



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

Meeting

Date/Time:

April 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	Meeting minutes from March will be posted shortly
1) Launch 4 employment opportunity for students who have trained in Connect Care	<ul style="list-style-type: none"> • Connect Care Launch 4 takes place on May 28th, and we are currently desperately looking for super users (SU). SU are the support people that are physically present (“at the elbow”) on a unit at the time of launch supporting new users, generally a few days prior and for several weeks afterward. • A posting is going up and will be active in our recruitment site at midnight tonight. • We will be intentionally looking at those students who have recently completed a practicum at an AHS Connect Care implemented site. • We estimate the role taking two and four weeks though maybe a little bit longer in some areas that require extra assistance. • We are hoping that our partners at the post-secondary institutions can help by promoting this opportunity to their students. • The launch sites in Edmonton are: 	<p>Chad to share the job posting with the membership</p> <p>Any questions can be sent to Francine Maddex</p>



	<ul style="list-style-type: none"> ○ Glenrose and the Royal Alex ● The launch sites in Calgary proper are: <ul style="list-style-type: none"> ○ Peter Lougheed, the Alberta Children's Hospital as well a partial launch at the Sheldon Chumir (downtown) ● The launch sites in the peripheral areas of Calgary are: <ul style="list-style-type: none"> ○ Airdrie, Banff, Black Diamond, Canmore, Claresholm, High River, Strathmore and Vulcan 	
Implementation & Training Update	Notes	Action
2) Implementation & Training Update	<ul style="list-style-type: none"> ● Connect Care is very busy with wave 4 training; training for staff started mid-March, and we are now seeing an increased number of students as the spring placements are being finalized. ● There is a significant amount of planning taking place for launch 5 training, resourcing, allocation of said resources, etc. ● As noted previously, we use historical information from HSPnet as far as student volumes go to help with the resource planning. ● We have been talking about SEUPAS quite a lot and there is one case where a SEUPA is changing back to a EUPA. <ul style="list-style-type: none"> ● Respiratory Therapy Students on the ambulatory track will move back to being tested with a EUPA only for launch 4 due to some technical difficulties with the SEUPA build, (the decision was not related to a poor success rate). ● The hope is to have the SEUPA fixed going into launch 5. 	<p>Connect Care Implementation Timeline (albertahealthservices.ca)</p> <p>Chad to share the catalogue that shows which ILTs are available</p>
Student Onboarding Process	Notes	Action
1) Student/faculty Onboarding Process a) HSPnet Automation <ul style="list-style-type: none"> ● Presentations and Power Point distribution ● New developments ● March upgrade <ul style="list-style-type: none"> ● New functionality b) Resources	HSPnet Automation: AHS Network Access <ul style="list-style-type: none"> ● Presentations and PowerPoint distribution/New developments <ul style="list-style-type: none"> ○ In February Jacqueline sent out a series of invitations for orientation sessions for those inputting students into HSPnet. 	



