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

Meeting

Date/Time:	October 3, 2022
Information:	Virtual Meeting via Teams
	Or call in (audio only) +1 587-412-5456,50282927#<tel:+15874125456,,50282927#> Canada, Edmonton 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 - As a reminder, we do record the meetings for minuting purposes. The recordings are then deleted after the minutes have been transcribed. - For those who were unable to attend the last meeting, just a reminder that Chad Zelensky has left the student placement work and is now employed by another portfolio within the organization. - Jacqueline will be chairing the meetings going forward and a new series of meeting invitations have been sent from Jacqueline's calendar. **Kristina**: Seeing a large influx of tickets to Service Now which is the AHS IT service desk. These tickets include requests for changes to training dates, information about training dates; I just want to clarify that these questions are to be directed to the schools as a first point of contact, if you are unable to answer these questions for your students, you would then send the questions to myself and I will provide you the information that can be shared with your students. The influx has been noted across the province, so as a reminder the students should be using Service Now IT tickets for actual computer related barriers (i.e., account issues, login issues, gaps in access, etc.), these would be appropriate issues to contact AHS IT with. **Kristina**: Working on the October enrollments, many were completed at the end of last week. I have also started working on placements that run through to October 31. In most cases I have not worked on any placements that are scheduled for November 1 and beyond, these	Continue to have your students review the COVID outbreak update webpage. Please let Jacqueline if anyone else would like to be added to the meeting membership, or if anyone must be removed. Send any questions regarding training dates to connect.carelearning@ahs.ca

	will start to be addressed starting this week, please ensure your data is entered in as early as possible, in some zones it can at times take up to three weeks before training is available, due to the amount of operational training that needs to take place. As an example, if you needed training for November 1 and you are in Devon, your student will need to have that request in 30 days in advance, so we do the planning for those students to come. I do recognize that there are constraints on the school's end, placements may not be confirmed until the last minute, these aren't the situations I am speaking of. We are all aware that network access is granted 45 days in advance of placement and the sooner the roles the are entered the better it is.	

1) Use of Resources
 	
External Website
• Student and Faculty Checklist Update
• Catalogue Update
• Workflow
2) ILT Availability
3) Connect Care Site Implementation
• https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-waves-1-6-sequencing-detail.xlsx
• After the placement is confirmed, contact the Destination Coordinator to verify if the unit/program has implemented Epic (Connect Care) and if so, ask for the correct Connect Care role
	1) Use of Resources
	
	External Website
	• Just a reminder that we are continually updating our Connect Care website, we try to keep it as up-to-date as possible.
	• **Student and Faculty Checklist Update**
	   o The new checklist for students has been completed.
	   o Continuing to work on the new checklist for faculty. We are currently experiencing some issues having this checklist uploaded to the website, but as soon as we can have this done a copy will be sent.
	• **Catalogue Update**
	   o The catalogues are being updated continually, as we move closer to a new launch, new roles are being added.
	• **Workflow**
	   o Jacqueline reviewed the new workflow with the membership.
	   o Student Onboarding Workflow (albertahealthservices.ca)
	2) ILT Availability:
	• We have reached a critical mass of students going to a Connect Care site with Launch 5 coming up in November.
	• The amount of available ILTs across the province is getting tight, even though we and the Connect Care Learning team have worked very hard to ensure that the students get trained prior to their placements, there have been a few exceptions in this semester.
	• We are aware of this and have discussed this with the Connect Care Learning team and Senior Leadership.
	• We have always known that there would be a time when the numbers would be difficult to meet the expectations and everyone has worked very hard to try to meet these expectations, the teams have been working diligently trying to find new classrooms, finding new credential trainers, and ensuring that we have enough classrooms and credential trainers for all the students.	

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For a variety of reasons this hasn't always been possible, and we are aware that has caused concern, we would like to let everyone know that this situation is being looked at, it is being taken very seriously.
There were several questions from the schools to see if they could take over the Connect Care training themselves, this is something out of the scope of this group but is being discussed.
A reminder to the Placing Coordinators that once you activate "ILT required" please make sure you note in the pink box if your student is not available to take their ILT 7-10 days prior to their placement starting.
If your students are available for training during the Christmas break, please let us know so we can get training done at this time.

<p>3) Connect Care Site Implementation:</p>

https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-waves-1-6-sequencing-detail.xlsx
After the placement is confirmed, contact the Destination Coordinator to verify if the unit/program has implemented Epic (Connect Care) and if so, ask for the correct Connect Care role.

