



**September 28, 2020**

## Connect Care Research Update



Happy fall everyone! We are busy preparing to expand the Connect Care research family as we get ready for the launch of Wave 2 sites including the Sturgeon and Strathcona community hospitals on October 24, 2020. If you, or any of your colleagues, have a study that is occurring at a Wave 2 site, you should be receiving emails from our team about Research Conversion activities that are occurring at the beginning of October.

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### 1. Research IT:

- a. **System Update:** Prep for procedure and IP admission orders  
**Issue:** Research users were unable to place inpatient orders for upcoming admissions and procedures.



**Description:** We have developed additional workflows that will allow research staff to place orders for upcoming admissions and procedures. The orders can be assigned the correct phase of care and users can continue to associate orders with their research study.

**Date of Fix:** late October.

**Impact to Users:** Research staff will now have the ability to place phase of care orders that are now visible to inpatient staff. Additional training documentation will be provided to existing users and new content will be added for upcoming training.

For current users, Tip Sheets regarding both navigators will be released via Insite and Research Coordinator Learning Home Dashboard.

For future users, navigator overview will be included in the curriculum training.

### Current Workflow:

If you need to place orders for inpatient admissions, do not use the orders only encounter. Pend orders directly within the admission on the inpatient unit.

1. Open inpatient encounter.
2. Open Research navigator.
3. Place orders.
4. Associate to research study.

The screenshot displays the EpicCare interface for a patient named Brian Research. The top navigation bar includes tabs for Summary, Chart Review, Synopsis, Results Review, Document List, Research Studies, View Flowsheet, MAR, Order Review, Orders, Order Inquiry, and Research. The Research tab is active, and a red box with the number '2' highlights it. Below the navigation bar, the 'Medications & Orders' section is visible, with a red box and the number '3' highlighting the 'Search for new order' field. To the right, the 'Orders' panel is open, showing options for 'During Visit' and 'Research Association', with a red box and the number '4' highlighting the 'Research Association' option. The patient profile on the left includes details such as 'Male, 91 y.o., 11/1/1929' and 'MRN: 1500128356'.



## 5. Pend orders.

The screenshot shows the Epic Research interface for a patient named Brian Research. The 'Send Chart' window is open, showing a list of research orders. The 'Orders' panel on the right displays a list of orders, with a red circle highlighting the 'Pend' button. The 'Sign' button is also visible next to it.

## 6. Close the chart to send CC'd chart for PI to sign.

The screenshot shows the Epic Research interface for the same patient. The 'Send Chart' window is open, and the 'Close' button is highlighted with a red circle. The 'Orders' panel on the right shows '2 Pending Orders' and a 'Show Pending' button.

## 2. Education:

### a. Changes to the Research Module and the Super User Update

The Connect Care system was updated on September 10, 2020 and it is important that super users are prepared to assist end users that may need help with the changes. Read the [Connect Care System Updates - Sept 10, 2020](#) to review changes for all users and updates for your area. Users may have trouble locating data entry fields or there will be additional steps in new workflows. Share and discuss the upcoming changes with your team. If you are a super user and did not receive the Connect Care System Update email or monthly super user newsletters, please email [connectcaresuperusers@ahs.ca](mailto:connectcaresuperusers@ahs.ca) to be added to the



distribution list. On page 92 of [the guide](#), there are specific changes as part of the research module including;

**ii. A Redesigned Research Studies Navigator**

The Research Studies navigator section has been reorganized, making it easier for you to quickly find high-level study information and dive deeper into the details when needed. Click the title of a study (A) to view more details and take actions on a study association. Click Back to List (B) to go back to the summary view.

**A** Research Studies

Add study + Add Show:  Pre-Consent (1)  Inactive (0)  Deleted (0)

Active

FS Asthma Control and Treatment Effectiveness Study

Linked to (RSH 102) ASTHMA STUDY BILLING PROTOCOL WITH TASKS (Ver. 5 of 5)

Enrolled Study Type: Interventional Study Code: 102 IRB#: 102 Principal Investigator: Monifa Basara, MD ROI Special Attention: Contact study team

Adverse Events Data Capture Tasks

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**B** Research Studies

Back to List

FS Asthma Control and Treatment Effectiveness Study

Participant Details Additional Info Past Updates

Status: Enrolled

Study Details

Study Type	Study Code	IRB#	NCT#
Interventional	102	102	00704495

Description  
Epic Medical Center is participating in a study of the efficacy of asthma treatment and control in patients currently being treated with a leukotriene modulator and/or sympathomimetic agents but are not using inhaled steroids. Patients in this study may be receiving a study medication or a placebo.

If you have any patient care concerns potentially related to study, please contact the study team at x5-5555.

Monifa Basara, MD  
Principal Investigator

**iii. See Adverse Event Comments at a Glance**

Adverse events comments are now visible in the Adverse Events activity summary view. Click the link to edit a comment. Click the wrench in the upper right corner of the activity to change whether one line or all lines appear or to hide comments completely.



