



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

Meeting

Date/Time:

December 12, 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	<p>Refer to https://www.albertahealthservices.ca/info/Page16725.aspx for past taskforce minutes</p> <p>COVID Outbreak Update Webpage: https://www.albertahealthservices.ca/topics/Page17232.aspx#fhc</p> <ul style="list-style-type: none"> • The minutes for the last two meetings have not been uploaded so we will upload them as soon as possible. • Reminder that the meeting is recorded for meeting minute purposes and will be deleted once the minutes have been transcribed. 	Continue to have your students review the COVID outbreak update webpage.
1) Introduction Senior Advisor, Health, Education and Regulatory Bodies – Ngaire Nix	<ul style="list-style-type: none"> • Jacqueline introduced and welcomed Ngaire Nix, the new Senior Advisor, Health, Education and Regulatory Bodies, to the membership. • Ngaire started with the team on Dec. 5 and has taken over for Chad Zelensky. • Ngaire will start chairing the meeting in January. 	
1) Use of Resources <ul style="list-style-type: none"> • External Website • Student and Faculty Checklist Update 	<p>Use of Resources:</p> <p>External Website</p> <ul style="list-style-type: none"> • Student and Faculty Checklist Update: <ul style="list-style-type: none"> ○ We have recreated the student checklist, which is more streamlined than before, for your students and have sent a copy to you, if you have not received it, please refer to the external website. 	



<ul style="list-style-type: none">• Catalogue Update: please remember that the most up to date catalogue is always in HSPnet • Workflow	<ul style="list-style-type: none">○ I would like to ask on behalf of the Connect Care leaning team who are booking your students for their ILT, that the students do not reach out directly to the Connect Care learning team.○ The students must reach out to you with their request and then to the Connect Care learning team.○ Please reiterate to the students that their first point of contact is the school, then the expectation is that the school will reach out to the Student Placement Team or the Connect Care Learning Team for questions focused on the ILT, on behalf of their student if they cannot resolve the issue.⊖ If you need to reach out on behalf of multiple students in one day, we ask that you please try to place all the requests into one email instead of just singular emails as they come.• Catalogue Update<ul style="list-style-type: none">⊖ As you are aware, the catalogue is quite large with over one thousand roles in AHS. The Student Connect Care Role Catalogue has been created to streamline the number roles available for students.○ Please remember that the most up to date catalogue is always in HSPnet.○ The catalogue is also on the website for out of province schools who do not have access to HSPnet.• Workflow<ul style="list-style-type: none">○ There had been an error in the previous workflow information on the website; that error has been fixed and the latest version is on the website. <p>ILT availability:</p> <ul style="list-style-type: none">• A reminder that it is important that the student information be loaded into HSPnet as soon as the placement has been accepted.• The student will not be able to register for Connect Care until they have their NAR and are registered in MyLearningLink (MLL) for their Connect Care role.• As you know this can be done 45 days in advance. The Connect Care learning teams create reports from HSPnet to help us plan the number of classrooms and Credential Trainers required.• Having this information in HSPnet helps us plan and understand how many students will be requiring Connect Care in the next semester.	
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<p>2) ILT Availability</p> <ul style="list-style-type: none"> Importance of entering the student information as soon as possible to ensure that students have their NAR and are registered in MLL for their Connect Care role. This also allows the Connect care Learning team to be aware of the actual number of ILT required and which ILT are needed to meet our aim of having students registered prior to their placement start Date <p>3) ILT Spreadsheet “lite” update (screenshots) not permitted</p>	<ul style="list-style-type: none"> If you do not put the information until the last minute, or even 2-3 weeks prior it makes it difficult for the Connect Care learning team to plan and to plan what ILTs are required. Kristina has been doing the planning at 30 days out from placement to try and ensure that there are enough seats for students. There still large volumes of students being entered in at the three weeks before placement mark. When the training is to be scheduled ten business days prior to that, the math means the information is being entered potentially one week prior. This does not leave us enough time to plan the seats for the students. Work is being done on planning seats for the winter term. There are breaks planned for the students and the AHS staff in December. As Kristina is the only one that can pull the data, the students winter term information must be entered in. If the information is not entered there is an extremely high risk that because of vacation over Christmas break the students may not be trained in the desired time frame for January. <p>IT Spreadsheet “lite” update:</p> <ul style="list-style-type: none"> There had been a request that an IT spreadsheet “lite” spreadsheet be created. This was meant to be utilized when an incorrect role in Connect Care has been chosen and must be deleted, or when a placement has been cancelled with a student who had a Connect Care role. Please make sure that you send IT access the IT spreadsheet asking to cancel the role. The reason is that AHS has the right to utilize electronic documentation and there are audits from the Auditor General and as you know only end-users can have access to electronic documentation. If they see that a student whose placement was cancelled, or who has never come to AHS, and they still have a role that has not been cancelled by the school, the school will be contacted by the Auditor General. There are extremely strict guidelines over having electronic documentation, cancellations and change for roles must be entered. To meet the need for the schools to have something simpler, we have created a new tab for cancellations only. Unfortunately, we cannot eliminate the need to have the cancellations or changes if an incorrect role. 	
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<p>4) Launch 6 (May 6, 2023) preparations starting:</p> <ul style="list-style-type: none"> • Biggest focus for this launch is Calgary Zone and Central Zone • Alberta Hospital Edmonton • Covenant Health • A few locations in North and South Zones 	<ul style="list-style-type: none"> • The automation system is an onboarding system, not an offboarding system. At this point if something needs to be cancelled or changed, it must be done manually through the IT spreadsheet. • The sheet is still with the IT Access team as they are trying to clean the document up. • In addition to adding the cancellation tab, IT Access team is cleaning up the different zones whereas an example, VAX is no longer required. • The IT Access team is hoping to have this complete in the next week. <p>Launch 6 (May 6, 2023):</p> <ul style="list-style-type: none"> • A reminder to everyone that launch 6 starts on May 6, 2023. • AHS staff will start being trained shortly. As usual when we have a launch, the training priority is to the staff. • The staff training for launch 6 opens on Jan 16. • The biggest focus for this launch will be the Calgary and Central Zones. • Alberta Hospital Edmonton and some Covenant Health hospitals will be added to Connect Care and a few locations in the North and South Zones. 	
<p>Questions/Comments</p>		
	<ul style="list-style-type: none"> • Q.: If we have a student going to a site for their practicum, the information should be entered at 45 days priors to the placement, is that correct? • A.: That is correct. • Q.: When is the latest date that we will have access to the SCM training platform? 	



