



## Connect Care Launch 9: CMIO Edmonton Zone Continuing Care Super Users

**Synopsis**

*Specialty*

Various

*Type*

Part Time

*Location*

AHS Continuing Care Centers within the Edmonton Zone

*Scope*

Launch 9

*Start Date*

May 1, 2024

*End Date*

December 31, 2024

*Application Deadline*

May 1, 2024

*AHS Sponsorship*

This position does not qualify as AHS sponsorship for CPSA practice readiness assessment

*Accountability*

Reports through Associate Chief Medical Information Officers with support from the Alberta Health Services (AHS) Chief Medical Information Office (CMIO) Portfolio

*Hours*

This is a temporary part time position lasting 9 months. Hours of work are up to 130 hours over the period of the position including 24 hours of paid training. Flexibility in the role may occur at the discretion of the ACMIO Office

*Compensation*

Remuneration is in accordance with AHS contractor agreements

*Posting*

[Connect Care Physician Opportunities](#)

*More Information*

[cmio.ez@ahs.ca](mailto:cmio.ez@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 Continuing Care SUs within Edmonton Zone.

### 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.



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### 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 and a contract amendment is required to provide any additional paid hours of support.

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 shoulder-to-shoulder (peer “at the elbow”) 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 “at the elbow” support for their peers in the first two weeks after Launch (November 2, 2024). A schedule is created collaboratively with the SU and Medical Leadership.
- Support continues for 4 weeks post-launch, designed to meet the needs of the department or facility. May include on-site support or a on-call system.
- 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 (Clinical ARPs, AMHSP and other relationships). As a result, there can be some variation to how physicians are compensated for the Super User role. A Fee For Service physician can expect:

- \$1000 stipend for the completion of training (approximately 24 hours)
- \$125/hr. for the following activities scheduled by AHS as in-person/onsite or technology-enabled virtual at the elbow support (approximately 110 hours):
  - Supporting the delivery of AHS scheduled classroom training sessions (approximately 15 hours)
  - Supporting peers adapt to new workflows, processes and norms, including pre-launch and post-launch activities (approximately 95 hours), including launch and post-launch support via scheduled shifts
- 11.50/hr. if scheduled to be on call to provide launch or post launch support. This would imply passively being on call, awaiting to be activated. Once activated, the above fees apply.

AMHSP physicians require an adjustment to their SLA (Service Level Agreement) to accommodate the SU hours required.

Non-Physician Super Users are compensated at their current hourly wage by means of Shift Redistribution Forms for all hours worked as a Super User with the CMIO. How to apply If you are



# Connect Care

## Position Available

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interested in becoming a Non-Physician Super User, please email your interest to your manager and [cmio.ez@ahs.ca](mailto:cmio.ez@ahs.ca)

### How to apply

If you are interested in becoming a Super User, please email your interest to your direct medical leadership and [cmio.ez@ahs.ca](mailto:cmio.ez@ahs.ca).