



---

## Super User Scheduling

### Bottom Line

Facility Medical Directors, Zone Clinical Department Heads or Facility or Zone Section Chief (“Medical Leaders”) know best the needs of sites and departments, and so how and when to optimally schedule Super Users for launch and post-launch support. Medical Informatics Leads (MILs) in the same clinical area can help with Super User planning, as can affiliated Nurse Practitioners (NPs) or nurse managers.

### How do I know who the Super Users are at my site?

Working with Medical Affairs, the office of the Associate Chief Medical Information Officer (ACMIO) for your zone will provide a list of verified and trained Super Users. You may already be familiar with who they are through the readiness events leading up to launch and through regular contact with your MILs and ACMIO.

### What kind of shifts should Super Users work?

You want to ensure you are maximizing Super User hours and have Super User support for the physicians/NPs working at your site. For example, if your site has physician rounds in the morning, afternoon and night you would want to make sure you have Super User support during those times, but you do not need to schedule Super Users during times there won't be physicians/NPs on site.

### How many hours does each Super User spend supporting launch?

Each Super User can provide 75 hours of launch support and 20 hours of post-launch support. As each clinician's practice varies, they may be available to provide more or less support than the hours outlined and will be compensated accordingly. Please work with your Super Users to determine their availability for launch and post-launch support.

### Who is responsible for scheduling Super Users?

The Medical Leader for a clinical area will collaboratively schedule their Super Users into their support schedule to best fit their needs. Medical Informatics Leads can provide assistance and support Medical Leaders in drafting the schedule especially those involved in previous wave scheduling. Ensure you collaborate with the NP Super Users in your areas and their managers to discuss schedule needs and agree on a schedule.

A draft template is available that may be a helpful starting point for developing your Super User Schedule. There are instructions and a template to enter in your Super User schedule information. Once the schedule is finalized for your site/clinical department, please send it to your ACMIO's office (Edmonton [aalia.damani@ahs.ca](mailto:aalia.damani@ahs.ca)) to ensure the digital schedule is updated and socialized.

### How long is there a Super User Schedule for?

For the first two weeks of launch there will be intensive support which tapers afterwards (determined by the clinical department). Some areas may require longer intensive support to account for their shift schedules etc. It is up to the clinical departments and sites to determine if they require a Super User schedule past the initial two weeks post-launch. In earlier Waves there were challenges supporting ambulatory clinics and these should not be ignored.

### Where is the Super User Schedule located?

Once finalized by the Medical Leaders and MILs, the ACMIO's office uploads the schedule to [Tableau](#) and information on how to connect with your Super User is in the Connect Care [Physician Manual](#). This schedule can be printed and displayed at each site daily as the Facility/Site Medical Director and/or Clinical Department site Leader see fit.



---

### How are hours and shifts tracked?

Once you have scheduled your Super Users for their shifts during launch and post launch (the template provided may be helpful for this) please send the schedule to your ACMIO's office and we will update our tracking to ensure we accurately capture the hours Super Users have worked.

After launch the ACMIO's office connects with each Super User to review their classroom support, launch and post launch hours to verify if the hours recorded are accurate. Once hours are verified Super Users are paid for their hard work. It is possible to be compensated for a greater number of hours than the contract stipulates if the extra hours are agreed to by the ACMIO office.

NP super users will be tracking time on shift redistribution forms. These will be submitted to their zone ACMIO's administrative assistant (Edmonton Zone: [melody.graschuk@ahs.ca](mailto:melody.graschuk@ahs.ca); Calgary Zone: [shakeela.hussain@ahs.ca](mailto:shakeela.hussain@ahs.ca)) as well as their home timekeeper. The Functional Center is: 101.0000.71125000336; the Department ID is: 5000046504.

### How many Super Users should work on each shift?

The general ratio of Super Users to Physicians is 1:10. Some smaller sites may not be able to support this ratio, as you are unable to have a fraction of a Super User. In these cases, we recommend scheduling one Super User for each group of physicians.

### Do Super Users need to be there in person?

In general, Super Users are expected to be available in person to support their peers. This is particularly important during the first two weeks of Launch as users get familiarized with the system. The Super User will be scheduled for a particular shift and expected to be available for this period of time. While in person support is preferred, virtual support (e.g. over Zoom) is another support model that may make sense in certain situations. Please discuss with the ACMIO and your clinical leadership to develop a model that works for your clinical circumstance. Super Users cannot bill for clinical work and receive payment for Super User work at the same time.

### Smaller sites

A separate "rural" Super User model has been developed that is designed to support small rural sites and meant to reflect situations where there may only be a small number of staff at a site and a small number of Super Users. In this situation pulling a Super User out of a clinical rotation may cause too much disruption and there is a way to spread the work out and receive a small stipend for being on call. Please discuss with the ACMIO office whether this model pertains to your site.

### What is the Area Trainers role in Launch?

Area Trainers may provide launch support depending on their availability. This would be determined by the Zone ACMIO team in collaboration with the training team leaders who will be responsible to ensure that Area Trainers are best utilized as a training and launch support resource in the zone.

### What if my site or clinical department has gaps in Super User support?

We know that each site/clinical department will do its best to ensure adequate Super User coverage using its own pool of Super Users. There nonetheless may instances in which there are Super User coverage gaps. When you have exhausted all your possible options, please reach out to the ACMIO's office and we can assist in coordinating alternative Super User coverage by leveraging Super Users at other sites and MILs.

If possible, the goal is to ensure that the first two times an end-user uses Connect Care a Super User is available on site to provide support.