



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

### Meeting

Date/Time: September 11, 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.	
Introduction of Holly Knight – New Student Placement Manager	<ul style="list-style-type: none"> <li>• Holly Knight will be taking over as the Manager for the Provincial Student Placements team as of September 25, 2023.</li> <li>• Holly is a Registered Dietitian by profession, Master’s degree in adult education, PhD in Nutrition and Metabolism.</li> <li>• Welcome, Holly!</li> </ul>	
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 business 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>• Full capacity has been reached, which means all the seats are booked and there aren’t any additional trainers, possibly for adding any sessions.</li> </ul>	



	<ul style="list-style-type: none"> <li>• It is important to keep reiterating to students that they must attend their ILTs as scheduled.</li> <li>• Reminder to the schools that they enter the data in advance, as there is always a chance we cannot find seats if the information is not entered until the last minute.</li> </ul>	
<p>2) Delay adding Connect Care roles in HSPnet</p>	<ul style="list-style-type: none"> <li>• It is important to be aware that there is a delay when entering your data into HSPnet and that account being reflected at AHS for that student.</li> <li>• There are variety of steps that take place, including NAR creation, account creation, role assignment and then the ability of seeing that student in MyLearningLink (MLL). All these steps can typically take up to 48 hours.</li> <li>• The Connect Care training and learning team cannot and will not enroll as a student, to hold a place for a student, if an account does not exist.</li> <li>• Again, account validation is important, please ensure that the names are spelled correctly, the birth dates are correct.</li> <li>• If the birth date and email are missing, that will not validate over to creation of the MLL account.</li> <li>• Please ensure you are familiar with the process, and if you have not done this in a while, please make sure you review the resources that Jacqueline's team has created, as they are robust and they will help you get it right the first time.</li> <li>• Automation occurs when the role is entered into HSPnet, if changes are made after the placement has started the change must come through on the PITS form.</li> <li>• If you are removing the role, the PITS form goes to IT, if you are cancelling training, please let the training and learning team know.</li> </ul>	
<p>3) Updates</p>	<p><b>Placing Coordinator Checklist:</b></p> <ul style="list-style-type: none"> <li>• The new checklist has been added to the website.</li> <li>• Please let us know if there is any feedback.</li> </ul> <p><b>.e2 account refresher:</b></p> <ul style="list-style-type: none"> <li>• Please remind your students to read section 4 of the Student Onboarding Checklist regarding the .e2 accounts.</li> <li>• Many students are using the wrong accounts; they are using their staff account instead for their student account, and there could be some strong repercussions on this.</li> <li>• This is a manual process, the students will receive an email telling them which account is their student account and which is their staff account, and how to log in.</li> </ul>	



	<ul style="list-style-type: none"> <li>• There are many students who never log into their student and or .e2 accounts which means that their charting is inaccurate, and they are charting under a different type of discipline. As an example, many of the nursing students are HCAs, so they are charting as a HCA for nursing practice.</li> <li>• This is wrong and there could be severe consequences based on audits.</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 checklist is now on the website.</li> </ul> <p><b>PITS:</b></p> <ul style="list-style-type: none"> <li>• The PITS has been updated.</li> </ul> <p><b>Issues with destination coordinator (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 DCs going into HSPnet and appearing to change or delete 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 as it is causing issues with some of the placements not being able to be booked.</li> </ul> <p><b>Training PowerPoint Update:</b></p> <ul style="list-style-type: none"> <li>• The PowerPoint that has been used for training, over and above the Placing Coordinator Checklist</li> <li>• For 'IT Access Automation' document has been updated and will be posted on the website.</li> </ul>	
4) Trial Update	<ul style="list-style-type: none"> <li>• The first trial took place at NAIT in August and went quite well.</li> <li>• There are few issues that need to be ironed out in terms of process as we move forward.</li> <li>• Once the issues are remedied AHS will be looking at potentially expanding the trial to include more sites.</li> <li>• Ngaire is working a matrix, as there a few things to consider in terms of access:             <ul style="list-style-type: none"> <li>○ Is there already existing structure between the AHS network and the school's network, what the space looks like in terms of availability and scheduling, etc.</li> </ul> </li> </ul>	



	<ul style="list-style-type: none"> <li>• We will have to be strategic in our planning and where the next sites might be.</li> <li>• If your school might be interested in being a training site, please let Ngaire know.</li> </ul>	
<b>Questions/Comments</b>		
	<p><b>Q:</b> The roles have been entered for a group of students that have a placement coming up but have not gone into the calendar yet to select their blackout dates, as they are not within the 45 days. Is this, okay?</p> <p><b>A:</b> If you are not within the 45 days, Kristina and team would not be trying to enroll them. Students are being enrolled approximately 30 days from placement because it ensures we are inside of the 45 days.</p> <p><b>Comment:</b> The 45 day window has no bearing on the launch date, the 45 days is prior to their placement date. The 45 day marker is for account creation.</p> <p><b>Q:</b> Are students expected to check their AHS email if they are employees? Or if they are just students, they should check their student email?</p> <p><b>A:</b> It has been asked of the schools not to rely on an email as there is a percentage of students who have never received the email, even when it has been correctly entered. Please tell your students to check their MyLearningLink accounts, and not to wait for an email.</p> <p><b>Q:</b> There are students that have UNE roles and may receive similar training, a student has advised that they had received their registration into an ILT, and a few hours later they received another stating that they had already completed that role. Is this standard practice?</p> <p><b>A:</b> Yes, this is correct, it should be within the 180 days, if they have done the training and have been in the system, they will receive that email.</p> <p><b>Comment:</b> Suggest leaving the roles in HSPnet, even if a student is sure they have already received training for that role. There are so many roles that sound similar so just to be safe, please leave the roles in HSPnet. The student will not receive another registration in MLL if they have already completed the role.</p> <p><b>Q:</b> There is a tab on the PITS called 'CC revisions', what would we use this tab for?</p> <p><b>A:</b> This tab is used when you must cancel a role or add a new role after automation.</p> <p><b>Comment:</b> As both students and instructors have said that they have had their ILT training and now have the role, we have asked for screenshots of their MLL to ensure that they do.</p>	



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Next Steps	Notes	Action
	Date: October 16, 2023 Time: 11:00-12:00 Location: Virtual Meeting via <a href="#">MS Teams</a>	<b>Date change due to Thanksgiving stat.</b>