



## What's Coming in January / February 2018

### 1. Site visits – the purpose is for Epic to learn more about AHS and Covenant Health

The below sites represent a variety of sites and programs, sites from each zone and CancerControl, a mix of AHS and Covenant Health, targeting sites that Epic staff have not yet visited. As well we needed to keep the rural sites within a 1.5-2 hour drive from Edmonton or Calgary in order to allow Epic staff time to return to either city to conduct additional work in the afternoon of the visit.

Date / Time	Site
January 16 2018 08:00 – 16:00	Royal Alexandra Hospital
January 16 08:00 – 16:00	Misericordia Community Hospital
January 17 08:00 – 12:00	Westlock Healthcare Centre
January 17 08:00 – 12:00	Drayton Valley Hospital including CancerControl
January 17 08:00 – 12:00	Glenrose Rehabilitation Hospital ( focus on Billing collection processes)
January 30 08-16:00	Foothills Medical Centre and Tom Baker Cancer Centre
January 30 08:00 – 16:00	Peter Lougheed Centre
January 31 08:00 – 12:00	Sheldon M. Chumir Health Centre (Urgent Care, Addictions Mental Health, AHS Primary Care)
January 31 08:00 – 12:00	Banff - Mineral Springs Hospital
January 31 08:00 – 12:00	Bassano Health Centre

### 2. Groundwork questions coming Jan 9 2018 – the purpose is for Epic to learn more about AHS and Covenant Health

- Will need the Area Council co-chairs and Clin Ops leaders (operations and physicians) to help respond to these questions (we will receive these questions on Jan 9; due Feb 2)
- There are multiple groundwork 1-hour meetings scheduled for Jan 17 and Jan 18 (in person in Edmonton or skype) AND Jan 31, Feb 1 (in person in Calgary and skype) to which Ops people will be invited. The purpose of these meetings is to have access to the Epic staff to ask questions about the groundwork questions and get a better understanding of the information Epic needs.
- Details of the groundwork Q&A sessions will be sent out with the groundwork questions

### 3. (NEW) Nursing and Allied Health 2-day orientation Jan 29-30 OR Jan 31-Feb 1

- 50 Ops / Provincial program leaders (SOO level ideally) – maximum
- To be held in Calgary (as Epic staff will be in Calgary that week)
- Each orientation is 2 days
- Further information about these orientation sessions will be sent out as soon as we have logistics confirmed
- A similar Physician orientation is being organized through the CMIO office for earlier in Jan.

### 4. AHS Connect Care Project Kickoff – February 13, 09:00 – 10:00

- This will be held at the conference session at the beginning of the Direction Setting session

# Connect Care



- ELT / Leaders to attend a kickoff event (location TBD – Edmonton)
- We will video-broadcast this so others across the province can join the Connect Care kickoff

## 5. SME Update / Direction and Adoption / Validation Setting Sessions (**DATE CHANGE IN JUNE**)

**The Purpose of these sessions is to bring subject matter experts together from around the province and make decisions on key AHS-wide workflows and some core content.**

- SMEs from Operations areas have mainly been identified. At their request, invitations to participate will initially come from the ZEL office (a package will be sent to each Ops ZEL with some clear instructions).
  - o Approximately 1400 SMEs have been identified to date
  - o There is excellent participation from the North, Central and South Zones and similar representation between Calgary and Edmonton Zones.
  - o By January 9, welcome/logistics letter will be sent to all SMEs (copied to their manager) from the Connect Care team.
  - o By January 9, welcome/logistics email letters will be sent to all SMEs (and copied to their Manager) from the Connect Care team.
  - o Travel arrangements will be made through the Connect Care team.
- Physician SMEs are being recruited through the CMIO office together with physician leaders across the zones.
- We will still be recruiting participants from provincial programs and services (e.g. HPSP, QSO, others). We are planning for the Area Council co-chairs to participate in these sessions. Invitations to these leaders will follow once the AC co-chairs are assigned.
- **SME Time commitment:** In addition to the Direction setting and Adoption / Validation sessions, SMEs may be asked via email for their input on an issue or workflow question, and may be asked to join an very occasional (short) skype-based meeting in between work sessions.
- In addition to these sessions, we anticipate that a few SMEs may be required for some short term work group to plan cross-system workflow process. We will request permission for extra participation of any SME for this type of work.
- SMEs and Area Council Co-chairs are expected to attend all 6 sessions (18 days)
  - o Direction Session 1 – February 13-15
  - o Direction Session 2 – March 13-15
  - o Direction Session 3 – April 10-12
  - o Adoption / Validation 1 – **DATE CHANGE – NEW DATE: June 19-21**
  - o Adoption / Validation 2 – August 14-16
  - o Adoption / Validation 3 – September 25-27
- We appreciate the challenge with a 3-day session in August. We have carefully examined the schedule with Epic and this timeline cannot be postponed into September.



## Connect Care Direction-Setting Sessions Physician Participation

### Why Physicians?

The Connect Care initiative seeks to improve health outcomes through a continuum of care, cross-generational, cross-geography, one-person-one-record-one-system support for clinical improvement. For improvement to follow implementation, it is vitally important that physicians integrate new informational tools into daily workflows in a meaningful way. For this to happen, physicians must be directly involved in decisions about how the Connect Care Clinical Information System (CIS) is designed and configured. A system adapted to Alberta's front-line opportunities and constraints has the best chance of success.

### What is "Direction-Setting"?

Physician experience, expertise and guidance is needed well before first Connect Care deployments in late 2019. The Connect Care journey begins with vitally important design and configuration work through 2018, followed by validation and testing in 2019.

