



CMIO Optimization Support for Connect Care

The Chief Medical Information Office (CMIO) has developed a four-tier optimization pathway to foster continuous learning for those in previous launches. Users can combine optimization strategies from any tier, in any order, to best address individual needs. In Tiers 1 and 3, users can select and pace their learning from available resources and modules. In Tiers 2 and 4, Medical Informatics Leads (MILs), Super Users, and Zone Clinical Department Heads (ZCDHs) champion continuing optimization for their colleagues and staff.

Tier 1: Self-Directed

Users reinforce their **basic** training knowledge through self-directed just-in-time learning.

- Connect Care Manual (manual.connect-care.ca), [Tips](#), [FAQs](#), [Support Forum](#)
- Connect Care Learning Home Dashboard
- Independent learning (mylearninglink.ahs.ca)
- Epic Earth (www.epicearth.com)

Tier 2: Reinforcement

Users reinforce their ability to personalize within Connect Care.

- Personalization growth
 - Independent Learning Module available on MyLearningLink (mylearninglink.ahs.ca)
 - Class delivery, initiated and organized by a user group or clinical department via their MIL(s) and/or ZCDH
- Workflow optimization
 - CMIO demo videos (demos.connect-care.ca)
 - Group delivery (e.g., rounds)

Tier 3: SmartUser

Users participate in Epic's online SmartUser (formerly known as "Power User") classes. These can help users become more confident and efficient in using Connect Care. The 1-hour long SmartUser classes are free, virtual, and led by an Epic trainer.

- Schedule and registration via efficiency.epic.com (UserWeb login not needed)
- SmartUser classes are also available through Epic's **weLearning** (UserWeb login needed; search for "SmartUser")

Tier 4: Direct Support

Sessions organized through a clinical department in partnership with the CMIO training team.

- Targeted optimization sessions facilitated by MILs or CMIO training team members during rounds
- Deployment of CMIO Educators to Zone sites

MILs and/or ZCDHs are asked to identify users or groups interested in optimization.

Resources

- **Manual: Optimization Training**
- Zone CMIO supports (educators, training team members, Zone ACMIO team):
 - North Zone: cmio.nz@ahs.ca
 - Edmonton Zone: cmio.ez@ahs.ca
 - Central Zone: cmio.cez@ahs.ca
 - Calgary Zone: cmio.caz@ahs.ca
 - South Zone: cmio.sz@ahs.ca



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- Zone Medical Affairs:
 - North Zone: NZ.Privileging@ahs.ca
 - Edmonton Zone: Edm.MedicalAffairs@ahs.ca
 - Central Zone: CZMAprivileging@ahs.ca
 - Calgary Zone: CAL.MedAffairsConnectCare@ahs.ca
 - South Zone: SZ.MedicalAffairs@ahs.ca
 - Alberta Precision Laboratories: APL.MedicalAffairs@albertaprecisionlabs.ca
 - Cancer Care Alberta: cmio.cca@ahs.ca
 - CMIO Prescriber Support: help.cmio@ahs.ca