



Connect Care Simulated End User Proficiency Assessment (SEUPA) FAQ

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General Questions

Q. What is a EUPA?

A. End User Proficiency Assessment (EUPA). EUPA is a multiple-choice Connect Care assessment of end users' knowledge taken in [MyLearningLink](#) (MLL) after training. This assessment is used to assess system knowledge prior to granting access to the Connect Care system. EUPAs are the original assessment utilized for Connect Care and will continue to be used for training assessments that have not transitioned to SEUPAs.

Q. What is SEUPA?

A. Simulation End User Proficiency Assessment (SEUPA). SEUPA is a Connect Care in-system assessment of the end users' knowledge of using the Epic platform following their Connect Care training. This assessment is used to assess system knowledge prior to granting access to the production environment of the Connect Care (Epic) system. The end user logs into an Epic exam environment to complete workflows covered in training to assess proficiency in the system. SEUPAs are new to Alberta Health Services (AHS) and will start as of January 31, 2022.

Q. What is the LESS System?

A. The Learner Evaluation Support System (LESS) helps manage the assignment of login users and specific in-system patients required to complete a SEUPA. End users will use the LESS system to schedule which day they will complete their SEUPA. Once registered, the end user will receive an email that includes:

- Which EXAM environment to use
- The user login(s) and patients they should use to complete the SEUPA
- A link to a copy of the SEUPA
- A link to a feedback survey
- Instructions on who to contact with questions or issues

Q. How is SEUPA different from EUPA?

A.

EUPA	SEUPA
<ul style="list-style-type: none">• Multiple choice test that assesses 'recall'• Does not effectively assess workflow competence in the system• Can be repeated multiple times, consecutively, until successful with no intervention	<ul style="list-style-type: none">• In-system assessment that assesses workflow competence in the system• Assesses accurate use of the system• Can be taken three times until successful with no intervention

EUPAs and SEUPAs are both assessments used to assess end users' knowledge of the Connect Care system to determine if system access is granted. Where feasible, the assessment will be a SEUPA as it is a more effective assessment of end user system proficiency post training. End user system proficiency is key to provide and maintain safe patient care.

Q. What does SEUPA implementation mean for end users?

A. End users may be required to complete in-system, workflow assessments to receive access to the Connect Care system. Depending on assigned roles, end users will either complete EUPAs, SEUPAs, or a combination of both. In all cases, end users will need to score **80% or higher on each of the assessments to receive access to the Connect Care (Epic) system.**

Preparing and Submitting a SEUPA

Q. What is considered a successful SEUPA?

A. A successful SEUPA completion is a **grade 80% or higher**. An end user has three times to submit SEUPA project to achieve a successful completion prior to any intervention. End users are encouraged to reach out to ConnectCare.SEUPAs@ahs.ca for support after their 2nd unsuccessful submission, in order to prepare for their 3rd attempt.

Q. What happens if an end user requires more than three attempts to be successful in their SEUPA assessment?

A. After each submission of SEUPA project, the user is notified of their score. After three submitted assessments with scores below 80%, a Senior Trainer will follow up to understand the issues/concerns with the end user. It will be determined by leadership to either have the end user complete a 4th attempt or return to training. If the end user is not successful after two attempts, we encourage them to reach out to ConnectCare.SEUPAS@ahs.ca for support prior to taking their third attempt.

Q. What is the process for end users that are not successful with a SEUPA?

A. With the SEUPA process, end users will be contacted by a Senior Trainer after their 3rd attempt. At that time, Connect Care training leadership will determine if they should have a 4th attempt or return to training. If the end user is not successful after their 4th attempt, the end user's leadership in collaboration with Connect Care training leadership will determine next steps

Q. How long will it take to get access after successful SEUPA?

A. After successful completion of all role requirements (including SEUPAs and EUPAs) access will be granted within four hours.

Q. When are SEUPAs expected to be completed?

A. The majority of end users will complete their first attempt of the SEUPA or EUPA within their Instructor Led Training (ILT). If the first attempt does not result in a score above 80%, or if the assessment is not scheduled within class time, end users will be required to register for SEUPA at a time that works for their schedule and complete their assessment prior to their required access. (You will most likely take your SEUPA on the first day of your practicum.)

Q. Are end users able to print the SEUPA assessment document from LESS?

A. End users are not to print the assessment from LESS. During SEUPA assessment end users are to split screen to follow assessment while completing the assessment in Epic.

Q. What support is available to end users accessing SEUPA outside of the class time?

A. Users can take their SEUPA on-site or at a room/site reserved for Connect Care training and testing. These classrooms will have either in-person or end users can request virtual support.

