



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

### Meeting

Date/Time: March 11, 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: 505 921 01#

Agenda Item	Notes:	Action:
Welcome	Please refer <a href="#">here</a> for past taskforce meeting minutes.	
Training updates (Kristina)	<ul style="list-style-type: none"> <li>• Working on enrollments through the end of March and the beginning of April, so if your students are missing enrollments, those are currently being worked on.</li> <li>• Reminder that Launch 8 will be happening at the beginning of May, this will mean that the students that are beginning in May will be training in April, potentially could be as much as two weeks into April.</li> <li>• The learning centres are the sites with the computers across the province where the students can retake the SEUPA, use the play environment, or in some cases attend training that is being offered via Zoom, and as a reminder all those instances are instances where they must be on an AHS computer.</li> <li>• Zoom training is not available outside of the AHS network.</li> <li>• Further to that, more of the learning centres do require booking. This means that even if they are available on the list that the students can see, either on Insite or the external AHS website, many of the computers are singular and do require booking. The placing coordinators need to email the scheduling team to book the learning centre for the students.</li> <li>• Please be mindful of the centres that are drop-in vs. the centres that require booking.               <ul style="list-style-type: none"> <li>○ Q: How much advance notice does the scheduling team require to receive the blackout dates from the schools?</li> </ul> </li> </ul>	



	<ul style="list-style-type: none"><li>○ A: As always, the scheduling team can look at booking sessions that will work for the students and it can be done in advance of the 45 day range. With all launches, as much forward planning that can be done helps. The scheduling team can look at availability that will work for the needs of the students. At the 45 day mark, when entering the student's information, please ensure that the blackout information is entered as well.</li><li>○ Q: In a previous conversation it was mentioned that the first week of May would be a blackout period for Connect Care training, is this the case?</li><li>○ A: At this time there may be limited training available. As we approach the end of the project, specific dates cannot be guaranteed without advance planning.</li><li>○ Q: What are the blackout dates for May?</li><li>○ A: There are not specific blackout dates for May, Launch 8 starts on May 4, this means that the credential trainers that teach the classes go out to the sites to provide support, which then limits the training availability in the classrooms.</li><li>○ Q: Looking for direction on the time so that schedules can be reviewed and determine if anything is available earlier for training.</li><li>○ A: HSPnet is designed to get your roles assigned in an automated fashion. There is a lot of change that we will see this year, and continued flexibility will be required. There is a very real chance that planning a bit further ahead will be needed and the training team is looking for the schools to provide availability from the time that you have entered those students. In the Central, North, and South Zones it can take over three weeks to ensure that there will be availability to train, this reflects all the resourcing that is available.</li><li>○ Q: Is there a template that can be used across the province to provide consistent information to the training team?</li><li>○ A: Agree that standardizing the process would be helpful, however we cannot change the process until the end of the launch and to know what the operation scheduling will look like. Trailing different approaches over the years with willing groups, looking at a preplanning spreadsheet, this is the most successful method that has been looked at.</li><li>○ Q: Kristina, what model would be best?</li><li>○ A: The preferred method would be preplanning, this has been open to the schools for a few months, it has been trialed with a school in each of the zones. The schools would email saying they are willing to do preplanning. A rough estimate of the number of people per course ILT will be required. Exact numbers</li></ul>	
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	<p>can be sent as well, collaboration with the scheduling team will be done to create sessions that will work for the students.</p> <ul style="list-style-type: none"> <li>○ After that, there are two options, a list of students will be sent once they are entered in HSPnet and a step-by-step document will be provided to pull the report that the training team requires.</li> <li>○ Specifically, it must contain the students' IGUID, and for those who want to assign seats, session numbers have been provided and the schools have indicated who should attend and on which dates.</li> <li>○ The other modes is the 7-10 days prior to training. As a reminder 7-10 days is our best effort.</li> <li>○ Q: It would be helpful to have a 'cheat sheet' with information on the different hybrid models that are being offered, is that a possibility?</li> <li>○ A: Looking at having the hybrid model information provided in the email newsletter that has been started.</li> <li>○ C: Preplanning cannot work on courses where there are multiple roles, it is not feasible. Need to look at how to get the units to accept the students faster.</li> <li>○ Q: Looking for clarity on the process for the SEUPA rewrites and the Zoom sessions, as we have never had to book computers before. Is there a way to make the process more user friendly? There are so many different layers and back and forth with the schools and AHS.</li> <li>○ A: The information on the process is on the onboarding checklist under the SEUPA section about how to book a learning centre should you need to.</li> <li>○ The Connect Care learning team has a requirement that they cannot accept requests from a learner, this includes students and staff members. Role assignments must come from the manager. Similarly, with enrollment, almost all the course enrollment is restricted to manager enrollment.</li> </ul> <ul style="list-style-type: none"> <li>● Thank you to everyone for your comments and suggestions, all the feedback is welcomed.</li> </ul>	
<p>PSI Pilot update (Pam)</p>	<ul style="list-style-type: none"> <li>● NAIT is currently hosting their own Connect Care training and will be bringing on DI training as well in the next few months.</li> <li>● A portion of the Connect Care training for the students happens on site at NAIT; this is because NAIT had an existing VPN that was put in for SCM training previously.</li> <li>● The other PSIs that have joined the pilot are Bow Valley College and SAIT. There are some sessions booked for May for internationally trained nurses and Adult Med Surge.</li> <li>● Working on some finer details regarding the VPN and getting Citrix on the computers.</li> </ul>	



