



CMIO Optimization Support for Wave 1 & 2 Users

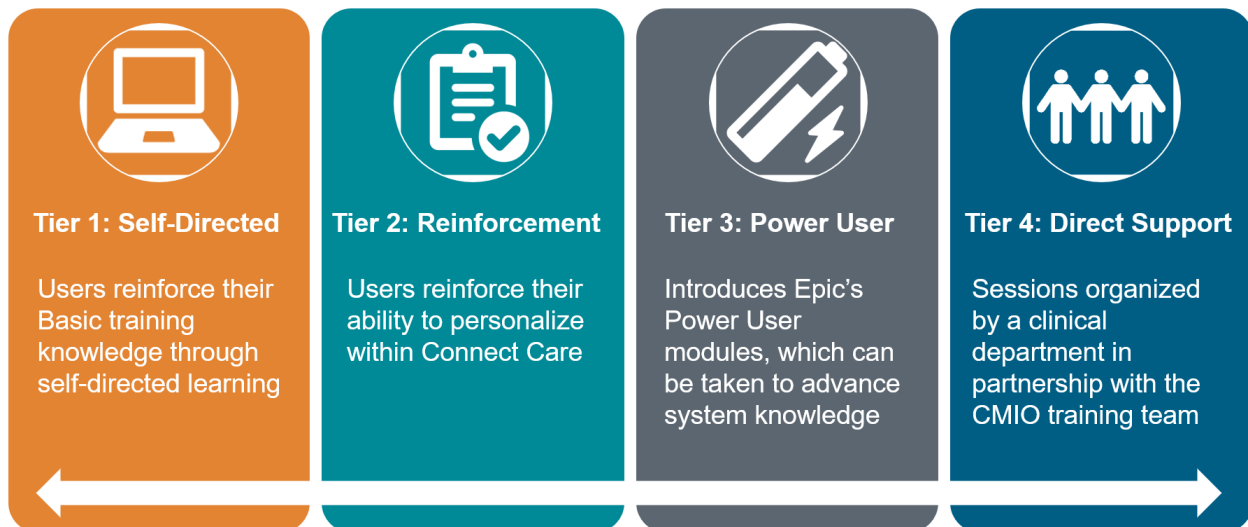
The Chief Medical Information Office (CMIO) has developed a four-stage optimization strategy to foster continuous learning for prescribers adopting the Connect Care clinical information system (CIS) in launch waves 1 and 2.

Objective

This document gives an overview of the optimization choices available to current Connect Care users and their leaders. Medical Informatics Leads (MILs) and Zonal Departmental, Facility and Site Medical Leaders (“Medical Leaders”) can coordinate communication and help identify what type(s) or level(s) of learning they require. The Edmonton Zone Associate Chief Medical Office (ACMIO) team will work closely with the MILs and Medical Leaders to facilitate targeted supports. All Connect Care users who fall under the scope of CMIO training will be able to access optimization support via their local leadership.

CMIO Connect Care Optimization Strategy

The CMIO training team has developed a four-tier optimization pathway to foster continuous learning:



Users can combine facets of optimization from any tier, in any order, to best meet their unique learning needs. In Tiers 1 and 3, users can drive their own learning through the available resources and modules. In Tiers 2 and 4, MILs and Medical Leaders will help champion this learning for their users.

Tier 1: Self-Directed

Users reinforce their Basic training knowledge through self-directed learning.

In preparation for launch, CMIO users receive basic Connect Care training. Several resources are available to users interested in revisiting training or reviewing certain concepts and tools:

Connect Care Manual (manual.connect-care.ca)

An online Manual that contains tips, guides, resources and norms for CMIO users who use Connect Care. Users can access this resource for guidance on key topics, including accessing Connect Care, using Connect Care on mobile devices and completing common workflows using Connect Care.



Connect Care Updates (blogs.connect-care.ca)

The Manual is supplemented by a number of online blogging channels where [updates](#), [tips](#), [tippies](#), [frequently-asked-questions](#) and [trouble-shooting supports](#) are posted and frequently updated. Users can [subscribe](#) to receive useful hints via email, twitter and newsfeeds.


Connect Care Learning Home Dashboard

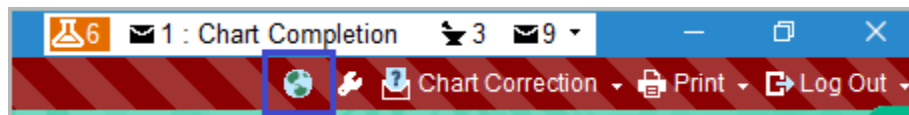
The Learning Home Dashboard (LHD) links to guides and tip sheets for different clinical areas and contexts. CMIO users can access this dashboard from within Connect Care and access both the Manual and Updates from there.

Independent Learning (mylearninglink.ahs.ca)

The CMIO has published basic independent learning modules for CMIO training tracks. Each of these modules provides essential information about common workflows. CMIO users can register for Connect Care training at Alberta Health Services' online learning management platform, MyLearningLink (MLL).

Epic Earth (www.epicearth.com)

Users can easily access Epic's video library (including the "It's Possible" series) from within Connect Care by clicking the  in Hyperspace:



Users can sign into Epic Earth after a one-time registration directly from the Production (PRD) environment.

The videos in this library provide tips and insights from clinicians and hundreds of leading healthcare organizations.

Tier 2: Reinforcement

Users reinforce their ability to personalize within Connect Care.

Users with a basic foundation in Connect Care can leverage personalization sessions, resources and tools to increase their efficiency within the system.

For an overview of personalization, users can access the Epic – CMIO Personalization – Independent Learning Module under CMIO courses in MLL (mylearninglink.ahs.ca). Personalization can also be delivered through a classroom session, with user groups or clinical departments initiating and organizing the session through their MIL(s) and/or Zone Clinical Department Head (ZCDH). The CMIO training team can support these sessions as needed.

Workflow support and resources are also available through CMIO demo videos (demos.connect-care.ca) and group delivery sessions (e.g., rounds).

Tier 3: Power User

Introduces Epic's Power User modules, which can be taken to advance CIS skills.

Connect Care users and Super Users who are actively using Connect Care and want to advance their knowledge and skills are encouraged to complete Power User training. These courses are offered by Epic and delivered through online self-directed learnings and scheduled webinars. Power Users can help themselves and their peers feel more confident and be more efficient in using Connect Care.

A 4-minute introduction video (Epic – MD200 Power User Overview) is available to all CMIO learners in MLL (mylearninglink.ahs.ca). This video is listed in MLL under your **CMIO Role → Optimization → Introduction to Power User** or can be found by searching for "**MD200**". Once complete, you will have the basic understanding of the Power User program and the steps required to register for classes.



Tier 4: Direct Support

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

MILs can provide targeted optimization sessions for their peers during rounds. The ACMIO team can arrange for a CMIO training team member to be present to help support the session. CMIO Zone Educators can also be deployed to targeted clinical areas and users who require in-person optimization support.

MILs and/or ZCDHs are asked to identify users or groups of users who are interested in direct support.

Resources

- [Manual: Optimization Training](#)
- Edmonton Zone ACMIO Training Support contacts: cmio.ez@ahs.ca
- Contacts: [Zone Medical Affairs](#)
 - medicalaffairs.edmontonzone-physicianresources@ahs.ca
- CMIO Training Support: help.cmio@ahs.ca