June 25th, 2020

Connect Care Research Wave 1 Update

Hello! We hope everyone remains happy and healthy out there!

As mentioned in the Research charting etiquette document, some of our previous webinars and during wave 1 research training for Connect Care, one of the expectations for our research users is to ensure the research records for your studies and individual patients are complete and up to date. Make sure to review all your study information in the system and update all the required fields and keep the patients’ chart up to date with all required information (for our research users this includes the Research Studies tab).

- If you notice any incorrect information and are unable to update it yourself, please notify Health System Access (HSA). It is critically important to keep the ‘study status’ field up to date as this impacts your ability to complete many of the in-system research workflows and also tells anyone else using Connect Care which stage your study is at.

- It is your responsibility to enter and maintain the current patient status for each of their studies.

- You must also enter the start date (date the patient was consented) and the end date (date when the patient completed or was disqualified or withdrew from the study). This is another vitally important piece as this impacts patient safety (a clinician may change the treatment choice based on the assumption the patient is still in a study), and the research opportunities for the patient (a study team may not approach a patent with a research opportunity based on the information that the patient is currently enrolled in another study). The risks are very similar if the patient is currently in the study but the start date is not entered. So please ensure to enter both dates as appropriate.

- You must also ensure to scan the Main ICF and its amendments to the chart. Supplementary ICFs are recommended to be scanned but not mandatory.

Remember, many resources exist on both your Research Coordinator – My Studies dashboard AND your Learning Home dashboard including step by step outlines of how to associate patients and orders to research, your requirements for charting patient participation, and additional resources guides for outpatient and inpatient care workflows.

If you cannot track down your local super user, and the issue is not technical in nature (make sure to send in tickets to IT for those!) please know you can reach out to cc.research@ahs.ca and we will match you with the help you need.
In This Update:

1. Education:
   a. Virtual Health Visits available as an encounter type for research coordinators
   b. How do I perform research workflows when the system is down and the clinic is experiencing Connect Care down-time?
   c. How do I complete specimen collection WF and appropriately label my research kits?
   d. How does a research coordinator request remote monitor access?
   e. What if I link the wrong patient to the wrong study?

2. Training
   a. Research Staff ILT course update – virtual training
   b. Next training dates
   c. Reporting training overview

3. Communications:
   a. *NEW* COVID-19 return to work guidance for research
   b. *NEW* Connect Care Wave Timelines have been released: when is your wave?
   c. Most recent Clinical Inquiry Newsletter here
   d. Next Research Webinars
   e. Have you missed an update? Previously Released Newsletters archive

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

5. More resources for Research end-users

1. Education:

   a. Virtual Health Visits available as an encounter type for research coordinators
   Research is care in a Connect Care context. Research that involves some aspect of patient care should make use of the CIS, and research visits should be treated the same way as regular clinical visits with respect to virtual health tools. Telephone encounter types have been available for research visits and the research coordinator security template has been updated to now allow research coordinators to book and document virtual health visits.

   AHS Virtual Health offers a video conferencing tool to support virtual care encounters between clinicians and with patients, including those who are either in self-isolation, unable to attend an AHS clinic or are located in rural and remote areas. Video conferencing will support virtual care interactions between patients and health care professionals in a range of clinical areas. A research specific operational mandate will be drafted and communicated to the research community on this topic for awareness and assurance to users.

   In the meanwhile, the following links will provide helpful information to learn more:
   
   Virtual Health Website
   Connect Care Manual - Virtual Care
b. How do I perform research workflows when the system is down and the clinic is experiencing Connect Care down-time?

*Connect Care and Clinic Downtime Procedures – do you know what you need to know?*

Do you know how to continue research operations in the event of electronic system interruption due to power failure or system updates? Every clinical care area has a specific set of downtime procedures which describe how and what moves to an alternate manual process if electronic systems are unavailable. Contact the nurse manager of your affiliated clinical department and familiarize yourself with downtime procedures and develop your own as required. It can help alleviate stress during the occurrence of these potential situations if you are prepared! You can access information on downtime procedures here to learn more: [Downtime Procedure Info](#)

c. How do I complete specimen collection & research kit labeling workflows?

*Both patient and specimen labels can be printed out in advance of collection.* Begin the specimen collection workflow, print the labels and then return to complete the workflow and document the collection.

### Specimen Collection

1. If you are collecting labs in clinic, open the **Order Inquiry** activity tab to collect specimens.
2. If view not available; single click **Views**.
3. Select **Nurse Collect Orders**.
Print Labels & Collect Specimens

1. Single click orders needing collection
2. Single click **Collect Specimens**

![Image of the Connect Care Research interface showing order inquiry and collect specimens options]

1. Single click **Print Labels**.

![Image of print labels interface]

**NOTE:** By clicking this button, a Specimen ID number will be assigned in addition to printing a specimen label. Therefore, you MUST click the Print Labels button even if a label printer is not available.

**NOTE:** You can print labels before collection of a specimen. After printing specimen labels, you can close the workspace and document collection later. To continue documentation after closing the workspace, find the order using **Order Inquiry** activity tab and click **Collect Specimens**. It will bring you back to the following screen.

2. Click the **Scan the label or click to document the collection** hyperlink to document the collection.

![Image of collect specimens interface]
NOTE: If a label did not print, try to reprint by clicking Reprint Labels. If labels don’t print, write the specimen number on the requisition and on the patient label.

a) Document the collection, verify the specimen type, time and date of collection, and department name. Make changes to the selections as appropriate.

b) Click Finish.

