



Specialty
Care
Alliance

JULY 2025

AMA SPECIALTY CARE ALLIANCE: CONNECT CARE TRACKING SURVEY

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RESEARCH METHODOLOGY



- **Approach:** Branded online survey
- **Sampling:** A comprehensive sampling of Alberta specialists (list provided by AMA). Survey invites and reminders sent by ThinkHQ using a secure online survey platform

Year	Field dates	Universe	Sample size	Response Rate	MOE*
2025	Jun 5 – Jul 7	N=4,412	n=313	7%	+/- 5.3
2023	Feb 23 – Mar 6	N=5,549	n=737	13%	+/- 3.4

- **Margin of error*:** Using Finite Population Correction, the margin of error for the 2025 sample is +/- 5.3 percentage points, 19 times out of 20. The margin of error for subsets of the sample will be larger, and therefore care should be taken in analysis



DETAILED FINDINGS

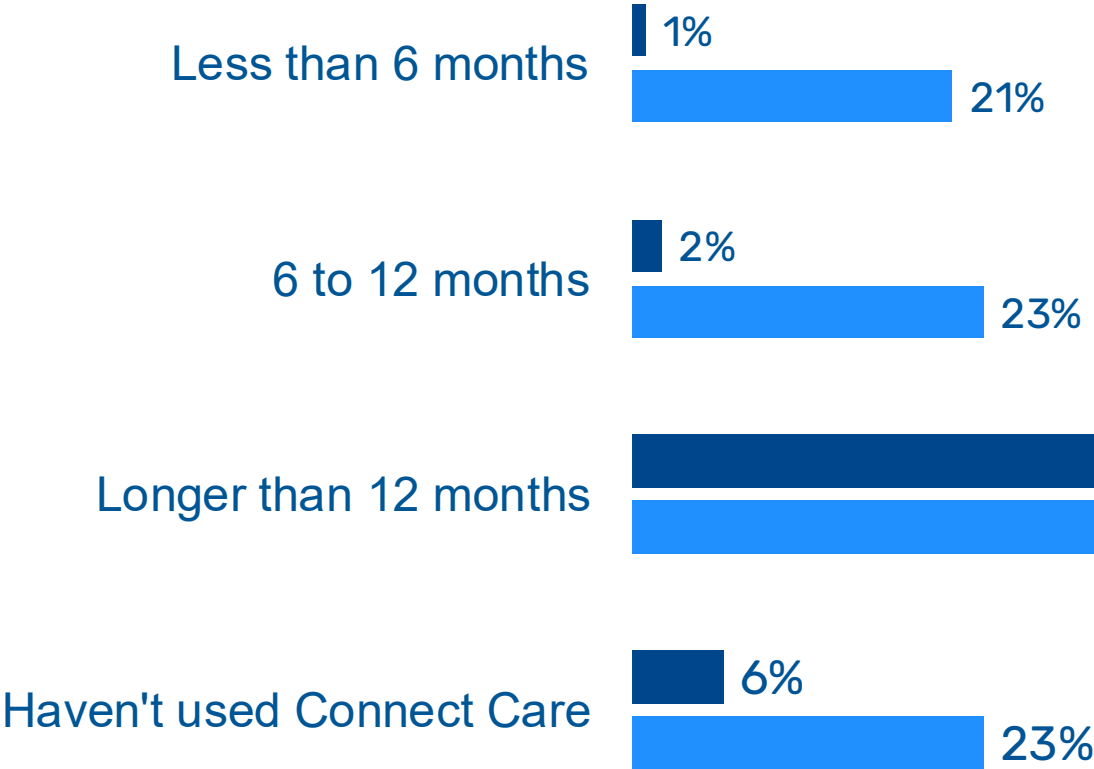
Connect Care Usage Among Specialists

Tracking



How long have you been using Connect Care?

■ Jun'25 (n=313) ■ Mar'23 (n=737)



Summary

	Jun'25	Mar'23
Connect Care users	94% ↑	77%
Non-users	6%	23%

Base: All respondents

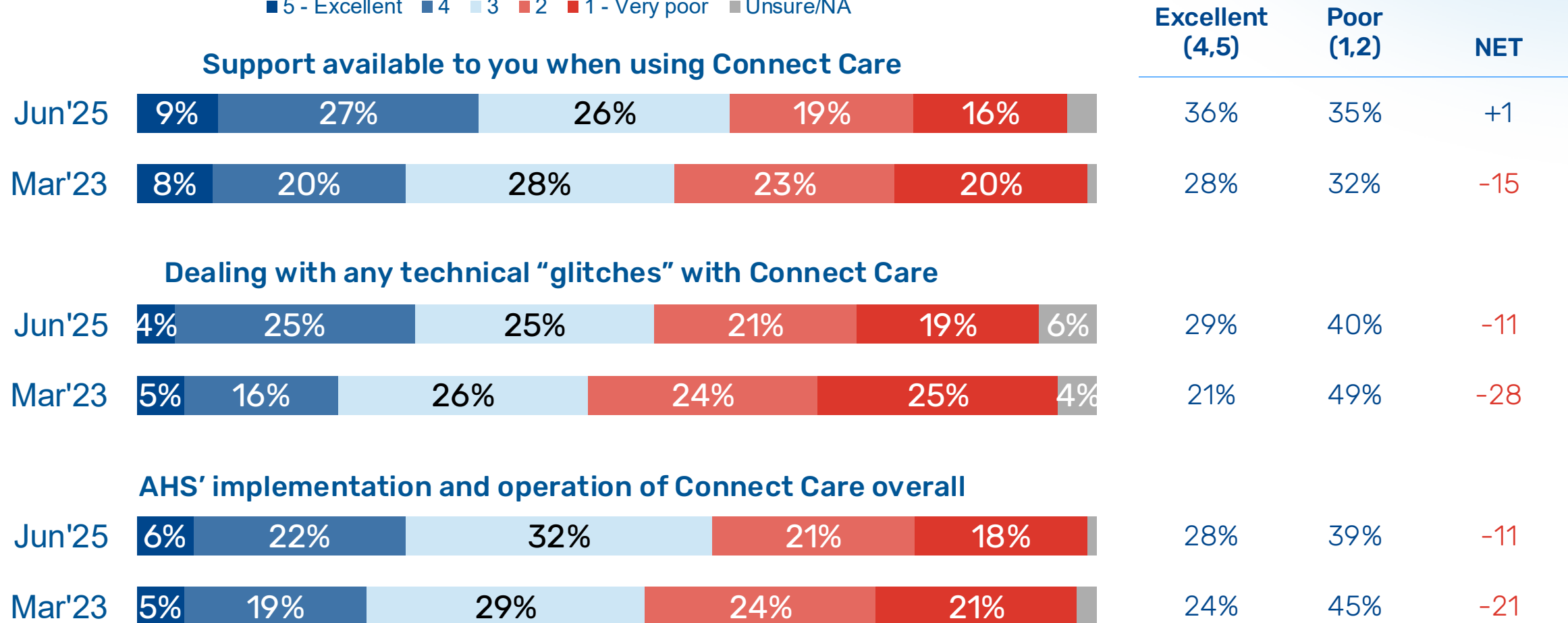
Connect Care Users Rate Implementation and Operation

Tracking



We're interested to know your thoughts about the implementation and operation of Connect Care by Alberta Health Services (AHS).
Based upon your experience and impressions, how would you rate each of the following?

■ 5 - Excellent ■ 4 ■ 3 ■ 2 ■ 1 - Very poor ■ Unsure/NA



Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293) | NET: Excellent minus poor

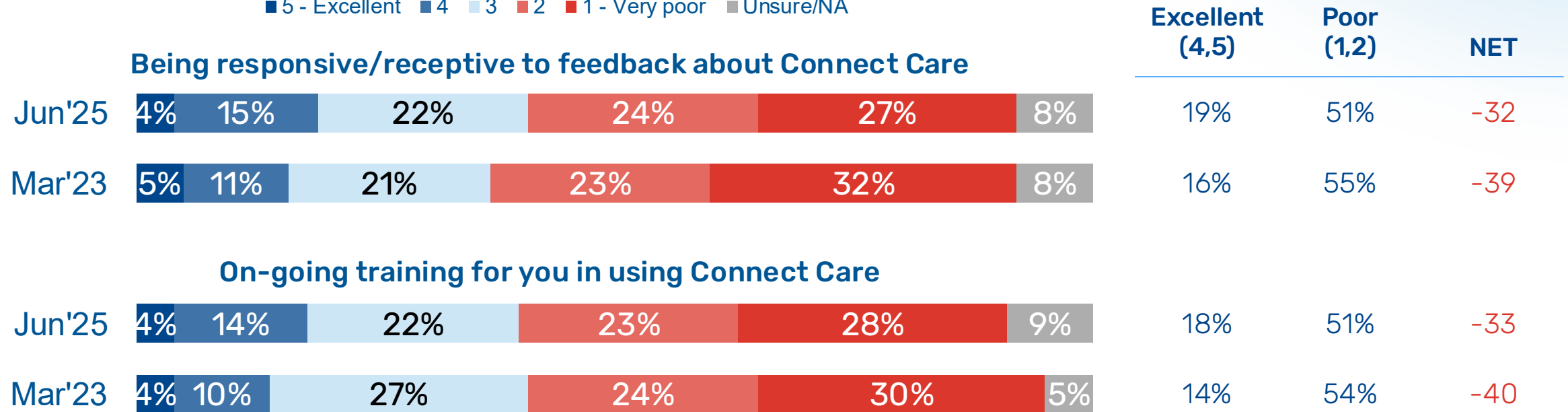
Connect Care Users Rate Implementation and Operation



Tracking ... continued

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Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293) | NET: Excellent minus poor

Sentiment: Connect Care Implementation and Operation

Do you have any specific feedback about AHS' implementation and operation of Connect Care?

