September 17, 2021

Connect Care Research Update

Welcome, research readers! Many interesting finds in this newsletter as we begin our series again as autumn quickly approaches.
Please review the information below for the latest updates to Connect Care for research community members.

Connect Care Wave 4 & Wave 5 Postponed

- Due to rapidly increasing demand for care in acute and critical care settings, AHS leadership has made the decision to postpone the upcoming Wave 4 and Wave 5 Connect Care launches. This postponement will impact all previously scheduled readiness events and instructor-led training.
- The new wave rollout plan is currently being assessed and firm dates for subsequent launches will be communicated once we know more. Connect Care continues to be one of AHS's highest organizational priorities and we appreciate your patience while the new rollout plan is being developed.

In This Update:

1. **Research IT**

   a. **Pre-admission orders - part of the research functionality tool bar**
   Date of Fix: Dec 3 2020
   System Update: Enabling Phase of Care orders for researchers
   Description: To help clinicians manage the orders for each stage of a patient's surgery or multi-stage procedure, researchers can now designate specific phases of care when signing orders. Phases of care help other clinicians, such as nurses, know the right time to act on each order.
   Impact to Users: Pre-Admission, Pre-procedure, Intra-procedure or Post-procedure orders placed by researchers will be visible and acted on by inpatient nursing staff.

   b. **Ambulatory Referral to Research Specialty now available**
   Date of Fix: Mar 18 2021
   System Update: The EDM WMC PED (Edmonton Walter Mackenzie Center) CIU department has been configured to receive research referrals.
   Description: AMB referral to research is an order available for clinicians who want to send patients to a department that is a research specialty.
   Description:
   Impact to Users: Research departments can be configured to receive ambulatory referrals for encounters related to research. Staff working in a research department can monitor and triage requests with an In Basket pool that receives referrals. If you know of a research department that would benefit from receiving research referrals, have the unit manager put in a request to have their department added to the list of departments receiving research referrals.

2. **Education**

   a. **Connect Care Account Closures after 180 days of inactivity**
   On July 22, 2021, the AHS Identity & Access Management (AHS IAM) system implemented a new security practice for Connect Care End Users. Connect Care accounts that are not accessed for 180 consecutive days (approximately 6 months) will be disabled. If your account is disabled, you will be unable to login to Connect Care.
   This means that an automated email notification from "Identity Management" (the AHS IAM system) will be sent to anyone who may currently have a Connect Care access account (including physicians).
   The IAM email notifications will be sent to the end-user and the Manager (Authorized Approver) on record who authorized the initial Connect Care access. The IAM email notifications will be sent at 30-, 15-, and 2- days prior to the Connect Care access account's expiry date. These emails are personalized and will provide the expiry date and actions that may be taken to maintain access.
   The first possible date that a Connect Care account could be disabled is August 24, 2021. No accounts will have been disabled before this date.

   Please refer to the attached memo for additional details:

   PDF
   FOR IMMEDIATE DISTRIBUTION - Conr

b. Submit a ServiceNow ticket for new oncology and hematology research protocols

For any Oncology and Hematology research study protocols that require a corresponding ordering tool in Connect Care (Beacon Protocol), an official ticket via the Connect Care Concierge page or Solution Centre must be submitted by a member of the research team.

Build time for Oncology and Hematology Beacon research protocols is approximately 8 to 12 weeks and will depend on resource availability, protocol complexity, number of arms, requirements for research drug build, availability of research team to provide build information and participate in build validation, etc.

Build requests should be submitted as soon as possible.

When logging the ticket:

- For Issue Type, indicate 'Clinical'
- For Issue Title, indicate 'New Oncology/Hematology Research protocol build request'
- In the description, indicate the ticket should be routed to the 'Clinical System Design-Business Support' team

The following details are ideal to be included in the ticket description. However, the CKCM (Clinical System Design-Business Support) team can also follow up with these details as the most important piece is the ticket submission itself.

- Study name
- Ethics ID
- Name of PI and Coordinator
- Location of trial (if multiple sites, provide list of all)
- Estimated accrual numbers at each site
- Number of arms/phases (to determine how many treatment plans/protocols will need to be built)
- Anticipated date of opening – so we can prioritize the build in our project plan
- Where in the approval process is this study
- Investigator's Brochure or product monograph of the investigational agent.
- Full protocol
- The following if not already part of full protocol and/or if available as separate documents:
- Protocol Summary – identifying the arms/phases, medications and basic study design
- The schedule of events (table with footnotes)
- The treatment summary (chemotherapy, investigational meds, supportive treatment)
- Procedures – includes details of specific periods or days throughout the trial (Screening Period, Treatment Period, etc)
- Tables or section regarding labs (including pharmacokinetics, pharmacodynamics, biomarkers), and bone marrow aspirate/bx
- Dose modification or toxicity management

Amendments to existing Cancer research protocols:
An official ticket via the Connect Care Concierge page or Solution Centre is required to be submitted by a member of the research team as soon as the amendment version is available.

