



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

### Meeting

Date/Time:

January 9, 2023: 11:00-12:00

Information:

Virtual Meeting via **MS Teams**

Or call in (audio only)

+1 587-412-5456

Phone Conference ID: 680 257 96#

Agenda Item	Notes:	Action:
Welcome	Refer to <a href="https://www.albertahealthservices.ca/info/Page16725.aspx">https://www.albertahealthservices.ca/info/Page16725.aspx</a> for past taskforce minutes COVID Outbreak Update Webpage: <a href="https://www.albertahealthservices.ca/topics/Page17232.aspx#fhc">https://www.albertahealthservices.ca/topics/Page17232.aspx#fhc</a>	
1) Use of Resources <ul style="list-style-type: none"> <li>• External Website               <ul style="list-style-type: none"> <li>• Faculty Checklist Update</li> <li>• Catalogue Update</li> </ul> </li> </ul> 2) ILT Availability 3) ILT Spreadsheet “lite” Update: 4) Launch 6 (May 6, 2023)	<b>Use of Resources:</b> External Website: <ul style="list-style-type: none"> <li>• A reminder to all about the external website, particularly useful information can be found on the site, please ensure to share the link with your students.</li> <li>• The most important piece of information found on the external website is the Student Onboarding Checklist.</li> <li>• The Student Onboarding Checklist has been updated, further feedback has been received, looking at adding a few more items to the list.</li> <li>• Faculty Checklist Update:               <ul style="list-style-type: none"> <li>○ Work continues to the updates on the Faculty Onboarding Checklist.</li> <li>○ Please continue to refer to the old checklist until the new list has been finalized.</li> </ul> </li> <li>• Catalogue Update</li> </ul>	



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	<ul style="list-style-type: none"><li>○ The catalogue of Connect Care roles can be found in two places, on the external website as well as in HSPnet.</li><li>○ As a reminder, the most up-to-date calendar is always in HSPnet.</li><li>○ For the schools that are online that are from out of province, as you do not have access, please reach out to the receiving coordinator on our team and they will be able to assist you.</li><li>○ The complete list of the Connect Care roles that are available to your students is always in your drop down menu in HSPnet when you go to add a Connect Care role.</li><li>○ There has been an update to the Connect Care roles that will be communicated more broadly.</li><li>○ Many of the schools have asked us to add different roles or make a change to the roles. This happens when the destination in AHS has asked for roles that have not been approved for students in HSPnet or when the schools find that their students are doing too much training.</li><li>○ For the last three years we have been managing these requests as one offs.</li><li>○ The process moving forward is that any request for an addition of a new role will go through a formal taskforce, which will include senior staff members in Connect Care.</li><li>○ There are many people involved in the background before the student receives their access to Connect Care.</li><li>○ Decisions for requests will take several weeks, the student placement team will reach out to the destination to inform them that the request may not be approved in time for the placement.</li><li>○ One of the reasons for this is, AHS needs to ensure that the students have the correct access and to ensure that they do not have access that they do not require.</li><li>○ The decision to change the process was made at the end of December.</li><li>○ More information will follow on how we will be moving forward with this new process.</li></ul>	
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#### ILT availability:

- Continuing to work on getting students enrolled and keeping ahead of their placement starts dates.
- Getting everybody enrolled through January who are not currently enrolled to date.
- A data sweep was done at the end of December and will do another one for double checks as changes happen daily.
- Many of Kristina's team are assisting with the enrollments and this is causing some confusion for the schools.
- As a reminder, your points of contact for Connect Care training are [Connect.CareLearning@ahs.ca](mailto:Connect.CareLearning@ahs.ca) and Kristina. It is encouraged that you always cc: this inbox whether you are emailing Kristina directly or sending the communication straight to the Connect Care Learning inbox.
- If your students are in Calgary or Edmonton, which are large training centres, please remind them that just because they are booked on the same dates as some of their classmates it does not necessary mean they are in the same training location.
- Students should be logging into their MyLearningLink (MLL) account to find all their course information; this information is found under "required courses" or under "active training."
- Students should be checking this prior to going to the training location, as changes can happen, and they might not have received the change notification via email.
- The source of truth is MLL, and this is what the students should refer to. The students should be checking MLL up to and including the evening before the training, as changes have occurred at the last minute and emails will not be sent.
- If students have a concern related to their training, they must contact the school first, you are their first point of contact.
- Of note, [helpmylearninglink@ahs.ca](mailto:helpmylearninglink@ahs.ca) is separate from the Connect Care Learning team.
- When a learner is having issues with eLearning, and it has been determined that it is truly a problem with eLearning, they would need reach out to MLL to help trouble shoot the issue.



	<p><b>IT Spreadsheet “lite” Update:</b></p> <ul style="list-style-type: none"> <li>• If you have entered an incorrect Connect Care role, or if a placement has been cancelled and a role has been provided, it is mandatory that the role be cancelled.</li> <li>• As the IT spreadsheet is quite complicated, at the request of the schools we have created a tab that has been downloaded into HSPnet for canceling roles.</li> </ul> <p><b>Launch 6 (May 6, 2023):</b></p> <ul style="list-style-type: none"> <li>• Preparations are well underway for Launch 6.</li> <li>• Training for Launch 6 begins on January 16.</li> <li>• If your student is at site that is going live, the perimeter changes slightly.</li> <li>• While the perimeter right now is to train your students 7-10 days prior to the start of placement, we had tried to achieve this in September/October for the students who were going to be at sites going live in November, and it was not as successful as we had hoped.</li> <li>• The process now is that if your student is in a site that is going live for Launch 6, we will ensure that they are trained prior to launch; however, it might be after their placement has started.</li> </ul> <p><b>Hub Model Training:</b></p> <ul style="list-style-type: none"> <li>• Hub Training is the model where the zone is vast and certain sites are designated to accommodate all student training for the zone.</li> <li>• There are also operational staff hub sites; however, when it comes to student training there are fewer approved sites than those for staff.</li> <li>• Currently the hubs effect the North and Central Zones for student placements. Where hubs exist, students placed in those zones will train at a hub site or schools can request training in Edmonton or Calgary prior to placement.</li> <li>• Schools must specify well in advance of placement where to train the student.             <ul style="list-style-type: none"> <li>○ North Zone Hubs – Grande Prairie, High Level, Peace River, Fort McMurray</li> <li>○ Central Zone Hubs – Red Deer, Ponoka, Camrose, Vegreville, Wainwright, Vermillion</li> </ul> </li> </ul>	
<p><b>Questions/Comments</b></p>		
	<ul style="list-style-type: none"> <li>• Q: Pharmacy students have had issues during the latest launch (more so than other launches) with their MLL account not being set up properly. Has this been</li> </ul>	



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	<p>noted by other faculties and flagged as an issue? Is there a process to help notify when an issue has taken place?</p> <ul style="list-style-type: none"><li>• R: It has been flagged and a fix has gone in last week. There was an issue with coding in the background and it is being worked on.</li><li>• Q: Are there any updates to the PSIs being able assist with training sites? Lethbridge College is interested in collaborating with AHS in providing training space.</li><li>• R: Currently ironing out the IT aspects of this pilot.</li></ul>	
Next Steps	Notes	Action
	<p>Date: February 13, 2023 Time: 11:00-12:00 Location: Virtual Meeting via <a href="#">MS Teams</a></p>	