	<ul style="list-style-type: none"> • A.: This is on the WBT, we do have someone on the IT Team who manages the WBT platform. They are working on the decommissioning but cannot do it until the last site using SCM is done using it. No specific date is known. We are hoping to still have it in 2024, but if that changes, we will advise. • Q.: Who do you contact if a student has not received their auto-generated email? • A.: 99 per cent of the time the reason the student did not receive their information is because they have already have it and already have access. The students' user ID gets downloaded to the student profile in HSPnet and can be provided to the student by their Placing Coordinator. • Q.: Is there a single process if the student honestly believes that they did not receive their login information? Should they be redirected to the Student Placement team or to the IT Access team? • A.: The information that is needed if the login information has not been received is on the checklist. The standard process has always been if the student has an existing account and they need their password reset, they are supposed to call the help desk. It would be appropriate to contact the IT Access team as the Student Placement team cannot reset a password. Once their account is active, it is important for the student to go into IAM and set up their security questions. This will enable them to reset their own password if it has been forgotten. • Q.: As a reminder, where are the ILT dates and times located in AHS? • A: A registered student can find this information in their MLL account. There may be situations where a student has not received an email, but they also might not but still be enrolled, so we continue to encourage the schools to have the students check MLL frequently for that data be populated. 	
Next Steps	Notes	Action
	<p>Date: January 9, 2023 Time: 11:00-12:00 Location: Virtual Meeting via MS Teams</p>	