



June 15, 2021

## Connect Care Research Update



Welcome to the start of the summer warmth! Please review the information below for the latest updates to Connect Care for research community members. Of note, there are **\*\*NEW Research kit orderables available\*\*** in Connect Care that allow you to order different types of specimens in the same kit or collect multiple time-points to support pharmacokinetic and pharmacodynamics (PK/PD) phase I and other studies. ALSO, there is a **MAJOR UPGRADE COMING** to Connect Care called the 'triple upgrade' which your research team staff will need to learn about. See the education section below to find out about these changes. Come to the webinar and/or review the PDF or take the MLL course available so that you are not caught unaware next month.

### In This Update:

#### 1. Research IT

- a. **Research Kit** – New release of two kits redesigned for multi-time point and multi-specimens
- b. **Research Coordinator Role Fix** - Demographics security update for patient lists

#### 2. Education

- a. **External Study Monitor Access to the Provider Portal** – New, easier to understand instructions released to support the application for external study monitor portal access
- b. **New Research Kits:** How to use them for multi-time point and multi-specimen orders
- c. **Connect Care Spring 2021 upgrades (Triple Upgrade)** – how to get you and your team trained for research and clinical update including PDF link & upcoming webinar feature and an overview of the research-specific changes
- d. **Deferred Consent Pharmacy workflow** – how can you ensure that you have ordered INV meds from pharmacy appropriately when the study participants are subject to deferred consent
- e. **Super user & Connect Care updates**

#### 3. Training

- a. Research Staff ILT – virtual training
- b. Upcoming Research Staff training dates – wave 4 is coming!
- c. Research Super User Training

#### 4. Communications

- a. New support for research studies anticipating a registry build
- b. Most recent Clinical Inquiry Newsletter
- c. Next research webinar
- d. Recent AHS releases and communications
- e. Have you missed an update? Previously released newsletters archive

#### 5. Finding help for your questions



## 1. Research IT

### a. Research Kit – release of two kits for multi-time point (pharmacokinetic/pharmacodynamics) and multi-specimens

**Date of Fix:** May 27, 2021

**System Update:** , The original Research Kit has been updated so users can now select multiple specimen types in one order. Additionally, a new Research PK/PD/Time point kit has been released that can be used for orders with multiple time points.

**Description:** The Research PK/PD/Time point kit can have up to 10 time points collected in a single order which can be released and collected separately. The original Research Kit now has multiple specimen types to choose from – i.e. blood, urine, CSF, Stool, Sputum, Bone Marrow, Tissue, Saliva, Swab, and Other

**Impact to Users:** Increased flexibility for ordering multiple specimen types and time points for Research purposes. Users may experience a different look and interaction when ordering the original research kit which now has the ability to collect multiple specimens. Users may not have to order a number of research kits at once in order to collect multiple specimens or for different, close-in-time time-points.

### b. Additional demographics security for research coordinators

**Date of Fix:** June 10, 2021

**System Update:** Added a demographics security point for Research Coordinator users.

**Description of issue:** Research Coordinators were not able to see patient phone numbers in a Patient List. The value in the Patient Lists 'Phone' column appeared as "<restricted>". Research users are able to view the patient phone numbers in various other areas (e.g., Snapshot report, Storyboard, Demographics activity, Appointment Desk); this was the only screen where the phone number was restricted from view. In addition, launching the Demographics activity from the patient chart opened a read-only report with limited demographics; this was inconsistent with the demographics accessed from the Appointment Desk.

**Impact to Users:** No noticeable impact unless users had experienced the issue previously. Research Coordinators will now be able to see patient phone numbers in the Patient List 'Phone' column. In addition, when Research Coordinators launch the Demographics activity from within a patient chart they will now have the same access as when they access demographics from the Appointment Desk.

## 2. Education

### a. External Study Monitor Access to the Provider Portal

Health System Access has streamlined how External Research Monitors access the Connect Care Provider Portal. If you need to assist your external study monitor, the detailed instructions with screenshots are available here: [HSA IT Access – Connect Care Provider Portal](#). If you had already participated in assisting with getting access for an external study monitor, you may wish to review these instructions to see the changes.