A key first opportunity for input comes during "Direction-Setting" sessions scheduled for early 2018. These tap into clinician perspectives to guide basic choices about how common workflows will be supported by Connect Care.

Three sets of Direction-Setting sessions occur in February, March, and April of 2018. Building on information already gathered from AHS stakeholders, best-guess workflow supports will be demonstrated for discussion about what might better fit clinician needs. Decisions will be recorded and used to build and configure a foundation system as the starting point for Connect Care.

The three Direction-Setting sessions occur at one-month intervals, with learnings from a prior session informing what is decided at the next session. The emerging CIS foundation build will be demonstrated as it evolves.

### Is Direction-Setting the only venue for physician-input?

Physician involvement is essential to all phases of design, build, implementation and optimization. There will be many opportunities to improve upon the configuration emerging from Direction-Setting. Subsequent "Validation" sessions will continue explorations of workflows, getting into a lot more detail.

There are also opportunities to contribute to "Clinical System Design" sessions, where the focus is on how clinical documentation, physician orders and clinical decisions are supported. Physicians primarily interested in clinical guidance may prioritize clinical system design sessions but all practicing physicians have valuable contributions to make in Direction-Setting, Validation and Clinical System Design sessions.

A Connect Care physician registry allows physicians to be matched to best participation opportunities.

### What do the Direction-Setting Sessions need from physicians?

Effective Direction-Setting is critical to the success of Connect Care. It is vitally important that committed physicians participate and bring representative knowledge and experience to the table. We are looking for experienced physicians who know workflows and clinical practice in their area and zone.



Physicians participating in Direction-Setting will:

- review groundwork information about common workflows and practices, summarized from many Connect Care preparations;
- guide translation of optimized processes into Connect Care workflows;
- ensure that proposed workflows align with AHS goals and policies.

Each session will build on discussions and decisions made in previous sessions, so participants provide a continuity of knowledge from session to session.

## What is decided in Direction-Setting?

AHS, in partnership with Epic, will guide Direction-Setting sessions. In general, the sessions will:

- review what is learned through groundwork studies, site visits, and strategic transformation;
- demonstrate preliminary best-fit Epic functions, drawn from the experience of others and the needs of AHS;
- work through key questions and build consensus so that the build team has direction about how to better configure a foundation build to meet AHS' needs.

The focus is on core “workflows”, or the basic determinants of how we provide care. For example, physicians who work in neonatal intensive care may be asked: “who from the patient care team is included in daily rounding?” and emergency physicians may be asked: “can a physician directly register a patient bypassing reception?”.

## What is the time commitment?

Physicians offer invaluable experience, knowledge, and perspectives; Direction-Setting cannot succeed without them. But Direction-Setting will struggle if physician inputs are uncoordinated or inefficient. It is essential that the same experts participate in all three sessions, so there is an ability to review whether decisions have been correctly understood and implemented.

Accordingly, physician contributors to Direction-Setting include:

- At least 4 hours on each of 3 days (Tuesday, Wednesday, Thursday) in 3 consecutive months (February, March, April, 2018)  
→ 9 days total
- Fewer hours on each of 3 days at Adoption sessions in June, August and September 2018.
- 1 hour of online e-learning (orientation to Epic environment) before the first session (completed at your leisure)
- Travel, and possibly accommodation, at in-person sessions
- Participation in all assigned consultations within each Direction-Setting session.

## When are the sessions?

**Direction Setting Session 1 - February 13, 14, 15, 2018** (Edmonton)

**Direction Setting Session 2 - March 13, 14, 15, 2018** (location to be confirmed)

**Direction Setting Session 3 - April 10, 11, 12, 2018** (location to be confirmed)

**Adoption Sessions – June, August, September 2018** (dates & locations to be confirmed)

# Connect Care FAQ



## Where are the sessions held?

Sessions will alternate between Edmonton and Calgary, with support for travel and accommodation.

## What training will be given?

- Participants will prepare for the sessions by completing an online eLearning module (1 hour of self-directed learning completed at your leisure before the first session).
- During the sessions, Epic facilitators will demonstrate functions to assist in decision making.

## How will physicians be compensated for lost time?

- All Participants:
  - travel and accommodation costs will be covered by the Connect Care Program
  - providers will be contacted by Connect Care to coordinate travel plans
- Physicians with a formal contract with AHS:
  - time spent at these sessions will be calculated as part of your existing commitment and other tasks will be paused or modified (if a role < 0.2FTE, alternate arrangements may be made)
- Physicians who are members of Alternate Reimbursement Plans:
  - time at these sessions may be part of ARP service declared, acknowledged in annual reports
- Other physicians (e.g. fee for service):
  - AHS standard meeting participation compensation (~\$1000/day)

## How else can physicians contribute to Connect Care?

We will be seeking involvement from physicians throughout the Connect Care journey. We are building a registry of physicians interested in a variety of roles. Other contribution opportunities include:

- Leadership – a number of formal leadership positions are available at provincial and zone levels.
- Connect Care Area Council Members – physicians with expertise in a practice area who will contribute to Connect Care decisions.
- Clinical System Design Sessions – physicians with specialty knowledge help make specific design decisions related to their expertise. These roles will usually be short term.
- Change management leaders – physicians who will help to ensure and maintain readiness for Connect Care uptake in typical AHS settings.
- Physician Trainers – physicians who train other physicians in the new CIS.
- Super Users – physicians who will provide on-the-ground support to their colleagues during and after “go-live” at a particular site.

## How are interested physicians registered for possible participation?

To express interest or to learn more, please contact zone medical leadership or email [CMIO@AHS.ca](mailto:CMIO@AHS.ca)

The AHS CMIO office supports AHS zone and site medical leadership identifying contributors.

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