



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 3 North Zone
<i>Start Date</i>	Immediate
<i>Application Deadline</i>	Position will be (re)posted until all roles filled
<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>	130 hrs (includes 24hrs of training) over a period of 6 months. Fractioning of the role can occur at the discretion of the ACMIO
<i>Positions</i>	308
<i>Posting</i>	doctorjobsalberta.com careers.ahs.ca
<i>More Information</i>	handbook.connect-care.ca

Overview

Diverse physician contributions have proved invaluable to Connect Care groundwork, direction-setting, system design and validation. With clinical information system (CIS) testing, training and launch readiness the new priority, new types of contributions will keep Connect Care on course through implementation and optimization.

Super Users promote user organization, engagement and accountability. They 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.

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.

Expectations

Super Users will be established physicians within the province who understand the complexities of undertaking large-scale transformational change.

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.



Supporting the Training of Others: (15 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:

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.

Launch support will consist of the following:

- Initial 2 weeks from launch day "at elbow" support will be required on site for the hours of operation for each department, specialty or specific clinic area. (75 hours)
- 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)
- When providing launch support, Super Users will 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.