### b. How to use the new Research Kits for multi-time point and multi-specimen orders

Two new Research Kit orders were built and will replace the current Research Kit order:

1. Research Kit (Lab0001) – allows for multiple specimen types (this Research Kit will be replacing the current Research Kit)
2. Research Kit PK/PD/Time point (Lab0002) – allows for multiple time points (new build)



- For studies collecting pharmacokinetic labs (PK)
- For studies collecting pharmacodynamics lab (PD)
- For studies collecting the same specimen type at multiple time points

[Research Kit Order – Quick Start Guide](#) available via Insite or from the Connect Care Research Coordinator Learning Home Dashboard. This quick start guide covers the steps, with screenshots, on how to order the new research kits in Connect Care.

Topics covered:

Ambulatory

- Order a Research Kit – Ambulatory Context
- Collect a Research Kit – Ambulatory Context
- Order a Research Kit PK/PD/Time point - Ambulatory Context
- Collect a Research Kit PK/PD/Time point Order – Ambulatory Context

Inpatient

- Order a Research Kit – Inpatient Context
- Inpatient Context – Collecting Research Kits
- Unit Collect Research Kit – Inpatient Context
- Lab Collect Research Kit – Inpatient Context
  - Change collection method
- Order a Research Kit PK/PD/Time point – Inpatient Context
- Collect a Research Kit PK/PD/Time point Order – Inpatient Context

Labels

- Print Patient Labels
- Label Placement for Research Paper Requisitions

**c. Connect Care Spring 2021 upgrades (Triple Upgrade)**

An upgrade to the Connect Care system will occur on June 24, 2021, with changes of varying degrees to most applications. Because these changes are significant across applications, it is highly recommended that research staff familiarize themselves with both the research and clinical changes that may impact how they interact with the system. Several educational approaches are available to help users get up to speed with the changes. With any of these choices we recommend that research users;

- Review General Updates section (apply to all applications)
- Review updates related to your area of research (e.g. ASAP – Emergency)
- Review updates to the Research module

Choices for upgrade training;

1. **\*RECOMMENDED\*** We recommend all research users take the **Epic - Spring 2021 Upgrade** course is available in [MyLearningLink](#). This course reviews most of the changes, and individuals can select the specific content relevant to the applications they generally use. While the material is significant, it allows users to find all relevant material for their workflows and just review those sections.

OR



2. **Independent Review: Connect Care Spring 2021 Upgrade Change Guide** capturing these changes will be available on [Insite](#) for individuals to review who are not able to complete the MLL module. This information will also be available on the Universal Learning Home Dashboard in the system.
  - To provide an opportunity to see and practice the changes, the Playground (PLY/PLY2) environments are updated to reflect the upgrade changes.

OR

3. **Learn Along with Us!** Attend the monthly Connect Care research webinar on July 19<sup>th</sup> where the topic will be “Overview of changes to the research module as part of the upgrade”. [Of note, this review will not go over any changes to other application or clinical upgrades.] Screenshots of the reviewed changes are present in the MyLearningLink course and in the [Connect Care Spring 2021 Upgrade Change Guide](#).

New Research Features that will be reviewed:

	Previous	Now
Study Maintenance Activity – Contraindicated Medications Section	Medication Grouper + Severity + Warning Message Fields	<ol style="list-style-type: none"> <li>1. Can specify if contraindicated medication groupers only apply to certain branches or enrollment statuses for a study</li> <li>2. Can specify if warnings should never appear for specific enrollment statuses or branches.</li> </ol>
Adverse Events Activity	Document Study Attribution	Document Study Attribution & Medication Attribution [configured in the study maintenance activity – adverse events section]
Adverse Events Activity	Send Adverse Events for review to only members listed on the research study record	Send Adverse events to ANY user who can view adverse events; user does NOT need to be listed on the study record
Adverse Events Activity	None	Can group adverse events <b>By Review Status</b> and <b>By Study</b>
Capture Research Study Protocol Deviation Information	None	New SmartForm – allows recording of reason for deviation from a research study’s protocol; sections include study visit, medication, procedure, lab test, patient assessment, recruitment, eligibility and other deviations.
SmartSet and Order Set Linking	None	SmartSets and Order Sets can be linked to a study – system will suggest the SmartSet or Order Set when a patient is associated with the study and automatically link orders to the study <b>***Pilot stages***</b> If you think your study would benefit from this, place an IT ticket and your request will be assessed.