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June: We have three groups of students who are in their roles now, but they will be impacted by Launch 5, when will these students be scheduled? They are in practicum now and will be in until December and will need their ILTs scheduled.
This group will be scheduled shortly for October.

Shannon: One of our students was delayed getting to her ILT by approximately five minutes and when she arrived, she was locked out of the training session. Curious if there can be a 5–10 minute grace period, as some things are out of our control. The student will now have to reschedule their session; this seems like not a very reasonable situation.
Kristina: I have sent this information off to the scheduling team to get their insight on the situation. I will follow up with Shannon with the information when it is received.

Joan: Just to clarify if the student cannot take their ILT prior to placement, does the placement have to be delayed or cancelled? This is not easy to do, we can't just postpone them. We do have fourth year students with dates that haven't been scheduled and this is their final preceptorship placement. What will change with this?
Bev: We have a finite set of credential trainers on our team to deliver the ILT sessions. Depending on where your students are going whether we are in an active or project training situation, for context, right now for Launch 5 we have approximately 27,000 users that we are training from July through until the end of October for the November launch.

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Please review the new student checklist, it has been simplified, please let us know if you have any further questions.

MyLearningLink for Connect Care User Guide (albertahealthservices.ca)

Bev, Chris, and Jacqueline to discuss student accommodation process (how is it requested)
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- o The project training is large and has taken all the resources and almost all the classroom space to deliver the training.
- o There are no dedicated credential trainers that are only waiting to train the PSI students, this causes some of the challenges, there is not a budget specifically set for the needs of the students. This is a discussion that is being had at the senior leadership level, it is a very complex situation.
- o Our department is staffed and budgeted for the operational training, which is for new hires, staffing is based upon staff that AHS hires, for our employees. It isn't budgeted based on what is needed to meet the student population needs.
- o We are hoping to have more ability to offer more ILTs in the future. Otherwise, there will be a constant struggle based on what has been budgeted.
- o **Jacqueline:** It has always been our goal to facilitate the students access to Connect Care and to ensure that they graduate.
- o We continue to have meetings regarding automation and how it can be simplified to have the information available more quickly.
- o We are continuing to work with AHS managers to ensure that they are responding to requests as soon as possible. Our team works with frontline staff daily and more formal meetings take place every other month.
- o Thank you to everyone for the collaboration on this work.
- **Grace:** The students seem to find the whole process of booking ILTs confusing. It's hard to help when the process also isn't 100 per cent clear to me either. As step-by-step guide with pictures that can be sent to the students would be ideal.
  - o **Jacqueline:** If you would like to have a one to one training session, please reach out to the placing coordinator that you work with, and they can facilitate that with you.
  - o Previously, there was a video on MyLearningLink, but this has been taken down. The MyLearningLink will be producing a new video and it will be put back up on the website. The video shows the whole process of logging in, how to register, etc.
  - o We are unable to get screenshots of Connect Care due to contractual issues.
- **Katelyn:** We have had a change to our curriculum, and there will be students that are continually over the 180 days, wondering how far can they go past the 180 days? Trying to figure out what the process should be.
  - o **Bev:** There is no set time after the 180 days, however we must ensure that the student is still competent. If the student hasn't touched the system in 190 days, for example, there may have been an upgrade, and they may not know what has been done in the system.
  - o It is up to the PSIs to determine how confident they are that the student has retained the knowledge.
  - o Fundamentally this is to ensure that patient care is safe with competent users.

	• **Danielle:** When you are adding comments within the pink box in HSPnet, and more information comes available after it is submitted, can we change the information in the box? Will it go through the feed again?
	    ◦ **Kristina:** Yes and no. The data is only pulled from HSPnet once a week, and it doesn't flag any changes. If the change happens within the seven days, I will not see it within those seven days.
	• **Raigne:** We are required to offer students accommodations if for example, they have significant learning challenges, wondering if this has been considered when they are doing their testing for Connect Care, SEUPAs.
	    ◦ **Bev:** We do offer accommodations for students depending on what the challenge may be. Every situation is different and would have to discussed with the PSIs and students.
	• **Rita:** We have accidentally assigned some students to AHS sites that do not require network access, but we didn't check that icon that indicates they do not need access. Is it too late now to revoke the access?
	    ◦ **Jacqueline:** If it is within the 45 days, it is too late, automation would have picked this up. Please make sure they keep their email.	

Next Steps	**Notes**	**Action**
	Date: November 14, 2022 Time: 11:00-12:00 Location: Virtual Meeting via MS Teams	