



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

### Meeting

Date/Time: August 21, 2023: 11:00-12:00

Information: Virtual Meeting via [Teams](#)

Or call in (audio only)  
+1 587-412-5456

Phone Conference ID: 680 257 96#

Agenda Item	Notes:	Action:
Welcome	Please refer <a href="#">here</a> for past taskforce meeting minutes.	Jacqueline to follow up as to why the 2023 meeting minutes are not on the website.
1) Reminders for Training	<ul style="list-style-type: none"> <li>• Training will occur 7-10 <u>business</u> days prior to placement start date.</li> <li>• Training does not occur on weekends.</li> <li>• If a smaller availability is given, training may need to occur during placement.               <ul style="list-style-type: none"> <li>○ Example – notes indicate student only available for three days within this window – cannot guarantee training will occur prior to placement.</li> </ul> </li> <li>• We are experiencing increasing volume of schools indicating limited to no availability in the 7-10 days prior to training. As this is the agreed upon period for training, we are asking that schools follow the same metric AHS managers are adhering to: a minimum of two options must be provided that aligns with the number of training days the student’s role assignment requires.</li> <li>• Looking at asking Connect Care if they would allow students to challenge the SEUPA if their 180 days have expired, previously this has not been allowed. The instructors have been allowed to do this, but not the students.</li> <li>• This is only if the ILT has been done but the 180 days have expired.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Reminder that you should not be reaching out to the training team to ask if your student has been enrolled, especially if your student has emailed you asking if they have been enrolled.</li> <li>• The question going back to your student is have you logged into MyLearningLink (MLL) and physically checked to see if you have been enrolled?</li> <li>• The reason for that is if they have not logged into MLL they may have been enrolled and not know about it because they may have not received an email from MLL.</li> </ul>	
2) Students as Super Users	<ul style="list-style-type: none"> <li>• Ken Wou was unable to attend the meeting to present on students as Super Users.</li> <li>• A posting has now gone up to recruit students as Super Users during the launch.</li> </ul>	Jacqueline to follow up with Ken regarding the presentation and see if they would like to present at the Sept. meeting.
3) Updates	<p><b>Placing Coordinator Checklist:</b></p> <ul style="list-style-type: none"> <li>• Updating the checklists again. Thank you for all the feedback.</li> <li>• The updated Placing Coordinator Checklist is finally finished. Hoping to have it posted this week.</li> </ul> <p><b>Student Onboarding Checklist:</b></p> <ul style="list-style-type: none"> <li>• There have been updates made to the student checklist as well.</li> <li>• The updated information will be posted this week.</li> </ul> <p><b>.e2 account refresher:</b></p> <ul style="list-style-type: none"> <li>• If a student is an employee, they will get an email that they have a .e2 account and which is the .e2account.</li> <li>• The email will go to both their school email and their AHS email. All the .2 emails are done manually and sent to both email addresses.</li> <li>• If any of the students let you know that only one email was received, please let us know.</li> </ul> <p><b>PITS:</b></p> <ul style="list-style-type: none"> <li>• The PITS has been updated as information had to be removed as we move towards L7, many of the old systems that no longer exist, one of them being Sunrise Clinical Management (SCM).</li> </ul>	<p>Link to MLL video:</p> <p><a href="#">Connect Care - Post-Secondary Institutions, Regulatory Colleges &amp; Professional Associations Resources   Alberta Health Services</a></p>



	<ul style="list-style-type: none"> <li>• SMC is still available for view only until October and then it will disappear.</li> <li>• The spreadsheet can be found in HSPnet under 'documents' under 'destinations.'</li> </ul> <p><b>MLL Video:</b></p> <ul style="list-style-type: none"> <li>• Still receiving inquiries from students asking where they can find their ILT information on MLL, please point them to the video, it is on the Connect Care website and is quite simple to follow.</li> </ul> <p><b>Issues with DC 'changing' Epic/Connect Care roles in HSPnet:</b></p> <ul style="list-style-type: none"> <li>• There is an issue with the one of the DC going into HSPnet and appearing to change or delete the Connect Care roles.</li> <li>• HSPnet has made it clear that this should not be happening and the DC whose initials are attached to the removal has said they have not changed or deleted any of these items.</li> <li>• AHS is looking to fix this issue as it is causing issues with some of the placements not being able to be booked.</li> </ul>	
4) Trial Update	<ul style="list-style-type: none"> <li>• For several years we have been working on, along with other teams in AHS, doing a trial update, having an ILT done from a school, the credential trainer and WIFI would be from AHS.</li> <li>• Earlier in the month a trial to see if this would be feasible is moving forward.</li> <li>• Students will be trained on August 30 at one of our schools in Edmonton, so there will be a full trial with students, and a Connect Care credential trainer from AHS to see if this may be a solution to our space issues.</li> <li>• A second trial will take place in September.</li> </ul>	
<b>Questions/Comments</b>		
	<p><b>Q:</b> Can instructors who are Super Users in other roles challenge the SEUPA if they do not have the role that their students have?</p> <p><b>A:</b> No, this cannot happen. It is a basic premise of Connect Care training that you will not have access without training, regardless of other roles the user may have.</p> <p><b>Comment:</b></p> <ul style="list-style-type: none"> <li>• As Launch 9 is coming up in a year and half from now, wanted to point out that things may change.</li> <li>• With each launch things continue to evolve with new types of roles, training, etc.</li> </ul>	Thank you to everyone for their feedback over the years, it is appreciated.



