



**August 21st 2020**

## Connect Care Research Wave 1 Update



Hello! Enjoy the blue skies and sunshine!

**Your Connect Care Research Support team has expanded to better serve your help-finding needs!** Many of you are already accustomed to calling in or logging a research ticket or emailing your research support team for help, but research end users who are already live in system now have a Solutions Centre available to answer questions you may have about how to complete your day-to-day work in Connect Care. 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. Whether you are presented with a challenge that requires a solution, or if you would like to inquire about new functionality, your newly expanded team is here to support your needs. Please see section 5 in this update for all the new details.

**Reminder to all research teams about maintaining your study record ... when your study is finished, billing is complete, and you no longer need associations with the study, it is your responsibility to submit a request to the Health Systems Access (HSA) team to have the study record closed out.** Only request study completion when all visits for your study are complete and all associated charges have been reviewed. **Contact HSA: [Research.Administration@ahs.ca](mailto:Research.Administration@ahs.ca) to activate or close-out the study.**

When the study is closed out, it will be marked as “Complete”. Once a study is “Complete”, it is irreversible. The recurring accounts associated with that study will automatically close and charges will no longer flow to the study, nor will the study be available in other research workflows.

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- a. Provincial Speech Recognition (PSR) Update
- b. Virtual Health Visits – should you record Zoom conversations?
- c. New ECG training video now available!

#### 2. Training:

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- b. Next training offerings dates

#### 3. Communications:

- a. Most recent Clinical Inquiry Newsletter [HERE](#)
- b. The next Research Webinar will be held on Monday, September 21<sup>st</sup> from 1200h to 1300h.
- c. Recent AHS releases and communications: CMIO starting new “Clinical Inquiry clinics” for physicians. Find out more about it: <http://www.bytesblog.ca/2020/07/28.html>
- d. Have you missed an update? Previously Released Newsletters archive



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1. **Education:**

- a. **Provincial Speech Recognition Update**

Provincial Speech Recognition (PSR) is the strategy for deployment and standardization of speech recognition in alignment with Connect Care.

Complementing the Connect Care Clinical Information System, the Provincial Speech Recognition (PSR) project is implementing new technology, Dragon Medical One (DMO), to replace Dragon Medical Network Edition (DMNE). The solution will provide prescribing providers and clinical lab users a convenient, user-friendly alternative to using a keyboard and mouse for documentation within Connect Care.

With this solution, end users will enjoy broad and timely access to front-end speech recognition tools and availability of real time clinical documentation at point of care. Speech recognition functionality is embedded and launched from within Connect Care to facilitate seamless use for dictation and navigation.

Be sure to check out the [PSR Insite page](#) for additional information. Do you have a question or comment about PSR? Send an email to [speechrecognition@ahs.ca](mailto:speechrecognition@ahs.ca)

- b. **Virtual Health Visits – should you record Zoom conversations?**

When we first released information to the research community about virtual health visits earlier in June of this year, we reminded everyone that research involving some aspect of patient care should make use of the CIS. To that end, research visits should be treated the same way as regular clinical visits with respect to virtual health tools, such as the AHS Virtual Health video conferencing tool, to support virtual care encounters between clinicians and with patients.

Video conferencing brings with it some new considerations, including the potential for live-recording of patient visits. As with any existing interaction with a patient, where conversations may be recorded for research purposes, signed informed patient consent to the use of recording devices must be obtained before using the 'record' feature during a video conference with a patient. An AHS recording recommendation will be further updated when use cases for recording in Zoom for clinical needs is approved by AHS executive.

