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**From:** clinical-coordinators-L <clinical-coordinators-l-bounces@mailman.ucalgary.ca> on behalf of CCCR <cccr@ucalgary.ca>  
**Sent:** Wednesday, March 3, 2021 2:49 PM  
**To:** clinical-coordinators-l@mailman.ucalgary.ca  
**Subject:** [Clinical-coordinators-l] Connect Care Research Super User Recruitment Request  
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**Calgary Centre for Clinical Research**

## **Connect Care Research Super User Recruitment Request**

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Hello,

To support the successful launch of the AHS Connect Care for Wave 4 on November 7<sup>th</sup>, 2021, the Calgary Centre for Clinical Research is sending this email as a way to help the AHS Connect Care team recruit Research Super Users amongst U of C research staff.

At this time, AHS is specifically looking to identify study coordinators who are working on research studies involving the **Peter Lougheed Centre** (one of the Wave 4 sites) and could act as Research Super User on behalf of their area/research team.

Research Super Users provide “at-the-elbow support” when Connect Care goes live. They become on-site system knowledge and workflow champions, implementation experts, and support their colleagues to use the new system features.

Super Users receive early and extra training (July and August 2021) to be able to help their peers to learn and use the system.

### **Roles and Responsibilities:**

- Skills and Qualities
  - Competency in basic computer skills, good communicators, and active listeners.
  - Respected by peers and recognized as department/specialty area experts.
  - Able to be released from regular duties based on time and resource commitments.
  - Can solve problems and adapt to change.
  - Previous training or adult education experience.
  - Work a minimum 0.5 FTE or more during training/launch periods.
- Personal Characteristics
  - Being approachable, positive, personable, outgoing, enthusiastic, and empathetic to change.
  - Ability to remain calm, patient, & constructive during stressful situations.
  - A willingness to explore new ideas, maintain competency, and learn new things.
- General
  - Prioritize patient care and safety at all times.
  - Gain experience and encourage staff practice in the Connect Care playground environment.
  - Provide virtual support to Credentialed Trainer-led end user training classes.
  - Provide dedicated at-the-elbow launch support for all end users (2-6 weeks).
  - Help the project team prioritize application issue resolution and provide feedback on proposed resolutions.
  - Lead, reinforce, and validate standard workflows and best practices

### **Training Requirements**

- AHS pre-training eLearnings

- Introduction to e-Safety (7 min)
- On Our Best Behavior (30 min)
- Super User Preparation Course (60 min)
- Module-specific e-learning
- Instructor Led Training
  - Ambulatory Shared Nurse or Adult/Ped Med-Surg or Specialty (see below) (1 day)
  - Research Staff – General (8 hour virtual session (divided into two 4-hour sessions))
  - Research Super User (4-hour in-person session)
  - If the Super User works in a specialty area - substitute Ambulatory or Inpatient training for one of these courses:
    - Emergency (2 days),
    - Surgery (1 day),
    - Oncology (clinic – 1 day, infusion Continuing Care)
    - Oncology Nurse ( 4 variations), Emergency Nurse, Obstetrics, Continuing Care, Surgery
  - *Optional*: self-register for Basic Reporting and Power User Reporting via AHS My Learning Link

### **Additional Responsibilities**

- Research Super Users are critical to the success of Connect Care training and in helping their research colleagues become proficient users of the Connect Care systems. Super Users will be involved in the following activities:
  - Their own training
  - Supporting learners and Credential Trainers in instructor-led classroom training sessions (minimum of 2 classroom sessions will be supported by each Super User)
  - Supporting their research colleagues during launch and beyond

### **How to sign up?**

Send an email to [cc.research@ahs.ca](mailto:cc.research@ahs.ca) and include the following information:

- Name
- AHS location where you conduct research
- Department or specialty area

- Written approval from your Manager and/or Principal Investigator to ensure they are aware of and approve the required time commitment

For any questions, please contact: [wendy.pratch@albertahealthservices.ca](mailto:wendy.pratch@albertahealthservices.ca)

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