



**June 3, 2020**

## **Connect Care Research Wave 1 Update**



Hello! We hope everyone is happy and healthy out there. Recently, we have had some emails stating that some individuals have started to forget different pieces of their training and are having difficulty providing over the shoulder support to new hires and other research teams. This is understandable as you may or may not be using all the functionality in the system since launch.

Remember, many resources exist on both your **Research Coordinator – My Studies** AND your **Learning Home Dashboards** 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](mailto:cc.research@ahs.ca) and we will match you with the help you need.

*This month you may see an email from us asking you to update information that is missing from the system including the date a patient was consented to the study (Active Start Date) and to perform charge review. We will continue to monitor the system for missing information as per the charting requirements for research.*

### **In This Update:**

#### **1. Research IT:**

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- b. System Update: Addition of the Essential Test Menu lab preference list
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**1. Research IT:**

**a. System Update: Fix to Clinical Investigation Unit (CIU) Preference List Duplication Issue: Preference lists appear duplicated for research studies carried out in Clinical Investigation Units**

**Description:** This is a notification that the department profile updates are occurring and what that means for CIU departments. Currently CIUs see a duplicate preference list as described in the screenshot below. The duplicate choices cause confusion for end users and therefore we've worked together with the other application teams to streamline the preference list and eliminate duplication as part of AHS standardization work.

**Date of Fix:** May 26, 2020

**Impact to Users:** Users should not experience workflow disruption. Duplication of preference lists should be removed in the end-user view.

Old view (pre-fix)

Name	Type
Clinic Appointment	Appointment
Clinic Appointment	Appointment
Follow up - 1 week	Appointment
Follow up - 1 year	Appointment
Follow up - 2 months	Appointment
Follow up - 2 weeks	Appointment
Follow up - 3 weeks	Appointment
Follow up - 4 weeks	Appointment
Follow up - 6 months	Appointment
Hydration Appointment	Appointment
Hydration Appointment	Appointment
Infusion Appointment	Appointment
Injection Appointment	Appointment
Injection Appointment	Appointment

New view (post-fix)

Name	Type	Prod List	Resulting Agencies
Clinic Appointment	Appointment	AHS ONC TRIA...	
Hydration Appointment	Appointment	AHS ONC TRIA...	
Injection Appointment	Appointment	AHS ONC TRIA...	
Infusion Appointment	Appointment	AHS ONC TRIA...	
Procedure Appointment	Appointment	AHS ONC TRIA...	
Transfusion Appointment	Appointment	AHS ONC TRIA...	
Treatment Appointment	Appointment	AHS ONC TRIA...	
Infusion Appointment	Appointment	AHS ONC TRIA...	

**b. System Update: Addition of the Essential Test Menu lab preference list**

**Issue:** During an emergency response it is not always clear what lab services are available as “essential tests”. An ability to share this information in-system was developed.

**Description:** An additional preference list will be added to all areas that use Connect Care, called the Essential Test Menu (ETM). This lab preference list is not currently visible and will



only be made visible if there is an activation of an emergency response impacting lab services and there is a need to ensure business continuity for critical laboratory testing.

**Date of Fix:** Testing is currently underway, should be in Production early June 2020

**Impact to Users:** If this preference list needs to be activated, this will be communicated to the end users to ensure awareness of what testing is available. The essential tests will be visible in this preference list.

The screenshot displays the 'Order Search' interface. On the left is a sidebar menu with a search bar and a 'Browse' button. The sidebar includes a star icon and a checkbox for 'Only Favorites'. The 'ETM Labs' category is expanded and highlighted with a red box, listing: Chemistry, Biochemical Genetics, Transfusion Medicine, External Sendouts, Flow Cytometry, Hematology, Immunology/Serology, Microbiology, Molecular Hematology, Molecular Microbiology, and POCT. Below this are other categories: Panels, Labs, Imaging, Procedures, Prescription Meds, Referrals, Appointment Requests, and Clinic Administered Medi. The main panel on the right is titled 'ETM Labs' and contains several sections with checkboxes:

- Chemistry**
  - Maternal Serum Prenatal Screen, Second Trimester (AFP)
  - Maternal Serum Prenatal Screen, Second Trimester (QUAD)
- Biochemical Genetics**
  - First trimester prenatal screen
  - Newborn Metabolic Screen Collection
  - Phenylalanine & Tyrosine Monitoring, Dried Blood Spot
  - Phenylalanine & Tyrosine Monitoring, Plasma
- Transfusion Medicine**
  - Neonatal Evaluation
  - Postnatal Evaluation
  - Rhlg Eligibility, Prenatal
- External Sendouts**
  - Hemophagocytic Lymphohistiocytosis Genetic Panel (Referred Test)
- Flow Cytometry**
  - Leukemia/Lymphoma Immunophenotyping
- Hematology**
  - Fetomaternal Blood Quantification
  - Glucose-6-Phosphate Dehydrogenase (G6PD) Panel



- c. **Security & System Update:** COVID-19 Symptom Checklist flowsheet added  
**Issue: The COVID-19 Symptom Checklist flowsheet is not yet available to research coordinators acting in inpatient contexts.**  
**Description:** COVID 19 Symptom Checklist is being added to the IP Research Coordinator class profile as an available report in the Summary menu. A new COVID 19 Flowsheet will also be available as a default flowsheet in the view flowsheet menu.  
**Date of Fix:** June 3, 2020  
**Impact to Users:** Research coordinators charting in inpatient contexts will be able to access the checklist and flowsheet to support screening patients during visits for symptoms. These COVID-related changes will be available in all departments.

The screenshot shows the 'Summary' tab with a sub-tab for 'COVID-19 Symptom Identification...'. It displays three columns of symptoms categorized as 'Core', 'GI', and 'Extended'.

COVID-19 Core Symptoms Within Defined Limits (WDL) = Free of:	COVID-19 GI Symptoms Within Defined Limits (WDL) = Free of:	COVID-19 Extended Symptoms Within Defined Limits (WDL) = Free of:
<ul style="list-style-type: none"> <li>Cough</li> <li>Fever/chills/rigor               <ul style="list-style-type: none"> <li>Adults &gt;37.8°C</li> <li>Pediatrics ≥38°C</li> </ul> </li> <li>Shortness of breath</li> <li>Difficulty breathing</li> <li>Sore throat/painful swallowing</li> <li>Runny nose/nasal congestion</li> </ul>	<ul style="list-style-type: none"> <li>Vomiting (greater than or equal to 3 episodes of vomiting in a 24hr period)</li> <li>Diarrhea (greater than or equal to 3 episodes of diarrhea in a 24hr period)</li> </ul>	<ul style="list-style-type: none"> <li>Headache</li> <li>Muscle or joint pain</li> <li>Fatigue/extreme exhaustion</li> <li>Nausea/sudden loss of appetite</li> <li>Loss of/change to sense of smell or taste</li> <li>Conjunctivitis/red eye/chemosis (conjunctival edema)</li> <li>Altered mental status</li> <li>Any additional symptoms at clinicians discretion ("COVID toes")</li> </ul>
Exceptions to WDL= items that are outside of defined limits	Exceptions to WDL= items that are outside of defined limits	Exceptions to WDL= items that are outside of defined limits

The screenshot shows the 'View Flowsheet' tab with a search for 'COVID-19 Symptom ID' and a result of 1000. It displays a table for 'COVID-19 Core Symptoms (WDL)' and a 'Notification' section.

COVID-19 Core Symptoms (WDL)	COVID-19 GI Symptoms (WDL)	COVID-19 Expanded Symptoms (WDL)
COVID-19 Core Symptoms (WDL)	COVID-19 GI Symptoms (WDL)	COVID-19 Expanded Symptoms (WDL)
COVID-19 GI Symptoms (WDL)	COVID-19 Expanded Symptoms (WDL)	
COVID-19 Expanded Symptoms (WDL)		

**Notification**

Reason for Communication	
Shift Event	
Individual Contacted	
Individual's Role	
Method of Communication	
Responded	
Response	
Notification Time	

**Row Information R:**  
**Within Defined Limits (WDL) = Free of:**  
 • Cough  
 • Fever/chills/rigor
 

- Adults greater than 37.8°C
- Pediatrics greater than or equal to 38°C

 • Shortness of breath  
 • Difficulty breathing  
 • Sore throat/painful swallowing  
 • Runny nose/nasal congestion