Adverse Events - Effects of Zolpidem and Exercise on Chronic Insomnia

Add a new event

Term	Serious	Expected	Start Date	Resolved	Study	Grade
Abdominal pain	No	No	10/24/2019		100003	0 1 2 3
<input type="button" value="Comments"/> Zolpidem: Unlikely						
Ear pain	No	No	10/24/2019		100003	0 1 2 3
<input type="button" value="Create Comments"/>						
Vertigo	No	No	10/24/2019		100003	0 1 2 3
<input type="button" value="Comments"/> Zolpidem: Possible						
Vomiting	No	No	10/24/2019		100003	0 1 2 3 4 5
<input type="button" value="Comments"/> Zolpidem: Unlikely						

Last reviewed: 10/24/2019 9:10:01 AM by Jensen, Nora, MD (History)

**b. Charge Review - New Reference Guide**

The reference guide covers how common charges will appear when doing your charge review. The full guide, [Research Charge Review Reference](#), is available both via Learning Home Dashboard and Insite.

As an additional resource, the [Research Staff - Charge Review Quick Start Guide](#) is available via Insite and the Research Coordinator Learning Home Dashboard.

Not all charges or activities will automatically appear on the Research Billing Review page, some must be entered manually by a service area. As well, some charges or activities won't be visible until another action takes place in the system such as after a patient is discharged, when a medication is administered or a lab is resulted. If you don't see an expected charge, wait a couple of days and check again.

**STAT:** is a statistical charge, it has a zero dollar value attached to it; it is used as a workload measurement count.

**HB:** is a hospital billing charge; there is a monetary value attached; this is the amount the study will be charged.

**The following is a sample from the reference guide:**

Order	Route	Code	Charge
Blood Collection Method – Charge should appear upon collection			
	Venous	61394	HB-LAB – VENOUS COLLECTION
		10060001	STAT-VENOUS COLLECTION
	Arterial		No Charges associated
	Central line		No Charges associated
Labs – Charge appears once test resulted			
ALBUMIN		60033	HB-LAB - ALBUMIN



Order	Route	Code	Charge
		10061593	STAT-ALBUMIN
ALKALINE PHOSPHATASE (ALP)		60040	HB-LAB - ALKALINE PHOSPHATASE
		10060681	STAT-ALKALINE PHOSPHATASE
ASPARTATE AMINOTRANSFERASE (AST)		60183	HB-LAB - ASPARTATE AMINOTRANSFERASE
		10060819	STAT-ASPARTATE AMINOTRANSFERASE

**c. Using Provincial Speech Recognition Software**

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.

**Where Will I Learn about Dragon Medical One?**

During the last hour of Chief Medical Information Office (CMIO) Personalization sessions, DMO educators will be available for those who want to learn more. DMO eLearning is available through the Connect Care Learning Home Dashboard and MyLearningLink.

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).

**3. 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 dates: Research Staff ILT – Virtual Training**

- i. September 30 – October 1, 2020, 8:00am to 12:00pm
- ii. November 4-5, 2020, 8:00am to 12:00pm
- iii. December 2-3, 2020, 8:00am to 12:00pm
- iv. January 13-14, 2021, 8:00am to 12:00pm
- v. February 3-4, 2021, 8:00am to 12:00pm



**c. New Role: Research Staff - Dialysis**

Will your research study take place in a hemodialysis unit? If you require familiarity with workflows in this unit, it may be appropriate to request the *Research Staff – Dialysis* role. Training will include the Dialysis Nurse ILT (11.5h) plus the Research Staff ILT (7.75h).

The Dialysis Nurse ILT course includes a review of the Clinic Nurse content with a focus on nephrology content, including therapy plan administration. The Research Staff ILT introduces you to research workflows performed within Connect Care.

**d. New courses to support CMIO End Users**

There is the opportunity to complete online learning modules if you will be supporting a CMIO End User (e.g. physician, nurse practitioner, dentist, resident, medical learner or physician assistant) during launch. More information is available at <https://insite.albertahealthservices.ca/Main/assets/cis/tms-cis-non-prescriber-su-tr.pdf>.

**e. Reporting Update**

Reporting Workbench, Radar Dashboards and SlicerDicer have been updated and improved with the Epic May 2020 upgrade on September 10, 2020. Changes include new features and functionality to support frontline staff, managers and senior leaders to use information to make decisions at the point of care and operationally. More information on this update is available at <https://insite.albertahealthservices.ca/Main/assets/cistr/tms-cis-tr-cogito-upgrade-v-may-2020.pdf>.

**4. 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 Webinar**

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) Monday, October 19<sup>th</sup> at 12pm.

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

**c. Recent AHS releases and communications**

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')

**d. 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'

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

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.

**a. 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).

**b. For your research workflow issues:**

- 1) Ask a local research super-user first; your colleagues are your first best resource.
- 2) **\*NEW\* Solutions 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.**

**c. 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.**





- d. **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).
- e. **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).
- f. **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>

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