



Physician Super Users

Why do we need Super Users?

Diverse physician contributions have proved invaluable to Connect Care groundwork, direction-setting, system design and validation. With clinical information system (CIS) testing, training and launch-readiness the new priority, new types of contributions will keep Connect Care on course through implementation and optimization.

Super Users promote user organization, engagement and accountability. They work with peers in clinical areas, helping them adapt to new workflows while building capacity for meaningful use of the Connect Care CIS. Physician Super Users facilitate prescriber participation in readiness activities, ensure authentic CIS testing, and build relationships to support physicians “at the elbow” prior to, during and following launch. Super Users are change agents who help users take ownership of their CIS.

Who should become a Super User?

Super Users enjoy both clinical and technical challenges. They combine Connect Care system knowledge with organizational street-smarts and excel at “getting stuff done”. Physician Super Users have deep knowledge about all aspects of clinical service delivery. They may have specific informatics roles in host clinical communities and be tasked with leveraging Connect Care for maximum benefit to those communities. They become the lifeblood of Connect Care User Groups.

How many Physician Super Users will there be?

Around the time of launch, Connect Care will support Super Users sufficient to local needs and circumstances. In addition, non-physician Super Users will be cross-trained on physician workflows and be able to support physicians.

What additional training will Physician Super Users receive?

Physician super users will complete the Connect Care physician training pathway for their practice area, with attention to how training can be best supported for users. This will take many hours, varying with the learner’s needs, baseline capabilities and number of pathway tracks. Super Users will be provided with training to support them as change agents. Additionally, advanced training opportunities are offered, with full travel, accommodation and course fee coverage. CPD credit applications are supported.

What is the time commitment for Super Users?

Super users will be asked to provide about 100 hours to the role before, during and after launch. This commitment includes super user training. Most effort focuses on peers just before and around launch, with some ongoing contribution up to 3 months post-implementation.

Will physician Super Users be compensated?

Yes. Physicians will be compensated, at standard AHS MD rates, for specific Super User contributions.

How are Super Users recruited?

Super User recruitment for Wave 1 sites will start towards the end of February 2019. Physician leaders are encouraged to identify and nominate colleagues suited to the role. Interested individuals can also volunteer but will be screened by physician leaders. Submit suggestions to the CMIO via CMIO@AHS.ca.

Where can more information be found?

- [Guide: Connect Care Physician Contributions](#)
- [Insite: Looking for Super Users](#)
- [FAQ: Connect Care Training for Physicians](#)