



February 28, 2021

Connect Care Research Update



Is spring here yet? As we enjoy a brief respite with warmer weather, here's hoping that we have all been able to spend a little more time outside while remaining well!

On February 17th, the Research Support Team hosted a Research Work Flow Walk Through webinar for our end users. This event was well-attended with approximately 130 logins during the session. We thank you for your interest, as attendee numbers give us a positive indicator of what research end users consider useful when you participate with us. We have noticed over time, and especially during this webinar, that the level of complexity and breadth of Connect Care questions is increasing! This is terrific to see because as we have learned alongside you, it is obvious that end user knowledge has grown beyond 'the basics'. Users are seeking more information about optimizing in-system functionality and ways to improve their own work efficiencies. Asking more difficult questions also means that you may be ready to add to your Connect Care toolbox. Reporting Basics and Reporting Power User courses are both available on-line through MLL, and can help you get acquainted with the various ways you can use existing reports, right out of the box, with a little guidance around criteria selection to tweak a report to better suit your requirements. A SlicerDicer virtual instructor lead course is also available for self-registration through MLL. We encourage all research end users to explore these additional training options. Happy learning!

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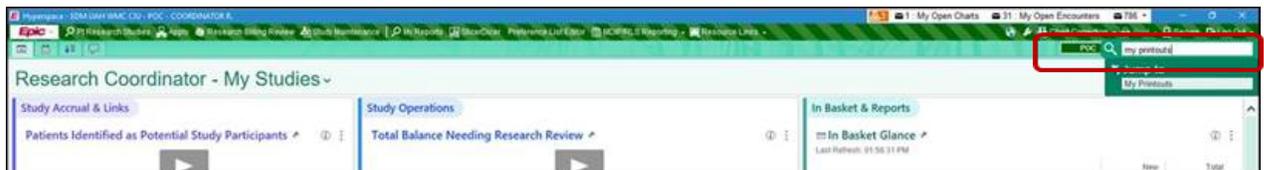
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1. Research IT:

a. How to track where your print job has printed

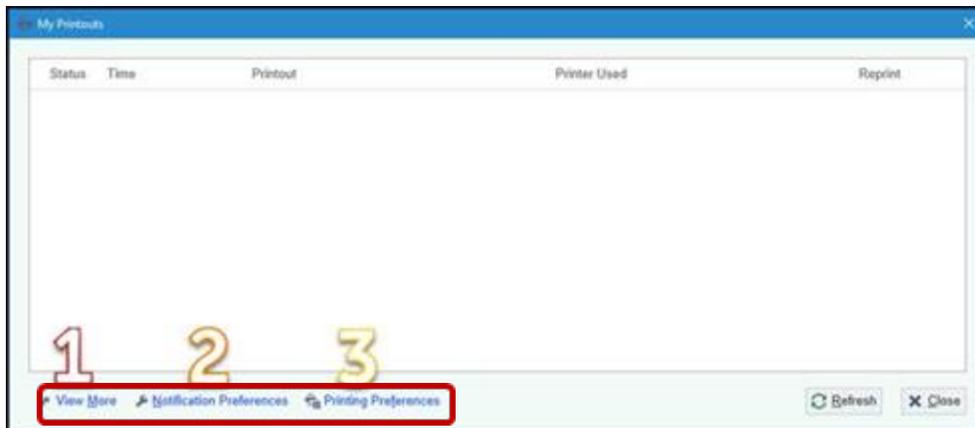
Have you wondered how you can see if, or where, that print job you queued has printed? Getting started is as simple as typing 'my printouts' in the search field on the top right-hand side of your Epic tool bar.



This window (below) will show you a list of those print jobs you currently have in progress.