**Exceptions to WDL= items that are outside of defined limits**

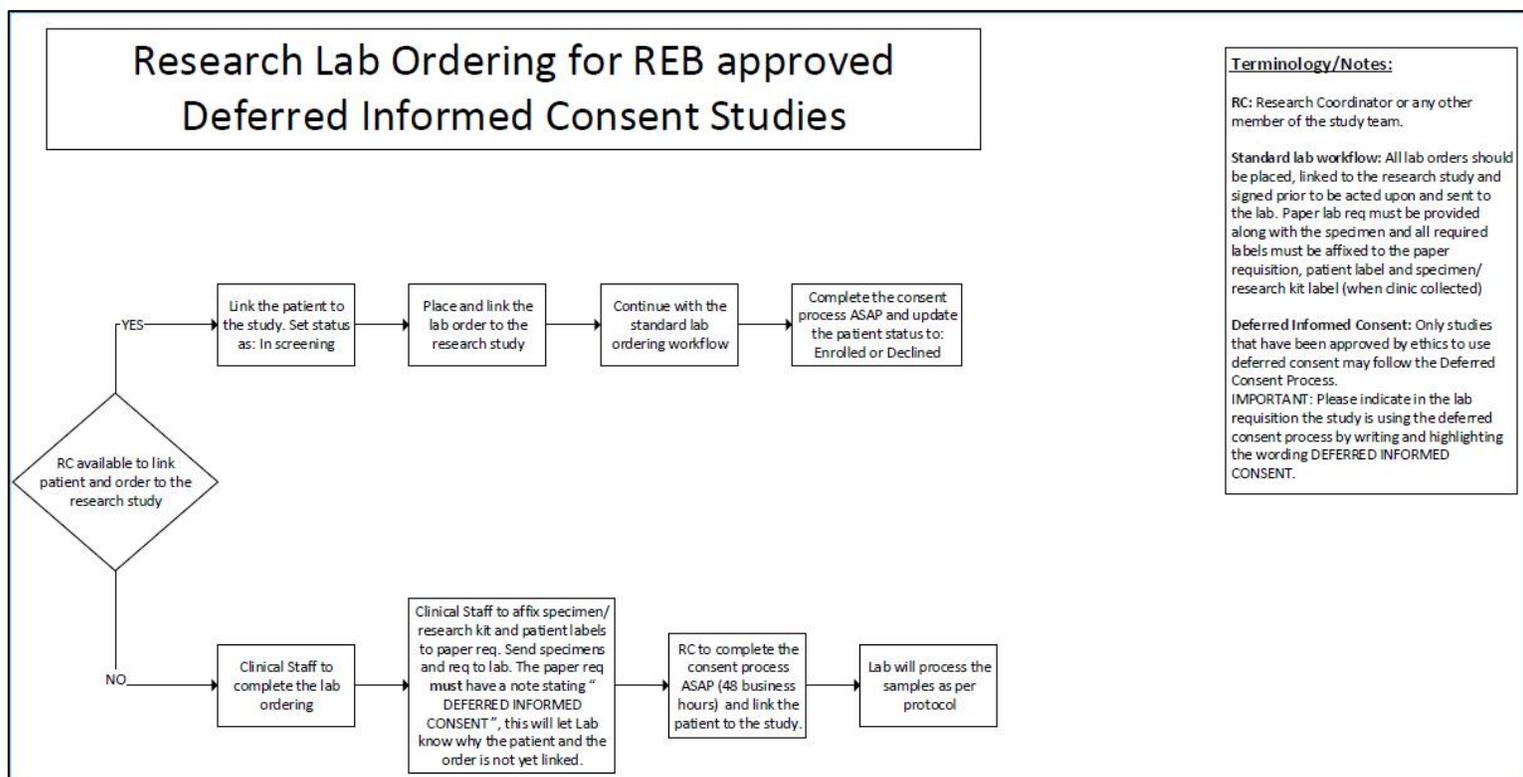
- Complete symptom check a **minimum of twice daily**.
- With new onset COVID-19 symptoms notify charge nurse and Physician. Review [ILI algorithm](#) and, if appropriate, place patient on contact and droplet precautions.



