March 20th, 2020

Connect Care Research Wave 1 Update

Happy Beginning of Spring to the Connect Care research community.

We know many of you have questions and we are committed to bringing you that information as soon as we have it in hand.

Please don’t hesitate to send any other questions you may have that have not been addressed to cc.research@ahs.ca

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1. Research and the COVID-19 response: Clinical Research Study Initiation and Conduct Guidance

Approved on March 18th, 2020, AHS has released guidance for researchers conducting and/or initiating clinical health research studies with AHS during the COVID-19 response. You can find the most up-to-date information during this rapidly evolving time at https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx. You can also find a COVID-19 related FAQ, specific for the Cross Cancer Institute, at this same link.

Key Points (version March 18, 2020):
• Ongoing studies may continue; however, only new clinical studies identified as essential will be considered for initiation at this time.
• No one who has cold or flu-like symptoms such as cough, runny nose or sore throat, loose stool or rash, may enter AHS facilities for research purposes.

In the released guidance, it is stated:
*Do not initiate any new non-essential clinical studies at this time. Clinician-researchers will exercise clinical judgment to determine if a study is essential. Essential studies would typically have significant beneficial impact on patient health outcomes.*

• We understand it can be challenging to decide whether a study is “essential”. The University of Pittsburgh and other institutions have released tools and guidance to help researchers make their own call on what is considered ‘essential’ research at this time. It is important to note that the inclusion of recommendations from other institutions are included for educational purposes only and do not reflect guidance provided and adopted by Alberta Health Services.

You can find the most recent updates from AHS on the COVID-19 response on the Insite homepage and through updates sent to your AHS inbox.

2. Research patients, encounters and orders missing the research study flag impacting service delivery
   We continue to receive reports from staff in lab, pharmacy and DI that orders are being received but it is not clear that those orders are associated with a patient that is participating in a research study. Please remember the triad of linkages that must be done to ensure workflows are complete. Please remember to 1) Associate the patient to a research study, 2) Link the encounter (i.e. visit or admission) to the research study and, 3) Link each order with the research study. Performing all of these linkages will ensure that when an order is sent to service areas, they will clearly see which orders may require special consideration or processing as part of a research protocol.

3. Research IT:
   a. Breakfix and enhancement: Orders being cancelled automatically at discharge or transfer
      Issue: Research kit orders cancelled 2 hours post-patient discharge or transfer
      Description: Originally reported by a research end user in the Emergency Department. It was discovered that some research kit orders were being cancelled after a patient was discharged from the hospital or transferred to another department but before reception and processing by the lab.
      Date of Fix: This issue was resolved and the solution was migrated to production on March 4, 2020.
      Impact to Users: It is recommended that all research end users who may have placed inpatient orders directly before a patient’s discharge or transfer, to check that all orders were received and resulted as expected.

4. Lab bulletins outlining changes that were incorporated as part of Wave 1 launch
   In the last newsletter we provided you with a link to the lab reference ranges that were posted as part of Connect Care launch. Please view the following bulletin that was released to accompany these changes.
   Highlight of Laboratory Changes with Connect Care Launch Bulletin
Major Changes for Laboratory Medicine with Connect Care

As of November 3:

- All of the laboratory functions provided by the APL laboratories based at the University of Alberta Hospital, Cross Cancer Institute, East Edmonton Health Centre and those provided by DynaLIFE Medical Labs will be transitioning to the new laboratory systems.
- Anatomic Pathology and Transfusion medicine will transition at all sites across the Edmonton Zone and select sites within North Zone.
- Microbiology testing provided by the ProvLab University of Alberta microbiology lab (bacterial and fungal cultures, CT/GC, and C. difficile tests) will transition on November 3rd, but all other Public Health Laboratory (ProvLab) testing will not transition until October 2021.

Ordering laboratory testing

- If you are in an environment live with Connect Care (EPIC):
  - Order using the electronic orders built into the system.
  - If test is not found in system, use legacy process.
- If you are in an environment that is not live with Connect Care:
  - Continue to use your current ordering practice with the applicable requisitions or EMR (ie. Meditech and SCM). [https://www.albertahealthservices.ca/lab/Page3320.aspx]
  - Please be aware that there is a new provincial general laboratory requisition as communicated earlier this month (https://www.albertahealthservices.ca/assets/wf/lab/wf-lab-bulletin-now-available-newprovincial-general-laboratory-requisition-dynalife-version.pdf).
  - Please provide both your current ordering ID codes as well as the new Provider ID and submitter location ID codes on the requisitions. For more information on the Provider and Submitter IDs please refer to www.ahs.ca/ccproviderbridge.