Three preference selections are available at the bottom of the window:

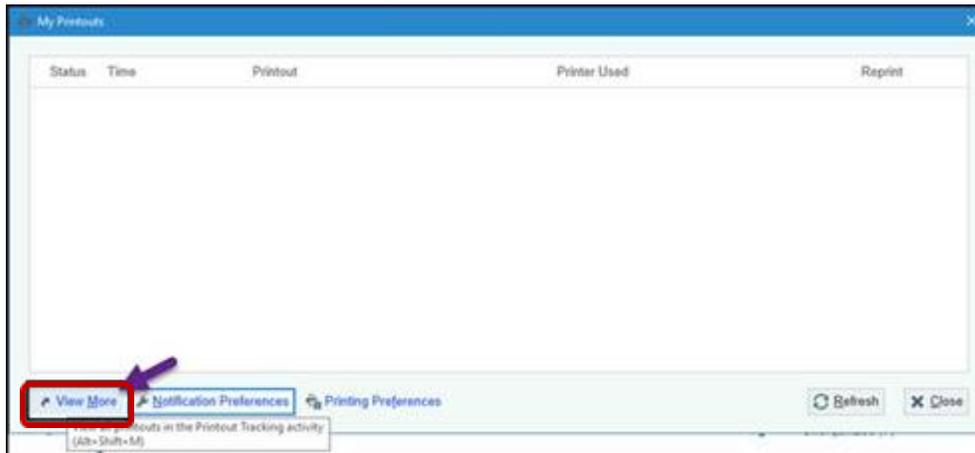
- 1) View More;
- 2) Notification Preferences; and
- 3) Printing Preferences.





View More:

The 'View More' section will show your 'Printout Tracking', a report in which you can track your historical print jobs.



Printout Tracking report:

The printout tracking report is accessible by everyone using hyperspace, allowing users to track their print jobs and their print job histories. So if you were ever curious as to where your label printed, then you can use this to track print jobs.

From the three sections, you can see that each one provides reportable information.

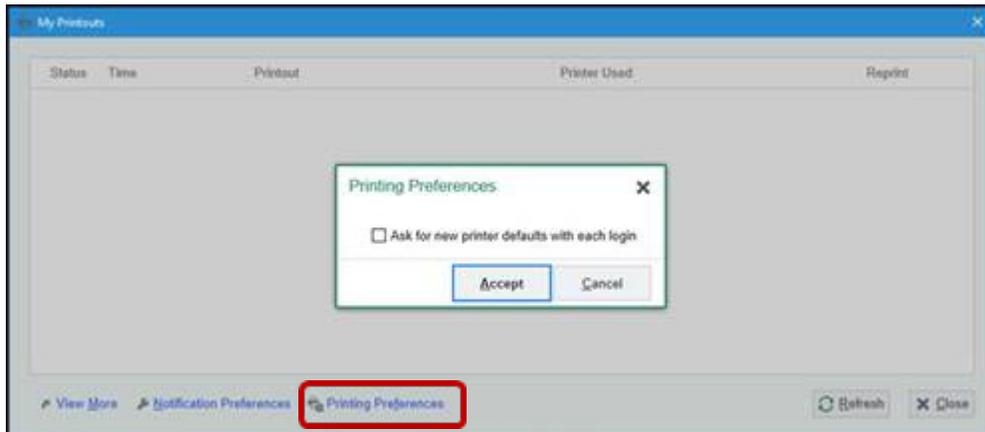
1. This is where you can adjust the filter settings to find the specific print job you are looking for on the specific day.
2. This tells you which workstation you were on when you printed the item.
3. This tells you where the print went.

Date	Time	Status	Workstation	Printer	Print Job (Document)	Printer Class	Destination Type
2/25/21	02:21 PM	Completed	M49572	Microsoft Print to PDF (from M44)	E-Signature Document	E-Signature Document	Hyperspace Local Printing
2/25/21	11:49 AM	Completed	M49572	Microsoft Print to PDF (from M44)	E-Signature Document	E-Signature Document	Hyperspace Local Printing
2/25/21	10:54 AM	Completed	M49572	Microsoft Print to PDF (from M44)	E-Signature Document	E-Signature Document	Hyperspace Local Printing
2/25/20	03:43 PM	Completed	EPIC SUPPORT	NULL DEVICE	Order Transmittal		Server
1/29/20	11:55 AM	Pending Printout	M49572	VUPDFEULT	Order Transmittal	ADT Labels	Server
2/16/20	01:48 PM	Pending Printout	M49572	VUPDFEULT	Order Transmittal		Server
02/06/20	05:43 AM	Completed	M71224	VUPDFEULT	EpiCare Report Driver	MR After Visit Summary	Server
02/06/20	10:42 AM	No Printable Content	M71224	VUPDFEULT	EpiCare After Visit Summary	MR After Visit Summary	Server
3/19/20	02:27 PM	Completed	M71224	VUPDFEULT	EpiCare Report Driver	MR After Visit Summary	Server
3/19/20	02:27 PM	No Printable Content	M71224	VUPDFEULT	EpiCare After Visit Summary	MR After Visit Summary	Server
2/6/20	02:23 PM	Pending Printout	M49572	VUPDFEULT	Order Transmittal	Rich Format Reporty	Server
1/29/20	08:58 AM	Completed	M71224	NULL DEVICE	EpiCare After Visit Summary	MR After Visit Summary	Server
1/29/20	05:43 AM	Failed - Pending Printout	M49572	VUPDFEULT	Order Transmittal		Server
04/03/20	03:15 PM	Failed - Pending Printout	M49572	VUPDFEULT	Order Transmittal		Server
07/11/18	03:05 PM	Pending Printout	EPIC SUPPORT	VUPDFEULT	Order Transmittal		Server



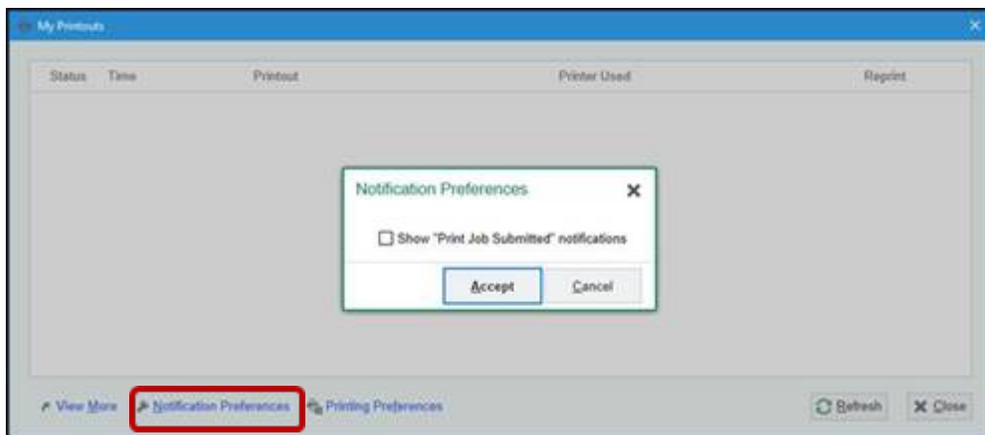
Printing Preferences:

You can adjust the 'Printing Preferences' setting to choose if you want to select a new printer every time you log in.



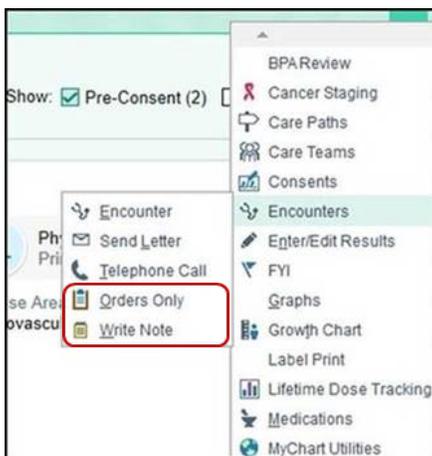
Notification Preferences:

You can adjust the 'Notification Preferences' setting if you want to receive a submission notification each time you print a document or label.



