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

Meeting

Date/Time:	November 14, 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 • Jacqueline unexpectedly off, so Teri facilitated with support from the Connect Care teams and the Student Placement team. • As a reminder, we do record the meetings for minuting purposes. The recording is deleted after the minutes have been transcribed. • During the September meeting announced Chad Zelensky moved to a temporary position. Ngaire Nix will be the Senior Advisor, Health Education and Regulatory Bodies starting December 5, 2022. • Communication will be going out to the post-secondary institutions as well as others who will be working with Ngaire. • Jacqueline will be chairing the meetings going forward and a new series of meeting invitations were sent from Jacqueline's calendar. **Follow up from the October 3 Taskforce meeting:** • Let Jacqueline and Teri know if you would like to be added or removed from the Task Force meetings and communications. • Send any questions regarding training dates to connect.carelearning@ahs.ca. • New Student Onboarding Checklist will be discussed at today's meeting. • Accommodation for Student Training – Bev, Jacqueline, and Chris to still meet and discuss.	Continue to have your students review the COVID outbreak update webpage.

1)	Launch 5 debrief	• Started November 6, approximately 27,000 users in sites, such as FMC, Cancer Care, Addictions and Mental Health, Renal program. • Kristina announced she would be back to normal hours week of November 21. • Jean shared that there were issues from the October feed but overall tickets and incidents for students were good.	

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	Connect Care Role cancellation due to placement cancellation or choice of incorrect role: PITS & HSPnet & ILT (Connect Care Leaning)
	Instructors who are end users (on the unit with students) can receive access to Connect Care
	Student Onboarding Checklist
	IT access/HSPnet
	ILT Availability Winter 2023
	Use of Epic Information (screenshots) not permitted
	IT coding issue since mid-October rectified
	Use of Resources
	  i) External Website
	  ii) Student and Faculty Onboarding Checklist Update
	  iii) Catalogue Update
	  iv) Simulated End User Proficiency Exam ("SEUPA")
	  v) Unsuccessful SEUPA
	  vi) Learning Centers
		Connect Care Role cancellation due to placement cancellation or choice of incorrect role: PITS & HSPnet & ILT (Connect Care Leaning)
		
		• Once a placement has been accepted and the role assigned – if the placement is cancelled, these are the steps that need to be followed please revise/add/remove.
		• **Removal of role(s) is <u>mandatory</u>**
		
		a. Cancellation of a preceptored placement in a Connect Care site:
		  1. Cancel placement in HSPnet (current practice)
		  2. Submit PITS stating which role needs to be removed for each student
		  3. Send an email to Connect.CareLearning@ahs.ca to ensure the ILT for the role removed is cancelled
		b. Cancellation of a group placement in a Connect Care site:
		  1. Cancel placement in HSPnet (current practice)
		  2. Submit PITS stating which role needs to be removed for each student
		  3. Send an email to Connect.CareLearning@ahs.ca to ensure the ILT for the role removed is cancelled
		c. Cancellation of a student(s) placement for student(s) in a group placement in a Connect Care site:
		  1. Remove student from group in HSPnet (current practice)
		  2. Submit PITS stating which role needs to be removed and the name of the student(s)
		  3. Send an email to Connect.CareLearning@ahs.ca to ensure the ILT for the role removed is cancelled
		d. Change of CC role for a preceptored or group placement in a Connect Care site:
		  1. If the change required is a different role:
		    a. Remove Connect Care role attached to the student(s) in HSPnet
		    b. If the change is occurring between 45 days prior to the placement start and up to seven days after the placement starts, add the correct role in HSPnet;
		    c. If the change is required past the seven day mark after the placement start date, enter the new role in HSPnet AND send a PITS to ITAccess to add the new role
		  2. Submit PITS stating which role needs to be removed
		  3. Send an email to Connect.CareLearning@ahs.ca to ensure the ILT for the role removed is cancelled	

- Integrity of accurate role; some roles need two to three days of training and many not be offered on a regular basis, so it is important to have the information as accurate as possible.
- Question: What role should be placed into HSPnet if the placements haven't been accepted yet, such as Covenant Care, Edmonton General, RAH?
- Response: Covenant Care will not be on Connect Care; Edmonton General is in Launch 6 so schedule as normal, RAH is launched – role is assigned 45 days in advance so that network access can go through.
- If a placement is extended, you need to complete the PITS spreadsheet to ensure access is extended. We will investigate if a new tab could be added for an extension.

Auditor general audits:

- It is important if a student has completed training for Connect Care and the placement is cancelled either prior to the start or during the placement, that the access to Connect Care be cancelled as soon as possible.
- There may be audits performed to confirm that only those who are using the Connect Care system have access.
- If a student drops the course, please notify IT to cancel the Connect Care access.

New Provincial IT spreadsheet tab:

- Updated with new Connect Care cancellation role tab that is being reviewed by IT team.
- Once reviewed then it will upload into HSPnet, and we will let everyone know.
- This is an extra tab on the PITS; only for Connect Care cancellation of role.
- If you have a placement that is running and your student misses time and the placement has been extended, we have run into this quite a bit, where the network access and Connect Care role will stop working for the student.
- If the placement has been extended in HSPnet, please ensure you sent in the PITS into IT to ensure that their access will get extended as well.I
- It had been requested that the PITS be modified for cancellations, but as well as for extensions.
- Mirela has added the new tab, it has not been shared yet as it is still being finalized. Mirela will present to Jacqueline before it is shared with the broader group.