Research Kit Labeling

Research kits need the following in order to be processed by lab:

a) Research Study- specific paper requisition (external to Connect Care) – provided to study teams by the Lab.

b) Patient label – printed from Connect Care – can be printed at any time.

c) Specimen Label – printed from Connect Care – can only be completed once order signed.

Print the patient label:

1. Once in patient’s chart, in the right upper hand corner, single click for more activities.
2. Hover over Label Print.

4. Check box for AHS ADT 3x1 LABELS
5. Single click Print All Selected
1. Once an order is signed, find the order in the **Order Inquiry** activity tab.
2. Single click **Collect Specimens**.

![Order Inquiry Screen]

3. Single click **Print Labels**. This will print the research kit label.

   NOTE: You can print labels before collection of a specimen. After printing specimen labels, you can close the workspace and document collection later. To continue documentation after closing the workspace, find the order using **Order Inquiry** activity tab and click **Collect Specimens**. It will bring you back to the **Collection** activity tab.

![Print Labels Screen]

Remember to add both labels to the requisition.
Remember to complete the workflow: Document
1. Document the collection, verify the specimen type, time and date of collection, and department name. Make changes to the selections as appropriate.
2. Answer whether a research kit is provided.
3. Click Finish to complete the workflow.

d. How does a research coordinator request remote monitor access?
   i. Make sure your monitor completes the appropriate request form [link] and remember to add the coordinator’s contact information within the appropriate section on the form. This allows the Health System Access (HSA) to cc the research coordinator on all the communications. Ideally, 5-10 business days is required to process request.
   ii. After the monitor completes the form, the HSA team will review for any missing information and will contact the monitor as required.
   iii. The HSA team will cc the study coordinators in any correspondence so the coordinator can assist in the form completion process and facilitate as needed.
   iv. Once the form is processed, the Connect Care team will provision access for monitor (monitor will receive emails about their network credentials, training, remote access and logging into – these emails contain confidential account information and WILL NOT be cc’d to the coordinator). If the coordinator would like to assist, the remote access and logging in process can be found [Here].
   v. Once the monitor has applied for access, the study coordinator can release the appropriate study participant charts for that monitor to review. New! Release Patients to Study Monitors – Tip Sheet is available on the Research Coordinator Learning Home Dashboard.

e. What if I link the wrong patient to the wrong study?
   Before linking a patient to a research study, the research users must verify and be sure that they are linking the right patient to the right study. Having said that, mistakes may happen, and it is important to know how to properly correct them.
It is important to understand that although you are able to delete the study association, this information is never removed from the chart. The linkage will still be viewable when searching for “deleted” studies in the patient’s chart.

Please follow the steps below to delete a research study association from a patient’s chart:

1. Change the patient’s status to a pre-consent status (identified, interested) to ensure it is clear that the patient was never enrolled in that study.
2. Click “delete” to remove study association.
3. This association will still be visible by selecting the **Deleted** status checkbox.

---

2. 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 training dates**  
   i. July 8 - 9, 2020, 8am – 12pm (spots available)  
   ii. August 11 – 12, 2020, 8am – 12pm (spots available)

c. **Reporting training overview**  
   Reporting training is now available to all Connect Care users through self-registration on MyLearningLink, more information is available on Insite. In-system reporting questions, comments or concerns can be directed to ConnectCare.ReportingSupport@ahs.ca.  
   i. **Basic Reporting User** is being offered virtually. All research end-users who have taken the Research Staff ILT course are encouraged to take this virtual learning course as it explores how to pull and customize reports introduced in the Research Staff course. This course is a pre-requisite for the Reporting Power User course.  
   ii. **Reporting Power User** is being offered virtually. This course builds upon basic reporting knowledge. You learn more advanced in-system reporting skills such as modifying parameters and display columns, using custom logic, building summaries, personalizing and customizing dashboards, and formatting report results.

3. **Communications:**  
   a. **COVID-19: Return to work guidance for research**  
      *New information has been released regarding ‘Return to Work (post COVID) for Research teams working in AHS facilities or accessing AHS resources.’ Please see the following links for updated recommendations from Alberta Health Services and the University of Alberta:*
      - [https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-research-access-memo.pdf](https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-research-access-memo.pdf)  
      - [https://www.ualberta.ca/covid-19/research/on-campus/procedures.html](https://www.ualberta.ca/covid-19/research/on-campus/procedures.html)

b. **New Connect Care Wave Timelines have been released: when is your wave?**  
   **New Wave 2:** Edmonton Suburban sites – Launch October 24, 2020  
   **New Wave 3:** Calgary Rural, former Peace Country – Launching February 27, 2021  
   **New Wave 4:** Alberta Children’s Hospital, Peter Lougheed Centre, Royal Alexandra Hospital, Lois Hole Hospital for Women, Glenrose Rehabilitation Hospital – Launching June 5, 2021

c. **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.

d. **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)
The next Connect Care Research Webinar is scheduled for Monday July 20th at 12pm and will focus on using the reporting tools in Connect Care for Research purposes.

You can find links to previously recorded webinars, here under the heading ‘Presentations and Videos’.

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’
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 right-hand side of the AHS Health System Access Resource Page in a section called ‘Connect Care Resources’)

4. 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.

5. 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,
On behalf of the Connect Care Research team cc.research@ahs.ca

Leanne M. Blahut, MSc, PMP
Project Manager | Health Evidence & Innovation |
Provincial Clinical Excellence | Alberta Health Services
leanne.blahut@ahs.ca