Test names

- Many test names have changed. Within Connect Care, the historical names have frequently been added as synonyms. The Alberta Health Services Laboratory Test Directory and Collection Information Guide (aka Guide to Lab Services) contains information with the legacy system names as well as the new Connect Care Terminology. It can be found at [https://www.albertahealthservices.ca/lab/Page3217.aspx]
Reference Ranges

- Whenever feasible standardization of references ranges have been established. There have been a significant number of changes to reference ranges that requires clinicians to check the full test result with the new reference range to ensure that they are correlating the results appropriately for their patient context. Please see the appendix.
- Gender X and Gender Unknown reference ranges have now been created that span the highest and lowest value limits of the male and female parameters. Extra caution is advised in interpreting the results within your individual patient’s clinical presentation.

Results

- Reports
  - The formatting of most reports viewed in or being reported from Connect Care sites will have changed. If you have concerns regarding the format and content please contact Client Response or the appropriate staff on-call for the relevant lab area.
  - Any testing ordered within EPIC but performed at a laboratory which is not live on Beaker will not flag to an EPIC inbasket. They will be available within EPIC for results review and on NetCare.

- Result routing
  - For providers in environments not live with Connect Care, results will continue to be provided to you as they are in current state (e.g. Print, fax or e-delivery) but extra vigilance is requested to ensure that the results are correct, being received and are going to the correct locations. More information on results routing can be found on https://www.albertahealthservices.ca/info/Page16724.aspx.
  - All laboratory results will also continue to be sent to NetCare.
  - Results will not flow from the new lab systems to Aria.

- NetCare folders
  - Some results will now be filing under different NetCare folders than they have historically. If you are unable to find a result, please use the search function within NetCare for the test report you are seeking.

5. Education:
   a. How to request research module-specific technical support

Some research end-users have reported that they are unsure how to get support for issues related to entering research-related information into Connect Care or having all the technical elements in place to perform the research workflow. We recommend ensuring you have selected ‘research’ as a topic when you submit a ticket at https://insite.albertahealthservices.ca/Main/cc/SitePages/ConnectCareHelp.aspx?type=workflow. Please don’t hesitate to choose either the pediatric or adult CIU as your department name, it will not impact the routing of your issue. In the Issue Description you need to be as descriptive as possible including:
  - If you do need to provide patient information to resolve the issue, please limit it to the Medical Record Number.
• The location where the user works, using the Connect Care naming conventions (the department ID they select when they login to Hyperspace).
• If it is a device issue, please include the device number (from the sticker on the device) and call the IT Service Desk & Solution Centre at 1-877-311-4300.
• Include key words related to what the user is trying to do/find (i.e. flow sheets, navigators, med admins, scheduling issue, referrals, etc.)
• Helpful to include the shift time of the user experiencing the issue. This will help the team know when they can contact the user if more information is needed.
• If your issue is related to medications, include:
  ▪ the drug name, strength and form
  ▪ the order ID number
  ▪ the order set name if applicable
• If you have entered a ticket, you can track its progress using the “Issue Submission Status” page found under “Quick Reference” on Connect Care Support.

b. How to request Connect Care access for new study staff
For non-emergency requests (unrelated to COVID-19 staffing reassignments) and related to the new hire of staff, you can request training and access for new hires at https://extranet.ahsnet.ca/teams/AHSRA/ITAccess/SitePages/CC_User_Training.aspx.
New hire training for the Research Staff course is offered once per month for Wave 1 sites. Note: In-person training availability may be limited during the COVID-19 response.

c. How long before a monitor visit should I request monitor access?
While the Health System Access team works to streamline the provisioning process with AHS IT, it is recommended that research coordinators request access to the Provider portal for external study monitors at least 3 weeks in advance of the visit. Access can be requested here and instructions can be found at https://extranet.ahsnet.ca/teams/AHSRA/News%20%20Annoucements/tms-cis-connect-care-implementation-waves-1-to-6.pdf
d. Where can I find information on how to navigate the views for patients in inpatient settings as well as inpatient tools and reports?