When logging the ticket:
- For Issue Type, indicate 'Clinical'
- For Issue Title, indicate 'Amendment to Oncology/Hematology Research protocol'
- In the description, indicate the ticket should be routed to the 'Clinical System Design-Business Support' team as well as details of the amendment.

c. Super user & Connect Care updates

Are you a Wave 1 super user that would like to assist new research end users with future Connect Care implementations? Your research colleagues across the province may require your enthusiasm and expertise. We are looking to recruit existing research end users who are familiar and comfortable with using Connect Care and in turn, would be available to contact, as a way to provide support to those Research Teams new to the system. Please contact cc.research@ahs.ca for more information.

Do you want to become even more '*SUPER*'? Super Users are on-site system knowledge and workflow champions, implementation experts, and support their colleagues to use new system features. Therefore, it is important that Super Users access and review all the available resources in preparation for Wave-specific Connect Care launches. There are resources that research super users may wish to have on hand. These include;

- The AHS Connect Care Super User home page (Super User Resources | Insite (albertahealthservices.ca)) or the research and other Learning Home Dashboards in Connect Care. This includes access to information such as need to know topics; what to expect during launch; view recordings; and to learn more about wave specific timelines.
- Super User Newsletter August 2021 (albertahealthservices.ca). Offers information about training requirements, how to become more 'super', and general materials for specific upgrades such as document scanning; COVID-19 precautions; and end user workflow information. Once you complete your research super-user training, please email connectcaresuperusers@ahs.ca to be added to the regular monthly newsletter distribution list.

3. Training

a. Research Staff ILT – virtual training

Research Staff ILT training is provided virtually through Zoom and is split into two 4-hour sessions spanning two days. Users must confirm that they have the required technical access requirements for the course. Credentialed trainers meet with users in advance of the training session to ensure that each user can technically perform the virtual training. Of note, the prerequisite course for Research Staff ILT, Ambulatory Nurse Shared will continue to be provided as an in-classroom training.

b. Upcoming Research Staff training dates – *intended for Wave 1, 2 & 3 new hires (not Wave 4-9 users)*

i. September 28 & 29, 2021, 8:00am to 12:00pm
ii. October 5 & 6, 2021, 8:00am to 12:00pm
iii. October 13 & 14, 2021, 8:00am to 12:00pm

c. Wave 4 Training

All Wave 4 training sessions have been cancelled as of September 3, 2021 and end users have been withdrawn from training dates. An AHS representative will contact each end user when Wave 4 training re-enrollment starts.

d. Principal Investigator e-learning

In an effort to promote uptake and adoption of the research training, a brief e-learning (~20min) has been developed and is now available in MLL to support the role of investigator oversight for research studies in Connect Care. This e-learning does not replace the in-depth training provided on research workflows in-system including the use of the research navigator tools or any reporting/analytics tools available in other Connect Care courses.

Topics covered in the e-learning include:

- Updating the Research Study Record
- Associating Patients to Research Studies
- Associating Encounters to Studies
- Associating Orders to Studies [covers research labs, INV drugs]
- Signing Pended Orders
- Documenting Adverse Events
- Reviewing Adverse Events
- Charge Review
- Additional Resources [dashboards, reporting courses]

All new research investigators will be required to complete the Research Investigator e-learning and EUPA (end user proficiency assessment), and all other investigators have access to this course via My Learning Link.

e. Charge Investigation Workflow – New Functionality

If you are unsure why a charge is appearing under the bill-to-study section in your charge review, you can request a review using the charge investigation workflow. This is new functionality that was activated for our research teams. The charge review request is routed to the finance department who will follow up via InBasket with the requester.

Tip sheet on how to perform this workflow is available on Insite: Research Charge Investigation and on the Research Coordinator Learning Home Dashboard.

4. Communications

a. Most recent Clinical Inquiry Newsletter

To view the most recent version of the provincial Clinical Inquiry newsletter (Research & Analytics) please click on following hyperlink: CI Newsletter - Aug2021.pdf (ahsnet.ca). If you are interested to become a monthly recipient of the newsletter, please contact: cc.research@ahs.ca.

b. Next research webinar

Our monthly open webinars are a great way to stay informed about research functionalities in Connect Care and participant in upcoming readiness activities and events, such as training. Please join our monthly open sessions (via Zoom). To request a webinar invitation, please contact: cc.research@ahs.ca

Next webinar: Monday, October 18th, 2021 from 12:00-1:00pm
Topic: To be determined

You can find links to previously recorded webinars on the Health System Access website under the heading 'Presentations and Videos'.

c. Recent AHS releases and communications

For further reading on Connect Care Inquiry and Research we encourage you to read the following documents or visit Provincial Health System Access - Home (ahsnet.ca):