### 3. Education:

#### a. How do I order labs for studies with deferred consent?

When ordering labs for a research study that has been granted ethics approval to use the Deferred Consent process, the expected workflow is still for both patient and orders to be linked to the respective research study. In some cases, the collection of the labs may take place during a time when no one from the study team is available to link the patient and the order (e.g. an urgent surgery happening outside business hours and tissue sample must be collected). For these cases, we have developed some guidance and steps that study teams must ensure to follow in order for Lab to be able to perform their end of the workflow. Please review the process map below and ensure to follow it whenever appropriate and applicable.

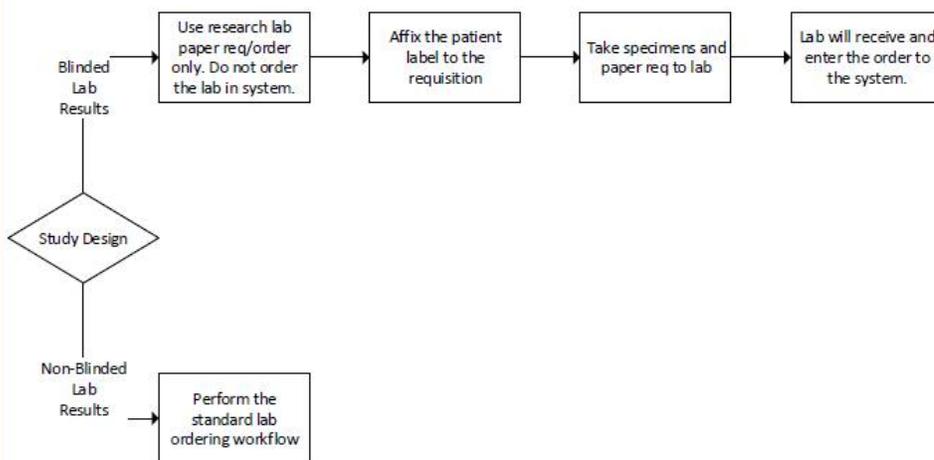


#### b. How do I order labs for studies with blinded results?

Some research study protocols may require that members of the study team remain blinded to the study-related lab results. To mitigate the risk of un-blinding the respective data, these results are not routed back to patient chart in Connect Care. To ensure the proper routing of the results, the study teams must follow a specific ordering workflow. Please review and follow the process map below as applicable.



## Research Lab Ordering – Blinded Lab Results



### Terminology/Notes:

**Standard lab workflow:** All lab orders should be placed, linked to the research study and signed prior to be acted upon and sent to the lab. Paper lab req must be provided along with the specimen and all required labels must be affixed to the paper requisition, patient label and specimen/research kit label (when clinic collected)

**Blinded Lab Results:** studies where some or all study staff are blinded to the lab results. The tests will not be resulted in system (Connect Care) and only the designated personnel will receive a copy of the results. The lab results are not entered in the patient's chart.

**Non-blinded lab results:** Study staff is not blinded to the lab results. These labs should be ordered in system following the research lab ordering workflows and the results will also be provided in system. The study results are entered in the patient's chart.

### c. How do I use the in-system reporting tools?

Any research end-users (non-clinical) who have taken Basic Reporting and the Power User Connect Care training will obtain access to perform in-system reporting and receive training on how to customize these reports. If you would like to know more about what this training will make available for your research studies, please peruse the [Connect Care reporting manual](#) which provides links to many different guides in the use of these in-system tools. As it may not be clear The CC research team is committed to providing examples of how research coordinators can use these tools in their studies and day-to-day in our upcoming newsletters and webinars.

### d. How do I close my study in Connect Care?

When your study is finished, billing is complete and you no longer have any active patient associations with the study, you can request to have the study record closed in Connect Care. The study will be marked as "Complete" and the study will no longer be available in other workflows. Please note that this action is irreversible. To close your study, contact the Health System Access (HSA) team at [research.administration@ahs.ca](mailto:research.administration@ahs.ca).



#### 4. 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. June 10 – 11, 2020, 8am -12pm (currently full)
- ii. July 8 - 9, 2020, 8am – 12pm (spots available)

**c. Reporting training overview**

- 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.
- 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.

#### 5. 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 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](mailto:CC.research@ahs.ca)

Upcoming session dates: (third Monday, of each month)

The next Connect Care Research Webinar is scheduled for Monday June 15<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'

**6. 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](tel: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](mailto: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](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.

#### 7. 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)