



Post-Secondary Partners in Connect Care – Training Task Force Meeting Minutes

Meeting

Date/Time:

July 11, 2022

Information:

Virtual Meeting via [Teams](#)

Or call in (audio only)

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Phone Conference ID: 502 829 27#

Agenda Item	Notes:	Action:
Welcome	Refer to https://www.albertahealthservices.ca/info/Page16725.aspx for past taskforce minutes COVID Outbreak Update Webpage: https://www.albertahealthservices.ca/topics/Page17232.aspx#fhc	
1) Launch 4 debrief a) Rumors debunked	Launch 4 debrief: <ul style="list-style-type: none">• Just completed launch 4, the largest launch to date. This was one of the best launches that we have had thus far, though there were a few issues with printer mapping.• Finished most of the Edmonton sites and started Calgary and Calgary rural sites. ACH and PLC were the big sites for this launch.• Noticed that every time there is a new launch that destinations want students to have roles that have never been added catalogue.• When these requests are made, we need to investigate to see what the roles are, are they feasible and then they are added to the automation process.• From a support perspective, the first week of the launch for the project teams was quite challenging, but after that it smoothed out which was great to see considering the size and complexity of the launch.• There were several clinically complex issues were dealt with by the senior trainers on workflows and functionality.• Several issues with access but those were corrected quickly.	



	<p>Rumors debunked:</p> <ul style="list-style-type: none"> Rumors going around at one of sites was that launch 4 was so complicated and problematic that launch 5 was going to be postponed. Under no circumstances that we are aware of at this time will launch 5 be paused. 	
<p>2) Legacy CIS Retirement 3) Student/faculty Onboarding Process (learner availability) a) Learner Availability b) July Upgrade i) AHS Email c) Audit i) Fair-warning System ii) Automated Email d) Use of Resources i) External Website ii) Student and Faculty Checklist Update iii) Catalogue Update iv) Simulated End User Proficiency Exam (“SEUPA”) v) Unsuccessful SEUPA vi) Learning Centers vii) Availability Update e) Satellite Connect Care Training Labs – update</p>	<p>Legacy CIS Retirement:</p> <ul style="list-style-type: none"> A few systems have been retired so far, eClinician is gone and, SCM will no longer be supported after launch 6. Some of the schools do have SCM integrated into their curriculum, previously we have had extensive discussion of integration of Connect Care into the curriculum. We have gotten the paperwork completed (NDA, contracts, attestations, etc.) sorted out and are still working on the logistics of what it will look like and who does what as far as the credential trainers at the PSI. We are exploring setting up satellite labs and AHS will provide the credential trainer to the school and the school will be providing the computer lab. NAIT will be the first test site and this pilot will take place after wave 5. When SCM is retired and it is no longer being supported by AHS, we will not be supporting its use at the PSIs. There will be more information to come for those school that have SCM as part of their curriculum. <p>Student/Faculty Onboarding Process (Learner Availability):</p> <ul style="list-style-type: none"> We are continually working on making the website and the resources more user friendly, but we are still having students not showing up for their ILTs. Students who are reaching out to the Connect Care and Student Placement teams directly asking when various questions that are covered in the resources and on the website. We recognize that there are new people involved in this process, but we ask that the students do not reach out to either the Connect Care team or the Student Placement team directly. All the information that the students need should come from the schools. Remind your students to use the website and ask you questions. We have received feedback to let us know that some of the resources are too long, so we are working on these details to update the resources. There have also been some instances where the students have been withdrawing themselves from the ILTs, the students should NOT be doing this. <ul style="list-style-type: none"> Learner Availability: Students must be available 7-10 prior to the ILT starting. If they are not available and you know this ahead of time, please enter this as a black out date in HSPnet. 	



	<p>If the student cannot attend the Connect Care learning team will reschedule the ILT, if possible, but no guarantees and the ILT will likely take place during their practicum or may require the practicum to be postponed or cancelled.</p> <ul style="list-style-type: none">• Access to Connect Care is tied to the ILT, so students <u>must attend!</u> <p>b) July Upgrade</p> <ul style="list-style-type: none">i. AHS Email Effective July 7 when an AHS email is provided to a student as per the request from the destination, the student's AHS email address will be downloaded in HSPnet along with the IGUID <p>c) Audit</p> <ul style="list-style-type: none">i. Fair-warning System Fair-warning system is the name of the third-party tool used as the auditing system in Connect Care. We have called it a smart auditing tool in the communications that have been sent to the PSIs. AHS has implemented this audit system for the end users of Epic/Connect Care and because of this students and AHS staff have been receiving emails asking them to enter additional demographic information into the IAM system (e.g., permanent address, marital status, gender).ii. Automated Email Re IAM and Fair Warning The initial batch of emails that were sent out was pulled manually and pulled for students that had a Connect Care role as of June 2. Many students have received emails asking them to go into the IAM system to update their information, many of those who received this email are no longer students and or their placement was complete. Moving forward the email will only go to those who are receiving a Connect Care role through automation and have completed their ILT. <p>d) Use of Resources</p> <ul style="list-style-type: none">i. External Website There have been several updates to some of the resources on the external website.ii. Student and Faculty Checklist Update Both the Faculty and Student Onboarding checklists have been updated (links below) <ul style="list-style-type: none">• PSI Administration Connect Care On-Boarding Checklist (albertahealthservices.ca)	<p>If you have not received the email that was sent on June 13, please let Chad or Jacqueline know</p>
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	<ul style="list-style-type: none"> • Student Connect Care On-Boarding Checklist (albertahealthservices.ca) <ul style="list-style-type: none"> iii. Catalogue Update We have added the new catalogue as there have been a few new courses added. iv. Simulated End User Proficiency Exam (“SEUPA”) Of note, we have removed the room locations for the learning centers. There will still be rooms for people to practice and we have highlighted that there are not places for the students to practice in the ‘playground’ like the staff would have available. We are working on logistics to potentially have more rooms set up; hoping to have more information later this week. v. Unsuccessful SEUPA The success rates seem to be higher with far fewer growing pains from an administrative perspective. 3 new SEUPAs have been added, bringing the total to 121 in our program. Overall, the success is currently standing at 88%. This rate can change depending on what application you are looking at or what location you are looking at. For launch 5 all SEUPAs will be integrated into the ILTs. vi. Availability Update In the last few weeks there have been several questions directed to our team regarding process and questions around what the students should do or not do. Just a reminder the email that was given to you for the Connect Care learning team is to reach that team regarding student registration to the ILTs. Any other questions regarding the process or student placement, please contact the Student Placement team. Please remind your students to look in MyLearningLink to see when their ILTs have been scheduled. e) Satellite Connect Care Training Labs – update Work to continues with the satellite Connect Care training labs, Chad is meeting with Kelly Halseth this week and may have more updates. We have been exploring the opportunity with NAIT in having the school host the satellite lab, we are also exploring this opportunity in both Calgary and Red Deer 	
<p>Questions/Comments</p>		



	<p>Questions/Comments:</p> <p>Is it possible to update HSPnet with the destinations that have Connect Care?</p> <ul style="list-style-type: none"> ○ It is not possible to update HSPnet with all the destinations that have Connect Care. <p>Is the deadline for launch 5 data entry still 45 days prior to the placement?</p> <ul style="list-style-type: none"> ○ If your student is in a placement that starts in September and is overlapping the launch of wave, yes, the data must be done 45 days prior. If their placement is only from September to October, you will not have to enter the data. ○ If your student is not going to be at a live site for training, please do not assign that role. ○ Training students in Connect Care when they are not technically an end user is going contravening the agreement with Epic. <p>Is the Central zone part of launch 5?</p> <ul style="list-style-type: none"> ○ Yes, a large portion of the Central zone is part of launch 5. 	<p>Link to sequencing information</p> <p>Chad to update the visual for the launch 5 sites</p>
Next Steps	Notes	Action
	<p>Date: August 8, 2022 Time: 11:00-12:00 Location: Virtual Meeting via MS Teams</p>	