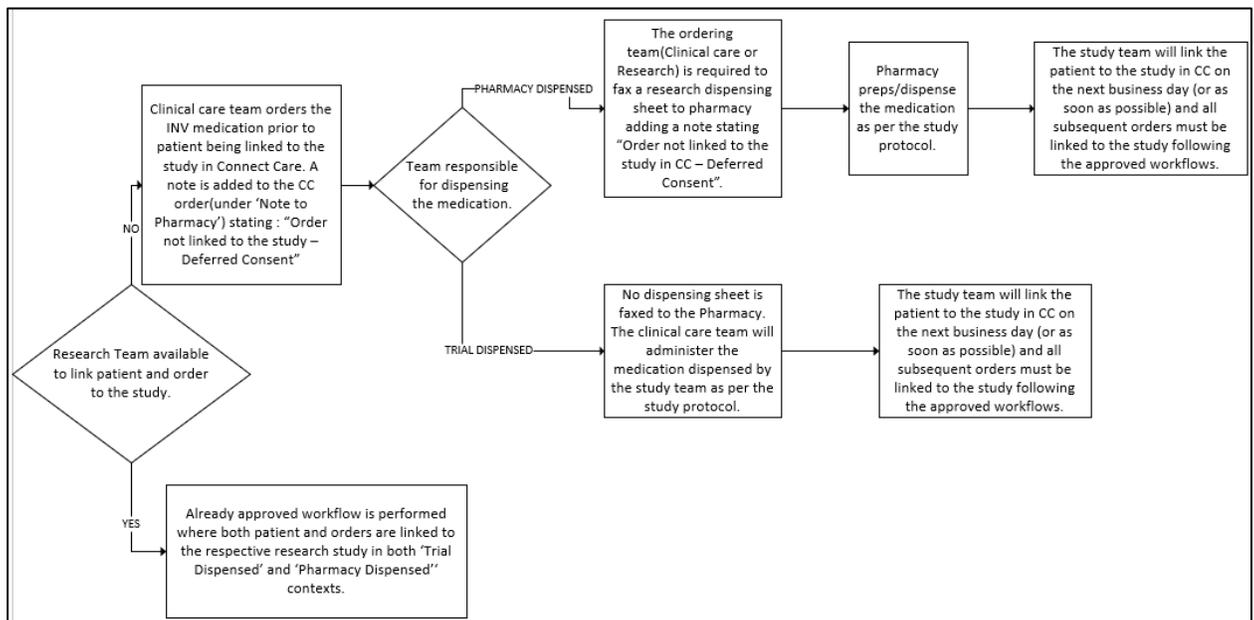


New Looks that will be reviewed:

Changes made to...	Previous	Now
Study Maintenance Activity	Layout - Separate Forms	Navigator Style Layout – Sections
Study Maintenance Activity	Study Calendar Form – Study Branches Section – no visual cue for why branch locked	Study Branches Section – Lock Icon plus hover over icon to see why the branch is locked for editing
Adverse Events Activity		Research study code appears in activity title Outcomes now appear in a column in the list view
Inactive Treatment Plans – Default Setting in Study Calendar Section of the Research Studies activity/ Link Encounter to Timeline window	Default setting showed inactive treatment plans	<ul style="list-style-type: none"> <li>Default setting does NOT show inactive treatment plans → less likely to accidentally link an encounter to an inactive treatment plan.</li> <li>Option to show inactive treatment plans if needed</li> </ul>

**d. Deferred Consent Pharmacy workflow**

When ordering a medication for a research study that has been granted ethics approval to use the Deferred Consent process, the expected workflow is still for both the patient and orders to be linked to the respective research study. In some instances, the ordering and administration of the study-related medication may take place during a time when no one from the study team is available to link the patient and the order (e.g., a patient arrives to the ED with a stroke or a myocardial infarction in the middle of the night). For these cases, we have developed some guidance and steps that the study teams must ensure to follow so pharmacy is able to perform their end of the workflow. Please review the process map below and ensure to follow it whenever it is appropriate and applicable for your study.