You may not be aware that resources on your learning home dashboard include resources that outline how to navigate the chart and perform workflows in inpatient settings. Navigate to your learning home dashboard and scroll to the bottom of your dashboard to see both outpatient and inpatient guides.

e. How do I correct an error in charge review that is marked as reviewed after the 28 day charge review window has closed?

Once you have marked research study-associated charges as “reviewed” in your charge review report, those charges will be released from the workqueue and be cleared from the research account and will not be available for you to switch that charge between research and standard of care. If you find that you have incorrectly associated a charge and it has already been cleared, please submit a ticket to ‘research’ using the https://insite.albertahealthservices.ca/Main/cc/SitePages/ConnectCareHelp.aspx?type=workflow link. Please provide as much detail as you can on the charge including the order name, the date or the charge, the patient identifier and identifying the nature of the error.

6. Communications:

a. Most recent Clinical Inquiry Newsletter

You can find the most recent version of the provincial Clinical Inquiry newsletter (Research & Analytics) here if you did not receive it in your inbox.

b. Next Research Webinars

Our monthly open webinars 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

Upcoming session dates: (third Monday, of each month)

Apr.20 12:00-1:00
May 19 12:00-1:00

Our February webinar featured an overview of Reporting tools in Connect Care. You can find links to previously recorded webinars, here under the heading ‘Presentations and Videos.

c. COVID-19 Registration/Scheduling Travel Screening and Auto-Appointment Reminder Calls

Effective immediately, the Connect Care auto-appointment reminder calls have been changed to include the below messaging around COVID-19.

“In the last 14 days, if you have travelled anywhere outside of Canada and are feeling unwell with fever, and/or cough, shortness of breath, or have been in close contact with a person who has travelled and is unwell, or have been in close contact with a confirmed or probable case of COVID-19, please call the clinic for a health assessment over the phone, before coming in for your appointment.”
Also travel screening for COVID-19 will be incorporated into the Connect Care workflows for registration, scheduling and appointment check-in starting Wednesday, March 18, 2020 (anticipated date for implementation).

Please see the attached Memo - Connect Care Reminder Calls and Travel Screening - for the full details.

d. 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
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: https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx
  (the lower right-hand side of the AHS Health System Access Resource Page in a box called ‘Connect Care Resources’)

7. Finding help for your questions and requesting on-site assistance *NEW comprehensive list of supports*
- Ask a local research super-user first, your colleagues are your first best resource.

For urgent issues (including log-in issues) or technology related issues with patient impacts, call 1-877-311-4300. If a Patient Safety Event has occurred (hazard up to harm), it is recommended that you submit an RLS (include your service desk ticket number in your RLS report).

I Can’t Log-In, My Password Doesn’t Work, or I’m Having an Issue with a Device. In line with security policies established by Alberta Health Services, password resets can only be completed over the phone. You may also contact the service desk if you are experiencing issues with your computer, printer, other non-medical devices, or you are a clinician who requires Solution Centre support. Call the IT Service Desk & Solution Centre immediately at 1-877-311-4300

For non-urgent research-specific system issues, submit a Connect Care IT ticket (https://insite.albertahealthservices.ca/Main/cc/SitePages/ConnectCareHelp.aspx). Under ‘Clinical Area’, select ‘Research’. Under ‘Connect Care Department Name’ enter EDM STO WMC PED CIU or EDM UAH WMC CIU. We are in the process of populating all department names here. Things were you might want to submit a ticket include:
- A functionality or report in the Connect Care research module is not working as expected
- A workflow that you are trying to perform in-system support of research is interrupted, delayed or does not transmit
- You are requesting access, functions or reports that are not currently available to the research coordinator role, etc. .
There is an issue related to how information is tracked, entered, transmitted or reported in a research visit.

For assistance with study and study team member approvals and or study set-up in Connect Care. Please submit the appropriate form on the Health System Access (HSA) website (https://extranet.ahsnet.ca/teams/AHSRA/ITAccess/SitePages/CC%20Research%20Resources.aspx) for Connect Care requests related to:
- Adding your study to Connect Care
- Updating Connect Care study records (add/remove research staff, notification preferences, study description, etc.)
- Requesting Connect Care training

For status updates on submitted requests to HSA, contact research.administration@ahs.ca.

If your workflow or service-related issue relates to performing research care workflows in combination with pharmacy, lab or diagnostic imaging, please directly email or call your service area contact. These service areas are best able to speak to resolution of issues.

For 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.

8. 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