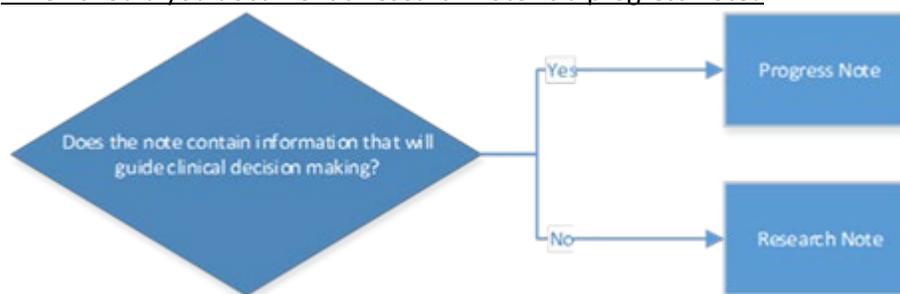


- b. System Update:** Update to More Activities menu – Encounter menu for research users
Issue: Enhancement
Description: This update to the Encounter ‘dropdown’ menu now includes the Documentation Only encounter (Write Note) and the Orders Only encounter as new selectable options. It is designed to align the menu with the other Encounter ‘drop down’ menus accessed by research users within Connect Care.
Date of Fix: February 18, 2021
Impact to Users: Minimal impact. This will make it easier for end users to open regularly used encounter options, including Orders Only and Write Note (documentation) types.



2. Education:

- a. Progress note vs research note - How to access & When to use it**
When should you document a research note vs a progress note?



Progress note: Clinically significant information only. This information should be made available to care teams outside the study team. E.g. patient has experienced heartburn related to study medication.

Research note: Information that is relevant only to the study and which is not clinically relevant. E.g. please note this visit is outside the study protocol visit window. Do not include any proprietary information.



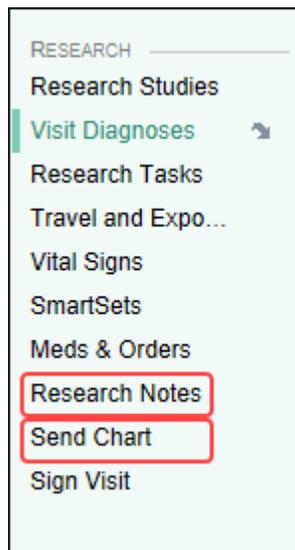
Research Note Documentation: The research note is available via the research navigator. For individuals who have access to the notes activity, the research note type cannot be documented there.

It must be documented using the navigator.

Progress Note Documentation: Do you have security to document notes in the chart?

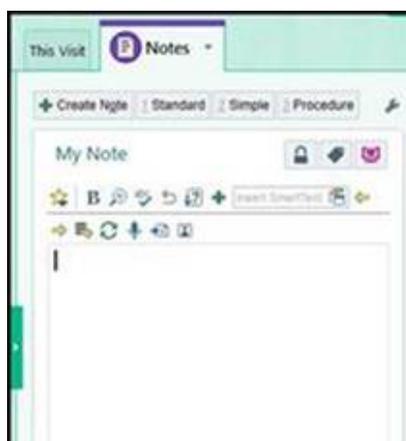
If not, then you must use the following workflow:

- If you need to write a progress note, use the send chart activity with your note in the comments to send to a clinical team member
- The clinical team member will document this information in a progress note for you.



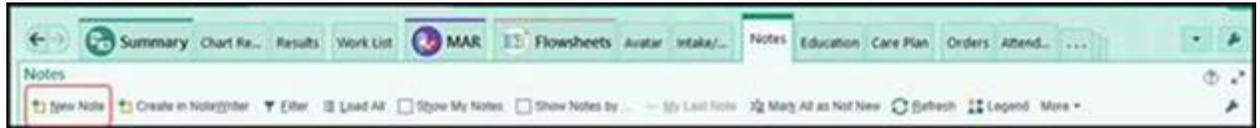
If you do have security to document notes in the patient's chart, then you use the following workflow:

- Document using the **Notes** activity.
 - In the Ambulatory setting: the **Notes** activity is available in your sidebar.





- In the Inpatient setting: Use the **Notes** activity tab across the top of the patient's workspace.



b. Super User Update

The Super User (SU) Program's monthly newsletter contains updates about Connect Care's Super User Program. Super User Resources are available on every Connect Care Wave-specific home page. Clinical system updates are on Learning Home Dashboards and the twice-weekly email Connect Care Updates. Send questions to ConnectCareSuperUsers@ahs.ca. Wave specific sites and program information is available on the Connect Care Sequencing Portal and Connect Care Implementation Timeline. Click here to learn more: [Super User Newsletter February 2021 \(albertahealthservices.ca\)](http://albertahealthservices.ca/SuperUserNewsletterFebruary2021)

If you are already a super user and you would like to receive the Connect Care Super User Newsletters, please email connectcaresuperusers@ahs.ca to be added to the distribution list.

