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

Meeting

Date/Time:	February 12, 2024 11:00 a.m. – 12:00 p.m.
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 here for past taskforce meeting minutes.	
Training updates (Kristina)	- Catching up from large number of enrollments from December and January. - Still working within the timelines to get the February enrollments complete. - Enrollments have begun for the beginning of March. - Creating a screen grab for the PSIs to show how to pull the SA listing report out of HSPnet in case it is not known how to pull the report. - The request has been made to the schools to provide AHS with a copy of that report format when information is being requested about students, such as checking for enrollments or sending in names of the students who need to be enrolled. - This format allows for the IGUID, which is a six letter all caps unique identifier for the student, and it is unique across AHS. - Within HSPnet the IGUID is called the "Student Receiving Agency Unique ID." - The report is an excel document, and it is easy to use the enrollment tools on and provides the unique identifier information to help with enrollment. - In conjunction with that, working on a trialing reporting back to the PSIs where the IGUID information is needed to provide the report. - This report shows if your student has been enrolled and where they are enrolled. Working on this with a few of the schools and it is going well. - There still are a few bugs being worked out and once everything is formalized the process will be rolled out in a larger format.	Pam to send information to the PSIs on how to run the SA listing report. Marcy W. to investigate the opportunity, if possible, to have wording added to MLL regarding the virtual training that must be done on an AHS computer.

	• Just a reminder about badges; badges and pure virtual training, any training that a student is enrolled in that states that it is "delivered by Teams or Zoom," the student must be using an AHS computer on the AHS network to complete the training.
	• It is the responsibility of the school to ensure that their students are aware of this.
	• In Calgary, Edmonton, and Red Deer there are drop-in locations where the students can access an AHS computer should there not be one available on their placement unit.
	• There is a document that shows where the Learning Centres are embedded within the Onboarding Checklist on page five. The link is accessible both internally and externally.
	• If you have a student that needs to book a computer at one of the locations, the training team must be made aware to help with the booking.
	    o Q: Is there a possibility of adding a reminder to the email template that is sent, that states the Teams/Zoom training must be done on an AHS computer/AHS network?
	    o A: This can be added to the email that is sent out when a Learning Centre has been booked, but the wording cannot be added to MyLearningLink (MLL) or upon registration as this is all automated. There is an email that is sent out every Thursday to everyone that is enrolled, and within the email it does indicate that any virtual training must be complete on an AHS computer.
	    o Q: An email was received by a Practical Nursing student that they are receiving information from MLL that makes it look like the student is an employee, and they are not an employee. The student can see different courses and is being asked to choose her course, the day, location, etc. Training for this student has been requested in HSPnet for the first week of March, and it is giving the student several different dates. Is this an error?
	    o A: This will need to be investigated, please provide the student's name to Kristina.	

PSI Pilot update (Pam)	• As it is known, training cannot be done on just any computer, you need an AHS computer to launch the applications that are needed to take the training. There are two different applications that are needed – ACE and one for exams. • This does pose an issue because, to have Connect Care training, you need to be on an AHS computer or have a VPN. • A select number of the PSIs in Alberta have existing policy, privacy and legal documents signed off, so they already have an AHS VPN installed.	

	• NAIT has hosted classes for Connect Care training on their site. An AHS credentialed trainer goes to the site to conduct the training and provide in class support.
	• The pilot has gone well, and AHS is currently in talks with Bow Valley College and SAIT to gauge their interest in hosting training as well.
	• The expansion issue is that there 120+ other PSIs that do not have direct access to the AHS network.
	• Working closely with the AHS network team to see if there are any solutions for this; whether VPNs are installed in the schools that are interested, or if there is some kind of portal that is a website that could be logged into, and the portal would provide the IP addresses correctly so that the school could access the AHS network.
	• The VPN option, which is a permanent solution, requires paperwork and investigation as it is a formal business partnership and will take a year to do, or we look at the portals.
	• Portals are expensive as there are licensing fees, etc., that will need to be paid.
	• Continuing to explore the growth of having Connect Care training on site at different PSIs.
	   ◦ Q: Lethbridge College had previously been interested in hosting Connect Care training, but due to space issues it has not be pursued further. Hearing that the pilot has been successful at NAIT, there is renewed interest in moving further. Now hearing that a portal or VPN needs to be installed, what are the options in pursuing this further?
	   ◦ A: Once there is more information gathered, AHS will present the options. Now the AHS network team is working out the costing of the VPN versus giving out portal license IDs.
	   ◦ Q: Will the communication be sent regarding the VPN/portals directly to the schools that AHS has been in contact with, or will it go out as a general notice to all the schools?
	   ◦ A: It will be a targeted communication to the schools that AHS has had meetings with previously.	