Feedback mentioned by Connect Care users about AHS' implementation and operation of Connect Care include:

Inadequate Training and Support (~30% of mentions)

- Training generic, not tailored to specific specialties
- Lack of ongoing support and optimization
- Users left to figure out workflows on their own
- Superusers lacked sufficient knowledge

Increased Admin. Burden (~25%)

- Significant offloading of clerical tasks to physicians, reducing efficiency and work-life balance
- Excessive documentation requirements and redundant processes
- Too many clicks and steps for basic tasks

System Inefficiency/Tech Issues (~20%)

- Slow login times and frequent system crashes
- Poor integration with other systems like Netcare
- Printing issues and prescription routing problems
- Lack of intuitive design and cumbersome workflows

Lack of Responsiveness to Feedback (~15%)

- Changes are slow to implement or ignored entirely
- Tickets submitted for issues often go unresolved
- Physicians feel their concerns are not heard or addressed

Positive Feedback on Long-Term Benefits (~10%)

- Improved connectivity/access to patient info
- Better than paper-based systems for integration and research
- Beneficial after overcoming the learning curve

Base: Connect Care users (n=293), who voluntarily offered a comment

Sentiment: Connect Care Implementation and Operation



Do you have any specific feedback about AHS' implementation and operation of Connect Care?

Minimal training with operational clinic workflow; training mainly focused on basic and customization functionality.

Much more training was needed. No remuneration was provided. Community was not integrated and continues to be a problem for patients transitioning into and out of hospital system.

Connect care is completely impractical for day to day use in my clinic. Tasks which were once quick and easy now take much longer requiring multiple clicks and steps. It has greatly increased my administrative burden. It has affected my patient care in that ordering even routine investigations is not intuitive.

It has turned physicians into unit clerks, while the actual unit clerks stand around doing almost nothing. This is a poor use of our time and skill set, and adds significantly to our already heavy administrative burden. Problems are not solved in a timely manner, especially when related to urgent care matters (ie: booking surgery). It takes us away from our patients to the point where we are interacting with a computer 90% of the time.

Base: Connect Care users (n=293), who voluntarily offered a comment

The implementation process was very labor intensive. Many order sets or requisitions could have been brought from other centers already using Epic, and these could have been modified rather than created from scratch. Ongoing support/education for use optimization is poor.

Definitely does not cater to physicians. It has decreased efficiency and the quality of patient care as I either see fewer patients, or I have to spend less time with patients. Or I have to spend extra hours of personal time charting.

Did not get enough feedback from specialists on how to make this more user friendly. Not at all responsive to changes even if they impact patient safety. It has resulted in a significant offloading of administrative tasks to the physician.

Once I got up to speed on Connect Care it has been very beneficial to my patient care, and I would NOT go back.

Although not perfect, it is much better and has many advantages over the old paper based hospital system where information was not integrated. Would never want to go back to the pre Connect Care days!

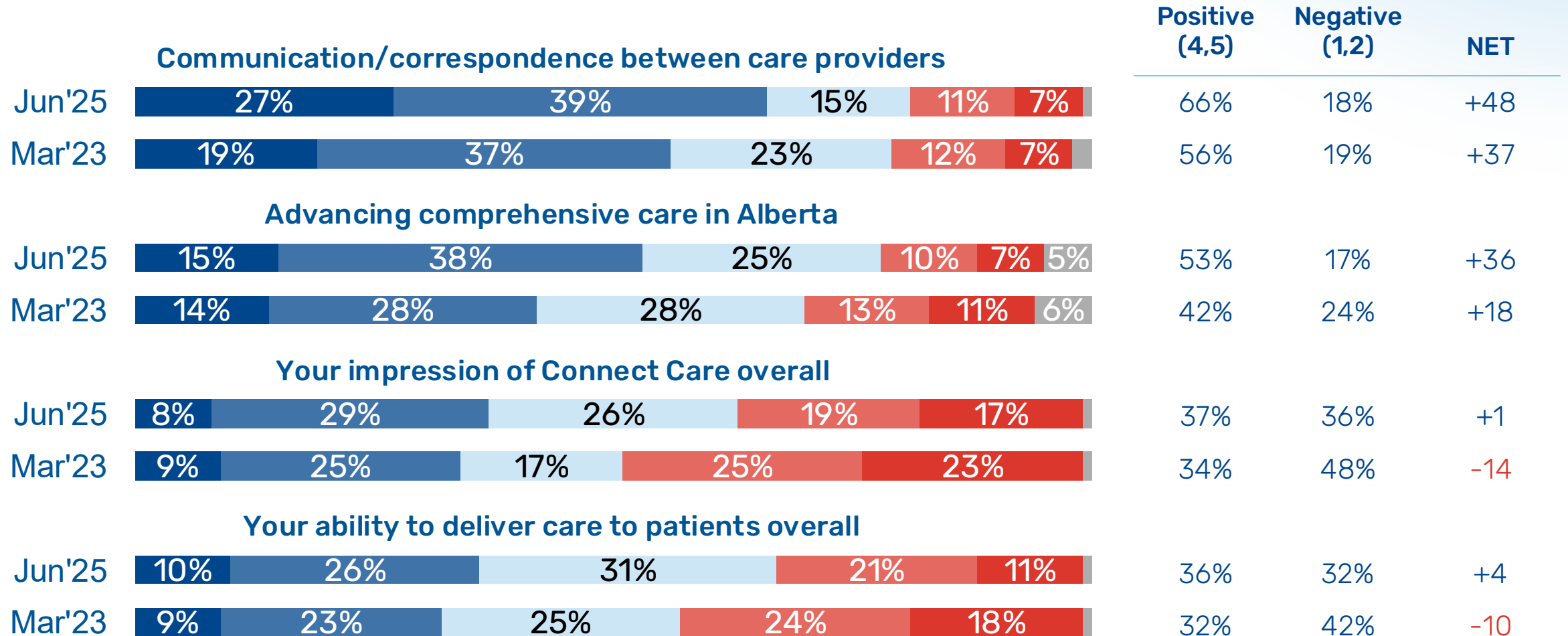
User Experiences and Impressions of Connect Care

Tracking



We're interested in your experiences and impressions of Connect Care itself. How would you rate Connect Care on each?

■ 5 - Very positive ■ 4 ■ 3 - Neutral/no impact ■ 2 ■ 1 - Very negative ■ Unsure/NA



Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293) | NET: Positive minus negative

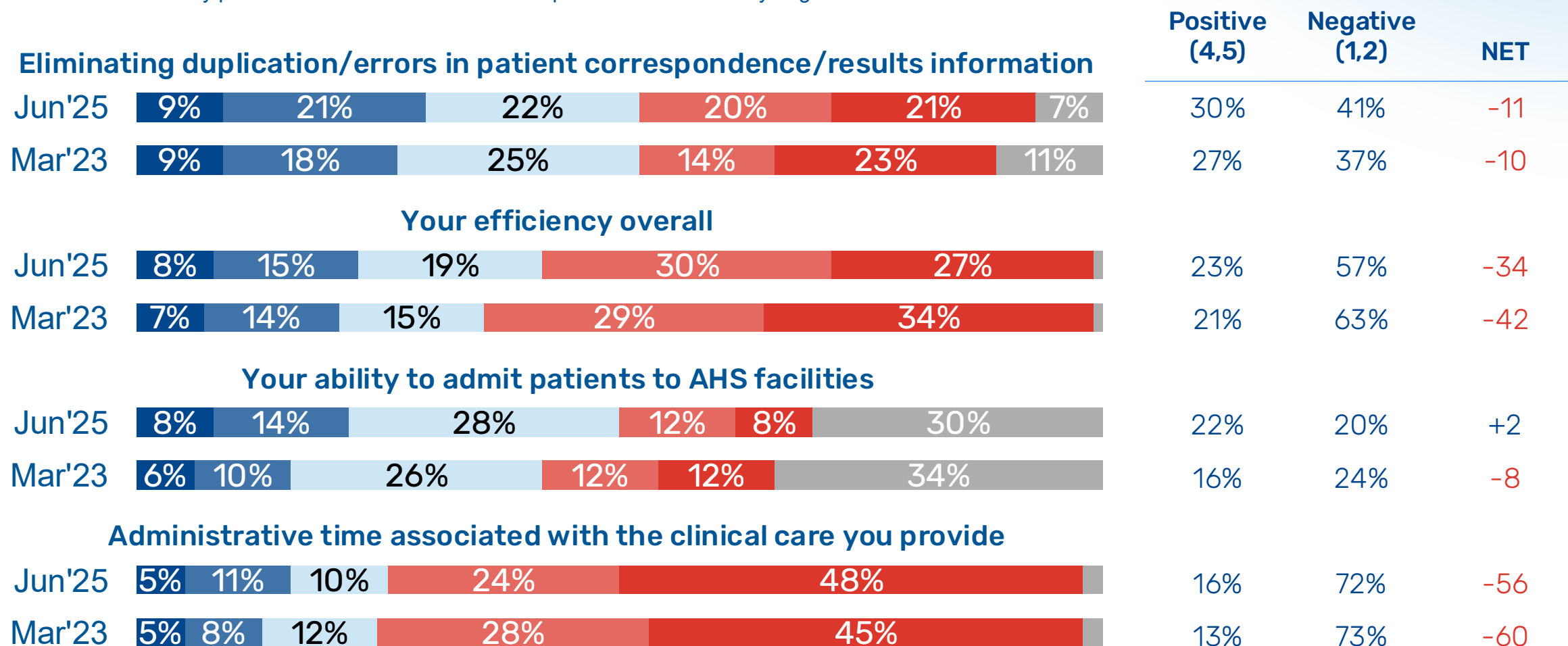
User Experiences and Impressions of Connect Care