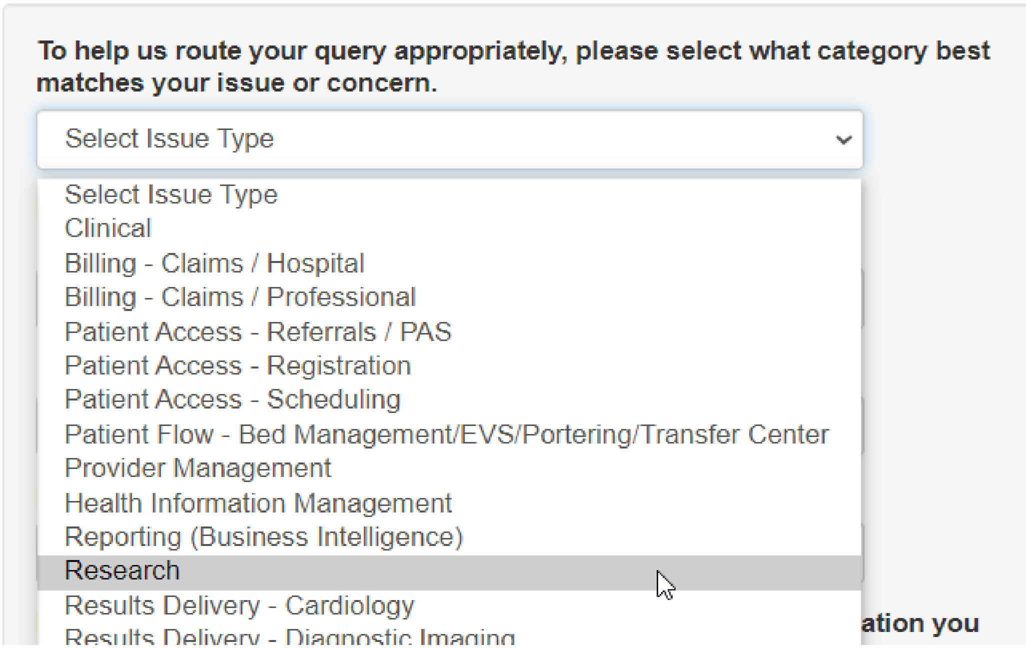
- Getting Started with Connect Care_contacts and resources.pdf (ahsnet.ca)
- CC Research_Wave 4 Research Coordinator Checklist_07May2021.pdf (ahsnet.ca)
- Connect Care Charting Etiquette (ahsnet.ca)
- Connect Care Frequently Asked Questions (ahsnet.ca)
- CC Research_Clinical Department and Service Area Tip Sheet_Apr2021.pdf (ahsnet.ca)
- Connect Care Bytes Blog

d. Have you missed an update? Previously released newsletters archive

We have an archive of previous Connect Care Research updates at Provincial Health System Access - Home (ahsnet.ca) under 'Newsletters'

5. Finding help for your questions

Research has been added back as an issue type on the Connect Care Concierge tool. Connect Care Help | Insite (albertahealthservices.ca). Thank you for your patience as we worked with IT to resolve this!



The Connect Care Research Support Team wants to ensure the timely resolution, proper documentation and reporting of your Connect Care-related questions and concerns to minimize potential risks to the safe delivery of patient care. So read on to ensure you know how to reach out for help.

For Urgent issues (including login or device concerns) or IT related issues call 1-877-311-4300 (Please visit: [Insite IT Service Desk & Solution Center] for more information).

For your research workflow issues:

1) **Ask a local research super-user first**; your colleagues are your first best resource.
2) **Solutions Center** – to connect with someone immediately by telephone, call 1-877-311-4300 and follow the prompts to reach a live person and submit a Connect Care IT ticket.
3) **Submit an IT Ticket Online**
   - Complete the online form at https://insite.albertahealthservices.ca/main/cc/SitePages/ConnectCareHelp.aspx.
   - Select 'Research' as the Issue Type
   - Search for your own Connect Care Department name
   - Select the patient care setting that applies to your situation (is it outpatient? Inpatient? Emergency department?)
   - Add a title for your issue
   - Lastly, enter an issue description, click 'submit' and you are done! You should see a ticket number on screen and receive a confirmation email to your AHS email address.

Note: If a Patient Safety Event has occurred (hazard up to harm), it is recommended that you submit a Reporting and Learning System (RLS) report and include your service desk ticket number in your report.

- **If your workflow or service-related issue relates to performing research care workflows in combination with pharmacy, lab or diagnostic imaging,** directly email or call your service area contact.
- **For assistance with study, study team member approvals and/or study set-up in Connect Care,** submit the appropriate form on the Health System Access (HSA) website. For status updates on submitted requests to HSA, contact research.administration@ahs.ca.
- **For new users (people or sites who are not yet in system), questions related to research conversion, or site readiness for Connect Care Wave-specific launch**, or if your question does not meet any of the criteria above (and you are unable to find a local super user), we will answer your email through the cc.research@ahs.ca.

6. More resources for research end-users

Please remember to check your Research Coordinator - Learning Home and Research Coordinator – My Studies Dashboards for more training materials, tip-sheets and other documents that were developed to help you perform your Connect Care workflows. We also have some great material at our webpage at https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx

On behalf of the Connect Care research team cc.research@ahs.ca