



# Connect Care

## Scheduling Connect Care Training

### Connect Care Training Scheduling Principles

We thank our Post Secondary partners and value your feedback. We have heard your requests for more streamlined student roles, to allow for easier Simulated End User Proficiency Assessment (SEUPA) completion, and to commit to a permanent funding model for student training in Connect Care. We have made significant improvements to our processes for students to obtain Connect Care training and we would like to ask for your help with improving the vital component of scheduling. Since January of this year, we have had to reschedule 170 classes with 40 per cent of them needing a new session to be created just for one or a few students. This leads to a major surge in Connect Care training scheduling resources.

The main causes of rescheduling were:

- 1) Unavailable dates were not entered properly in HSPnet
- 2) Student scheduling conflict
- 3) Other notable causes were location changes, request cancelled by school or HSPnet information was not correct

#### What we need help with from the Post Secondary Institutions (PSIs)....

- 1) We need to have scheduling details confirmed **30 days prior to placement start date**.
  - *This is sometimes not met and causes delays in placement and rework with the scheduling process.*
- 2) We need an accurate Security Access (S/A) Listing Report submitted to Connect Care Learning (CCL) for processing no later than **30 days prior to placement start date**.
  - *Clinical Operations Informatics Office will be tracking this deadline and submissions of S/A Listings as part of semester project tracking.*
- 3) We need confirmed **unavailable** training dates information.
  - *This will be a change from the submission of 1-2 preferred training dates.*

**\*Please only submit the S/A Listing to CCL when the report is fully complete with the necessary information.**

If a complete S/A Listing Report is not received 30 days before placement:

- *Flexibility in the schedule is limited due to operational training commitments*
- *May not have training seats available to align with submitted dates*
- *Learning Center seats may not be available at desired training locations*

Thus, a student may be placed into an existing student class or an existing already scheduled operations' class.

When a training class needs to be changed for family emergencies, significant illness, court date appearances or student no shows:

- *We will reschedule into sessions based on existing course availability*
- *Learning Center assignment will be based on availability*
- *A student may be placed into an existing student class or an existing already scheduled operations' class*

**\* Scheduling availability is very limited due to high demand**

As schedules are set weeks in advance there is no flexibility to set up a new class to accommodate change requests; however, we can reschedule one time only to support them getting the training needed for their practicum dates.

For information on how to create S/A Listing Reports please see the [Placing Coordinator Onboarding Guide](#) and the [HSPnet Onboarding Guide](#).

For questions, please reach out to [connect.carelearning@albertahealthservices.ca](mailto:connect.carelearning@albertahealthservices.ca).

