Connect Care

Clinical Inquiry Newsletter – March 2021

Introducing the Clinical Inquiry Newsletter! A quick way to catch up on the latest progress for *Research* and *Analytics* functionalities within Connect Care. Watch for this newsletter coming to you on a monthly basis. You can also find this information in the Clinical Inquiry Blog located on SharePoint.

RESEARCH – Readiness Webinars

The Connect Care Support Team for Research typically offers webinars on the 3rd Monday of each month on various topics such as getting ready for launch, research conversion and using Connect Care to complete your research-related activities. All sessions include Q&A time at the end where you and your team can ask questions about Connect Care. If you are not receiving the webinar invites, you can sign up by sending a request to cc.research@ahs.ca.

- NOTE: The April webinar date has yet to be determined and will still occur from 12:00 – 1pm. Please watch for more information via email!
- TOPIC: 'How to create a patient list and how to use Department Specific Patient Lists for Research'.

RESEARCH – Research Staff Virtual Training Dates

- March 31 & April 1, 2021, 8:00 – 12:00pm
- May 12 & 13, 2021, 8:00 – 12:00pm
- June 2 & 3, 2021, 8:00 – 12:00pm

Important Links

- **Getting Started with Connect Care for Research**
  An overview on how to get your study and research team started with Connect Care, and how to get answers related to Connect Care and Research.
- **Clinical Department Research Readiness Tip Sheet**
  Research specific information and points of consideration for Clinical Operational and Service Areas.
- **Health System Access Home Page**
- **Connect Care Bytes Blog**
- **Connect Care Frequently Asked Questions**

RESEARCH – Connect Care – Preparing for Launch

The Connect Care Support Team for Research is here to ensure that study teams receive all the required information and training in preparation for going live with Connect Care. The following items highlight the major topics and areas of consideration when preparing for the integration of research studies into Connect Care:

1. Receive and respond to an email inviting you to complete an intake questionnaire for each of your studies to determine your study, training and system use requirements (role)
2. Nominate or receive an invite to become a super user and sign-up for training
3. Sign-up for end User training
4. Sign-up to participate in research conversion where you get early access to the system to load and validate study details, medications, study visits and participants
5. Launch! Perform research workflows in Connect Care with your clinical counterparts.

Who will be involved?

- The Connect Care Research Team & Provincial Research Operations
- Health Systems Access
- CMIO
- Clinical Operations IT
- AHS and university-employed research team members, including investigators, nurses, coordinators, allied health and other staff with studies for wave launch.
- Clinical staff who have research visits happening in their clinical areas

REPORTING – Universal Report Groups

New Report Groups Coming Soon! Connect Care's reporting content is tailored to end user audiences using a function called *report groups*. New reports and dashboards are available to end users who use those most often. For example, the Integrated Clinic Manager dashboard is available to the Outpatient-Management report group (includes all of the ambulatory clinic managers) and the AHS Data Analyst Master report group (which also includes all of the reporting and analytics Connect Care users).Two new report groups are being launched to enhance the ability to distribute reporting content to a large number of users:

- Connect Care-All Managers
- Connect Care-All Users.

These new report groups will allow report and/or dashboard distribution to all managers or all users instead of defining each individual report group.

If you do not have access to a report, dashboard, or SlicerDicer data model that you require, please visit the Connect Care Support page to submit a vFire ticket.

Executive Launch Dashboard – Post-launch information sessions will be available the first two weeks after Wave 3 launch (Mon-Fri, 2:00-2:30: April 12-23) to assist leaders in navigating the dashboards and to answer their questions.

Questions? CC.Research@ahs.ca and/or ConnectCare.ReportingSupport@ahs.ca

Alberta Health Services
Connect Care

REPORTING – Sharing Reports in Connect Care
Why can I not find my colleague's name when I share a report?

The drop down list in the General tab→Share Report→With Users field includes all users that have access to the report. If you cannot find your colleague's name, it means they do not have access to the public report from which your private report was built. To request report access submit a vFire ticket.

Learn more by reading the Share Reports and Results Quick Start Guide.

RESEARCH – Introduction to Research Charge Review (Connect Care Charge Review Quick Start Guide)

A "charge" is a means by which we track the services AHS provides. Each charge related to a service performed on your study patient has to be associated to one of three categories:

- Study-Related – Bill to Study
- Study-Related – Bill to Patient/Insurance (i.e. services offered "in kind" or free of charge)
- Non-Study Charges (standard of care)

'*Charge review*' is the process by which you ensure the charges for your study patient are assigned to the appropriate category. It is important to perform Charge Review frequently and regularly for the following reasons:

- AHS is using the Connect Care Clinical Information System for Finance purposes, not reviewing charges in a timely manner impacts the revenue cycle.
- The charges for *all* of the patients on *all* of your studies will require review and this can add up very quickly, making review lengthy and cumbersome.
- Linking encounters and orders to studies eases the amount of review/corrections you have to perform.

Find Patients Needing Research Billing Review

1. In the Study Operations & Links section of the Research Coordinator – My Studies dashboard, click the Total Balance Needing Research Review component to run the report.
2. After the results load, click the title of the component or the icon to view the report.
3. Double-click a patient record in the report results to open the Research Billing Review activity.
   - Patients are listed on the report for each study that the coordinator supports. If they are in 3 studies, charge review would have to be done 3 times: one for each row on the report.
   - Tip: Not all charges "drop" instantly. Some have to be entered manually, and some do not happen until other activities happen like after a patient is discharged, when a medication is administered or a lab is resulted. If you do not see an expected charge, wait a couple of days and check again.

Questions? CC.Research@ahs.ca and/or ConnectCare.ReportingSupport@ahs.ca

Alberta Health Services
Connect Care

RESEARCH – Research Kit Labelling Tips/Reminders (Research Staff Kit Labelling)

Clinic to Collect (to be processed by lab):
- Research Study (specific paper requisition external to Connect Care) – provided to study teams by the Lab.
- Patient label (printed from Connect Care) – can be printed at any time.
- Specimen Label (printed from Connect Care) – this can only be completed once the order is signed.
  - Once an order is signed: find the order in the *Order Inquiry* activity tab.
  - Single click *Collect Specimens*.
  - Single click *Print Labels*. This will print the research kit label.

Finish the Workflow
1. Remember to document the collection date and time.
2. *Answer* if a research kit will be provided.
3. Click *Finish* to complete the workflow.

REPORTING – Coming Soon!

A series of webinars, starting in May, will provide information about accessing reporting content in Connect Care. These 60-min, lunch and learn-style webinars will occur twice a week for 5-6 months. Watch for more information about these webinar sessions coming to you in the next month.

REPORTING – Training Update

Introduction to SlicerDicer ILT is now available on MyLearningLink. **Register today**!

Reporting Training Resources
- Connect Care Reporting Training Poster
- Communication – Reporting Training MyLearningLink
- Reporting Resources

Link to latest Cogito Training update and statistics, here.

Any questions, comments, or requests, please contact: ConnectCare.ReportingSupport@ahs.ca