



November 30, 2021

Connect Care Research Update



Welcome, research readers!

Please review the information below for the latest updates to Connect Care for research community members.

Connect Care Wave 4 & Wave 5 Updated Launch Timelines

- Connect Care remains an organizational priority. The sequencing and scope for each wave has been shifted six months into the future. Overall timelines are extended for Connect Care, with completion by 2024, however, the content of each wave remains the same:
 - Wave 4 Launch for affiliated sites will occur May 14, 2022
 - Wave 5 Launch for affiliated sites will occur Nov. 6, 2022

For more information, please visit: [Connect Care Implementation Timeline \(albertahealthservices.ca\)](https://albertahealthservices.ca)

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1. Research IT

a. Limit research maintenance activity

Date of Fix: November 16, 2021

System Update: To ensure study team members can modify and view the Connect Care research study records on which they are explicitly named or appointed as a research team member on the research ethics application.

Description: This system update limits research study record viewing and editing only to permitted users on studies where the research user is listed as a Principal Investigator, Study Coordinator, Nurse, Other Provider, or Research Contact in the Users and Providers section of the study in the Research Study Maintenance activity.

Impact to Users: Any Connect Care user with a research sub-template applied to their role (i.e. research nurses, research coordinators, principle investigators) will only be able to modify those study records if they are listed as a team member.

b. View Immunization and Allergy details

Date of Fix: September 30, 2021

System Update: Immunizations and Allergies security added for research users.

Description: Researchers have been granted permissions to access Immunization records and allergies/contraindications information, which are Activities accessible from a patient's SnapShot in Chart Review. Detailed information is now accessible from the respective activity.

Impact to Users: Any Connect Care user with a research template applied to their role (i.e. research coordinators, principle investigators) will be able to view additional details.

c. Research kit (Research Team Use Only, No Lab Involvement)

Date of Fix: December 7, 2021

System Update: New Research Kit built to be used when lab will not be involved in the workflow.

Description: In some research protocols, the research team with or without the assistance of the clinical teams are responsible for all the steps related to laboratory tests including for ordering, collecting, processing, shipping, and resulting; AHS lab (APL and Dynalife) do not perform any steps of this workflow. In these cases, the users must order the Research kit (Research Team Use Only, No Lab Involvement).

Impact to Users: Any research Connect Care end user ordering Research Kits in the system.

2. Education

a. 180 Day Deactivation of Connect Care Access and Accounts & Simulated End User Proficiency Assessment (SEUPA)

An AHS organizational decision was made regarding the deactivation of Connect Care End Users accounts and access after not logging into the system for 180 days. The Connect Care Training Team developed a strategy that research has adopted to maintain continuity as per the following:

- Connect Care research end users can challenge the EUPA (end user proficiency assessment) completed during their initial training by completing the SEUPA (simulated end user proficiency assessment).



b. Immunization & allergy information access (viewing only – link & info from tip sheets)

Researchers can view and access information pertaining to patient allergies and immunizations. To access the tip sheet, visit the Research Coordinator Learning Home Dashboard or view it here: tms-cis-tr-research-staff-accessing-allergy-immunization-records.pdf (albertahealthservices.ca)

3. Training

a. Research Staff ILT – virtual training

Research Staff ILT training is provided virtually through Zoom and is split into two 4-hour sessions spanning two days. Users must confirm that they have the required technical access requirements for the course. Credentialed trainers meet with users in advance of the training session to ensure that each user can technically perform the virtual training. Of note, the prerequisite course for Research Staff ILT, Ambulatory Nurse Shared will continue to be provided as an in-classroom training.

b. Upcoming Research Staff training dates – *intended for Wave 1, 2 & 3 new hires (not Wave 4-9 users)*

- i. December 15 & 16, 2021, 8:00am to 12:00pm
- ii. January 11 & 12, 2022, 8:00am to 12:00pm
- iii. February 8 & 9, 2022, 8:00am to 12:00pm
- iv. March 8 & 9, 2022, 8:00am to 12:00pm

c. Complete billing review before setting your study status to 'completed'

Ensure that you complete billing review for all patients on your study, including zero dollar charges, before changing the study status to 'Completed' and requesting the Health System Access team to change the billing status to 'Complete'. Outstanding charges cannot be reviewed after the billing status is set to 'Completed'.

4. Communications

a. COVID-19 immunization guidelines for non-AHS employees

Alberta Health Services has updated the COVID-19 guidance document to include the application of AHS' Immunization of Workers for COVID-19 Policy and amended expectations for both non-essential research led by non-Alberta-based Principal Investigators and AHS' ability to accommodate non-essential research activities in ambulatory clinics.

- The researcher guidance document may be viewed here: [COVID-19 Guidance for Researchers - conduction research at AHS facilities \(albertahealthservices.ca\)](https://albertahealthservices.ca/COVID-19-Guidance-for-Researchers-conduction-research-at-AHS-facilities)
- The immunization policy may be viewed here: [IMMUNIZATION OF WORKERS FOR COVID-19 Policy 1189 \(ahsnet.ca\)](https://ahsnet.ca/IMMUNIZATION-OF-WORKERS-FOR-COVID-19-Policy-1189)

b. Most recent Clinical Inquiry Newsletter

To view the most recent version of the provincial Clinical Inquiry newsletter (Research & Analytics) please click on following hyperlink: [CI Newsletter - Nov 2021.pdf \(ahsnet.ca\)](https://ahsnet.ca/CI-Newsletter-Nov-2021.pdf). If you



are interested to become a monthly recipient of the newsletter, please contact:
cc.research@ahs.ca.

c. Next research webinar

Our monthly open webinars are a great way to stay informed about research functionalities in Connect Care and participant in upcoming readiness activities and events, which includes content for training and research conversion. Please join our monthly open sessions (via Zoom). To request a webinar invitation, please contact: cc.research@ahs.ca.