<ul style="list-style-type: none"> • External Website <ul style="list-style-type: none"> • Student Checklist • Simulated End User Proficiency Exam ("SEUPA") Implementation <ul style="list-style-type: none"> • After Class SEUPAs (reminder) • 3 strike rule <ul style="list-style-type: none"> • Student-coordinator communication • Practicum cancellation • Learning Centers <ul style="list-style-type: none"> • Availability c) Connect Care badges d) Satellite Connect Care Training Labs – update 	<ul style="list-style-type: none"> ○ The sessions are quite informative, so it is recommended to attend. There have been ongoing changes and we can explain what has been taking place in the background. ○ After the sessions are complete, the PowerPoint presentation will be shared with the schools. A lot of the information in the screenshots are now available in HSPnet so this will allow us to provide not only a theoretical presentation but also a practical presentation. ○ The final presentation will be recorded and will posted on the website. ○ This presentation that is 98% automation and only 2% connect care. This is not a Connect Care presentation; this meeting is for Connect Care questions. The presentation is directed specifically at automation. ○ We are working with our frontlines to respond to promptly respond to placement requests; we really need the schools to put in their information into HSPnet as soon as possible as well to make sure that we have our students ready to go with their Connect Care and everything, ready to go and access provided on their first day of placement. ○ As of January, Covenant Health is now included in the HSPnet Automation. <ul style="list-style-type: none"> • March Upgrade/New functionality <ul style="list-style-type: none"> ○ An upgrade was done at the end of March and had a few glitches which have been fixed. The latest update will help solve the issues we have been having with duplicate student names through a bi-directional data feed in AHS feeding information to HSPnet. Specifically, AHS will populate HSPnet with a unique student identifier called an IGUID as well as the user ID. With the IGUID in use, we should be able to reduce the identity mismatches between old accounts with different names or employee accounts with different names. ○ As with every upgrade we are taking the feedback from our stakeholders and streamlining the process to make this as easy as possible as we work toward launch 9 in two years. <p>Resources:</p> <ul style="list-style-type: none"> • External Website/Student Checklist <ul style="list-style-type: none"> ○ Just a reminder to view the external website on a regular basis. ○ Specialized Connect Care resources for student and faculty are posted on this site. 	
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	<ul style="list-style-type: none">○ Please remind your students to view the website and work through the student onboarding checklist to orient themselves to the Connect Care access process.○ We still have some students who are having a hard time with MyLearningLink (MLL). There is a video and checklist here that the students can use to make sure they are prepared when they are going to a Connect Care site. (editor's note – this video is no longer available as the MLL team can no longer maintain/support the resource and it is out of date)○ We have the student checklist update with the SEUPA information. The information for faculty will be updated and posted shortly. <ul style="list-style-type: none">● Simulated End User Proficiency Exam (“SEUPA”) Implementation<ul style="list-style-type: none">○ There are select SEUPAs that are currently not built into the ILTs but for the most part they have; the exceptions to this are highlighted in the catalogue for you.○ To access the test, a user must have access to the AHS network – which means that for students, they must be at an AHS site using a networked workstation.○ This means for after class SEUPAs or a user who is not successful on their first attempt, they will have to return to an AHS site for the second attempt.○ There are learning centres available to the students that they can drop in to retake the SEUPA.○ The current learning centres are up and running until mid-May. After this it is understood that there will be other resources available, however this is still being coordinated, so it may not be the exact classrooms that are shown on the external website.○ The external website lists the room locations. The hours of the centres are 7:00am - 7:00pm, so if the student isn't available to access a learning center, they would retake the exam on the first day of the practicum.○ We have been letting operations and Connect Care implementation teams know about his situation; we have sent out a broad communication to all sites that have implemented Connect Care about the SEUPA process, the SEUPA process for students, and that in certain cases, in rare cases the students will arrive not being fully provisioned for Connect Care.○ A reminder that the students must let the school know when they have not been successful in their EUPA so that we can assist.	
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	<ul style="list-style-type: none">• 3 Strike “Rule”<ul style="list-style-type: none">○ If a student fails the SEUPA a third time, the process will be that the student must retake the instructor led training again.☞ We cannot have the student onsite without access therefore the practicum will need to be postponed or cancelled○ If the student has been unsuccessful 3 times there is an automatic email that goes to the SEUPA team, they then reach out to Chad, Jacqueline and Kristina to determine next steps.○ We would like to remind you of the importance of the student’s attendance to their classroom training (ILT) to be able to attend their placement. It is their responsibility to view their ILT date in MLL. We ask that attendance to the ILT be treated as your program would treat attendance at an exam. <p>Connect Care Badges:</p> <ul style="list-style-type: none">○ Badges are like the SEUPAs; if you are in a rural rotation, you have taken the rural nurse ILT and you need the labor and delivery badge or the emergency badge or the registration badge. The challenge is that we cannot book physical seats because the badges are in operational areas and are delivered by Zoom only (there are not devoted classrooms for their delivery).○ The options are to take it at a learning centre or if there is a drop-down station at their preferred site, the student can use that space, preferably before or during the 1st week of placement.○ You will see the issue primarily in rural sites (this is posing challenges in North Zone).○ We are making the frontline managers aware of the potential need for badge training for students; managers are anticipated to have access to the spaces that are needed.○ Very few of the badges impact full access, so as long as their core training is done ahead of the placement, they will have the access they need. The badge <i>may</i> impart extra access (as well as expertise it imparts to the user). <p>Satellite Connect Care Training Labs – update:</p> <ul style="list-style-type: none">○ Previously we had discussed with NAIT using extra computer lab space to establish a satellite AHS Connect Care training centre.	
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	<ul style="list-style-type: none"> ○ We are planning on piloting this project with NAIT and are having discussions with other post-secondary institutions about interest. ○ If you anyone is interested in this, please reach out to Chad and he will put you in contact with the AHS logistics person on the project, Kelly Halseth. ○ Currently this process is stalled due coordinating AHS network access at these locations. We are working with the schools to leverage their existing network capabilities and are looking at Microsoft Authenticator to put in the security to get remote access to the AHS network. ○ There is no obligation by the schools to provide space for training. 	
Questions/Comments		
	<p>Questions/Comments:</p> <ul style="list-style-type: none"> ● It has been noted that more and more people are using the ‘preferred date’ column in HSPnet, as this is an open text field, please limit the amount of text you are putting in this field. If you can please outline that you are either providing available or unavailable dates. If you feel that you need to provide further explanation, please send an email as well. (Kristina.Sveison@ahs.ca) ● Will there be a list of Connect Care training dates and locations for the upcoming semesters? <ul style="list-style-type: none"> ○ Yes, this information will be shared later today. ○ Please note that these dates/locations are not set in stone, as you will be competing with staff seats in some cases. We will always do our best to work with you to accommodate your student’s availability. 	
Next Steps	Notes	Action
	<p>Date: Meetings cancelled until July due to Connect Launch 4 Implementation</p> <p>Time: 11:00-12:00</p> <p>Location: Virtual Meeting via MS Teams</p>	<p>May meeting cancelled due to launch</p>