



Super Users

Role

Super Users (SU) support Connect Care peers in clinical areas, helping them adapt to new workflows. They provide elbow-to-elbow support during readiness events, training, launch and post-launch activities. Super Users enjoy both clinical and technical challenges; They are approachable and have great people skills.

Getting Trained (Approximately 24 hours)

Physician Super Users complete the Connect Care physician training pathway for their practice area, with a focus on how training can be best supported for all users. Additionally, Super Users are provided with training to support them as change agents.

Training Topic	Hours
Clinical area Connect Care training	Approximately 12 hours
Super User training	Approximately 12 hours

Supporting the Training of Others (Approximately 15 hours)

Super Users reinforce physicians' formal training by supporting Area Trainers in providing basic training, personalization and optimization. They help peers adapt to new workflows, processes and norms while building capacity for meaningful use of Connect Care. Super Users develop good insight into where their colleagues may struggle with the system, which better prepares them at launch.

Launch and Post Launch Support (Approximately 95 hours)

Super Users provide shoulder-to-shoulder (“at the elbow”) support to physician colleagues within their specialty department, specific clinical area and/or subject matter area prior to, during and following launch. Support is expected for six weeks post launch, with the highest demand in the first two weeks.

- Supporting launch (the four weeks immediately following launch) via scheduled shifts (approximately 75 hours).
- Supporting post launch (the fifth and sixth week post launch) support via scheduled shifts (approximately 20 hours).

These hours are maximum hours, and are not mandatory. There are no minimum number of launch and post-launch hours required to fulfill the contract. However, the Super User role is critical and takes significant time and resources to train; If you are not able to commit to supporting at least two formal physician training classes (a minimum of nine hours) and approximately 40 hours of launch and post-launch support, this may not be the right role for you. Please contact your zone CMIO to discuss this role in more detail.

Compensation:

There are a variety of payment arrangements for physicians (clinical ARPs, AMHSP and other relationships). As a result, there will be some variation to how physicians are compensated for the Super User role. For example: a fee-for-service physician can expect:

- \$1,000 for the completion of training (approximately 24 hours).
- \$125/hour for each of the following activities scheduled and approved by the AHS CMIO team as in-person/onsite or technology-enabled virtual at the elbow support:
 - Supporting the delivery of AHS scheduled classroom training sessions;
 - Supporting formal scheduled readiness events, including CMIO organized practice charting sessions;
 - Supporting launch via scheduled shifts;
 - And supporting post-launch via scheduled shifts.



Connect Care

CMIO Super Users

- \$11.50/hour if scheduled and approved by the AHS CMIO team to be on call to provide after launch or post launch support. While waiting on call, you are paid at this rate. Once called to provide support either over the phone, virtually or in-person, you are instead paid the \$125/hr rate for time spent supporting your colleagues.
- A Super User can provide a maximum of 112 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 112 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.

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.

Hours and compensation may differ for Super Users based on the hours worked. Flexibility in the role can occur at the discretion of your ACMIO. It is important to recognize that Super Users cannot be scheduled to provide Super User support and regular patient care simultaneously – This is considered double dipping and is carefully monitored. If travel is required, it will be supported according to the [AHS Travel, Hospitality and Working Policy](#).

More information

For more information, you can email your zone CMIO:

- North: cmio.nz@ahs.ca
- Edmonton: cmio.ez@ahs.ca
- Central: cmio.cez@ahs.ca
- Calgary: cmio.caz@ahs.ca
- South: cmio.sz@ahs.ca