### 3. Training

#### a. Research Staff ILT – virtual training

Research Staff ILT training is provided virtually through Zoom 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 meet with users in advance of the training session to ensure that each user can technically perform the virtual training. Of note, the prerequisite course for Research Staff ILT, Ambulatory Nurse Shared will continue to be provided as an in-classroom training.

#### b. Upcoming Research Staff training dates – *intended for Wave 4 users and Waves 1, 2 & 3 new hires (not Wave 5-9 users)*

- i. Virtual sessions are offered from July 21 to September 28, 2021
- ii. View the Training Schedule at [Master Schedule: Schedule - AHS Tableau Server \(albertahealthservices.ca\)](#).

#### c. Research Super User Training - Wave 4 Research Super User training will take place in August 2021. If you are interested in becoming a Research Super User, please contact: [cc.research@ahs.ca](mailto:cc.research@ahs.ca)

### 4. Communications

#### a. New support for research studies anticipating a registry build

Need help? Not yet at the application stage? Not sure if your study registry could be supported through a Connect Care build? Get support from the CMIO by submitting a [ticket](#). Under Issue Type, select 'reporting (business intelligence)' and ask for Leigh Niwa in the body of the issue description.

#### b. 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. To be added to the email distribution list, please contact: [cc.research@ahs.ca](mailto:cc.research@ahs.ca)

#### c. Next research webinar

Our monthly webinars are a great way to stay informed about research functionalities in Connect Care and participate in upcoming readiness activities, such as training. Please join our monthly sessions (via Zoom). To request a webinar invitation, please contact: [cc.research@ahs.ca](mailto:cc.research@ahs.ca).

**Next webinar:** Monday, June 21, 2021, 12:00-1:00pm via Zoom

- **Audience:** Target audience is intended for Principal and Co-Investigators and also recommended for all research team members!
- **Topic:** General overview on the “*Day in the Life of a Principal Investigator*”

You can find links to previously recorded webinars on the Health System Access [website](#) under the heading ‘Presentations and Videos’. Please note that the “*Workflow Walkthrough*” webinar is available on the **Research Coordinator My Studies Dashboard**.



**d. Recent AHS releases and communications**

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

- [Getting Started with Connect Care for Research](#)
- [CC Research Wave 4 Research Coordinator Checklist](#): List of steps your study team may need to take in order to get ready for Connect Care.
- [Wave 4 Research Training Requirements and Sequencing](#): Information on the training requirements and sequencing for the Research module in Connect Care.
- [Clinical Department Research Readiness Tip Sheet](#)
- [Connect Care Charting Etiquette \(ahsnet.ca\)](#): This document provides you with the Connect Care expectations for research in terms of which workflows are expected to be completed in system, why it is important to do so and how they can be completed.
- [Connect Care Glossary \(albertahealthservices.ca\)](#) (also helpful for new users to the Connect Care system in understanding certain commonly used acronyms and terms)
- [Connect Care Frequently Asked Questions](#)
- All research stakeholders (including non-AHS employees) can access an assortment of Connect Care research related information at: [Provincial Health System Access - Home \(ahsnet.ca\)](#) (the right-hand side of the page in a section called 'Connect Care Resources')

**e. Have you missed an update? Previously released newsletters archive**

We have an archive of previous Connect Care Research updates at [Provincial Health System Access - Home \(ahsnet.ca\)](#) under 'Newsletters'

**5. Finding help for your questions**

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 non-urgent issues, submit an IT Ticket Online.** Complete the online form at <https://insite.albertahealthservices.ca/main/cc/SitePages/ConnectCareHelp.aspx>. Select 'Research' as the Issue Type.

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.