Tracking ... continued



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User Experiences and Impressions of Connect Care

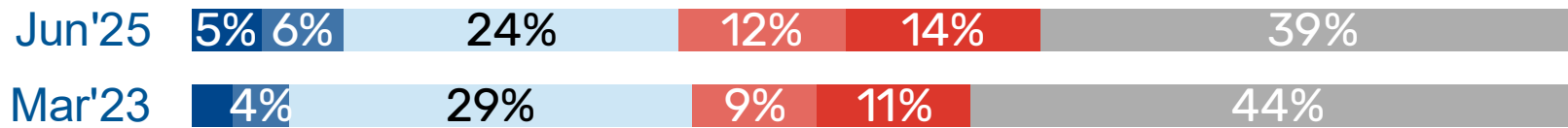
Tracking ... continued



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Your ability to access AHS services to avoid hospital admissions



	Positive (4,5)	Negative (1,2)	NET
Jun'25	11%	26%	-15
Mar'23	7%	20%	-13

Integration with community EMRs



Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293) | NET: Positive minus negative

Connect Care Impact on Efficiency

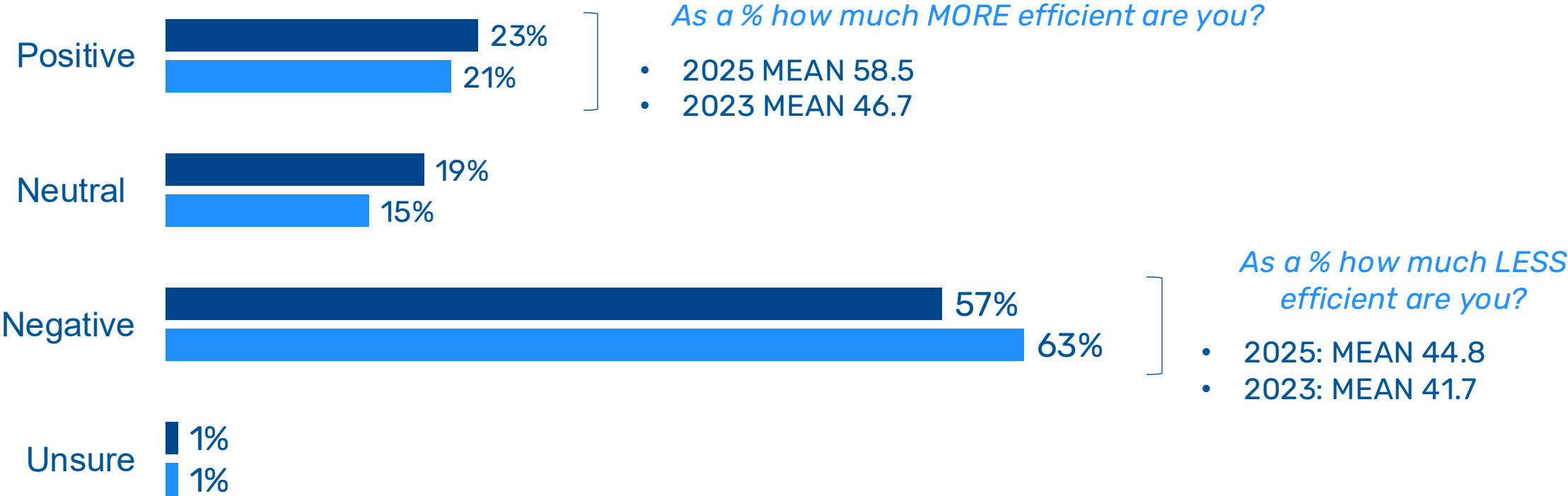
Tracking



How would you rate Connect Care when it comes to ...

Your overall efficiency

■ Jun'25 (n=293) ■ Mar'23 (n=570)



Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293)

Sentiment: The Best about Connect Care



What would you say are the best things about Connect Care from your perspective?

The best things about Connect Care, according to these users are:

Access to Comprehensive Patient Information (~30% of mentions)

- Ability to access patient records from across the province, including inpatient and outpatient data, labs, imaging, and notes from other providers
- Integration of all relevant clinical information in one location

Improved Communication/Collaboration (~25%)

- Secure chat function for timely communication among healthcare providers
- Messaging features for coordination of care and group discussions

Remote Access and Flexibility (~15%)

- Ability to access charts and perform tasks from home or portable devices (e.g., iPhone, iPad)
- Easier to work remotely when on call

Smart Tools and Efficiency Features (~15%)

- Use of smart phrases, templates, and prefilled order sets to streamline documentation and tasks.
- Dictation tools like Dragon for faster note-taking

Integration with Netcare and Other Systems (~10%)

- Seamless connection with Netcare for additional patient data
- Ability to send prescriptions and notes directly to pharmacies and other providers

Legibility and Organization (~5%)

- Clear and legible documentation, avoiding issues with handwriting
- Organized access to consults, referrals, and test results

Base: Connect Care users (n=293), who voluntarily offered a comment

Sentiment: The Best about Connect Care



What would you say are the best things about Connect Care from your perspective?

Ability to communicate and collaborate in a timely fashion Ability to access far greater information than what is available through Netcare.

Being able to access clinical information, especially inpatient data, without being physically present.

We can see pending appointments, patients get app't notification, hospital records are received quickly .

Can see the entire province. It is helpful to provide advice to our colleagues in other parts of the province, especially rural. Easy to see notes for other care providers. Easier to work from home when on call.

Ability to communicate and collaborate in a timely fashion Ability to access far greater information than what is available through Netcare.

Instant communication with other docs, reduction of administrative tasks. Letters are sent instantly, OR forms are done in less than 30 seconds, and my OR and endoscopy notes take less than a minute.

Ability to see notes from other services and health care providers. Ability to see OR slates remotely.

Base: Connect Care users (n=293), who voluntarily offered a comment

Access to charts across Alberta - seeing their encounters, impressions, treatment plans Be able to other AHS colleagues involved in care.

Transparency and sharing of care related info across outpatient teams and between inpatient/ER/outpatient encounters, reduced duplication of imaging as results all available.

Comprehensive patient care - Note templates and smart phrases for common tasks improves efficiency and increases face time with patients - Saved orders makes tasks faster.

I really love the Smart functions for note writing. It really streamlines the functionality.

Full integration to APL labs, integrated Dragon, access to AHS/University letters (many specialists do NOT post their letters on Netcare). Between CC and Netcare, most letters can be found. Templates for notes/orders, etc are very solid!

Clear documentation and improvement is continuity of care with ready available care records.

Sentiment: The Worst about Connect Care



What would you say are the worst things about Connect Care from your perspective?

The worst things about Connect Care, according to these users are:

Excessive Administrative Burden (~25% of mentions)

- Spending more time on tasks like documentation, order entry, and managing notifications, which detracts from patient care
- Many administrative tasks previously handled by clerical staff are now shifted to physicians, increasing workload
- Unpaid time spent on tasks like shadow billing, discharge summaries, and correcting errors

Complex Navigation/Too Many Clicks (~20%)

- The system requires excessive clicks to complete simple tasks, leading to inefficiency and frustration ("death by 1000 clicks")
- Non-intuitive interface makes it difficult to find information or perform infrequent tasks
- Users often rely on workarounds or external systems like NetCare for faster access to info

Base: Connect Care users (n=293), who voluntarily offered a comment

Note Bloat and Redundant Information (~18%)

- Charts overloaded with unnecessary or repeated info, making it hard to locate relevant details.
- Errors with copy-pasting and auto-fill features, leading to inaccurate or misleading documentation

Poor Integration with Community EMRs (~15%)

- Lack of interoperability with physicians and EMRs results in duplication of work and fragmented care
- Community providers often cannot access Connect Care, creating inefficiencies in transitions of care
- Reliance on multiple systems (NetCare, EMRs)

Inefficient Lab and Results Review (~12%)

- Lab results poorly organized, difficult to find info
- Users report duplicate lab results, misrouted labs, and canceled orders without proper communication
- Prefer NetCare for lab review (clearer layout/org)

Secure Chat Misuse/Comms Issues (~10%)

- Used inappropriately causing disruptions/delays
- Feeling overwhelmed by constant messages, some that could be handled by other staff
- Lacks accountability that messages acted upon

Sentiment: The Worst about Connect Care



What would you say are the worst things about Connect Care from your perspective?

Administrative burden significantly cuts into patient care capacity. CC processes are designed for slow volume hospital-based medicine, minimal efforts to streamline for efficient patient care.

Increased administrative burden. Decreased patient access as I can't see the same volumes in clinic. On the wards more time is now spent charting than face to face medical care. The chart is full of so many notes it is impossible to find anything.

Slows us down. Spend huge amount on the computer instead of patients. Too complicated. I still have no idea how to admit patients without help.

Too complex, too many different ways to do the same thing, is really designed for administrative bean counting, not for patient care.

It's not intuitive, finding information can be a challenge, and my inability as a primary care provider in the community to enter information into the system fails to enhance the quality of care as much as it could be.

More admin burden. More complicated. More clicks.

Base: Connect Care users (n=293), who voluntarily offered a comment

Note bloat - losing meaningful charting by all professionals. Hard to find information the way I want it (too many places to look).

Medical notes are filled with redundant information, in an attempt to be complete physicians are including too much information.

The amount of data entry is considerable. The number of errors in charting and ordering is far higher than prior to CC. Caution flags (sepsis flag, obstetrics flags, etc) are virtually never helpful, are dangerous as they add another distraction without benefit.

As someone with a clinic outside the hospital, I get duplicate results constantly to both my CC and EMR inbox. I also frequently get results that are not mine through CC.

I'm more inefficient in clinic and after clinic- I don't like an encounter tied to a computer, it just adds to the things I need to have on and respond to.

Information overload, constant messages and secure chats, the fact that Connect Care is always changing every time I finally know how to do something.

Sentiment: Connect Care Impacts on Patient Care



How, if at all, has Connect Care impacted patient care in Alberta from your perspective?

Respondents give a variety of ways Connect Care has impacted Patient Care in Alberta:

Improved Access to Info (~25% of mentions)

- Easier access to patient history, lab results, imaging, and notes across disciplines/specialties
- Reduces duplication of tests/investigations, providing more comprehensive view of patient care
- Facilitates continuity of care, especially for frequent healthcare users and complex cases

Increased Administrative Burden (~20%)

- More time spent on documentation and indirect patient care, reducing face-to-face interaction
- Increased workload leads to burnout and inefficiency, with fewer patients seen per day
- Tasks previously handled by clerical staff are now shifted to healthcare providers

Enhanced Comms/Collaboration (~15%)

- Improved coordination and collaboration between providers, specialties and sites/care facilities

Negative Impact on Efficiency (~15%)

- Slower workflows and longer wait times in ED's and clinics due to cumbersome processes
- Excessive data entry and system inefficiencies delay patient care and reduce productivity
- Increased time spent navigating the system detracts from clinical judgment and direct care

Mixed Impact on Patient Experience (~10%)

- Patients can access their test results and notes, fostering transparency/involvement in their care
- Immediate access to results can cause confusion or distress due to lack of medical context
- Reduced face-to-face interaction with providers impacts the human connection in care delivery

Improved Safety and Accuracy (~10%)

- Better medication reconciliation and reduced errors in prescribing
- Comprehensive records improve handover care and reduce risks associated with missing information
- Standardized documentation enhances legibility and consistency

Base: Connect Care users (n=293), who voluntarily offered a comment

Sentiment: Connect Care Impacts on Patient Care



How, if at all, has Connect Care impacted patient care in Alberta from your perspective?

I think they likely benefit from info being accessible in the system to their providers such as lab results and referrals pending - avoids duplication and one specialty can see what another specialty's opinion is.

Notes and reports from other zones can be accessed easier, so overall it has improved continuity of care.

Significantly improved. Having a single chart throughout the province with continuity alone has improved efficiency of of patient care, decreased redundancy and improved safety by allowing all relevant information other to be captured and remain searchable.

Face to face patient care has dramatically decreased. On an inpatient unit nurses are spending more time sitting at a computer entering notes than in direct patient care. It has reduced my efficiency to the point that I had to cut back on the number of patients I see.

i feel it has negatively impacted patient care. i feel that it is leading to staff burnout and because of that - medical staff may pick what is easier to put in connect care rather than what is best for the patient.

Better collaboration. However, at the cost of more work for providers.

Slowed workflow so less people get care in a day.

Some benefits but at the cost of burnout and reduced efficiency.

We spend more time in front of a computer, and less time in front of patients. All of the CC charting requirements, notifications, inbox messages, etc... destroys your day.

More stream-lined and transparent immediate communication between care teams at all hours of the day.

Patients can see their test results often IMMEDIATELY. If you practice medicine, you understand the double-edged sword that this is.

Significantly improved. Having a single chart throughout the province with continuity alone has improved efficiency of of patient care, decreased redundancy and improved safety by allowing all relevant information other to be captured and remain searchable.

Base: Connect Care users (n=293), who voluntarily offered a comment

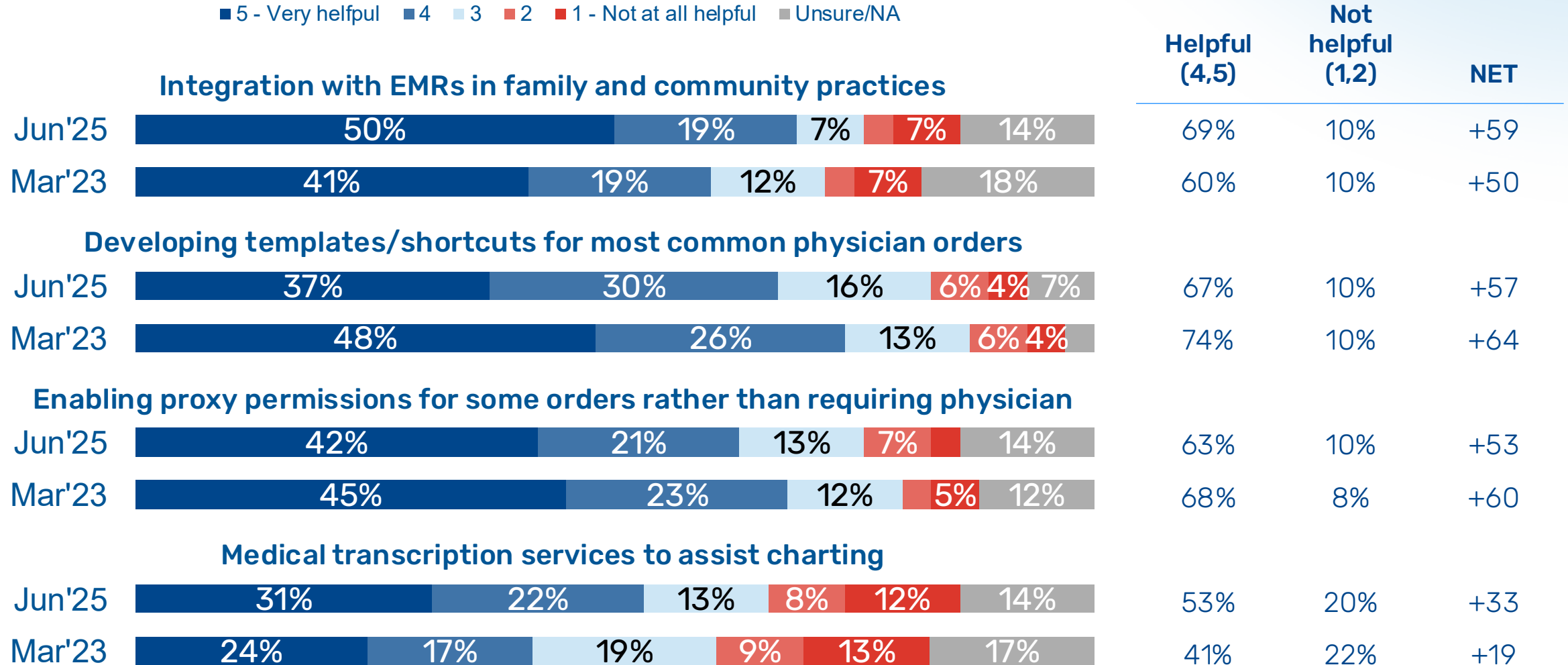
Suggestions to help Physicians with Connect Care

Tracking



How would you rate the following suggestions that have come forward that may assist physicians in their use of Connect Care?