Instructors who are end users (on the unit with students) can receive access to Connect Care; all other instructors must be marked off as follows:

- Reminder that only instructors who will be on the units with students and require access to Connect Care to have access to Connect Care.

- All other instructors that are listed in HSPnet are to have the red circle with the line through it selected.
- It would be a privacy breach to receive training and have access to Connect Care if the instructor is not an end users.

Student Onboarding Checklist:

- Jessica McAlpine shared the example of the student checklist with the attendees.
- The student onboarding checklist is available on the external AHS website.
- The new checklist has been shared with nursing.
- Some people were having a problem opening; solution is for the person to clear their cache on the website.
- It will be shared with Allied Health placing coordinators the week of November 14.

IT access/HSPnet:

- If students do not receive the IT network credentials (three weeks prior to placement), please refer to the Student Onboarding Checklist re: who to contact.
- HSPnet should not be contacted for AHS IT network questions.

ILT availability for Winter 2023:

- Calgary and Edmonton Zone locations have the most seats available, specifically in those cities.
- Wherever possible, if able to train the students in Edmonton or Calgary, even if the student will have a placement in another location, as there are more dates available.
- Smaller zones, North, Central and South will be using a hub model. This means if your student is placed in the Central Zone, which is now live for Launch 5, the training hubs are in Ponoka and Red Deer.
- The students placed in Drumheller might be better suited to train in Calgary than in Red Deer, so we can have this an option for you.
- If you student is going to those zones and they are in Calgary or Edmonton; it is a preference that we would train them there.
- Data entry will be particularly important; looking to enroll students in the Calgary and Edmonton Zones in the first week of placement.
- May be looking at if there is a need to train in December; Kristina to work with the student placement team.
- Training hubs are in:
  - South – Medicine Hat and Lethbridge
  - North – Grande Prairie, Peace River
  - North - For Launch 7: Bonneville, Fort McMurray, Hinton, and Athabasca
  - Central – Red Deer and Ponoka

Question: If the placement starts on January 3rd, when would their training be? Concerned training being booked 7-10 days prior to their placements. Can training be greater than 7-10 days?

Response: Student will be booked into ILT during placement. Please notify if can be trained prior to placement (enter the info in the dates available/unavailable section). At present, they cannot be trained earlier than 7-10 days.

Use of Epic information (screenshots) not permitted:

- Reminder that screen shots of Epic are not permitted.
- Nor is sharing of Epic training, etc. to those who are not end users of the system.

Question: Will this would change in the future?

Response: It is being looked at and if it does become possible, the post-secondary institutions will be informed.

IT coding issue since mid-October rectified:

- As everyone may be aware, that there was a significant interruption between IAM and HSPnet in October.
- This caused many roles that had already been entered to fall off for students which created additional complexities in terms of enrolling the students for Launch 5 training.
- We are confident that this issue has been rectified.
- As always, when enrolling the students, if I come across a student whose role is not assigned, usually this shows up on my report with the role and I can see whether you are missing a data component like the e-mail or birthdate, if I don't see this as missing I will follow up with you and ask you to follow up with IT Access (ITAccessNonEmployees@albertahealthservices.ca) about the missing role, because everything is right on our end, it's just additional capturing of people who were impacted by outage.

Use of Resources:

i. External Website
   - o Student placement team has been working on the external website hoping to make a navigation and a search for information much easier for students and educational partners.
   - o We are hoping to have this complete by the end of December or early January.

ii. Student and Faculty Onboarding Checklist Update
   - o Discussed under agenda item #3.

iii. Catalogue Update
   - o Jacqueline, Jessica and Mirela checked and updated Connect Care catalogue last week.

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  o   Jacqueline has submitted it to the IT access services team. Once this has come full circle, we will confirm that the roles are in the drop down for HSPnet, as well as loading the new catalogue into HSPnet to ensure that everyone can see those new roles that have been added.

 iv. <u>Simulated End User Proficiency Exam ("SEUPA")</u>
  On the student onboarding checklist. Student Onboarding Checklist (albertahealthservices.ca)

 v. <u>Unsuccessful SEUPA</u>
  o Schools should support their students through failed SEUPA attempts. The guides on the external website provide clear guidance for re-enrollment, options to retake before first day of placement at a learning center or on site first day of placement.
  o The guidance provided is the same as staff receive and students should be encouraged to carefully follow the steps before reaching out to IT for support Connect Care - Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources | Alberta Health Services

 vi. <u>Learning Centers</u>
  o On the student orientation checklist.
  o Some are seven days a week and others are only M-F

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Questions/Comments

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Question: Will there be a new role for first year psychiatric nursing students?

Response: Will discuss with Jacqueline

Question: Just to confirm that Therapy Assistant is what we choose for the therapy assistant students and check off the classroom training?

Response: This is correct. Just to clarify that the students would be scheduled for training in the zone they are placed in unless you specify otherwise.

Question: In Central Zone, from the student perspective, Connect Care went well, but they are finding it a bit challenging to be continuously logging in with their ID and password. Is there any talk of having a scannable bar code on their ID to facilitate a quicker and more timely charting access?

Response: We will investigate this; could be a licensing cost attached.

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Next Steps	Notes	Action
	Date: December 12, 2022 Time: 11:00-12:00 Location: Virtual Meeting via MS Teams Comments: - Thank you for all that everyone does to help us navigate Connect Care for the benefit of our students. - Thank you everyone for all your work to coordinate, collaborate and problem solve!	