	<ul style="list-style-type: none"><li>• After Launch 9 is complete, and AHS has completely implemented Connect Care, things may be more simplified.</li><li>• Conversations are starting to happen with all the points that have been made over the years in terms of what would make the process more simple and easier for the students, as we plan for post implementation.</li></ul> <p><b>Q:</b> If training is required in a different location than the placement will take place, should this be noted in the pink box in HSPnet?</p> <p><b>A:</b> Yes, the city that they need to train in should be noted in the pink box. If they are not available right up to the new placement because they need a day to travel to their placement location, this information will be helpful as well.</p> <p><b>Q:</b> There were some students in the previous training round that received their ILT dates ahead of the 7-10 days and then others did not receive until the 7-10 days, which caused some confusion for the students and the school. Curious if this out of the ordinary?</p> <p><b>A:</b> This could have happened due to trainer and classroom availability. As Jacqueline had mentioned previously, flexibility is required, and conversations have been had with the schools about how far away from the placement date can go.</p> <p><b>Q:</b> There is a group of students starting this semester and they will be switching placements halfway through the semester. The first placement is from Sept. 11-Oct. 24, and they switch to a new placement from Nov. 30-Dec. 5. Can the Connect Care requests be sent in now, or do we have to wait until 45 days, it is known where the students are going?</p> <p><b>A:</b> The request can be made prior to 45 days; however, the system will not pick up the request until 45 days prior to the start date.</p> <p><b>Q:</b> When does MyLearningLink post the ILT information for the dates? Is it visible on the home page or is there a tab that the students click to find their ILT course information?</p> <p><b>A:</b> There is a video on the Connect Care website that the students can access with instructions. As well, the information is visible under their 'active courses' under my 'courses.' To note, it does not immediately pop up when they log in, they must search for it.</p> <p><b>Q:</b> Will there be home care roles other than clinic view added to the next roll out?</p> <p><b>A:</b> Jacqueline and Ngaire have been working on this for the last several months and there is a lot of back and forth as to what will be required for the students going to home care, a decision still has to be made. There are several home care roles for staff, they may, however, be providing too much access that should not be given to the students, so more conversation is to follow.</p>	
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	<p>Comment:</p> <ul style="list-style-type: none"> <li>• There is a Carewest clinic that has gone to Connect Care that we were unaware of, IT is working hard on trying to figure out how to give a student access.</li> <li>• They are working on patch, as Carewest is a different organization.</li> <li>• Carewest does not have the automation process, this is something that will be worked on with the IT team, and the IAM team when the time comes, but they are not on automation.</li> <li>• If you do have a student going to a Carewest destination, please reach out to Carewest to discuss the patch.</li> </ul> <p><b>Q:</b> Is there a workaround should an instructor need to be changed due to unforeseen circumstances? With everyone requiring Connect Care training, how will a last minute change be accommodated if the instructor does not have training? We can see challenges upcoming in the fall.</p> <p><b>A:</b> This is one of the things that AHS asked to be part for our principles, because as it is known, we do not let students go onsite and provide care without their Connect Care access. The fine line there, as we know, sometimes an instructor must jump in and provide the care to the patient if something has gone wrong, as an example putting in an IV, but without Connect Care access they cannot chart. The answer will be still no, but we have brought it up and it will be put into the principles document, there is a meeting about this next week, and we will update as soon as an answer is finalized.</p> <p><b>Comment:</b></p> <ul style="list-style-type: none"> <li>• If you run into a situation where you need training on an urgent basis, if you realize a week before that a replacement is needed, that is considered to the urgent window for the scheduling team.</li> <li>• If you were to send a request today, the soonest it would be looked at to see if it can be added (if space and trainers permit), is a week from today.</li> </ul> <p><b>Q:</b> Are instructors in house able to show the students Connect Care? How do we get our students the most recent information when everything is proprietary to either AHS or Connect Care and students are denied access between semesters?</p> <p><b>A:</b> No, this goes against the contract that we have with Epic. As well, Lippincott cannot be accessed if you are not in placement or employed by AHS. The PSIs should request their own access to Lippincott.</p>	
<b>Next Steps</b>	<b>Notes</b>	<b>Action</b>



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	Date: September 11, 2023 Time: 11:00-12:00 Location: Virtual Meeting via <b>MS Teams</b>	
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