SmartUser Opportunity for CMIO Learners

What is SmartUser training?

A SmartUser (formerly known as "Power User") is a clinician who uses Connect Care tools optimally. Physician SmartUser classes promote use of personalizations to improve users' individual efficiency in ways that can be easily shared with colleagues. Training covers more than 140 tips and tricks for getting the most out of the Connect Care experience.

How can physicians register for SmartUser training?

Classes are offered through Epic's virtual learning platform. Sessions are available on weekdays (with occasional Saturday offerings), ranging from 07:00 to 17:00 MST.

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

What are physicians saying about SmartUser training?

> *"Power User courses have helped to vastly improve my use of Connect Care, and the quick tips and tricks have been easy to share with my colleagues. Users will find the format easy to follow; there are multiple topics to choose from, and it will boost your confidence and efficiency in a short period of time. I highly recommend!"*
> - Dr. Tracy Graham
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> *"Power User training is all about becoming more efficient using Connect Care. Sharing the many tips, tricks, and short cuts with colleagues can improve use for everyone."*
> - Dr. Jacques Romney
>
> *"The Power User course was a great investment of my time - the efficiency tips and techniques I learned are invaluable and I would highly recommend the Power User course to any clinician who wants to get as much as possible out of Connect Care."*
> - Dr. Marc Shaw

Who is the intended audience for SmartUser classes?

SmartUser training will benefit any Connect Care user who has completed CMIO basic and personalization training. This opportunity is strongly recommended for anyone looking for opportunities to improve their own expertise and efficiency in using Connect Care.

While any provider is welcome, those who struggle with Connect Care are more likely to benefit from one-on-one help. To arrange more focused help, please reach out to your Zone's Medical Informatics Lead or contact help.cmio@ahs.ca.

What is the format of the classes?

The training sessions are hosted by Epic trainers online. Each class consists of one hour of fast-paced presentation followed by an optional hour for questions and hands-on exercises. The format varies by session, but generally consists of the trainer demonstrating high-value personalization or efficiency strategies. Attendees can also choose to do the exercises on their own schedule.

How many sessions are there and what is covered?

SmartUser classes are available to meet different clinical practice needs. Users can choose whichever classes suit their clinical interests and needs. Below is a list of available courses at the time of publishing. Go to efficiency.epic.com or the FAQ to find the latest schedule of offerings.

Alberta Health Services

- **MD201v Introduction**: An overview of the SmartUser program. Learn about Signal, gain access to a special training system, a sample of 7 tips, and manage your learning using EpicU.
  - *NOTE: This is the only mandatory class in the series and must be taken prior to registration for other SmartUser classes.*
- **AMBMD202v Ambulatory Quick Wins**: Learn how to set up your workspace, optimize your schedule, hide buttons you rarely use, and optimize diagnosis entry, as well as quick and easy note tips.
- **EDMD202v Emergency Department Quick Wins**: Learn how to set up your workspace, optimize Track Board, and hide buttons you rarely use, as well as efficiency tips for the Dispo activity.
- **IPMD202v Inpatient Quick Wins**: Learn how to set up your workspace, optimize and build Patient Lists, and optimize Notes, as well as In Basket efficiency tips.
- **OBMD202v OB Quick Wins**: Learn how to set up your workspace, optimize the schedule and the Grease Board, and efficiently use orders and Order Sets, as well as quick tips for speeding up your notes.
- **SURMD202v Surgeon Quick Wins**: Learn strategies for schedule management and cost receipts, as well as how to manage your Order Set and Phases of Care, use mobile tools, create reports using SlicerDicer, and track performance using the OR Surgeon Scorecard.
- **MD203v Reviewing the Chart**: Learn how to personalize Chart Review, Snapshot, and Results Review, use Synopsis effectively, and maximize time by charting before the patient arrives.
- **MD220v Introduction to SmartTools**: Learn the terminology of the tools, how to find and use SmartTexts, SmartLinks, and SmartLists, and how to create, edit, and share your SmartPhrases.
- **MD224v SmartTools Part 1**: Learn to use basic and advanced SmartLinks to populate patient information like recent labs, and see how to embed SmartLinks in your SmartPhrases.
- **MD225v SmartTools Part 2**: Learn to create basic and advanced SmartLists, and see how to set your own default selections in a list.
- **MD206v Orders**: Learn keyboard shortcuts, and how to create basic and advanced preference lists, edit multiple orders at once, create a user order panel, and create/edit user SmartSets and Order Sets.
- **IPMD206v Inpatient Orders**: Learn keyboard shortcuts to quickly enter orders, and how to manage personal inpatient preference lists, manage user Order Sets, and create order panels.
- **MD207v In Basket**: Learn how to sort and filter In Basket, update the In Basket layout based on your preferences, create and use QuickActions, use In Basket to support team-based care, and search In Basket.
- **MD208v Reporting**: Learn how to monitor your patient population using the Reporting Workbench.
- **MD209v Mobile iOS**: Learn what mobile tools are available on Haiku, Canto, Unified Communications, and Limerick for iOs.
- **MD210v Mobile Android**: Learn what mobile tools are available on Haiku and Unified Communications for Android.
- **MD211v NoteWriter**: Learn how to ue NoteWriter SmartLinks, create and manage macros, leverage patient-entered data, and report on SmartData elements.
- **MD212v SlicerDicer**: Learn how to monitor your patient population using SlicerDicer.
- **MD230v Efficiency Metrics**: Learn how to find Epic usage metrics, how changes in user settings can impact the metrics, and what the areas are where additional training may have an impact.
- **MD200s Study Hall**: In this optional study hall session, physicians in the SmartUser program can ask questions about the course material. There is no formal presentation, but a trainer will be there to answer any questions.