November 29, 2019

**Connect Care Research Wave 1 Update**

As we complete week 4 of launch, we have 3088 patients identified in the system as associated with research studies! Thank you to all the Connect Care Research end users, super users, nurses and investigators who have reached out to make recommendations or suggestions to either the Connect Care research team or to other users with questions. As you can see, all of that feedback has led to the development of new tip sheets, guides and webinars. We welcome all the recommendations and this can only lead to more relevant information for each new Connect Care Research User.

**Reminder** Have you been performing charge review for your studies? At least one member of the study team are required to review each charge has been correctly assigned to research or standard of care for your patients. Use your Research Charge Review guide on your Learning Home Dashboard to remind you of the steps.

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1. **Ordering a Clinically Administered Medication (CAM) through an Orders Only Encounter: Interim State Process**

As a reminder, Clinically Administered Meds (CAM) are ordered whenever the medication is administered by a member of the AHS clinical care team (in the webinar example the study drug was being administered by the WMC CIU). They appear as with a syringe icon next to them on the patient record. CAM are routed to pharmacy and allow the clinical care teams to document the administration in the system.

Currently, when ordering a CAM through an Orders Only Encounter (to get the orders signed by the Investigator in advance of the appointment) are not being routed to AHS Pharmacy. We have escalated this issue and we are looking into the solution. In the meantime we have connected with AHS Pharmacy to develop an interim state process until this issue resolved. Please see below. Please note the workflow below is only to be used when the medication is being administered by a member of the AHS clinical team.

a) Open an Orders Only Encounter as usual
b) Order the Clinically Administered Medication version of the investigational medication. If your patient will be taking the medication home, or if the study team (not an AHS clinical team) will be administering the medication to the patient, you need to order the “Home Med” version of your investigational drug.

Please note this is a temporary workflow until the issue with proper routing is resolved. We will inform all of our users once we learn the final workflow. If you have any questions, please contact...
To review the workflows mentioned in this update bulletin, please refer to the resources in your Coordinator and Learning Home Dashboards.

2. Study Monitor Access to Patient Records in the CIS
A number of research team members have reached out to ask how best to manage study monitor visits in the interim state before Epic Care Link becomes available for study monitors. Below are the recommendations of the Health System Access (HAS) team, and Health Information Management (HIM);

For studies that are being run in previous eClinician sites (now launched as part of Connect Care, Wave 1)
- Interim state will be the same as before CC – Monitors will have access to the chart via “over the shoulder” view. The “over the shoulder” view can be done with both eClinician (for retrospective data) and Connect Care for current data.

For studies that are being run in previous paper chart sites (now launched as part of Connect Care, Wave 1)
- Interim state (Until Epic Care link is available):
  - For data/chart information before November Go-live: User will request access to the paper chart and monitor will be able to review these charts in the HIM Research Cubicles.
  - For data/chart information before November Go-live that has already been scanned to Connect Care: User will have to allow monitor access though “over the shoulder” view.
  - For data/chart information after November Go-live: User will have to allow monitor access though “over the shoulder” view.

Note: For users requiring the paper charts for monitor access (if the chart has not yet been scanned) HSA will request HIM to put a hold on chart scanning for the identified patients. Study teams will need to provide HSA with the study name, ethics ID, primary study coordinator contact and OA#. Users will still need to request the charts to HIM as they did before CC. HSA will use the information you provide to notify HIM to put a hold on the chart scanning.

- Please note:
  - Scanning of charts has a **7 day turnaround**.
  - For release of paper charts, up to 10 charts may be requested at a time.

3. Education: Investigational Blood Products
Orders to the transfusion lab for blood products and blood derivatives follow a different process from other orders in the system. In advance of the transfusion or administration, you must place two orders: an order to prepare the product and an order to transfuse or administer. Additionally, documentation of these products is done through flowsheets and the Blood Product Administration Module within Connect Care, not on the MAR.

A new **Investigational Blood Products guide** released through your Research Coordinator learning home dashboard will provide the high-level steps, references to more detailed guides, and research-specific considerations for blood ordering and administration.
4. Research Administration & making a request to change study details in a Connect Care Research Record (.RSH record)

If you have a new research study that just received REB approval and requires access to Connect Care, you will receive an email from Health System Access (HSA) asking you to complete the HSA Questionnaire. An HSA advisor will review the REB approval and HSA questionnaire and contact you about next steps.

To request Research Staff training for a new user on a study that is already in Connect Care, complete the IT Access Request form (http://bit.ly/1NTJabJ).

To request changes to the Study Record within Connect Care, complete the User Change Request form (https://extranet.ahsnet.ca/teams/AHSRA/ITAccess/SitePages/CC_User_Change_Request.aspx).

For example, you would like to update the study title, study description, users associated with the study, or notification settings, etc.

For status updates on submitted requests or questions on whether your study qualifies for Connect Care access, please contact research.administration@ahs.ca.

5. Investigator sub-role template for research

The Health System Access team is in the process of activating 110 Principal investigators with research sub-templates, who were previously identified as providing oversight for research studies recruiting AHS patients. This sub-template enables investigators to utilize the research module functionality in the CIS including the research navigator. Principal investigators can have the research sub-role template applied to their Connect Care access without completing the EUPA/training for Research Staff. Investigators may still find many of the resources available to our research coordinators helpful as they learn to utilize the research functions.

6. Upcoming Training Dates for Research Staff

The next available dates for research-related training are:

December 11 & January 8th: Research Staff
December 12: Research Biller

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.

7. 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.

8. Research Super-User based, in-person and virtual office hours support model.

It has been so wonderful meeting each of you in the Research Support classroom over the last two months. From Monday, November 18th onward, you can continue to find support by:

- Asking a local research super-user, your colleagues are your first best resource
- If you cannot find one, we have super-users attending our virtual office hours (see details below) online at 9:30am where we are there to help you,
Sending your questions into cc.research@ahs.ca.
Need even more help? Leanne Blahut will be onsite at the Kaye Edmonton Clinic KEC 0.127, University of Alberta Hospital, Walter C. Mackenzie Health Sciences Centre every Wednesday morning 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.

If your needs are technical in nature and a super user cannot assist you, you can submit your questions to the relevant IT support desk as per https://insite.albertahealthservices.ca/ccsupport. As you would expect, you will likely get the quickest and most relevant answers by asking a research super-user for help with workflow-based questions.

Attending virtual office hours to get your questions answered? At 9:30am every morning, we will have a member of our support team on-line to answer your questions.

9. More resources for End Users: Please remember to check you Learning Home and Research Coordinator Dashboards for more training material, 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