Anesthesiology
- Emergency/ Urgent Care
- Gastroenterology
- General Internal Medicine and Medicine Subspecialties;
- General Surgery and Surgical Subspecialties
- Geriatric Medicine
- Medical Assistance In Dying (MAID)
- Obstetrics and Gynecology



- Palliative Care
- Radiology
- Rural Medicine

### Expectations

Super Users enjoy both clinical and technical challenges, they are approachable and have good people skills. They combine Connect Care system knowledge with organizational street-smarts and excel at “getting stuff done”. Physician Super Users have deep knowledge about all aspects of clinical service delivery. They may have specific informatics roles in host clinical communities and be tasked with leveraging Connect Care for maximum benefit to those communities. They will become the lifeblood of Connect Care User Groups.

#### Getting Trained: (24 hours compulsory)

Physician super users will receive training specific 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.

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

Super Users 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):

Super Users 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.

Launch support will consist of the following:

- Initial 2 weeks from launch day (February 27<sup>th</sup>, 2021) “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, Super Users 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.

There will be an opportunity to extend the role to subsequent waves of Connect Care in the zone.

Hours and 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. 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.

### How to apply

If you are interested in becoming a Super User, please email your CV and letter of intent to [cmio.caz@ahs.ca](mailto:cmio.caz@ahs.ca). Make sure to specify the specialty of interest and indicate if you would be interested in a Super User role for subsequent waves in the Calgary Zone.