Check out the revised AHS recommendations about virtual health visits and recordings by accessing the following:

[Virtual Health Website](#)

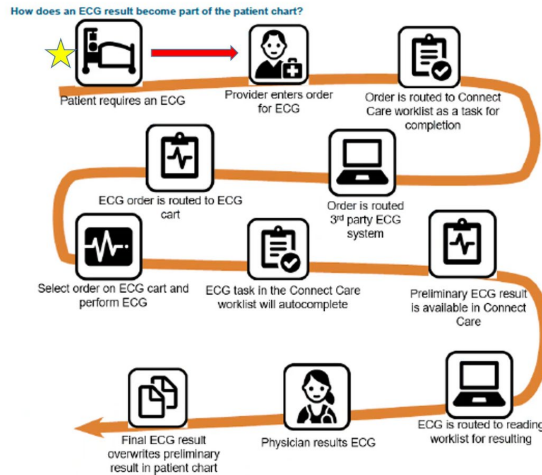
[Connect Care Manual - Virtual Care](#)



### c. New ECG Training Video available!

An **ECG Workflow training video** has been developed that walks users through the steps from the time an ECG is ordered through to the time it is resulted to increase understanding of the relevant users, processes and system documentation. This video is now available on the [Connect Care Knowledge Library](#). Search for “ecg” to filter the results and you’ll see the link to the video.

#### ECG workflow overview



Document Name	Document Type	Applicability	Tags	Modified
<a href="#">ECG Workflow</a>	Workflow	Multiple Domains	Inpatient, Orders, Non-Invasive Cardiology	Wed Mar 18 2020
<a href="#">ECG Workflow Video</a>	Video	Multiple Domains	Non-Invasive Cardiology, Cardiology, Inpatient, Outpatient, ASAP, Ambulatory, Orders, Laboratory, Rural, Workflow, Video	Mon Jul 20 2020
<a href="#">ECG Workflow Work Package</a>	Work Package	Multiple Domains	Cardiology	Wed Jul 15 2020

Showing 1 to 3 of 3 entries (filtered from 377 total entries)

Alternatively, here is the direct link:

[https://ahamms01.https.internapcdn.net/ahamms01/Content/InSite\\_Videos/CIS/tms-cis-ecg-workflow-video.mp4](https://ahamms01.https.internapcdn.net/ahamms01/Content/InSite_Videos/CIS/tms-cis-ecg-workflow-video.mp4)

## 2. Training:

### a. Research Staff ILT Course Update

The Research Staff course is delivered 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 contact users and ensure they have the required access and technical equipment before training dates. Of note, the prerequisite course for Research Staff ILT, Ambulatory Nurse Shared is provided as an in-classroom training and must be completed before attending the Research staff course.

**b. Next training offering dates:**

- i. September 2 and 3, 2020, 8am - 12pm
- ii. September 30 and October 1, 2020, 8am - 12pm
- iii. November 4 and 5, 2020, 8am - 12pm
- iv. December 2 and 3, 2020, 8am - 12pm

**3. 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](mailto:CC.research@ahs.ca)  
Upcoming session dates: (third Monday, of each month)

The next Connect Care Research Webinar is scheduled for Monday, September 21<sup>st</sup> at 12pm

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

**c. Recent AHS releases and communications: CMIO starting new "Clinical Inquiry clinics" for physicians**

Find out more about it: <http://www.bytesblog.ca/2020/07/28.html>

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

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

- o Connect Care Bytes Blog
- o Connect Care Readiness Playbook

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



#### 4. HIM Information

##### a. Scanning and New Document Types

Scanning is announcing the implementation of a new set of Document Types starting September 10, 2020.

Watch for future communications regarding document types and mark your calendars for the upcoming Virtual Office Hours (VOH) Sept 1, 3 and 9 from 11:00am to 12:00pm with the same content presented each session. If you are unable to attend during these dates a recording will be made available.

Review the [Media Manager How-to Guide](#) for detailed step-by-step guidance when scanning documents.

Email ECS@ahs.ca for any Document Type questions or if you need assistance with locating what you need.

#### 5. Finding help for your questions and requesting on-site assistance **\*NEW comprehensive list of supports\***

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) **\*NEW\* Solution 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) You can also submit a Connect Care IT ticket for non-urgent research-specific system issues using our online concierge form – refer to [Connect Care IT ticket](#). Under 'Clinical Area', select 'Research'. Under 'Connect Care Department Name' enter EDM STO WMC PED CIU or EDM UAH WMC CIU, and specify your department in the 'issue description' field. We are in the process of populating all department names here.

**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.



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**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](mailto: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](mailto: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](mailto: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>

Best to all,

On behalf of the Connect Care Research team [cc.research@ahs.ca](mailto:cc.research@ahs.ca)

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