

Connect Care Readiness Playbook Summary for Physician Leaders



Wave 1, Chapter 5: Launch Readiness

September 14, 2019

Welcome to the Readiness Playbook Summary for Physicians

Connect Care will be rolled out across the province over nine [Waves](#). The Readiness Playbook will guide operational leaders in preparing for launch starting one year before launch.

[The Playbook](#) contains information that is relevant for physicians. This information is cued with a physician icon. Each of the chapters will be complemented with a Summary for physicians that contains relevant information for physicians in one place. This document is the Wave 1 Chapter 5 Summary for physicians.

Tasks within the Readiness Playbook are organized as work packages. Some work packages require physician input. If this is the case it will be identified in this summary.

We encourage you to team up with your operational leader dyad to learn more about the Playbook. Some of the operational resources from the Playbook might be of interest to you or your physician group. For example resources for coaching, change management, dealing with resistance and eHealth competency.

Change Impacts

The areas of Connect Care that have been identified as a change in a physician's day to day operation are highlighted below:

Mandatory Computerized Provider Order Entry (CPOE)

- 100% prescriber order entry in Connect Care
- Hybrid (CIS and paper or CIS and alternate information system) order management is not permitted.
- High change impact for most physicians
- Benefits patient safety and enables enhanced decision support
- Supported by evidence-based order sets, preference lists and ability for personalization

Dictation and Transcription

- Real-time Speech Recognition – Dragon Medical One (DMO)
 - Available from mobile phone and iPad (Haiku and Canto)
 - Greatly enhances efficiency in Connect Care
 - Improved quality of care and patient safety
- E-Scription will be maintained as an option for current users.
- DMNE (Dragon Medical Network Edition) and DST (Dictation, Speech Recognition & Transcription) users will transition into DMO (Dragon Medical One) in alignment with the Connect Care implementation waves.
- PowerScribe 360 will continue to be used by Diagnostic Imaging.

[View a Video Demonstration of Dragon Medical One and Epic Hyperspace](#)

Orders/Order Sets

- The overall use of order sets will be determined as we roll out, identify needs and learn more Epic functionality
- The numbers for build will be broken down into the waves; more content will be added at each wave

- For Wave 1, there will be 302 order sets released at launch
- Each clinical area should have an admission, discharge and transfer order set (if required)
- Cross-department order sets will be used to reinforce consistent standards of care

In Basket

- Prescribers will receive lab & imaging results in their In Baskets and can complete orders
- Greater impact for non eClinician physicians, as eClinician Users already familiar with this process
- An In Basket Etiquette & escalation path is being developed
- View an [In Basket Video Demonstration](#) (you will need an Epic UserWeb account; view this tip sheet for how to [get started with the Epic UserWeb.](#))

Decision Support/Best Practice Advisories (BPA)

- First exposure to Clinical Decision Support (CDS) tools for many physicians in training or after gaining access to Connect Care will have a slight learning curve to adjust to
- Improve patient care outcomes & quality metrics
 - If real time CDS alerts, order sets, & interventions are integrated appropriately into clinical workflow
- Build awareness & understanding that CDS tools support and do not replace physician clinical judgement
- Additional information:
 - [CIS Key Concepts: Clinical Decision Support](#)
 - [Bytes Blog: What's in a Name? – Clinical Decision Support](#)

Mobility Applications (Haiku/Canto)

- Haiku, Canto & Limerick allow users to work in Connect Care on their tablets, smart phones and other mobile devices
 - Access schedules, patient lists, charts, chat & In Basket notifications
 - Take clinical images, use integrated voice recognition DMO and capture charges
- Minimal training required, as the applications are intuitive to use
- Bring Your Own Device (BYOD) Policy & EIM (Enterprise Information Management) Framework will support the use of mobility apps
- Guides & FAQ resources are being developed
- [Haiku Demo](#)
- [Canto Demo](#)

Pre-Charting

- Opportunity for the registration staff to document on the patient's chart prior to patient visit (pend orders, enter visit diagnoses, write notes)
- Unused pre-charting information will be stored electronically and stored for up to 60 days, after which it will be automatically removed from the system.
- Save time by pre-completing work to maximize value of face-to-face time with patients

Prescriber trainee access

- Increased coordination and communication required between the resident, their residency program, and medical affairs
- Residents at AHS facilities will gain access to Connect Care by:
 - Completing Connect Care basic training
 - Passing the End User Proficiency Assessment (EUPA)
 - Completing AHS privacy training
 - Having Medical Affairs confirm their access and AHS IT provision the access
- Steps should be completed before beginning their residency

People Readiness Assessment Survey #2

Physician leadership is being engaged to help identify areas where custom supports can be developed. These supports will help ready physicians for the launch of Connect Care at the sites where they work.

Two surveys will be circulated:

- Survey 1 (Baseline), May 2019 - Complete
- Survey 2 (Readiness Assessment) - September 23, 2019

These surveys are timed so that the CMIO office, zone and site leadership can develop plans to support areas where gaps are identified and to measure that physicians are ready to launch Connect Care.

Readiness Events (Update)

Workflow Walkthrough (WFWT) – Complete

The Workflow Walkthrough (WFWT) event allows SMEs, operational leaders and members of the program team to see demonstrations of select end-to-end and high risk, high volume patient workflows. This event is the first opportunity to showcase the completed foundation workflows and content; a chance to increase engagement and enthusiasm for the install prior to training.

[Bytes Blog: First Workflow Walkthrough Successful](#)

Patient Movement Day (PMD) – September 18, 2019

Patient Movement Day will provide demonstrations and hands-on experience for both common and complex patient movement workflows. The session educates end-users and operational leaders about how integrated patient movement workflows will change after Connect Care implementation. This discussion forum will help users understand how their patient movement handoffs affect other users' workflows in Epic. This session is not a time to revise workflows, revisit decisions or determine major build changes.

[Bytes Blog: Wave 1 Patient Movement Day](#)

Workflow Dress Rehearsal (WDR) – October 15-16, 2019

Workflow Dress Rehearsal is an activity that will prepare stakeholders for launch day. It will provide opportunities for end-users to have a hands-on experience and complete simulated workflow scenarios using Epic tools in their own physical area after completing training. The event is meant to promote end-user confidence, give teams a chance to check that workflows work as intended, demonstrate that end-users can successfully complete those workflows in Epic and facilitates end-user understanding of downstream effects of their workflows. This process allows the project team to address any critical issues identified before launch and determine whether users have received sufficient training.

Launch Readiness Assessments (LRAs)

- LRAs are checkpoints leading up to the launch. The objective of the LRAs is to share milestones, status and risks of each key Connect Care area with project stakeholders.
 - 150 days before launch – Complete
 - 120 days before launch – Complete
 - 90 days before launch – Complete
 - 60 days before launch – September 4, 2019
 - 30 days before launch – October 2, 2019