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## *Connect Care Satisfaction Survey Results*

**Dear Physicians,**

As we previously committed, we are reaching out to provide you with the results of recent surveys of physician/clinician satisfaction with Connect Care, which were conducted in February and March 2023 by Alberta Health Services (AHS) and the member physicians of the Specialty Care Alliance (SCA) of the Alberta Medical Association (AMA). Our shared goal is to understand what is working and what needs improvement with the Connect Care clinical information system.

### **Background**

The Specialty Care Alliance, in partnership with ThinkHQ, conducted a survey to understand Connect Care concerns expressed by their members to the AMA. Responses were collected from 737 member physicians.

The AHS survey was conducted in partnership with KLAS Research and the Arch Collaborative group, who administer surveys across the world to measure clinician satisfaction with clinical information systems. Responses were collected from approximately 6,000 clinicians, including approximately 1,000 physicians/prescribers.

The Arch Survey information is available at [ahs.ca/ccsurveyresults](https://ahs.ca/ccsurveyresults).

### **Survey Themes**

- The Arch Collaborative survey provided clear feedback that there is opportunity for improvement in several areas, such as:
  - The organization and viewing of test results in Connect Care
  - How Connect Care results and documents are delivered to community healthcare providers, in particular reducing duplication of information flowing to both Connect Care and community electronic medical records
  - Reducing the volume of messages flowing to physicians' In Basket
  - Efficiency challenges for community providers ordering treatments from AHS facilities, such as in Day Medicine clinics
  - Improving training and ongoing education / support
  - Increasing the clinical voice and leadership in ongoing improvement of the system
  
- The Arch Collaborative survey also identified that physician satisfaction with Connect Care is higher in the following circumstances:

- Among physicians who personalize the system for their day-to-day practice
  - Facilities and clinics where Connect Care has been in place for a longer period of time, likely reflecting adaptation to the system.
  - Among providers who undertake more training. Global data from Arch Collaborative show that for each hour of ongoing education that physicians undertake, on average they save 30 minutes or more per week in system use.
- The Specialty Care Alliance (SCA) study was designed to understand the extent to which the Connect Care implementation has affected member physicians in their provision of care in a variety of practice contexts, both positive and negative, and then to use the data to advocate for systemic improvements with AHS/Alberta Health. The SCA survey data are segregated in multiple ways:
    - Zone of practice: Calgary (YYC), Edmonton (YEG) and other zones
    - Location of practice: AHS only versus mixed context providers (AHS and community offices)
    - Time using Connect Care: <6 months, 6-12 months, and >12 months.
    - Years of Practice

The SCA survey data are robust, with responses from 737 physicians across 30 specialties, and a margin of error of +/- 3.4 per cent. Across the data set, there was a 42 per cent negative impression of how Connect Care impacts physician efficiency to deliver care, and a 60 per cent negative impression on the impact Connect Care has on administrative time associated with clinical care. This means that a much larger segment of the population experienced a negative impact on efficiency and administrative time than those who experienced a positive impact.

What is clear from both surveys is that in the midst of rapidly implementing Connect Care across the province, AHS have not been able to allocate sufficient resources to optimize the system and enhance ongoing education and support. We are working in partnership with clinical users like you to determine how best to enhance our system optimization, education, and support activities. As Connect Care launches move to completion by the end of 2024, we will be able to dedicate an increasing proportion of resources to this important work.

### **Making Improvements**

As we mentioned in our last communication, considerable work has already been done between AHS and the AMA to address challenges to community-based physicians, such as document and result routing challenges. More work is now underway, including:

1. Custom software development with the Connect Care software vendor, Epic, to further address document and result routing concerns. These solutions include capabilities for singular routing to either In Basket or office EMR's (but not both), delivery to locations specific to the community clinic at which a patient receives care (rather than a single default location

per provider), and ability for physicians to select from a choice of routing options that match their practice needs. The first routing improvements are targeted to be live by November 2023, and additional improvements will continue throughout 2024.

2. A multi-pronged strategy to reduce physician administrative workload and improve satisfaction:

Enabling community clinic medical office assistant access to Connect Care Provider Portal to manage clinical documents and communications (subject to government and privacy regulatory review and approval)

Interprofessional AHS task force with AMA representation to examine and improve efficiency of community-based ordering of treatment at AHS facilities (e.g., Day Medicine)

Increased resources for analysis and reduction of in basket messages and improvement of Connect Care results review functionality

Enhancements to Connect Care physician support and education, via clinically-experienced support team members and improved on-demand curriculum

Further supports and education to increase the use of Connect Care personalization tools, as these have been shown to improve physician efficiency and satisfaction

3. Strengthening clinical leadership and the clinical voice in designing, prioritizing and implementing improvements in Connect Care.

We recognize there is much to be done, and we want to move forward in partnership with you. Please join the discussion! We will be organizing a town hall in September 2023 to provide more information, receive feedback and direct further improvements. More details will be forthcoming by August.

Thank you for your engagement and suggestions on Connect Care. With your help, we will continually improve Connect Care to enable you to deliver efficient, high-quality care for Albertans.

Sincerely,

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