■ 5 - Very helpful ■ 4 ■ 3 ■ 2 ■ 1 - Not at all helpful ■ Unsure/NA



Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293) | NET: Helpful minus not helpful

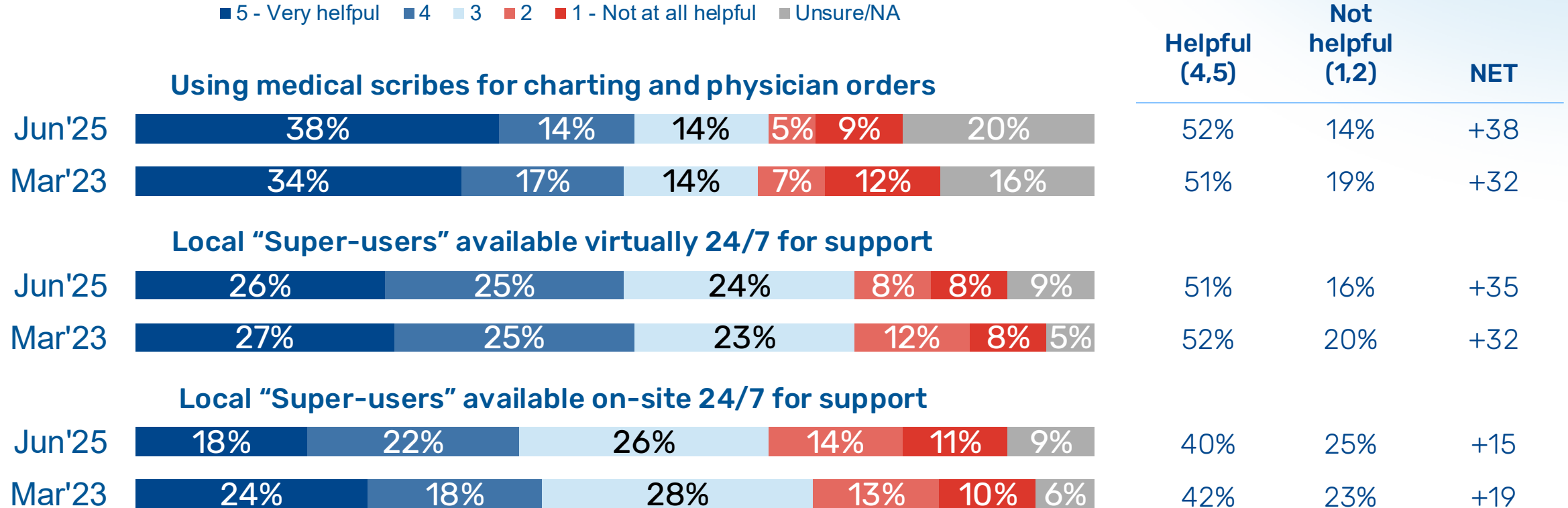
Suggestions to help Physicians with Connect Care

Tracking ... continued



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■ 5 - Very helpful ■ 4 ■ 3 ■ 2 ■ 1 - Not at all helpful ■ Unsure/NA



Base: Connect Care users: Mar'23 (n=570), Jun'25 (n=293) | NET: Helpful minus not helpful

Sentiment: Top Suggestions to Improve Connect Care



What suggestions would you have for AHS to help make Connect Care better for physicians and their patients?

The most commonly mentioned themes to improve Connect Care include:

Integration with Community EMRs and Family Practices (~20% of mentions)

- Improve information flow and safe patient care by integrating Connect Care with external EMRs
- Allow physicians and support staff access to Connect Care: reduce dup/improve coordination

Reduce Admin Burden on Physicians (~18%)

- Implement AI scribes or medical transcription services to minimize time spent on documentation
- Reduce number of clicks and streamline workflows for tasks like orders, discharge, and charting

Improve Training and Support (~15%)

- Provide personalized, hands-on training and workflow optimization for individual physicians
- Establish 24/7 virtual support or "super users" to address ongoing issues and improve efficiency

Enhance System Usability/Efficiency (~12%)

- Simplify order processes and reduce redundant warnings and tasks
- Improve the display and organization of lab results, chart notes, and medication lists

Better Integration of AI Tools (~10%)

- Integrate AI scribe technology directly into Connect Care for documentation and note organization
- Use AI to automate repetitive tasks and improve user experience

Address Hardware/Infrastructure Issues (8%)

- Upgrade hardware to reduce delays and improve system performance
- Reintroduce decentralized printers in clinics to avoid confidentiality errors and inefficiencies

Paper-Based Systems for Certain Tasks (~5%)

- Enable physicians to write orders on paper, with clerks or pharmacists entering them into Connect Care to reduce the administrative burden

Base: Connect Care users (n=293), who voluntarily offered a comment

Sentiment: Other Suggestions to Improve Connect Care



What suggestions would you have for AHS to help make Connect Care better for physicians and their patients?

Less commonly mentioned themes to improve Connect Care include:

Improve Results Review/Notifications (~4% of mentions)

- Revamp how lab results and notifications are displayed to make them easier to interpret and reduce unnecessary alerts

Compensate for Training Time (~3%)

- Provide financial support for the significant unpaid time physicians spend on training and adapting to Connect Care

Streamline Communication Features (~3%)

- Consolidate multiple communication methods (e.g., secure chat, staff messages) to avoid confusion and lost messages

Address Medication Ordering Challenges (~2%)

- Fix issues with medication lists and ordering processes, especially for pediatric patients and intraoperative/postoperative care

Improve Personalization Features (~2%)

- Ensure personalization settings persist after updates and make customization easier for individual workflows

Reestablish Verbal Orders (~2%)

- Allow verbal orders to be carried out by staff, reducing need for physicians to enter manually

Focus on Patient Care Over Billing (~1%)

- Shift the system's focus from billing and administrative data collection to improving patient care and clinical processes

Consider Replacing Connect Care (~1%)

- Some users suggested scrapping Connect Care entirely and exploring alternative systems or developing a new Canadian EMR

Base: Connect Care users (n=293), who voluntarily offered a comment

Sentiment: Suggestions to Improve Connect Care



What suggestions would you have for AHS to help make Connect Care better for physicians and their patients?

Better outpatient integration. Ability to email patients through the system. Integrated AI scribes. I would have loved better/updated training but honestly don't have a ton of unpaid time available for this.

In the age of AI, an electronic medical record should reduce repetitive tasks, not make them worse. By doing away with standing orders and increasing the secretarial burden for physicians and other health care workers, I believe this has been a terrible implementation of a system that has yet to be demonstrated to be of material benefit to Albertans.

Work with individual physicians to improve their workflow, I see many of my colleagues struggling with basic stuff that could be easily fixed. Doctors are smart, we do not need scribes, AI support, transcription or on-site support. Just use your phone for dictation and have virtual help and coaching available when needed. Help with order sets/templates would be good and physician sign-off of MOA-entered documents is essential. Integration with family medicine would be TRANSFORMATIVE.

Ongoing in-person technical and usage efficiency support would be amazing.

Simplify certain orders. For example, I do a lot of skin biopsies. The process to do a skin biopsy and print a requisition is massively complicated. It should be a one step process.

I think it does need to be better integrated with family / community practices but id would depend on how this is done. I personally feel like the best way would just be to have these offices also be on connect care but I know not everyone would agree with me in that. I don't think we need medical scribes, I think we should be looking more into AI scribes as I think this will be most beneficial moving forward.

I would like a simplified method to provide feedback on bugs or irritants. The hardware used by AHS is not sufficient for the job. I spend a half-hour per day waiting for computers to reboot.

Enabling physicians to actually write orders on paper, and getting the unit clerks to enter those orders into the system. The written orders could be scanned into the system as a verification check, in order to have a record.

Base: Connect Care users (n=293), who voluntarily offered a comment

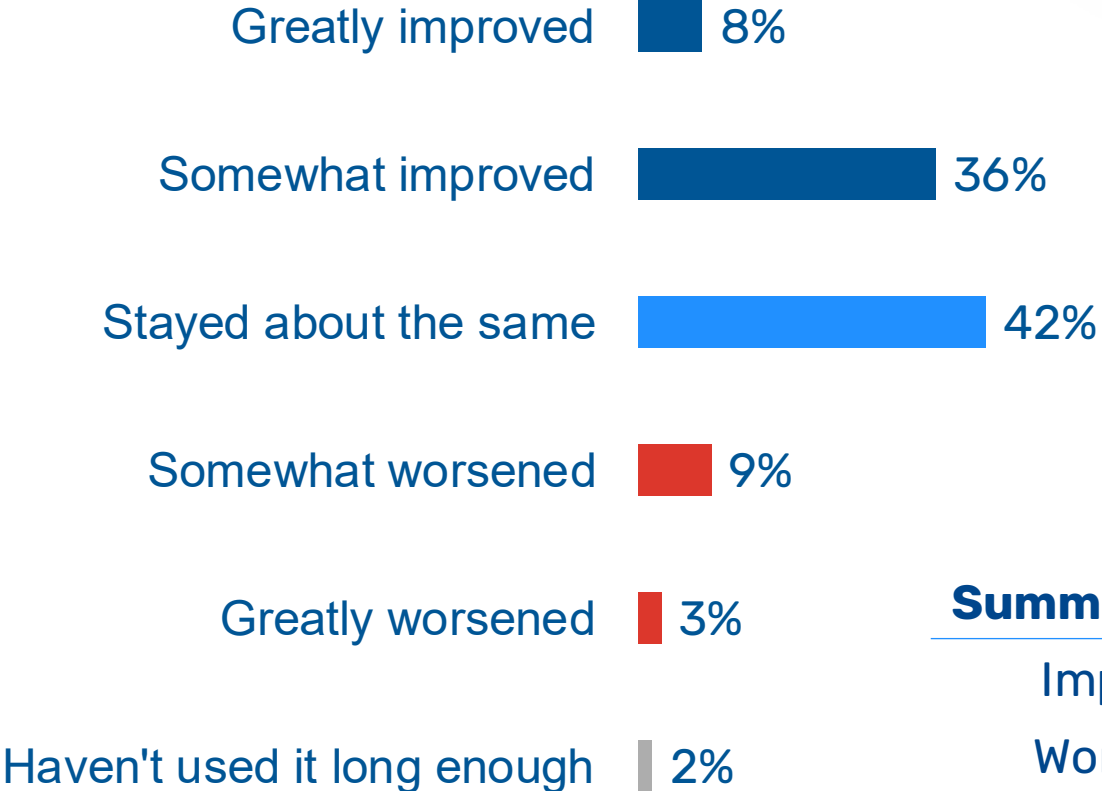
Connect Care Experiences: Past Two Years



Our benchmark survey on Connect Care was completed in 2023. Since then, there have been efforts to optimize the system and implement improvements.

Which of the following categories best describes your own personal experiences with Connect Care over the past two years?

My personal experiences with Connect Care over the past two years has...



Summary

Improved	44%
Worsened	12%
NET	+32

Base: Connect Care users (n=293) | NET: Improved minus worsened

Sentiment: Improved Connect Care Experiences



Why do you say that your experiences with Connect Care have improved in the last 2 years?

Reasons for an improved experience with Connect Care include:

Increased Familiarity and Personalization (~40% of mentions)

- Many users reported that their experience improved because they became more familiar with the system over time, developed templates, smart phrases, and workflows, and learned workarounds to make tasks more efficient

Peer Support and Collaboration (~15%)

- Users mentioned receiving help from colleagues, peer-to-peer support groups, and shared tips and tricks, which contributed to better navigation and efficiency

System Updates and Fixes (~15%)

- Some users noted minor system updates, bug fixes, and improvements in functionality, such as reduced redundancies, better integration, and enhanced features like disease tracking dashboards

Improved Access to Patient Information (~10%)

- Users appreciated the ability to access patient records, charts, and notes more efficiently across sites, which improved continuity of care

Use of Dictation Tools (~10%)

- The use of tools like Dragon Dictation helped streamline documentation and save time for some users

Customization for Specific Needs (~5%)

- Some users highlighted improvements in specialty-specific features, such as rheumatology tools, mental health act forms, and consult templates

Acceptance and Adaptation (~5%)

- A few users mentioned that their experience improved simply because they accepted the system's limitations and adapted to its workflows

Base: Connect Care users with an improved experience, who voluntarily offered a comment

Sentiment: Improved Connect Care Experiences



Why do you say that your experiences with Connect Care have improved in the last 2 years?

I took the time to learn it and develop personalization that makes it very quick for me.

As I get more familiar with CC, I am able to use it more efficiently and build more personalizations to save myself time.

With customized templates, I find documentation for consults and progress notes much faster that has improved my experience over the previous EMR.

I have been able to improve my workflow and create shortcuts.

I have learned how to do things I need to do regularly and don't waste time trying to learn things that might be more efficient but are too time consuming to learn.

We have a whatsapp support group within my peers in same department and we trouble shoot issues with connect care, like finding how to do stuff, real time. Its like having superusers and peer-to-peer support in one.

There was a good session on "tips and tricks" for Obstetrics specifically. This helped to create some good shortcuts for us.

CC keeps improving, and the system/people adapt it to better service its users and its patients.

Updates to the system over the years has improved the user interface and reduced redundancies and inefficiencies, although these do persist.

Because it has somewhat improved. I have learned to navigate around important consultations and operative reports, labs, etc while avoiding all the redundant or useless info that also presents - when I access this information.

Slowly learning tools within connect care that can improve communication (greater tools rather than simply my own documentation of clinical visit).

I have developed more templates and order sets with time, able to better use communication tools.

I've accepted that there are things I can't change and just ignore it.

Because I made the effort. CC is the legal record of care. It is not going away so need to learn it.

Base: Connect Care users with an improved experience, who voluntarily offered a comment

Sentiment: Worsened Connect Care Experiences



Why do you say that your experiences with Connect Care have worsened in the last 2 years?

Reasons for a worsened experience with Connect Care include:

Increased Administrative Burden and Inefficiency (~35% of mentions)

- Many users reported that Connect Care increased their clerical workload, required duplicative tasks, and slowed down workflows, leading to frustration and reduced efficiency

System Complexity and Poor Usability (~25%)

- Users frequently mentioned that the system is cumbersome, non-intuitive, and bloated, requiring excessive clicks and steps to complete tasks. Updates often introduced new complexities or broke existing workflows

Lack of Support and Training (~15%)

- Several users noted insufficient support, lack of refresher courses, and poor responsiveness from the Connect Care help desk, which made it difficult to resolve issues or learn new workflows

Persistent Technical Issues (~10%)

- Users highlighted ongoing technical problems, such as slow logins, glitches, and infrastructure issues like frozen or outdated computers

Loss of Personalization and Workflow Disruptions (~10%)

- Updates often erased personalizations, disrupted workflows, or introduced changes without warning, requiring users to relearn processes or create new workarounds

Negative Impact on Patient Care (~5%)

- Some users expressed concerns about worsening patient care due to increased documentation time, reduced personalization in interactions, and errors caused by system inefficiencies

Base: Connect Care users with a worsened experience, who voluntarily offered a comment

Sentiment: Worsened Connect Care Experiences



Why do you say that your experiences with Connect Care have worsened in the last 2 years?

The administrative burden increases with greater patient care demands and acuity.

There are updates that happen from time to time that then require work to either learn a new workflow or make sure that personalizations are correct.

Now frustrated that have to do nursing jobs along with clerical less time for direct physician patient care.

There's been no upkeep in infrastructure, with frequently having computers that are slow frozen, frequently glitch. The amount of duplication has become extremely infuriating.

Numerous 'upgrades' have led to more cumbersome ordering or task completion. More distractions and flags pop up that need to be closed (if possible) than there were 2 years ago.

Getting more complicated. Updates screw up previous order sets.

I have noticed zero improvements. CC still forces users to undertake pointless reduplicative tasks - in an era of AI it is utterly daft.

I have mainly just continued to use connect care in the way I know how to, even though I am aware there are new workflows, as there is little or no support for learning about new connect care processes.

So far, the minor 'improvements' have been dropped on us without warning, requiring us to bob and weave after every update, and sometimes glitches that have been introduced with these updates have required increased time and the development of work-arounds until they are 'fixed' again or we have learned to adapt to a new complexity.

None of my issues were resolved. When I tried to accept an offer for a personalization session that I received by email I never received a response despite the fact that I would've been volunteering my time to take that personalization session.

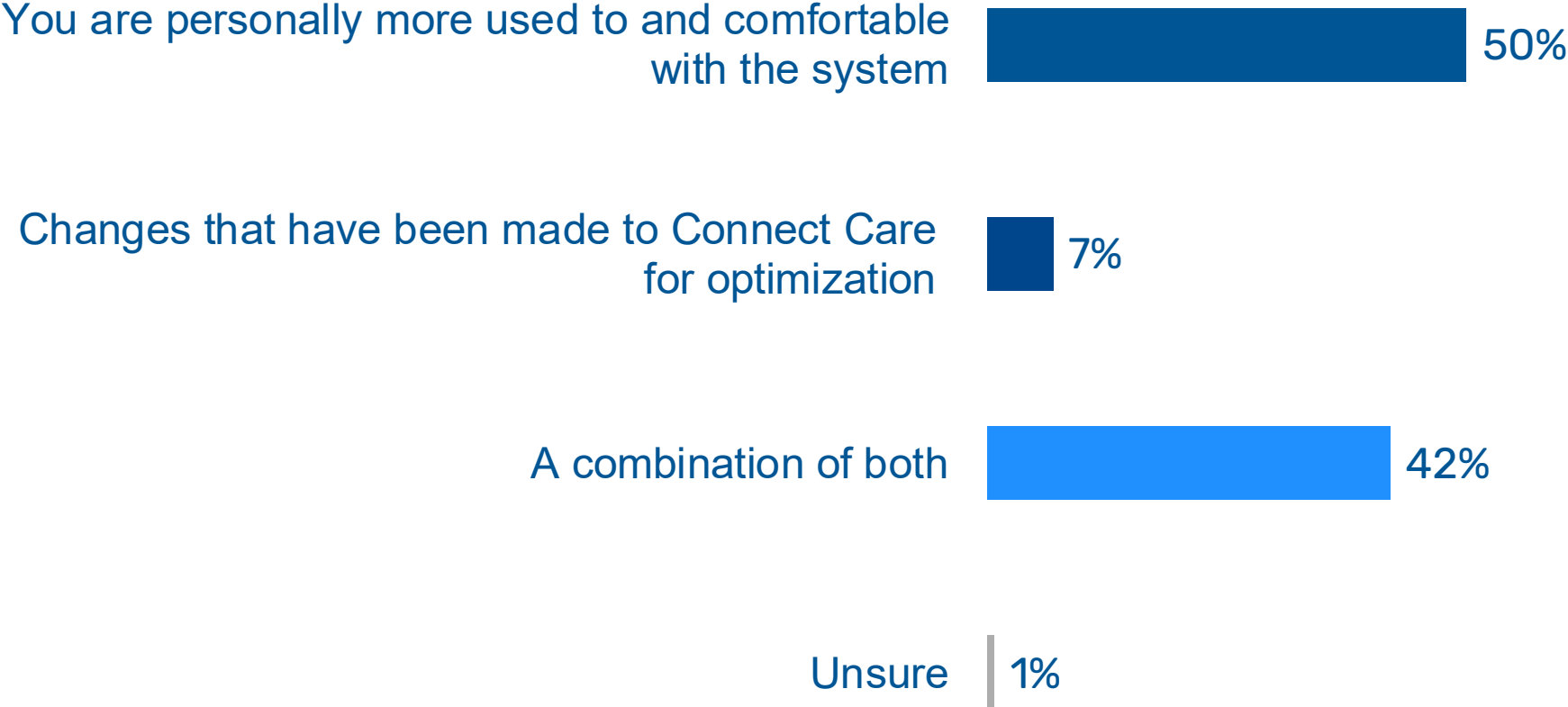
I see less patients, I spend more time, I have decreased the personalization of my interaction with patients due to this software, and I spend an inordinate amount of time on the chart. There are increased errors and worsening patient care.

Base: Connect Care users with a worsened experience, who voluntarily offered a comment

Improved Connect Care Experience in Past Two Years



Would you say that your experiences with Connect Care have improved because...?



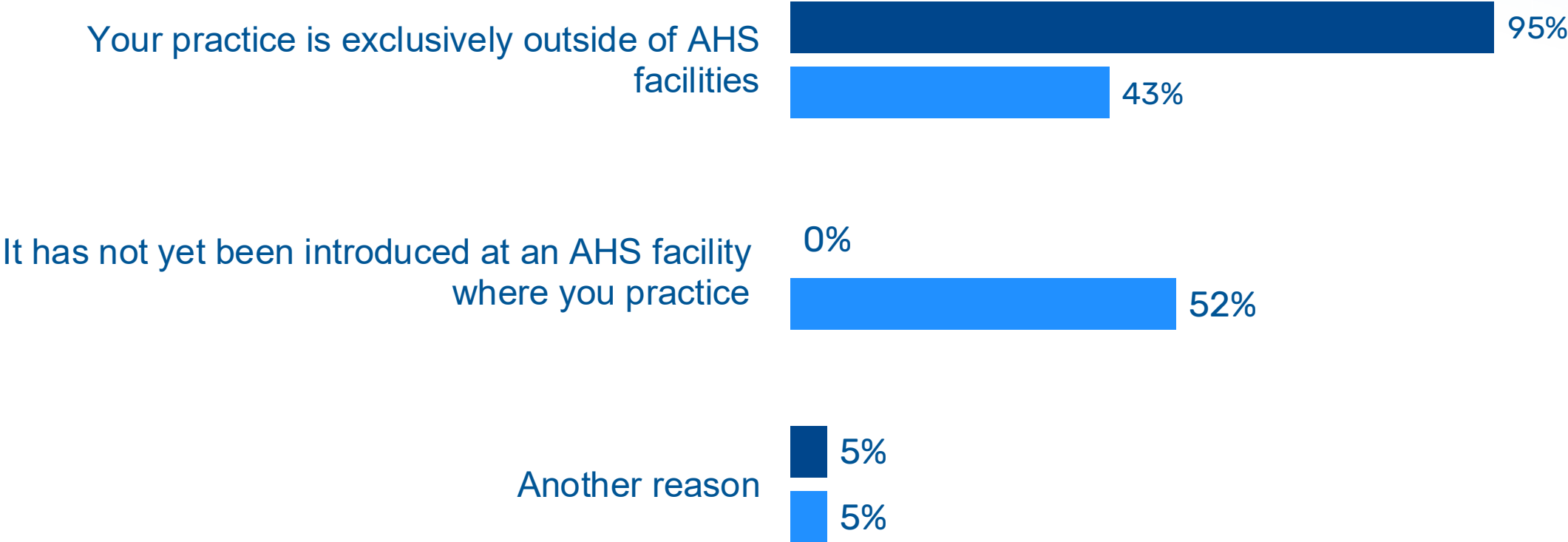
Base: Connect Care experience improved in past two years (n=128)

Reasons for Not Using Connect Care



You mentioned that you have not started using Connect Care. Is that because...?

■ Jun'25 (n=20)* ■ May'23 (n=167)



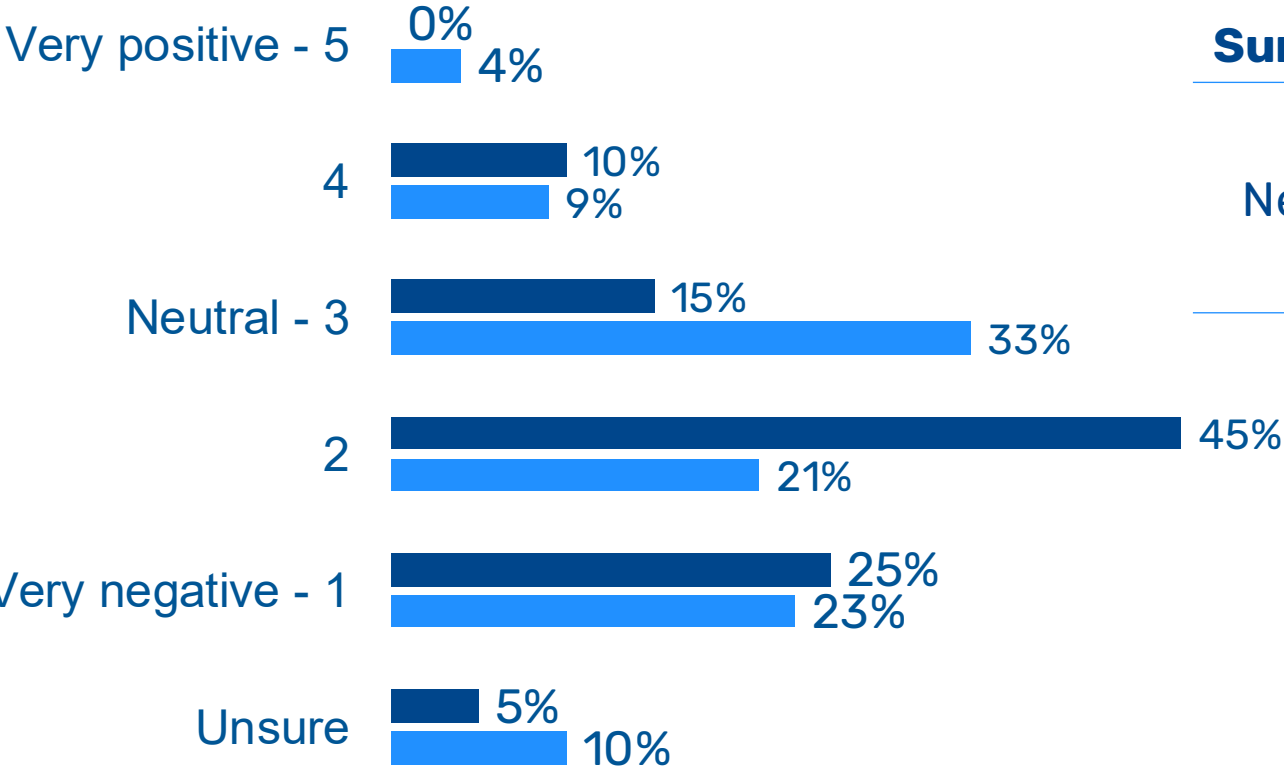
Base: Non-users | *Caution: Small base size

Non-User Impressions of Connect Care



Though you haven't used Connect Care yourself, how would you rate your impressions of it based upon what you have seen, heard or read about it?

■ Jul'25 (n=20)* ■ May'23 (n=167)



Summary	Jun'25	May'23
Positive (4,5)	10%	13%
Neutral (3) or unsure	20%	43%
Negative (1,2)	70%	44%
NET	-60	-31

Base: Non-users | *Caution: Small base size | NET: Positive minus negative



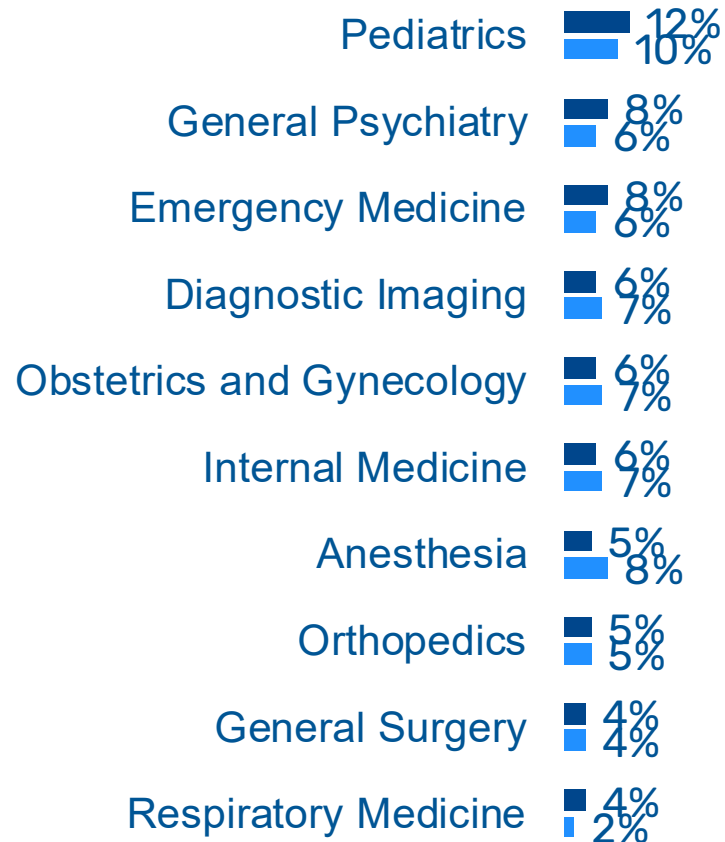
SPECIALIST PROFILE

Respondent Specialty



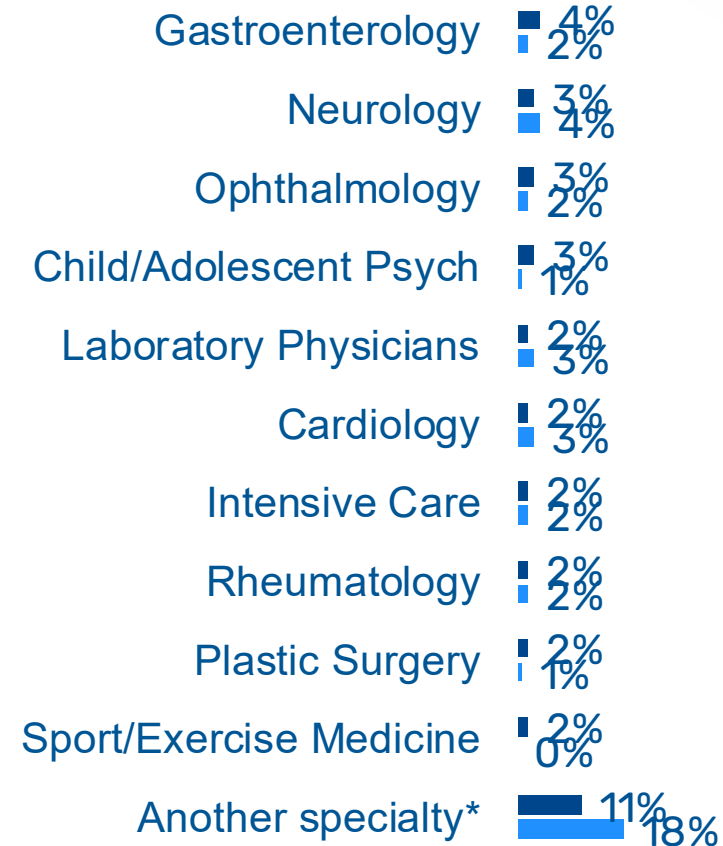
What kind of medicine do you practice?

■ Jun'25 ■ May'23



... continued

■ Jun'25 ■ May'23



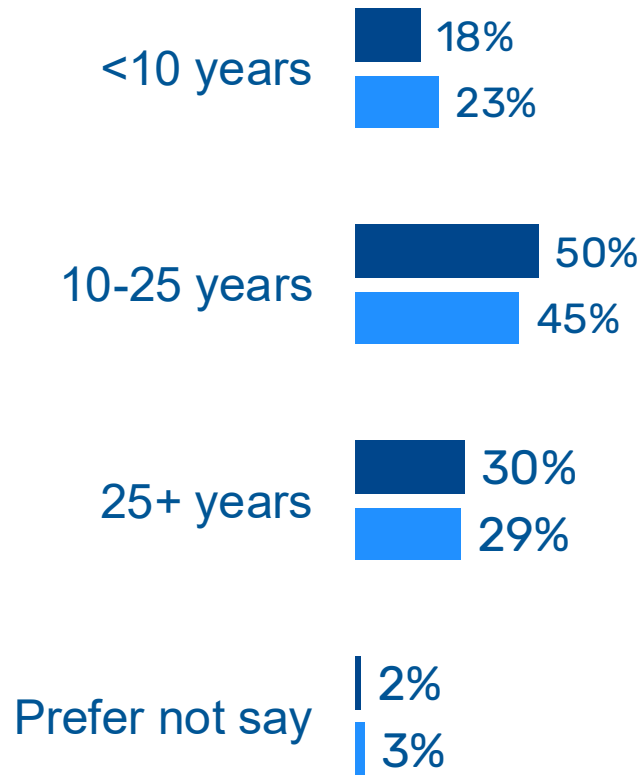
Base: All respondents: May'23 (n=737), Jun'25 (n=313) | *Note: "Another specialty" includes those selected by 1% or less of respondents

Respondent Practice



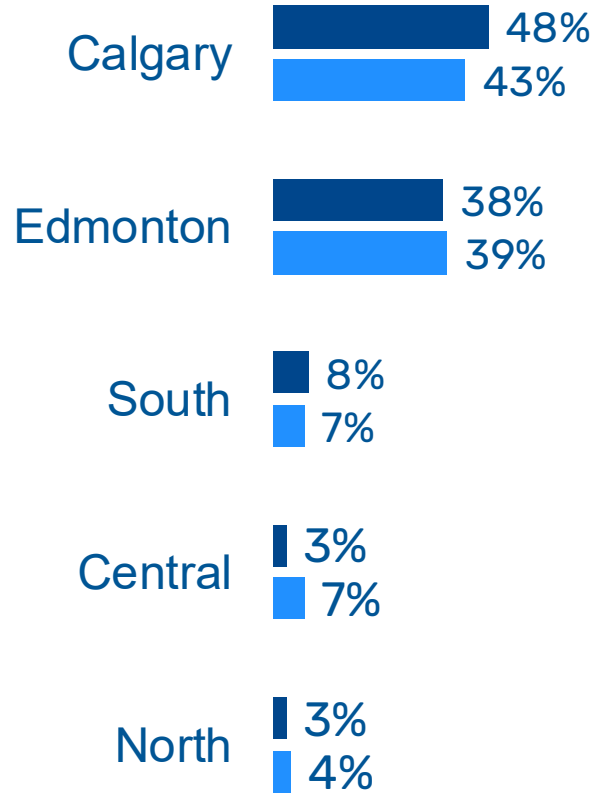
Years in practice

■ Jun'25 ■ May'23



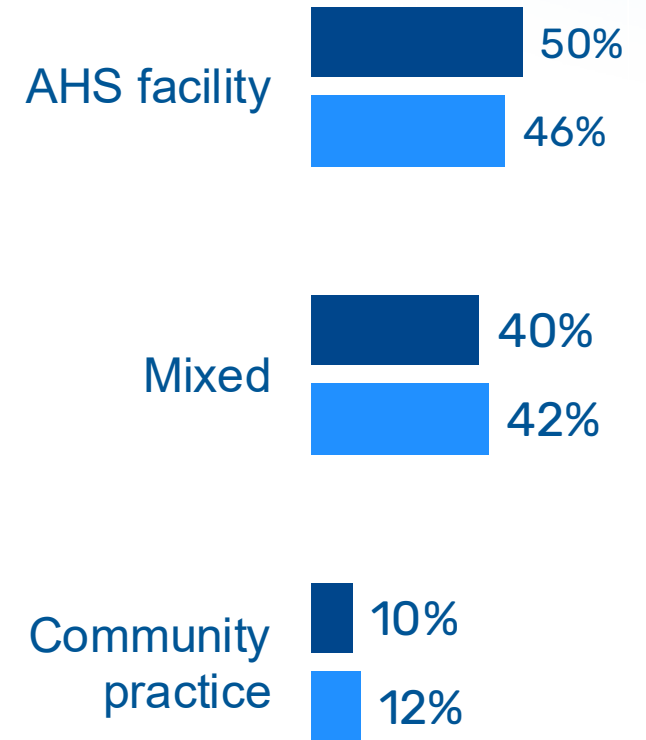
Zone of Practice

■ Jun'25 ■ May'23



Type of Practice

■ Jun'25 ■ May'23



Base: All respondents: May'23 (n=737), Jun'25 (n=313)



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