Getting Ready for Connect Care

Research Super Users
Quotes From Past Super Users

“Being a SU was fun. I learned new stuff everyday by reading, exploring, practicing, and showing my co-workers the new workflows.”

Super User from Wave 1

My manager really supported me by laying out the expectations and giving me time to get trained and practice. There was really good training. I felt confident when it came to launch!

Super User from Wave 1
Research Super User Program

• Overview

• Purpose and Importance of Super Users

• What makes a good Research Super User?

• Super User Responsibilities

• Research Super User: Sign Up

• Super User Training
The Research Super User (SU) Program will facilitate the identification, training and coordination of super users to provide critical training, launch and sustainment support for front-line end users of Connect Care.

Research Super Users will be identified from each department going live, and from departments/teams of other implementation waves and locations.

Research Super Users become on-site system knowledge and workflow champions, implementation experts, and support their colleagues to use the new system features.
Purpose & Importance of Research Super Users

- Help their colleagues transition to Connect Care
- Trained early in Connect Care to support launch of the system in their area of expertise
- Provide assistance in end-user training (before launch)
- Provide at the elbow support (at launch) and help users submit tickets or find the support they need (post launch)
Research Super Users are vital to the success of Connect Care and are needed from every unit, department, program, area, and location across the province.

As a Research Super User, you may be called upon to help new or struggling users to understand how their system training can be applied to their day-to-day job.
  - i.e. assisting a user with building a customized report, preparing for a surgical visit, etc.
What makes a good Research Super User?

Skills and Qualities

• Competency in basic computer skills, good communicators, and active listeners.
• Respected by peers and recognized as department/specialty area experts.
• Able to be released from regular duties based on time and resource commitments.
• Can solve problems and adapt to change.
• Previous training or adult education experience.

Personal Characteristics

• Approachable, positive, personable, outgoing, enthusiastic, empathetic to change.
• Remain calm, patient, & constructive during stressful situations.
• Willing to explore new ideas, maintain competency, and learn new things.
• Work a minimum 0.5 FTE or more during training/launch periods.
Research and Connect Care

Research Super User: Sign Up

• When does Super User Identification start?
  • Wave 4: ongoing until the end of March 2021
  • Wave 5: August & September 2021

• How do I sign up?
  • Send an email to cc.research@ahs.ca include the following information:
    • Name
    • AHS site where you conduct research
    • Department or specialty area
    • Written approval from your Manager and/or Principal Investigator to ensure they are aware of and approve the required time commitment
Research User Training

• Ambulatory Shared Nurse or Adult/Ped Med-Surg or Specialty (1 day)
• Research Staff – General (Two 4-hour virtual sessions)
• E-Learnings (~2 hours)
• If the Super User works in a specialty area - substitute Ambulatory or IP training for one of these courses:
  ❖ Emergency (2 days),
  ❖ Surgery (1 day)
  ❖ Oncology (clinic – 1 day, infusion Continuing Care)
  ❖ Oncology Nurse (4 variations), Emergency Nurse, Obstetrics, Continuing Care, Surgery

• + Additional Super User training:
  • Research Super User (3.75 hours)
    • You will learn tips and tricks to prepare research super users for providing at the elbow support for end users during launch
# Super User Training Pathway

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<tbody>
<tr>
<td>Complete <a href="#">MyLearningLink</a> eLearning:</td>
<td>Attend End User Classroom ILTs</td>
<td>Practice Time in Playground</td>
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<tr>
<td>• Introduction to eSafety Module</td>
<td>Pass End User Proficiency Assessment (EUPA)</td>
<td>Support End User Training ILT (2 sessions recommended)</td>
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<tr>
<td>• ACE: Infocare - On Our Best Behaviours</td>
<td>Attend Application-Specific or Additional Super User Role Specific Classroom ILT</td>
<td>Attend Virtual Super User Refresher Training (2-4 Weeks Before Launch)</td>
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<td>• Super User Preparation Course</td>
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<td>Support Readiness Activities</td>
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<td>• End User (Primary) Role</td>
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<td>Practice Workflows with Teams</td>
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*May 14, 2020*
Question #1: If I am already signed up to be a super user in another specialty (e.g. ICU Nurse Super User), can I also become a research super user?

- There aren’t any restrictions for individuals wanting to be a Super User in more than one area, but it will be important to consider the additional time commitment that will be required of individuals supporting research (in addition to any clinical support you might already provide). Individuals interested in becoming a research super user are encouraged to put forward their information to cc.research@ahs.ca.

Question #2: Does the research team track who is signed up for Research Super User training or do you need a list?

- We do track all Research Super User nominees (either self-identified or names suggested by others). All individuals will be contacted to confirm their commitment and asked to provide written approval from their manager or PI. If you are interested in becoming a Super User please volunteer yourself, or ask a colleague to nominate themselves if you think they would be great in that role. Names can be emailed to us at cc.research@ahs.ca.

Question #3: Once there is a list of research super users, will the super users be emailed updates?

- All individuals will be contacted to confirm their commitment and the approval of their manager or PI. Updates regarding training and additional information will be emailed out once it is available. If this is something that would benefits others, please feel free to forward these communications onward.
Question #4: When does the Research Super User training start?

- Wave 4 (RAH, GRH, PLC, ACH will go live on Nov. 7th, 2021) Super Users (SUs) – we are midway through finalizing the list. Training dates and materials will be supplied thereafter. The tentative schedule for training is set to start in July and August. Wave 5 SUs – will begin identification process in August.

Question #5: Can U of C employees access online courses? Or do they need AHS credentials to login?

- HSA (Health System Access) manages the Connect Care role assignment and provisioning. Research end users will be given an AHS login to access the My Learning Link (MLL) courses and will be contacted about Instructor Led Training (ILT) courses for research.

- For users who are getting started with Connect Care, but their site is already live in Connect Care, here is an overview of how a study and users get started: Getting Started with Connect Care contacts and resources.pdf (ahsnet.ca). Slide #16 in the following presentation has a good graphic overview of the steps: Getting Ready for Connect Care Research (ahsnet.ca)

Question #6: If I have taken the Ambulatory Nurse Shared course, but my latest study will be in Surgery, do I need to take the Surgery-specific one?

- An HSA advisor will assess the needs of the study and user in terms of the training requirements. Since specialties may have some variation to end user displays, orderables and procedures, you will need to work with your manager and/or an HSA advisor to determine if you require the specialty-specific training to enable you to complete your work flows with those patients in your study.
Question #7: Do we need to contact you if we have studies that have not been identified for Connect Care, or can we expect to be contacted in future waves?

• You can find when your site goes live with Connect Care by looking here: Connect Care Implementation Timeline (albertahealthservices.ca). You will be contacted directly by HSA about any studies which will need to be converted when your site goes live.
We are here to answer your questions.

Contact Connect Care: CC.Research@ahs.ca