3. Training:

a. Research Staff ILT Course Update – Virtual Training

Research Staff ILT training will be provided virtually through the AHS Zoom platform 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 are working with users to ensure this access before training dates. Of note, the prerequisite course for Research Staff ILT, Ambulatory Nurse Shared will continue to be provided as an in-classroom training.

b. Next dates: Research Staff ILT – Virtual Training

- March 3-4, 2021, 8:00am to 12:00pm
- March 31 & April 1, 2021, 8:00am to 12:00pm

4. Communications:

a. Most recent Clinical Inquiry Newsletter

To access the February 2021 edition of the Connect Care Clinical Inquiry Newsletter please click [here](#) if you did not receive it in our email inbox. The newsletter contains information and updates for the Connect Care Research Community as well as Reporting and Analytics, along with other helpful links to a variety of resources.

b. Next Research Webinar

Our monthly open webinars (occurring the third Monday of each month) are a great way to stay informed about research functionalities in Connect Care and upcoming readiness activities, such as



training. Please join our monthly open sessions (via Skype). To request a webinar invitation, please contact: CC.research@ahs.ca

The next Connect Care Research Webinar is scheduled for Monday, March 15th from 1200h to 1300h.

You can find links to previously recorded webinars, [here](#) under the heading 'Presentations and Videos'.

A note about posting and retiring content: We recently reviewed webinar presentation materials and recordings posted on the HSA website in the Research Resources section. Some content has been deleted based on relevance and duplication. This means that some of the links to previous webinars will no longer work if the content has been taken down. Please know that the most current information on the topics previously shared will be reflected in the user guides, tip sheets, and how-to documents on your Research Coordinator – Learning home dashboard, as well as contained in the webinar recordings and materials which are still posted in the Research Resources section.

c. Recent AHS releases and communications

For further reading on Connect Care Inquiry and Research we encourage you to read the following:

- [Connect Care Byte](#)
- All research stakeholders (including non-AHS employees) can access an assortment of Connect Care research related information at: [Health System Access \(HSA\)](#) (the right-hand side of the AHS Health System Access Resource Page in a section called 'Connect Care Resources')

d. Recently Updated Blogs

For CMIO Physicians and Prescribers, please see [Clinical Inquiry Clinics - Case #2 Recordings](#)

e. Have you missed an update? Previously Released Newsletters archive

We have an archive of previous Wave 1 Connect Care Research updates at <https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx> under 'Newsletters'

5. Finding help for your questions and requesting on-site assistance

Your Connect Care Research Support Team has expanded to serve you even better! 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:

- Wait for the automated messages; if you do not have an AHS employee number, just wait on the line
- Press '1' for Clinical Applications during the next automated message prompt
- Then press '1' for Connect Care
- and then press '1' again for Connect Care 'how to'

The staff on call at the Solution Centre will access their resources to answer your questions in real-time and submit a ticket with you on the line.

3) ***New* Concierge form selections available!**

If you have an issue that is **NOT URGENT** pertaining to workflows, orders, order sets, flowsheets, navigators, or have an enhancement idea.

[More >](#)

Please enter an alternate contact (this is now mandatory):

If the individual above is not available, who else should we contact?

(For example co-worker, manager, super user, etc.)

Phone Number

And add details as follows:

- Select 'Research' as the category
- You can now 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



To help us route your query appropriately, please select what category best matches your issue or concern.

Research

Indicate the Connect Care Department name
(see the tips box for finding department name)

EDM STO WMC PED CIU

Select the patient care setting

Outpatient

Issue Title

Research - |

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 ([HSA Assistance Hyperlink](#)). 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.
- **Wave 1 Onsite Assistance.** We are suspending on-site visits temporarily to limit visits to clinical centers. Please reach out to cc.research@ahs.ca and we will provide virtual support as needed.

6. More resources for Research end-users

Please remember to check your Research Coordinator - Learning Home & 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 AHS/HSA Webpage. <https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx>