

# Connect Care Readiness Playbook Summary for Physician Leaders



Wave 2/3, Chapter 4: Engagement Readiness

November 22, 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 2/3 Chapter 4 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.

## Information for Physicians

### Readiness Survey

The first of two physician leader readiness surveys was sent to operational physician leaders. If you did not receive the survey and feel you should have, please email [cmio@ahs.ca](mailto:cmio@ahs.ca). The CMIO will use the responses to tailor additional engagements, presentations, demos and outreach with identified areas of need.

### eHealth Literacy

Physicians are concerned that Connect Care will require them to interact with a larger volume of information at a higher level of complexity in the normal course of providing patient care. Connect Care is not just an electronic filing cabinet filled with patient records, rather it is a tool to improve the health of Albertans. One way that we are preparing physicians for Connect Care is by developing eHealth Literacy resources. These resources offer physicians tools that will help them appropriately retrieve, understand, and appraise information, and also create information which will be accessed by others.

#### Available Resources:

- [Privacy](#)
- [eSafety](#)
- [Minimum Use Norms](#)
- [Clinical Information Sharing Approach](#)

## Physician Super Users

Physician Super Users are being sought and supported from all clinical departments. Ideally, at launch, one in every ten clinicians will be a Super User. Super Users:

- Provide in classroom support as their colleagues move through Connect Care training;
- Provide 'at the elbow' support during the two weeks around launch;

## Support post-launch activities.

### Additional Information:

- [Byte: Physician Super Users](#)
- [Postings: Physician Super Users](#)
- [Email: mip@ahs.ca](mailto:mip@ahs.ca)

## Area Trainers

Connect Care endeavors to have physicians train physicians. Area trainers (ATs) fan out to make this possible across specialties and geographies. They support power users and super users while also directly guiding Connect Care users through the training, personalization, launch and optimization stages of implementation.

### Additional Information:

- [Backgrounder: Physician Training Primer](#)
- [FAQ: Training for Physicians](#)
- [Position: Area Physician Trainer](#)

## Physician Training Program

### Privacy Training

Prior to receiving access to Connect Care, physicians are required to take their privacy training on [MyLearningLink](#).

### Registration Process

Medical Affairs and the Associate Chief Medical Information Office (ACMIO) in each Zone (Calgary and Edmonton) have validated the physician list for Wave 2/3 to ensure that these physicians are in the correct Wave and training track(s).

Wave 2/3 physicians will self-register for their approved training tracks via MyLearningLink. They will be able to select their preferred training date and time (if multiple sessions are available) for both Basic and Personalization training. Those who do not register for training will be required to work with their Department Head for training scheduling.

A report on registration numbers will be made available to senior leadership.

## Physician Principal Investigators

### **Research Integration**

All physician tracks will include a demonstration showing how to identify:

1. Research patients from the Storyboard (for pathology from the patient header)
2. Research orders from Chart Review

## Research Functionality/Workflows

As part of each physician training track, there will be an optional exercise to teach order-study linking. Principal investigators will be encouraged to complete this exercise.

Additional training is not required for many principal investigators, because their research staff will receive training in and access to the Connect Care CIS; they will be able to complete the workflows within Connect Care. Those physician investigators who have small (or no) research teams will have the option to complete the Research Staff training. If you are a principal investigator who would like to participate in this additional training, please email [cmio@ahs.ca](mailto:cmio@ahs.ca).

## Reporting/Analytics

A physician-oriented basic reporting course is currently in development, and will be available on-demand for physicians.

## Speech Recognition: Dragon Medical One (Medical Dictation)

Dragon Medical One (DMO) works in conjunction with the Connect Care CIS to facilitate easy speech recognition for dictation, user interface navigation, activity commands and text automations. To make the most effective use of these features, users will need to customize personal preferences and text-hotkey-command sequences.

Training for DMO will be provided at the end of the personalization training sessions.

### Additional Information:

- [Medical Informatics Updates: Dragon Medical One and Hyperspace](#)
- [Dragon Medical One Demo](#)

### **Notes from the Provincial Speech Recognition Team:**

- Dictation can be done using a variety of input devices, downloading the Nuance PowerMic Mobile app to your android or iOS device to use as microphone or use a USB microphone or headset with your computer.
- This tool replaces the keyboard and mouse allowing you to dictate directly into Epic in real time. Turn on the microphone, dictate and DMO inserts directly what you say, allowing for review and sign off immediately. You can also use Epic integrated voice commands (for example “Open in basket”) to move around the chart.
- The PSR project is currently moving towards User Acceptance Testing to prepare for use starting in Wave 2/3.