	<ul style="list-style-type: none"> <li>• Working with SAIT as they are short on seats, waiting on classroom information.</li> <li>• For some of the other schools, looking at the option of a portal, which is Safari based, or whichever internet browser is used.</li> <li>• The schools would type in a provided website and then they would use a given username and password. This is run purely on the internet.</li> <li>• Once the proper credentials are put in, the option to download Citrix would be available.</li> <li>• This does cost AHS money for the licenses, and it is per student, so there are budgetary considerations that must be looked at.</li> <li>• Actively working on this, and meeting about it frequently.</li> <li>• There is also the complexity of the fact that all the launches will be done in approximately nine months, so the state of what Connect Care will look like on January 2025 is still being planned.</li> <li>• The goal is to have the portals running for the fall semester should it be determined that AHS is going ahead with the pilot.</li> </ul>	
<p>Role description updates</p> <ul style="list-style-type: none"> <li>- 1<sup>st</sup> year BN nursing student role</li> <li>- Home Care nursing student roles</li> <li>- Reminder: Legal names</li> <li>- Reminder: Privacy &amp; patient lists</li> <li>- Carewest – update</li> </ul> <p>(Pam)</p>	<p><b>1<sup>st</sup> year BN nursing student role:</b></p> <ul style="list-style-type: none"> <li>• The BN student role update is now live.</li> <li>• The role was restricted to acute inpatient sites only, and we had some feedback as to why it cannot be expanded.</li> <li>• Many first year students do not go to subacute AHS inpatient sites, so it has been added on subacute and post-acute units, long term care, and continuing care, so feel free to use this for you BN students.</li> <li>• Looking into if this role can be used for LPN students.</li> <li>• This is complex, must look at the different school across the province, this decision would have to be provincial. It would have to work for everybody in the province.</li> <li>• After the research is complete, it would have to go to the Role and Access Committee as this committee is the ‘gatekeeper’ for what is published; this would take a few months.</li> <li>• This role can be used at the discretion of the school, it is not mandatory.</li> </ul> <p><b>Home Care student roles:</b></p> <ul style="list-style-type: none"> <li>• This role is on hold now as there were some issues with the prelaunch test of the application, some of it is being rebuilt.</li> </ul> <p><b>Use of legal names:</b></p>	<p>Use of legal names to be removed from the April agenda.</p>



	<ul style="list-style-type: none"> <li>• A reminder to use legal names only.</li> </ul> <p><b>Privacy &amp; patient lists:</b></p> <ul style="list-style-type: none"> <li>• Reminder that patient lists on Connect Care do contain private information i.e., birthdates, names, etc.</li> <li>• This information is not to be shared or printed.</li> </ul> <p><b>Carewest update:</b></p> <ul style="list-style-type: none"> <li>• Carewest will be using HSPnet automation at the end of March.             <ul style="list-style-type: none"> <li>○ Q: Are there any implications for the PSIs regarding the Carewest automation?</li> <li>○ A: This will need to be addressed at the April meeting when Holly is back.</li> </ul> </li> </ul>	
<p>PSI Communications – key changes &amp; updates</p> <p>How would you like to hear about key changes? (Holly/Pam)</p>	<p><b>PSI Communications – key changes and updates:</b></p> <ul style="list-style-type: none"> <li>• The first email newsletter was sent out on March 4, 2024.</li> <li>• Updating some of the email addresses.</li> </ul>	<p>If anyone has any feedback or suggests, please email Pam.</p> <p><a href="mailto:pamela.zileinski@ahs.ca">pamela.zileinski@ahs.ca</a></p>
<p><b>Additions to Agenda / Question and Answer Period</b></p>		
	<ul style="list-style-type: none"> <li>• Update: MyLearningLink (MLL) will be transitioning to Microsoft Azure for multi-factor authentication or MFA.</li> <li>• For those who access MLL externally, from a non AHS device or network, MFA options will need to be set up if they have not been done already and authenticate or verify identity during login.</li> <li>• The tentative date for this is April 3.</li> <li>• An official communication regarding this transition will take place in the next few weeks. This communication will include process information as well as a user guide.</li> <li>• Ideally, the communication will go directly to the students, but it would be useful information for the schools, as they will field the questions from the students.</li> <li>• Q: What will happen with the MFA with the students as they go in and out of the system frequently. Would MFA have to be reset each time?</li> <li>• A: Will discuss with the MFA team and provide an update.</li> </ul>	<p>Questions can be sent to Pam via email <a href="mailto:pamela.zileinski@ahs.ca">pamela.zileinski@ahs.ca</a></p>



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Next Steps	Notes	Action
	Date: April 8, 2024 Time: 11:00 a.m. - 12:00 p.m. Location: Virtual Meeting via <a href="#">MS Teams</a>	