



**October 30, 2020**

## Connect Care Research Update



Hello! We hope everyone remains happy and healthy out there! We are preparing for the launch of Wave 2 of Connect Care and are excited to welcome new research end users on October 24, 2020.

Have you read about the new Solutions Center? Your Connect Care Research Support Team has expanded to serve research end users, regardless of wave, even better! You can call in for urgent and access related issues by phoning 1-877-311-4300, and you can also reach a live support person or submit a ticket by calling that same number and following the prompts (see section 5, below). There is always someone on call to answer the phone and help guide you to issue resolution (including ticket submission) if you call the 1-877 number and follow the prompts. Our staff behind the scenes of the research inbox will be redirecting research end users to use the upgraded system and ticket, ticket, ticket ... we can't fix it if it's not reported **and** ticketed. This improved system is designed to help you reach the person best suited to answer your question and get the right information into your hands with the least delay.

### In This Update:

**1. Research IT:**

No updates this month.

**2. Education:**

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

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

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## 1. Research IT: No updates this month.

## 2. Education:

### a. Confidentiality – New Resource Available

A new resource covering some of the most frequent questions asked by patients regarding confidentiality and Connect Care is now available: [Patient Confidentiality FAQ](#). It is located on the [Connect Care Knowledge Library](#) (search: confidentiality). This is a discussion support resource for clinicians and patients about privacy and confidentiality in Connect Care. Questions have surfaced frequently on this subject during the past year, and the Connect Care team is pleased to offer this information. This resource will be posted on the external AHS Connect Care website in the near future for direct patient access. This document can be shared with patients.

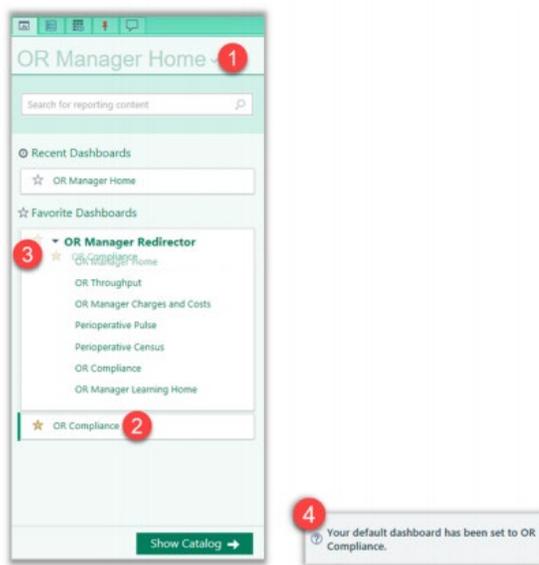
### b. Clinical View Only (CVO) Dashboards

Users assigned the **Clinical View Only with Basic Reporting role** now have better access to in-system reporting tools! Clinical View Only with Basic Reporting users logging into Hyperspace will jump directly into My Dashboards activity. In addition, new buttons available on the toolbar allow quick access to **Analytics Catalog**, **SlicerDicer** and **My Reports**.



Starting October 6, Clinical View Only end users will notice a new default dashboard when they sign in; they will be directed to the Universal Connect Care Links and Information page.

To change the default dashboard in My Dashboards follow the steps below or read the [Navigate Dashboards Quick Start Guide](#).



1. From the Dashboard click the title

2. Grab the desired default dashboard

3. Drag and drop the desired default dashboard on top of the list

4. You will see a pop up message confirming your default dashboard has been changed



### c. My AHS Connect Activation and Proxy access

MyAHS Connect is a patient portal tool that allows patients to actively participate as a member of their health care team.

- It helps patients and their health care teams to communicate through messaging.
- Patients are able to view test results, which can potentially decrease the number of calls and visits to clinics
- Patients can request appointments, change appointments or cancel appointments.

The Work packages can be found in the Connect Care Knowledge Library on Insite.

- [MyAHS Connect Activation Work package](#)
- [MyAHS Connect Proxy Access Work package](#)

### d. 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.

## 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. November 4-5, 2020, 8:00am to 12:00pm
- ii. December 2-3, 2020, 8:00am to 12:00pm
- iii. January 13-14, 2021, 8:00am to 12:00pm
- iv. February 3-4, 2021, 8:00am to 12:00pm

### c. 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](#) or click on the hyperlink [October 2020 CI Newsletter](#) a PDF copy.

##### 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 occur on the third Monday, of each month.

NOTE: The next Connect Care Research Webinar is scheduled for Monday, November 16<sup>th</sup> at 12pm.

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

**A note about posting and retiring content:** After a recent review of existing materials and recordings that are posted on the HSA website, some content has been removed based on relevance and duplication. This means that some of the links to previous webinars will no longer be available or work in lieu of the content being taken down. Please know that the most current information on the topics previously shared will be reflected in the Connect Care user guides, tip sheets, and how-to documents located on your Research Coordinator – Learning home dashboard, as well as contained in the webinar recordings and materials which are still posted on the HSA website located within the Research Resources section.

##### 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 on the [Health System Access webpage](#) located on the right-hand side of the screen.
  - Other important links include: Connect Care Readiness Playbook
  - CC Research Readiness Checklist for Research Coordinators

##### d. Recently Updated Blogs

For CMIO Physicians and Prescribers, please see [Clinical Inquiry Clinics - Case #2 Recordings](#)

##### 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'

#### 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.

**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 your research workflow issues:**

- 1) Ask a local research super-user first; your colleagues are your first best resource.
- 2) **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) \*New\* Connect Care Concierge form selections available!**

If you have an issue that is **NOT URGENT** pertaining to workflows, orders, order sets, flowsheets, navigators, or have an enhancement idea.

[More >](#)

Please enter an alternate contact (this is now mandatory):

**If the individual above is not available, who else should we contact?**

(For example co-worker, manager, super user, etc.)

**Phone Number**

And add details as follows:

- Select '**Research**' in the revised prompt '**To help us route your query appropriately, please select what category best matches your issue or concern**' (former title was Issue Type).
- Search for your **Connect Care Department name**. This has been corrected and you are now able to enter the department you are experiencing the research issue and can select **any** department without limitation. Previously, this list was restricted and only two departments were available for selection when submitting a Research



issue. If you need help identifying your department when in Hyperspace, please view the 'tip box' next to this field on the Concierge Form for guidance.

- Select the **patient care setting** that applies to your situation (is it outpatient? Inpatient? Emergency department?)
- Add an **Issue Title**

**To help us route your query appropriately, please select what category best matches your issue or concern.**

Research ▾

**Indicate the Connect Care Department name**  
(see the tips box for finding department name)

EDM STO WMC PED CIU

**Select the patient care setting**

Outpatient ▾

**Issue Title**

Research - | ✕

Lastly, enter an issue description, click 'submit' and you are done! You should see a ticket number on screen and receive a confirmation email to your AHS email address.

**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.**

**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.**

**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).**

**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).**



**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)