End-User Training Principles

A clear and well-resourced training plan is essential for successful Connect Care clinical information system (CIS) implementation. End-user engagement, change management and adoption all hinge on effective training, especially for a large organization with a diverse and dispersed workforce. Connect Care training must additionally recognize the needs of partner organizations, educational institutions and professional groups. The following principles guide Connect Care training curriculum design, delivery and supports.

	Principle	Implications
1.	**Safe**: Training programs will be designed and delivered to assure the safest possible use of the Connect Care CIS.	Training design and delivery will emphasize promotion of patient safety through capable and responsible system use.
2.	**Flexible**: As much as possible, curriculum delivery will accommodate different learning needs and styles, using a variety of tools and approaches.	Training access will be optimized for user needs and circumstances, offering mixes of online, in-person, experiential and distance learning; while modular curriculum design will allow matching of content to delivery method.
3.	**Supported**: Training interventions will be resourced through Connect Care implementation waves and post-implementation onboarding.	Adequate resourcing will support formal competency assurance and informal "just-in-time" continuing learning that leverages super users, peers and user groups.
4.	**Role-Sensitive**: Training pathways will be sensitive to unique CIS needs, while assuring minimum competency organization-wide.	"Day in the Life" training pathways will emphasize content most relevant and practical for different roles and workflows.
5.	**Competency-Based**: Learner assessment will emphasize attainment and demonstration of essential skills required for safe CIS use.	Learners will demonstrate minimum expected competencies before gaining access to the full Connect Care CIS.
6.	**Evaluated**: Training content, delivery and outcomes will be evaluated from learner, trainer, and program perspectives.	Evaluation frameworks will facilitate surveillance of end-user competency as well as training program effectiveness.
7.	**Sustainable**: Learning interventions will be developed with sustainability in mind.	Training will assure workforce competency at launch, new user competency post-launch and meaningful use competency thereafter.
8.	**Communication**: Training expectations and opportunities will be clearly and consistently communicated through multiple channels.	Involvement of clinical and operational stakeholders in training design and delivery is essential to both relevance and uptake.
9.	**Capable**: All Connect Care trainers will complete appropriate training to attain required competencies, credentials and instructional capabilities.	To ensure highest quality and consistency of Connect Care training, all trainers will be credentialed thru the AHS Credentialed Trainer Program or equivalent CMIO Physician Training Programs.

Alberta Health Services