

OBJECTIVE 12: INTEGRATE CLINICAL INFORMATION SYSTEMS TO CREATE A SINGLE COMPREHENSIVE PATIENT RECORD.

WHY THIS IS IMPORTANT

Connect Care is a collaborative effort between Alberta Health and AHS staff, clinicians and patients to improve patient experiences and the quality and safety of patient care, by creating common clinical standards and processes to manage and share information across the continuum of healthcare. Connect Care will also support Albertans to take ownership of their health and care by giving them access to their own health information.

The AHS provincial Clinical Information System (CIS) is part of the Connect Care initiative. With a single comprehensive record and care plan for every patient, the quality and safety of the care we deliver is improved and our patients and their families across the healthcare system will have a better experience.

With Connect Care, efficiencies will be achieved and Alberta will have a common system where health providers can access comprehensive and consolidated patient information which will travel with patients wherever they access the health system.

Connect Care will be implemented provincially over time in order to allow our facilities time to prepare for this transformation.

AHS PERFORMANCE MEASURE

There is no AHS measure for this specific AHS objective.

HOW WE ARE DOING

AHS is monitoring progress through the accomplishment of key milestones and deliverables.

WHAT WE ARE DOING

As Connect Care moves forward, communication teams are increasing their focus on engagement across AHS. This includes planning for quarterly Telehealth Town Halls where staff and physicians can ask questions directly to Connect Care leaders, providing resources such as a manager's toolkit, and providing regular updates in the Connect Care newsletter as well as stories in physician blogs, vlogs, newsletters, handbooks, Doc of the Week and other physician-focused online services.

Connect Care is in the Adoption/Validation phase. All three sessions are completed and the race is on to complete essential Connect Care content design and build before the end of the year.

Key achievements in Connect Care for Q2 include:

- A data conversion strategy has been completed and AHS has started the process of bringing data from current health information systems into the Connect Care clinical information system has begun.
- Plans for training and supporting over 7,000 prescribers and 110,000 staff are underway. One option is role-based training which uses customized content designed for specific roles and the workflows so learners will understand how to use the system to perform their specific role.
- Disaster resilient data centres are built and linked, with the CIS software installed and taking shape. Clear frameworks guide selection and deployment of wireless, workstations and mobile devices.

Alberta Netcare is a secure and confidential electronic system of Alberta patient health information collected through a point of service in hospitals, laboratories, testing facilities, pharmacies and clinics. Access is restricted to registered healthcare providers working as an accredited Alberta healthcare provider. In Q2 2018-19, there were 65,758 enabled sign-ons, which is an increase of 6% compared to Q2 2017-18.

Virtual Health (virtual care) involves remote interactions with patients and their healthcare team members that involve the exchange of information that improves the quality of care and patient outcomes. It can include real-time encounters (eVisits or videoconferencing), remote patient monitoring, and exchange of messages.