February 6, 2020

Connect Care Research Wave 1 Update

Happy February and Happy Leap Year! There are many new releases from the Research IT team in response to tickets and feedback from the research users. Please keep putting in those tickets and providing your feedback. For those who were unable to attend the past research webinars, the recordings are available in your Research Coordinator Dashboard and the Health System Access resources page at https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx. As ever, you can always submit ideas for other education bits for future newsletters.

In This Update:

1. Research and Connect Care IT Updates
   a. Research results routing to research coordinators and principal investigators
   b. Appointment auto-reminder now functional for research only visits and other visit types
   c. Research Icon will now appear on patient storyboard for interventional AND observational studies
   d. Beacon protocol notification setting for research studies
2. New One-Pager created for Physician/Investigators: Signing Research Orders Sent via the “cc’d chart” functionality – Physician View
4. Wave 2-3 Updates: Do you have a study in one of the sites launching in the next wave?
5. Have you missed an update? Previously Released Newsletters archive
6. Finding help for your questions and requesting on-site assistance *NEW comprehensive list of supports*
7. More resources for Research end-users

1. IT Technical Updates

   a. Research results routing to research coordinators and principal investigators
      Impacted End-Users: Research end-users
      Date of Update: February 3, 2020
      Description of Update: All research study records were reviewed and updated with an auto-notification default that alerts research study coordinators and the principal investigator with an in-basket message when results associated with research-flagged orders are updated in the patient record.

   b. Appointment auto-reminder functionality
      As shared in our last update, for departments who opt-in to this functionality, automated Appointment Reminder functionality would start on Monday, Jan 27th (for all appointments booked Jan 30, 2020 and after). The implementation of this functionality was a success! As a reminder, staff must update the communication preferences when speaking with patients during the scheduling process; informing patients that this functionality is starting and they will receive reminder calls unless they request otherwise. We recommend that you contact the clinical department where your appointments are booked to confirm if the department has opted out of the auto-reminder functionality. Whomever is booking patient
appointments would need to be aware of that decision and refer to the tip sheet for instructions for other options.
Please click [here](#) to access the poster if you will be advising patients of this functionality.

c. **Research Icon (the flask icon that shows up on the patient storyboard)**

**Impacted End-Users:** Research study teams involved in observational studies entered in Connect Care and clinical care teams providing care to patients participating in these observational studies.

**Date of Update:** Scheduled for Thursday February 6th, 2020, awaiting confirmation

**Description of Update:** For the Wave 1 Connect Care Launch, the research icon (flask) in the patient’s chart was restricted to patients linked and participating in interventional research studies in Connect Care. Since launch, research, clinical care and service areas teams have expressed the importance and relevance of having the research icon also in charts of patients participating in observational research studies in Connect Care. The Connect Care Support Team for Research presented the feedback and impact of this functionality to the aforementioned teams’ workflows to the respective Connect Care Governance body and the recommendation to enable the research icon for all research studies in Connect Care (Interventional and Observational studies entered in the CIS) has been approved.

d. **Oncology Banner- beacon protocol notification : update to all research studies with beacon protocol**

**Impacted End-Users:** Research study teams involved in studies with Beacon protocols for studies entered in Connect Care and clinical care teams providing care to patients participating in these studies.

**Date of Update:** February 3rd, 2020

**Description of Update:** We have identified research studies that as part of conversion, did not request the addition of the oncology/beacon protocol notification. All existing research studies that have both a beacon protocol and a research study record will be updated with an auto-notification setting that will send an alert to clinical care team members that attempt to apply a treatment protocol that is not allowed as part of the research study. Please refer to the oncology/beacon notification description as outlined in the research study conversion guide.

2. **Education and New One Pager for Physicians: Signing Research Orders Sent via the “cc’d chart” functionality – Physician View**

There are several ways for physicians to sign off on orders in Connect Care. One of the most used ways by our research users is the “cc’d chart” functionality in Connect Care. The Connect Care Support Team for Research along with the Connect Care training team have developed a few guides and videos teaching our research coordinators how to use this functionality. Research teams have expressed the need to have similar guides developed for physician investigators to assist these users to find the “cc’d charts” in their inBasket. As a response to this request, a “How to Guide” called “Physician Signing Workflow Research Orders Visits” has been developed and uploaded to the Research Coordinator Dashboard in Connect Care. Research teams may share this resource with their investigators either by printing the guide or by sharing the link.

This document has been developed to assist research teams when providing information related to the use of Electronic Medical Records (EMRs) to research sponsors. Research teams may either use this document to answer sponsor required questionnaires or simply provide a copy of this letter to the study sponsor. The document called “Research CIS System Overview – Letter to Sponsors” has been uploaded to the HSA resources web page https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx and can be easily accessed by the research teams.

4. Wave 2-3 Update

In January, the Connect Care Research Conversion team sent out emails to research team members who are performing research studies at sites identified as launching for Wave 2/3 on May 30th, 2020. If you are running a multi-site study or are responsible for managing studies at one of the Wave 2/3 sites you will follow the same process as Wave 1 to provide information on your study, any study team members and your department/location to assist with research conversion. Please ensure that you respond to the email whether or not your study is still active or included as part of the Wave as this will allow us to rule your study out for conversion. In general, we have identified Wave 2/3 studies in Claresholm, Banff, Calgary (Sheldon Chumir, South Health Campus), Strathcona Hospital, and Sturgeon Hospital.

5. Previously Released Newsletters

We have an archive of previous Wave 1 Connect Care Research updates at https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx

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 lower right-hand side of the AHS PRA Resource Page in a box called ‘Connect Care Resources’)

6. Finding help for your questions

- 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.

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.

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.

Wave 1 Onsite Assistance. Need even more help? Leanne Blahut will be onsite at the Kaye Edmonton Clinic KEC 0E.127 every Wednesday 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.

7. More resources for 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