



CMIO Optimization Support for Connect Care Users

In order to support both new and experienced Connect Care users, the Chief Medical Information Office (CMIO) has developed a four-fold optimization plan to foster continuous learning.

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, Community and Site Medical Leaders (“Medical Leaders”) can coordinate communication efforts and help identify what type(s) or level(s) of learning they require. The 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 Plan



Users can combine facets of optimization from any section, in any order, to best meet their unique learning needs. In Self-Directed learning and SmartUser training, users can drive their own learning through the available resources and modules. In Reinforcement (personalization) and Direct Support,



MILs and Medical Leaders help champion this learning for their users, while the CMIO Training team provides direct additional training or support.

Direct Support

Sessions or support organized by the CMIO Training team.

Beginning in January 2024, the CMIO Training team offers Optimization classes (previously called “Thrive” classes). After going live with Connect Care, many prescribers can benefit from additional support to help take full advantage of the features of the clinical information system, maximizing their productivity and allowing them to spend more time with patients.

The Optimization classes will be 30 to 60 minutes in length each and will focus on completing common workflows more efficiently. To date, there are sessions focusing on In Basket Management, Therapy Plans, Orders Optimization, Notes and Documentation SmartTools, Letters to Netcare, and Anesthesia. Other Thrive classes will be added; information will be added to the [Connect Care Manual](#) when available.

Prescribers can register for Optimization classes [here](#). Spots are limited in order to ensure trainers can address individual questions. Please ensure that you review your confirmation email from “Bookings CMIO Thrive” for the class link, and requirements for the session.

MILs can also 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.

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

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 Learning Home Dashboard

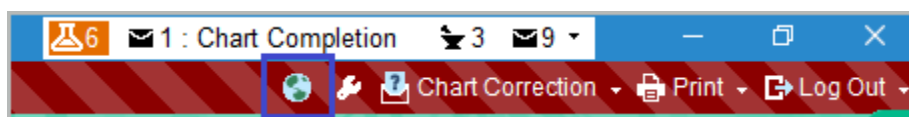
The Learning Home Dashboard (LHD) links to guides and tip sheets for different clinical areas and contexts. CMIO users can access this dashboard from within Connect Care.

Independent Learning (mylearninglink.ahs.ca)

The CMIO has published basic independent learning modules for CMIO training tracks. Each of these modules provide basic training to a user. 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” and “Here’s How” 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.

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).

SmartUser

Introduces Epic's SmartUser modules, which can be taken to advance system knowledge.

Connect Care users and Super Users who are actively using Connect Care and want to advance their system knowledge are encouraged to complete SmartUser (formerly known as “Power User”) training. These courses are offered by Epic and delivered through online scheduled webinars. SmartUsers can help themselves and their peers feel more confident and be more efficient in using Connect Care.

To see a schedule and register for SmartUser classes, go to efficiency.epic.com (UserWeb login not needed). See the [FAQ](#) for more information.

Resources

- Connect Care Manual – Optimization Training (manual.connect-care.ca/training/optimization-training)
- Zone CMIO educators, training team members, and 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
- Zone Medical Affairs
 - North Zone: NZ.Privileging@ahs.ca
 - Edmonton Zone: Edm.MedicalAffairs@ahs.ca
 - Central Zone: CZMAprivileging@ahs.ca
 - Calgary Zone: CAL.MedicalEducationOffice@ahs.ca
 - South Zone: SZ.MedicalAffairs@ahs.ca
 - Alberta Precision Laboratories: APL.MedicalAffairs@albertaprecisionlabs.ca
 - Cancer Care Alberta: cmio.cca@ahs.ca
- For general questions, contact help.cmio@ahs.ca