



Connect Care Launch 9: CMIO Medical Officers of Health Super Users

Synopsis

<i>.Specialty</i>	Medical Officer of Health
<i>.Type</i>	Part Time
<i>.Location</i>	Virtual across the Province
<i>.Scope</i>	Launch 9, Provincial
<i>.Start Date</i>	May 1, 2024
<i>.End Date</i>	December 31, 2024
<i>.Application Deadline</i>	May 1, 2024
<i>.AHS Sponsorship</i>	This position does not qualify as AHS sponsorship for CPSA practice readiness assessment
<i>.Accountability</i>	Reports through Associate Chief Medical Information Officers with support from the Alberta Health Services (AHS) Chief Medical Information Office (CMIO) Portfolio
<i>.Hours</i>	This is a temporary part time position. Hours of work are 110 hours over the period of the position. Flexibility in the role may occur at the discretion of the ACMIO Office
<i>.Compensation</i>	Remuneration is in accordance with AHS NUÉE Terms & Conditions
<i>.Posting</i>	Connect Care Physician Opportunities
<i>.More Information</i>	cmio.nz@ahs.ca

Overview

Connect Care Super Users (SUs) support users of the Connect Care clinical information system (CIS) in one or more areas of clinical specialization. SUs work with peers, helping them adapt to new workflows while building capacity for meaningful use of the Connect Care CIS. SUs facilitate physician participation in readiness activities and ensure clinically appropriate CIS build and testing. SUs build relationships with peers to support physicians “at the elbow” prior to, during and following launch. SUs are change agents who take ownership of the Connect Care CIS.

Accordingly, they work closely with zone medical leadership and co-report to the Zone Associate Chief Medical Information Officer (ACMIO). It is possible for Physician Design Leads, Medical Informatics Leads, and other physician roles or physician contributors to extend their Connect Care commitment by adding a SU role for a larger overall FTE allocation.

AHS is recruiting for 3 Medical Officer of Health (MOH) SUs in all zones to support their peers virtually.

Expectations

SUs enjoy both clinical and technical challenges. They are approachable and have good people skills. They combine Connect Care system enthusiasm and knowledge with organizational street-smarts and excel at “getting stuff done”. SUs have a deep knowledge about all aspects of clinical service delivery. They may have specific informatics roles in their clinical communities and be tasked with leveraging Connect Care CIS for the maximum benefit to those communities.



Getting Trained (~24 hours):

SUs will receive training specific for their practice area, with attention to how training can be best supported for users. Additionally, SUs will be provided with training to support them as change agents.

A SU can provide up to a **maximum** of 110 hours of training, launch, and post-launch support hours as part of their contract.

- There may be situations where a particular Super User is required and able to provide more than 110 hours of support. Once the maximum number of hours has been reached, CMIO approval is required to provide any additional paid hours of support.
- Employees of AHS must follow employment guidelines.

Typically, a SU can expect to provide the following services:

Supporting the Training of Others (~15 hours):

SUs will reinforce the formal training received by physicians, by supporting Area Trainers in providing classroom training for physicians including basic training and personalization. Prior to Launch, SUs help peers adapt to new workflows, processes and norms while building capacity for meaningful use of Connect Care through a number of activities, including **CMIO Practice Charting**.

Launch Support (~95 hours):

SUs provide support to physician colleagues within the specialty, department, specific clinical area, and/or subject matter area prior to, during and following launch.

Launch support varies by program, facility and zone. SUs can expect to provide:

- More intensive virtual support for their peers in the first two weeks after Launch (November 2, 2024).
- Support continues for 4 weeks post-launch, designed to meet the needs of the department or facility (on-call, virtual)
- During the period immediately post-launch, SUs may attend daily issues meetings, reporting outcomes to the specialty, department, specific clinical area, and/or subject matter area, and distributing daily communications, such as tip sheets, to help implement new changes.

Compensation

There are a variety of payment arrangements for Physicians (Fee For Service, Clinical ARPs, AMHSP and other relationships). As a result, there can be some variation to how physicians are compensated for the Super User role.

MOH Employees of AHS will be paid at their current hourly rate during the pre-launch period during the pre-launch period. Post-Launch, MOH SUs will be paid an on-call rate of \$11.00 to provide virtual support for their peers.

How to apply

If you are interested in becoming a Super User, please email your interest to your direct medical leadership and cmio.nz@ahs.ca.