December 20, 2019

Connect Care Research Wave 1 Update

The Connect Care research family wishes everyone a very happy holidays and a restful break, for those taking time off. We have accomplished so many things in the last two months and we are all so grateful that we have been blessed to work with each of you through this launch. The work is far from over but we are taking time to reflect on what we have managed to complete as we recharge for a fresh push to optimize things in the new year. Please keep reaching out with your questions, keep placing those tickets when things aren’t working as they should, and keep inviting us out to meet with you. Meeting each of you has been the most wonderful thing of all.

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1. **Education: Research Workflows Post-launch Walk through [Webinar]**

The AHS Connect Care Support Team for Research presented a webinar on November 28th, 2019, covering some key research workflows and information learned since launch. This webinar reviews some real life examples providing a step-by-step screenshot on how to perform these workflows. The workflow examples were selected based on the questions received from our research users since wave 1 launch. A recording of the webinar has been made available to our users and it can be accessed from your Research Coordinator – My Studies Dashboard under “Research Links”. See image below.
2. **Education: Ordering of Clinically Administered Medications (CAM) in an Orders Only Encounter**

When a medication (investigational or Health Canada approved) will be administered by AHS clinical staff, the drug administration must be recorded in Connect Care through the drug administration in-system workflow. In order for the medication to be properly routed to the Pharmacy and the AHS clinical staff to be able to perform this workflow, the medication must be ordered as a CAM if in an outpatient setting (syringe icon) or as a During the Visit Med if in an inpatient setting (bed icon). Currently, CAM orders placed/signed through an “Orders Only” Encounter are not being properly routed to AHS Research Pharmacy. Our team is discussing with the appropriate teams to determine the correct in-system workflow to allow for proper routing and we will share with our users once we know the answer. In the meantime, please continue to order the medication as a CAM (if they will be administered by and AHS clinical staff) and faxing/emailing the “Drug Dispensing Sheet” the same way you did prior to Connect Care.

**What if I need AHS Research Pharmacy to prepare my study medication but the administration of the drug is not done by an AHS clinical staff?**

Please order the “Home (after the visit)” med (House Icon) in Connect Care and fax/email the “Drug Dispensing Sheet” to AHS Research Pharmacy the same way you did prior to Connect Care.

3. **Workflow: Closing ‘Research-only visits’ & the visit diagnosis form**

In the last few weeks, role revisions now allow Research Coordinators to close research-only visits and to assign a diagnosis when prompted. We recommend entering “clinical research visit” as the diagnosis as it is not typically the role of clinical research coordinators to assign diagnosis and entry of information to this field will flow through to various registries and reports.

4. **Reporting: Charge review report filters**

We have heard from many of you that it appears as if there are no charges in your charge review report. We have identified the issue and Research IT is working hard to resolve it. Please see the instructions our credentialed trainer Nicole has put together below to manually correct the report while we work on the fix.

1. **Open the “Total Balance Needing Research Review” report from the Research Coordinator – My Studies dashboard**
2. Staying in the Details tab (do not click on the Study Summary tab), click on “Filters” (located on the top left side below the name of the report)

3. Click “Clear All” on the bottom left of the Filters screen, then click “Apply”. This should clear all of the pre-applied filters in this report and show you any patients that require billing review.

These steps will be required going forward to complete billing review when you have a total balance on your dashboard again. Once you see patients in this report, follow the steps outlined in the Review Research Charges quick start guide.

5. Education: Applying for in-system Study Monitor Access

The EpicCare Link portal is now open for external study monitors to access Connect Care. Research teams who have a research study in Connect Care need to submit the IT request for the monitor using this form: [http://bit.ly/1NTJabJ](http://bit.ly/1NTJabJ) at least one week before the monitor’s visit date. The Monitor will
get an email advising them about their training and other requirements. When their access is in place, the research study coordinator with read/write access to the research study in Connect Care will need to link the patients for them to access. The workflow for monitors to assign monitors access is described on Page 8 of the Manage Research Study Patients guide: https://insite.albertahealthservices.ca/Main/assets/cistr/tms-cis-tr-research-staff-manage-research-study-patients.pdf

6. Upcoming Training Dates for Research Staff

The next available dates for research-related training are: January 8th and February 7th: Research Staff

Note, access to the “Basic Reporting User” course for research purposes is approved on a study-by-study basis with the Health System Access team (contact: research.administration@ahs.ca)

7. Events: Post Launch Visits on January 7th

Please be advised that our Wave 1 Research End Users will receive an invitation to Connect Care Wave 1 Post Launch sessions for January 7, 2020. The purpose of this initiative is to gather information from Research Team members on their experience with Connect Care since it launched on November 3, 2019. We would like to better understand the main issues you are experiencing in your specific area so we can ensure that we engage all the right people to achieve resolution. We are also looking to identify opportunities for enhancement would like your input.

There are several sessions for Research Staff, each with a program-specific focus as well as a session for individuals who do not belong to one of the specific sessions. These sessions will be one hour in length and attendance can be in person or through Skype. The Research sessions schedule appears at the bottom of this message in the event that you prefer to attend one or more of the other Research-specific sessions. Please forward this message (and the invite when it arrives) to any research team members in your area who may need to know about the upcoming post launch session.

Please direct any questions related to this event to our team at CC.Research@ahs.ca

Date: Tuesday January 7, 2020

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<thead>
<tr>
<th>Session</th>
<th>Purpose</th>
<th>Time</th>
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<tr>
<td>Research – Emergency Department Recruitment</td>
<td>Discuss top issues and enhancement requests</td>
<td>1000-1100</td>
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<tr>
<td>Research – Clinical Investigations Units</td>
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<tr>
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<td></td>
<td>1330-1400</td>
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<td>Research – All specialties</td>
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<td>1500-1600</td>
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<td>Research – Pediatrics</td>
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8. Reaching Out: Site Visits Ongoing

Thank you so very much to all the teams that have been so very patient and accommodating as we come visit to assess identified issues. Research IT is doing their very best to catalogue, triage, identify and implement solutions. In the past few weeks we have visited or held focused information gathering virtual sessions with:

- Cross Cancer Institute Lab
We always welcome your feedback and we will continue to work with you in the new year as we iron out some of the wrinkles.

9. Log-in and Password reset help?

AHS has a downloadable poster that you can print to help staff know where and when to get support for clinical and technical issues like password resets.

For login & password issues, call the IT Service Desk & Solution Centre at 1-877-311-4300. Press 1 for Clinical Applications and follow the instructions to Connect Care.

If you have a workflow question for a super-user and you do not have access to a super-user in your area, you can access one through asking your question at cc.research@ahs.ca.

10. Finding help for your questions

- Ask a local research super-user, your colleagues are your first best resource
- We will be discontinuing Virtual office hours as well as discontinuing the use of the cc.research@ahs.ca inbox to support end user questions. The inbox will continue to be used to support launch activities for subsequent Wave 2-9 sites.
- Submit your system and training questions to the ‘research’ desk at https://insite.albertahealthservices.ca/ccsupport
- Need even more help? Leanne Blahut will be onsite at the Kaye Edmonton Clinic KEC 0E.127 every Wednesday (starting again on January 8th) from 0800-1130hrs. If needed, at your request, she may be able to visit your site to help out. You can request her help in advance at cc.research@ahs.ca. She will not be at the site on December 25th and January 1st.
- For those of you emailing the cc.research@ahs.ca inbox over the holidays you will see a new message helping individuals to know where to direct their questions:
11. More resources for 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 AHS/HSA Webpage https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx