



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

Meeting

Date/Time: August 8, 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	Continue to have your students review the COVID outbreak update webpage
1) Student/faculty Onboarding Process (learner availability) <ul style="list-style-type: none"> a) Bulk ILT dates Booking Trial b) Learner Availability 2) Audit <ul style="list-style-type: none"> i) Automated Email Glitch 3) Use of Resources <ul style="list-style-type: none"> i) External Website ii) Catalogue Update iii) Learning Centers List 4) Simulated End User Proficiency Exam ("SEUPA") <ul style="list-style-type: none"> i) SEUPA Challenge ii) Unsuccessful SEUPA b) Question Triaging 	1. Student/faculty Onboarding Process (learner availability) <ul style="list-style-type: none"> a) Bulk Instructor Lead Training (ILT) Booking Trial <ul style="list-style-type: none"> o The Connect Care Learning team, the Student Placements team, and Chad have been trying to send out the ILT dates to the different faculties ahead of time to see if that would help ensure that the students were aware when classroom times were available. o We have had very little success with this trial, the reason being is that because we are sending out this information when it is required by the different schools' months in advance, and as you know we do not book the training months in advance. o What has happened is that students look at the dates and select the preferred dates and by the time comes to book the dates, the dates have disappeared. This is because, either the classroom has been cancelled or trainers are not available, etc. o We had hoped this would help alleviate the stress of not knowing when the classroom training was going to be but instead this has created false expectations regarding available ILT dates; we will no longer provide a list of ILT dates. b) Learner Availability 	



<ul style="list-style-type: none">i) When to Reach Out to the Learning Teamii) Communicationiii) Processesc) Booking	<ul style="list-style-type: none">o Reminder that the students must be available 7-10 days prior to the clinical start date, this is the standard time period to book the students in an ILT.o If you are aware that your students are not available 7-10 days prior to the clinical start date, please use the pink box in HSPnet to let the Connect Care Learning team know that the student will not be available in that period of time and suggest when the student might be available. Please provide more than one date of availability.o We are experiencing a shortage of space in the North Zone so please provide as much notice as possible of training requirement.o Since the last update went through in HSPnet for the automation process,s you will see that for new students their IGUID number, which is their unique number with AHS, and their IT Username, are now downloaded into HSPnet. This information is found in the RA IT provisioning tab. <p>2. Audit</p> <ul style="list-style-type: none">b) Automated Email Glitch<ul style="list-style-type: none">o We had received an email from one of the schools saying that their student had just gotten their role and also received the email that their access would be cut off in 30 days. We have been in contact with the IT team that manages the coding and there has been a glitch. For some reason, the email is being sent out as soon as the student receives their role, this well be fixed this week, the patch is going in on Aug. 11, so this should no longer happen. This will not affect their ability to do their training or continue with their eLearning and the ILT. On day one of the placements, the first thing that the student should do is login to an AHS computer and enter the information required in the IAM system and their access to Connect Care will be immediately turned on.o For those students who have already had a Connect Care role, but for some reason were not a part of the email lists going out on June 2 about putting the information into IAM, will also get the email as soon as their role is reactivated because their training is done. They too will need to login into IAM and input their information to have their access to Connect Care turned on.o Reminder to have the students read the entire email, if they do not have a token, they do not have the ability to login to the system remotely, they must be on-site to login to IAM. <p>3. Use of Resources</p> <ul style="list-style-type: none">i) External Website<ul style="list-style-type: none">o Just a reminder that we are continually updating our Connect Care website, we try to keep it as up-to-date as possible.ii) Catalogue Update	
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Questions/Comments		
	<ul style="list-style-type: none"> • How do the students find out about their ILT if they do not receive an email? <ul style="list-style-type: none"> ○ This information can be found by logging into MyLearningLink (MLL). ○ Please remind the students to login regularly. • In future state will there be an opportunity to train a bunch of students together (unsure if this is already taking place)? <ul style="list-style-type: none"> ○ We cannot make any guarantees on this, on our end the limitations are access to a room, and a Connect Care credential trainer. ○ There are over 1000 roles and for each role there has to be a trainer trained and space available. ○ We do not have enough space and/or trainers in each zone to have the classes run every day. ○ Kristina has been informed that more flexibility may be in the end state. Part of the big barrier now is that we have to accommodate training for launches, and the demand for the training is huge and the time is crunched. ○ There have been some conversations with multiple schools across the province if there would be space that we could utilize inside a school to do some of the training. There will be a trial going on with one school in Edmonton, and depending on the success of this trial, this may be another option. • What takes place if there is no training available within the 7–10 day window prior to placement? <ul style="list-style-type: none"> ○ When you request training for a learner and there is no training available, Kristina will make a request for training to be added. ○ Taking into consideration about how many people need to train, the request will be made, Kristina will ask for a minimum of three dates be provided for consideration. This is the same process that is used with AHS staff. • With fall placements starting in September, are we running within the 7-10 days for notification to the students for training? <ul style="list-style-type: none"> ○ This is always dependent on which role and which area we are referring to. For example, Kristina has begun enrolling for September placements last week and noted that in Edmonton there were 100 seats available for the “Inpatient Nurse MedSurg” and needed over 250+ students, this has been flagged for the scheduling team. ○ In most cases, everything that Kristina has been given should be occurring before the placement start date, • What is considered a “fall “cohort student? We have a group of PN students going to Claresholm General Hospital in the fall, when you are considering fall training dates and space is the entire semester? <ul style="list-style-type: none"> ○ Kristina is always looking at students for their ILTs at around 30 days prior to their placement start mark. 	<p>If any of the schools are interested in supporting a trial site, please let us know.</p>



	<ul style="list-style-type: none"> ○ It isn't a matter of being a small semester, but rather when they will be active in the system, which is at the 45-day mark. ○ The most success that Kristina has found has been trying to schedule around the 30-day mark to ensure they are booked in that 7-10 days prior to placement timeline. • There is a group of eight students and an instructor going to Claresholm for training, and it would be preferable to have them all trained at once, is this a possibility? <ul style="list-style-type: none"> ○ The space in Claresholm does not exceed seven seats as your group is larger, we will either have to train them elsewhere or split it up. ○ The 13 seats in Lethbridge, booked into a 5/7 split and right now this space is fully booked to meet the need of Launch 5. • Should the student be able to see the SEUPA in MyLearningLink after the ILT is complete? <ul style="list-style-type: none"> ○ Yes. If the student goes into my MLL and sees their name in the right corner and can see a role assigned, they should have access to all the pre-learning, the ILT once scheduled, and the SEUPA once the ILT is complete. • Is the 7-10 day training new? Can training take place further out? <ul style="list-style-type: none"> ○ This applies when Kristina and her team look at times for the students to attend their ILTs. ○ Students must be available 7-10 days prior to placements. ○ Please note if your students are out of province, please make a note in HSPnet (pink box in the RA IT tab) 	
Next Steps	Notes	Action
	Date: September 12, 2022 Time: 11:00-12:00 Location: Virtual Meeting via MS Teams	