January 23, 2020

**Connect Care Research Wave 1 Update**

Happy January, I hope everyone is keeping warm! There are many new releases from the Research IT team in response to tickets and feedback from the research users. Please keep putting in those tickets and providing your feedback. For those who were unable to attend the last research webinar, we have a recording for you to review. As ever, you can always submit ideas for other education bits for future newsletters.

**In This Update:**

1. **Research and Connect Care IT Updates**
   a. Clinical Investigation Unit Workspace Update
   b. Admission, Discharge, Transfer (ADT) event notifications [PLEASE REVIEW FOR POTENTIAL IMPACT TO YOUR STUDIES]
   c. Appointment auto-reminder functionality
   d. Recall tab to see patient’s future appointments now visible for non-clinical research staff
   e. Log-out button fix: ‘Change Jobs’ now also available as menu option near Log-Out button
   f. In Progress: Oncology dashboard availability for staff with an oncology researcher sub-template

2. **Education: Assigning a Diagnosis Code to close out Research Only Encounters**

3. **Wave 2-3 Updates**

4. **Connect Care Research Webinar – Link to January 20, 2020 – Research Overview and Key Research Workflow Messages**

5. **Previously Released Newsletters**

6. **Log-in and Password reset help?**

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

8. **More resources for Research end-users**

1. **IT Technical Updates**

   a. **Clinical Investigations Unit (CIU) Workspace Update**

      **Impacted End-Users:** Clinical staff logging into the WMC Adult and Stollery Pediatric CIU departments in the CIS.

      **Date of Update:** Tuesday, January 14, 2020

      **Description of Update:** An update to the system workspace took effect at the WMC Adult CIU and Stollery Pediatric CIU. This update now enables nursing staff in the CIU departments to access a combination view of both inpatient and outpatient workspace. It has been identified that CIUs are dynamic in nature and cover many workflows. A new toolset has been developed to help capture the most common workflows and navigation areas.

   b. **Admission, Discharge, Transfer (ADT) event notifications**
Impacted End-Users: Research study team members following patient ADT events are part of an in-system study.
Date of Update: Friday, January 10, 2020
Description of Update: ADT event notifications were updated to ensure they notify research coordinators identified on the research record of ADT events as per the system default.
Recommendation for all Research End-Users: If any of your patients experienced an ADT event during the time period of November 3rd, 2019-January 10, 2020, you will not have received an ADT event notification in your in-basket. You can check if any events occurred by customizing the report “Upcoming/Current Admissions for Patients Associated with (Specify Your Study)” with your study name and the relevant time period. From January 10th onward, these automatic notifications are now turned on and should route to the inbox of the research coordinator and Principal Investigator of the study as outlined in the research study record.

c. Appointment auto-reminder functionality

For departments who opt-in to the functionality, automated Appointment Reminder functionality will start on Monday, Jan 27th (for all appointments booked Jan 30, 2020 and after). Staff must update the communication preferences when speaking with patients during the scheduling process; informing patients that this functionality is starting and they will receive reminder calls unless they request otherwise. We recommend that you contact the clinical department where your appointments are booked to confirm if the department has opted out of the auto-reminder functionality. Whomever is booking patient appointments would need to be aware of that decision and refer to the tip sheet for instructions for other options.

Please click here to access the poster if you will be advising patients of this functionality.

d. Recall tab to see patient’s future appointments now visible for non-clinical research staff

Impacted End-Users: Non-clinical Research coordinators and non-clinical investigators
Date of Update: Tuesday, January 21, 2020
Description of Update: The ability for Research users to see future appointments via the recall tab was requested as some departments previously had this view pre-launch. The nature of the Recall tab update is to enable end-users with a research coordinator role to see when future appointments are booked for patients. They can subsequently schedule research visits on the same day the patient is arriving for previously scheduled medical appointments.

e. Log-out button fix: ‘Change Jobs’ now also available as menu option near Log-Out button

Impacted End-Users: Research Coordinators and Research Nurses
Date of Update: Friday, January 3, 2020
Description of Update: At the request of research end-users, the ability to “Change Jobs” is now available both in the Epic button menu and the Log-Out button menu in alignment with options available to clinical users.
2. **Education: Diagnosis Code to close out Research Only Encounters**

There is a system requirement to assign a diagnosis in order to close research only visits. For diagnosis, users can only choose from the ICD-10 codes in-system, and research codes are held in ICD-10 code # Z00.6. Upon review of all options in this code classification with Health Information Management (HIM) and members of the research community, the recommendation is for users to select the option to assign the diagnosis of “**Patient in clinical research study**” from code # Z00.6.

3. **Wave 2-3 Updates**

Please note that there have been some modifications to the Connect Care Wave 2-3 launch sequencing which may impact when each of your studies will move into Connect Care. [https://insite.albertahealthservices.ca/main/assets/cis/tms-cis-connect-care-infographic-site-implementation-timeline.pdf](https://insite.albertahealthservices.ca/main/assets/cis/tms-cis-connect-care-infographic-site-implementation-timeline.pdf) Of particular note for our researchers, Red Deer Hospital will be moved to Wave 4. We are currently in communication with research teams operating out of sites included in Wave 2/3. Please reach out if you have not been communicated with and feel your study is applicable to this wave. Please email cc.research@ahs.ca if you have any questions.

4. **Connect Care Research Webinar – Link to January 20, 2020 – Research Overview and Key Research Workflow Messages**

The January 20th, 2020 monthly Connect Care research webinar included:
- Wave 2/3 Sequencing Update
- Research Support and Ticketing Process
- Research Lab Order and Pharmacy Orders – Key Steps in Workflows
- Research Application Overview (our original demo showcasing the research workflows that exist in Connect Care for research study teams)

The recorded version of this webinar will be updated at [https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx](https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx) this week.

We encourage you to disseminate the invite to any members within your Area Councils and/or teams that are interested in learning more about the research functionality and to let us know at cc.research@ahs.ca if you would like an invite to these webinars.

5. **Previously Released Newsletters**
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 PRA Resource Page in a box called ‘Connect Care Resources’)

6. 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.

7. 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 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.
- For those of you emailing the cc.research@ahs.ca inbox, you will see a new message helping individuals to know where to direct their questions:
8. More resources for 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