- **Next webinar – *Tentative*:** Monday, January 17th, 2022 from 12:00-1:00pm
- **Topic:** To be determined

You can find links to previously recorded webinars on the Health System Access [website](#) under the heading ‘Presentations and Videos’.

d. Recent AHS releases and communications

For further reading on Connect Care Inquiry and Research we encourage you to read the following:

- [Getting Started with Connect Care contacts and resources.pdf \(ahsnet.ca\)](#)
- [CC Research Coordinator Checklist Final 28Sep2021.pdf \(ahsnet.ca\)](#): List of steps your study team may need to take in order to get ready for Connect Care.
- [CC Research Training Requirements and Sequencing Final 28Sep2021.pdf \(ahsnet.ca\)](#): Information on the training requirements and sequencing for the Research module in Connect Care.
- [CC Research Clinical Department and Service Area Tip Sheet Apr2021.pdf \(ahsnet.ca\)](#)
- [Connect Care Charting Etiquette \(ahsnet.ca\)](#): This document provides you with the Connect Care expectations for research in terms of which workflows are expected to be completed in system, why it is important to do so and how they can be completed.
- [Connect Care Glossary \(albertahealthservices.ca\)](#)
- [Connect Care Frequently Asked Questions \(ahsnet.ca\)](#)
- [Provincial Health System Access - Home \(ahsnet.ca\)](#): All research stakeholders (including non-AHS employees) can access an assortment of Connect Care research related information.

e. Have you missed an update? Previously released newsletters archive

We have an archive of previous Connect Care Research updates at <https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx> under ‘Newsletters’

5. Finding help for your questions

Research has been added back as an issue type on the [Connect Care Concierge tool](#). [Connect Care Help | Insite \(albertahealthservices.ca\)](#). Thank you for your patience as we worked with IT to resolve this!



To help us route your query appropriately, please select what category best matches your issue or concern.

Select Issue Type

- Select Issue Type
- Clinical
- Billing - Claims / Hospital
- Billing - Claims / Professional
- Patient Access - Referrals / PAS
- Patient Access - Registration
- Patient Access - Scheduling
- Patient Flow - Bed Management/EVS/Portering/Transfer Center
- Provider Management
- Health Information Management
- Reporting (Business Intelligence)
- Research**
- Results Delivery - Cardiology
- Results Delivery - Diagnostic Imaging

ation you

The Connect Care Research Support Team wants to ensure the timely resolution, proper documentation and reporting of your Connect Care-related questions and concerns to minimize potential risks to the safe delivery of patient care. So read on to ensure you know how to reach out for help.

For Urgent issues (including login or device concerns) or IT related issues call 1-877-311-4300
(Please visit: [Insite IT Service Desk & Solution Center](#) for more information).

For your research workflow issues:

- 1) Ask a local research super-user first;** your colleagues are your first best resource.
- 2) Solutions Center** – to connect with someone immediately by telephone, call 1-877-311-4300 and follow the prompts to reach a live person and submit a Connect Care IT ticket.
- 3) Submit an IT Ticket Online**
 - Complete the online form at <https://insite.albertahealthservices.ca/main/cc/SitePages/ConnectCareHelp.aspx>.
 - Select 'Research' as the Issue Type
 - Search for your own Connect Care Department name
 - Select the patient care setting that applies to your situation (is it outpatient? Inpatient? Emergency department?)
 - Add a title for your issue
 - Lastly, enter an issue description, click 'submit' and you are done! You should see a ticket number on screen and receive a confirmation email to your AHS email address.

Note: If a Patient Safety Event has occurred (hazard up to harm), it is recommended that you submit a [Reporting and Learning System \(RLS\) report](#) and include your service desk ticket number in your report.



- **If your workflow or service-related issue relates to performing research care workflows in combination with pharmacy, lab or diagnostic imaging,** directly email or call your service area contact.
- **For assistance with study, study team member approvals and/or study set-up in Connect Care,** submit the appropriate form on the Health System Access (HSA) [website](#). For status updates on submitted requests to HSA, contact research.administration@ahs.ca.
- **For new users (people or sites who are not yet in system), questions related to research conversion, or site readiness for Connect Care Wave-specific launch,** or if your question does not meet any of the criteria above (and you are unable to find a local super user), we will answer your email through the cc.research@ahs.ca.

6. More resources for research end-users

Please remember to check your Research Coordinator - Learning Home and Research Coordinator – My Studies Dashboards for more training materials, tip-sheets and other documents that were developed to help you perform your Connect Care workflows. We also have some great material at our webpage at <https://extranet.ahsnet.ca/teams/AHSRA/SitePages/Home.aspx>

On behalf of the Connect Care research team cc.research@ahs.ca, Happy Reading!