Q. Are the same workflows used when multiple submissions are required to achieve a successful SEUPA?

A. Yes, the same workflows will be assessed for all three attempts.

Q. Will the end user be notified about which specific items or workflows they completed incorrectly?

A. No, the system does not provide details of where the end user was unsuccessful. After the 2nd attempt it is recommend end users reach out to by email ConnectCare.SEUPAs@ahs.ca to get coaching opportunities from Training Team. After the 3rd attempt, the training team will reach out to the end user to provide support for areas of concern.

Q. If the end user does not pass the SEUPA on their first attempt, should they complete a 2nd attempt on a different day?

A. It is recommended that the end user complete their second attempt on a different day, after they have reviewed the class exercises. If end users decide to re-attempt the assessment on the same day, they will need to re-register through the LESS system and use a new set of users and patients, if a set is still available for that day.

Q. Can I redo a SEUPA to get a higher mark if the prior SEUPA submission has a passing grade?

A. No, there is no need to re-take a SEUPA if t you have already passed. PLY environment is available tol practice workflows to get more familiar with the system.

Q. Can I get help from a colleague with my SEUPA?

A. No, SEUPAs are an independent assessment of how competent you are in using Connect Care. While we understand that at launch “at the elbow support” will be available and later on helping each other on the floor, this SEUPA is an opportunity to establish an independent knowledge baseline. Therefore, it is not appropriate that another person helps you. Copying, working together, or sharing of SEUPA information is NOT permitted. These actions violate the AHS Code of Conduct.

Q. Are the SEUPAs available all day, every day?

A. No- SEUPAs are available every day but the **hours of availability are 7am-11pm**. Overnight, the exam environment is refreshed and will not work. If you would like to take an exam at night, please start it before 10pm.

Q: Can the SEUPA be taken “open book”?

A. You may use training materials from class, materials on the Learning Home Dashboard, and personal notes to complete the assessment.

Q. Does the end user need to have passed the SEUPA for the pre-requisite ILT before attending/attempting the SEUPA for the subsequent ILT? (e.g. Schegistrar has Basic Registration as a Prerequisite)

A. No, the end user does not have to complete a SEUPA for a prerequisite prior to attending the ILT or submitting the SEUPA for a subsequent course in the recommended sequence.

Q. Within Connect Care, there can be varied actions within a workflow to get the same result. How do SEUPAs take this into consideration?

A. The SEUPA will assess that the end user is completing the workflow using the appropriate activities and tools in the correct order of the workflow. If there is an alternate action that is appropriate, the end user will not be docked for using it.

Q. Will the SEUPA include barcodes within the assessment? Does the end user need access to a scanner?

A. No, barcodes are not involved in SEUPAs. However, end users may need to follow the instructions in the SEUPA assessment document to get full credit for the barcode scanner work around (e.g., choosing the specified override reason).

Registration

Q. Do SEUPA registration and result emails go to the manager in addition to end user?

A. The emails are sent only to the staff member completing the SEUPA.

Q. Will the Student Catalogue be updated with which training courses require a SEUPA vs. a EUPA?

A. Yes, the **catalogue** contains a section capturing changes to courses and roles where this will be clearly noted.

Logistics

Q. Will ILTs, with high number of end users, be impacted by the availability of SEUPAs to get access in a timely manner?

A. Registration through the LESS system supports the coordination of end users completing SEUPAs each day with the available number of SEUPAs assessments for each offering.

Q. Sometimes the EUPA would just drop off and they would have to re-register and try again due to internet connection. Do we anticipate this happening with SEUPA?

A. Internet connectivity may also impact SEUPAs as it can with EUPAs. If your computer “glitches” while you are completing your SEUPA any documentation completed in the system will be saved. You will be required to log in and continue the project from where you left off. If the glitch occurs while you are on the Submit Project screen, you will need to re-enter all values prior to hitting the submit button.

Q. Will physicians’ EUPAs also be replaced by SEUPAs?

A. Chief Medical Information Office (CMIO) is expecting to introduce SEUPAs in the future.

Q. How will rural areas be supported with this SEUPA implementation?

A. Many rural sites will be set up with Learning Centres, where end users can access virtual proctors or use the self-service proctor tools to complete their SEUPAs.

Q. Has the SEUPA model been piloted? What were some key learnings?

A. A SEUPA pilot was completed before the Wave 4 pause. Within the pilot, 17 different SEUPAs were tested which provided 93 SEUPA results to review. The majority of the results were from the Rural Nurse and ED Nurse SEUPA. Results of the pilot demonstrated high success rate within 1st and 2nd attempts:

- Successful 1st Attempts: 86%
- Successful 2nd Attempts: 98%

180 Day Connect Care (Epic) Deactivation

Q. Can students challenge a SEUPA/EUPA if system access is deactivated by the 180 Day Deactivation process?

A. Challenging the EUPA/SEUPA may be possible (vs retraining for the same Connect Care role). Please reach out to your placement coordinator for direction on how to pursue.