Role description updates - 1st year BN nursing student role - Home Care nursing student roles - Reminder: Legal names	**1st year BN Nursing Student role:** • The current role description is short; "This role is reserved for first year Bachelor of Nursing and 1st Practicum Psychiatric nursing students providing direct patient care at an AHS acute inpatient site".	Pam to follow up on changing the wording from subacute to post-acute.

- Carewest – update (Pam)	• Working on approvals to have a few areas added to this, it will not be limited to acute inpatient care, it will also say continuing care, i.e., long term care, supportive living, it will also say transition units and subacute units.
	• In some cities they are called alternate levels of care, transition units and subacute care units fit under the umbrella of alternate care.
	• It was thought it would be too "wordy" adding alternate level care, either way the role will be expanded. Feel free to use it in a broader sense for first year BN students.
	• This change will be published in the excel document prior to the next meeting on March 11.
	    ○ Q: Care West has all these programs and curious if instead of subacute it could read post-acute; Connect Care is using post-acute not subacute.
	    ○ Is this just for BN students or LPN students as well?
	
	Home Care student roles:
	
	• The Public Health application in Epic will be going live in May.
	• The Home Care nursing students have not been created yet due to the scheduling of the students appearing with the newly launched areas. It is much later than the launch time, so it is not as pressing to get the Home Care staff up and running.
	• This launch is gigantic with AHS employees, with that the resources of the training team are heavily weighted to the larger portion of the group which are AHS staff.
	• This is on the radar and there are meetings booked to discuss the development of the Home Care nursing student role for nursing students that are not in their final practicums in Home Care.
	• Until this is sorted out, the students will get what their preceptor has, minus the case manager sub role.
	    ○ Q: If a student is in their 4th year, whether they are in final preceptorship or in the fall semester prior to, will they have the same role?
	    ○ A: Yes, if it is not a final practicum.
	• Home Care Health Care Aides in Alberta will use Rover, Rover is a term from Epic and is the term for their mobile application and it is usually run on an iPhone.
	• Home Care Health Care Aides use Rover only, they do not use a laptop, they do not use the full function version of Epic.
	• The complication with this is that the Rover is assigned to the person who is assigned that day, and for security reasons it can only be that person who can turn it on and use it. Rover cannot be configured to others coming in that day.
		Holly to follow up on the role description, does this include LPN students as well? Holly to touch base with June.

	• This leads to the complexity of how a student can chart if they are collaborating with different preceptors on different days.
	• Training is also a complex issue as the students do not need a computer to be trained. The students need to be at desk with the Rovers that have a learning environment launched for training. That said there are security and access issues that still need to be worked out.
	Use of legal names:
	• A reminder to use legal names only.
	• When entering names into any system, please only used legals names. This will help elevate any duplicate accounts in the systems.
	     ○ Q: The Faculty of Nursing uses legal names, however when a student is hired as a UNE, the employer (AHS or Covenant) allows the use of preferred name, which then creates two different network identities. Is there a way that this can be addressed as some students who use preferred name. Perhaps adding it to the onboarding checklist?
	     ○ A: It is recognized that the schools do their best; 8/10 times the issue is due to ePeople. When the person is onboarded, ePeople is not ensuring that they use their legal name.
		Jean to follow up with IAM regarding UNEs legal vs. preferred names.

PSI Communications – key changes & updates How would you like to hear about key changes? (Holly/Pam)	**Carewest update:** • Welcome to the Carewest members who are on the call. • Carewest is a wholly-owned subsidiary of AHS and will be going live during Launch 8. **PSI Communications – key changes and updates:** • Looking to those on the call if it would be beneficial to receive updates on biweekly or monthly basis; or is the monthly meeting sufficient? • The updates would be sent via email that could then be shared within the institutions. • Twice a week the AHS Connect Care team sends out an email communication that highlights system changes, for example, new flow sheets. As this communication does not include any screen shots from Epic, it can be shared with the PSIs.	Holly/Pam to discuss options and will provide update at the next meeting.
Additions to Agenda / Question and Answer Period		

	• Q: 3rd year students are going to Home Care sites for observation purposes, will they still need training?
	  ○ If the student is providing patient care it must be documented in Connect Care, so they do require training. AHS is still working on the roles.
	• Q: Previously, Carewest pharmacy students had to be submitted on an excel spreadsheet, they could not be entered into HSPnet. Will we be able to enter them in HSPnet going forward?
	  ○ Connect Care will be launched at Carewest on May 4, still working on the date for HSPnet automation.
		Questions can be sent to Pam via email pamela.zileinski @ahs.ca

Next Steps	**Notes**	**Action**
	Date: March 11, 2024 Time: 11:00 p.m. - 12:00 p.m. Location: Virtual Meeting via MS Teams	