## Readiness Events Information for Physicians and Key Dates

### **Workflow Walkthrough** (additional details: [Link](#))

#### **Overview:**

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.

#### **Event Details:**

- End-to-end Patient journey that is pre-recorded
- High Risk/High Volume facilitated workflow vignettes, followed by Q&A
- Interactive kiosks outside of the demonstrations (where possible)

Key Dates	Event Goal(s)	Recommended Attendees
February 5, 2020	<ul style="list-style-type: none"> <li>Participants will be able to picture workflows and how they will work in their environments.</li> </ul>	<ul style="list-style-type: none"> <li>Zonal ACMIO team</li> <li>MIL attendance is optional</li> <li>Interested Medical Leaders</li> <li>Interested Physician End Users</li> <li>Other CMIO/ACMIO leadership</li> </ul>

**Readiness Checkpoints** (additional details: [Link](#))

**Overview:**

Readiness checkpoints aim to confirm operational understanding and ownership of milestones, expectations, metrics, risks and associated mitigation plans leading up to the launch.

**Event Details:**

- Prepares for launch; wave leadership presents relevant issues, risks and action items from the Launch Readiness Assessments (LRAs) with CORE and CMFR operational leaders.
- Clearly communicates accountability and responsibility for different components of launch success with CORE and CMFR operational leaders.
- Creates a forum for Q&A with project, wave, and operational leadership in advance of launch.
- Increases engagement and builds the confidence of operational leaders who will support End Users at launch.

Event	Key Dates	Recommended Attendees
Clinical Operations Readiness Summit	TBD	<ul style="list-style-type: none"> <li>Zonal ACMIO team</li> <li>Key MILs</li> <li>Medical leadership</li> <li>Physician End Users not expected to participate</li> <li>Other CMIO/ACMIO leadership</li> </ul>
Capacity Management and Financial Readiness Summit	TBD	<ul style="list-style-type: none"> <li>ACMIOS</li> <li>CMIO leadership and core team</li> </ul>
Clinical Operations Readiness Day	TBD	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Patient Movement Day** (additional details: [Link](#))

**Overview:**

Patient Movement Day provides 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.

**Event Details:**

- Workflow Demonstration** - Connect Care system demonstrations using multiple screens to demonstrate the action/workflow for each user.
- Practice Centres** – drop in centres for each department/area to allow End Users to practice common/complex patient movement workflows using scripts to follow along.

Event	Event Goal(s)	Recommended Attendees
TBD	<ul style="list-style-type: none"> <li>• Manage patient safety risks</li> <li>• Minimize launch confusion</li> <li>• Review cause and effect relationships</li> <li>• Establish clear ownership in the patient movement process</li> <li>• Help End Users learn to troubleshoot independently</li> <li>• Orient and educate End Users</li> </ul>	<ul style="list-style-type: none"> <li>• Zonal ACMIO</li> <li>• Medical leadership</li> <li>• All other physician groups are optional</li> </ul>

**Workflow Dress Rehearsal** (additional details: [Link](#))

**Overview:**

Workflow Dress Rehearsal prepares stakeholders for launch. After they have completed training, End Users will experience simulated workflow scenarios, and use the Connect Care CIS in their own physical area.

**Event Details:**

- Multiple End Users and roles can be involved and actively participate.
- End Users practice using the Connect Care CIS and complete simulated workflow scenarios in their own physical area after completing training and before launch.
- Project team can practice answering questions, issue tracking and issue resolution processes that will be used on the launch day.

Event	Event Goal(s)	Recommended Attendees
TBD	<ul style="list-style-type: none"> <li>• Increased End User confidence and launch readiness after they successfully log into the system and complete workflows using provided patient scenarios</li> <li>• Increased project team confidence and launch readiness after answering questions and resolving issues</li> </ul>	<ul style="list-style-type: none"> <li>• Zonal ACMIO</li> <li>• All Wave 2/3 MILs</li> <li>• Medical Leadership</li> <li>• All Wave 2/3 physicians are optional</li> <li>• Other CMIO/ACMIO leadership are optional</li> </ul>