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

## Meeting

Date/Time: August 12, 2024

Information: Virtual Meeting via MS Teams
Or call in (audio only)
+1 587-412-5456

Phone Conference ID:  505 921 01#

| Agenda Item | Notes: | Action/Attachments: |
|---|---|---|
| Welcome | Please refer here for past taskforce meeting minutes. | |
| Training updates (Kristina)<br><br>-Pure Virtual Training<br>-Canceling Training<br>-Hub Locations | • Students should be seeing their enrollments in MyLearningLink (MLL) for the fall.<br>**Pure Virtual Training:**<br>• As it has been communicated, many of the student training classes have been moved to pure virtual training as the delivery format.<br>• Approximately three days prior to the training, the students will receive an email with a Zoom link to attend. To note, this does not mean that they can attend the training from anywhere. All Zoom training needs to be attended on an AHS computer. In the email received, the students should see a location or a calendar invitation with the information on where to go on the day of the course.<br>• The students will also either receive a calendar invitation or they will see in MLL that the courses have been scheduled in a room, this is where they need to attend the training.<br>• A one page resource has been created (see PDF link) and posted on the external Student Training website to help clarify the process for the students.<br>**Canceling Training:**<br>• If students are booked for Connect Care training and they are unable to attend:<br>  ○ When emailing to cancel the training please send the calendar invitation if they were to attend in a learning centre. This is important information as AHS does not want a computer to remain booked if it will not be used.<br>  ○ This only applies to the students that received the calendar invitation (you will have to ask them as only the student will have the record of whether or note they received a calendar invitation). | Reference for Students Attending ILTs Pure Virtual Method (albertahealthservices.ca)<br><br>Holly/Pam to revise the wording regarding the earbuds to be more concise. |

**Hub Locations:**

- The number of spaces that are available that are large enough to accommodate students have been reduced.
- Rooms are available in Calgary and Edmonton, and in the smaller zones are located as follows:
  - **North Zone Hubs –** Grande Prairie, Fort McMurray, St. Paul
  - **Central Zone Hubs** – Red Deer, Camrose
  - **South Zone Hubs –** Medicine Hat, Lethbridge
- As you are aware, some of the smaller sites have only one or two computers that are available, and these cannot be guaranteed to be used for groups as they are also being used for Operations as well as for the launch 9 staff.
- The schools are encouraged, whenever possible, to advise the students that they are going to be booked in the hub locations and that some travel may be required.
  - Q: Do we need to have the student forward the calendar invite to us to cancel their training?
    - A: Yes, we do require the calendar invitation when training for a student is being canceled. If you do not know if the student has been enrolled yet, please send an email to the training team stating that this student needs to cancel and the training team will confirm if the student was enrolled in a Zoom session and would have a calendar invitation.
    - Q: What is the email address that the students will receive the three notifications from? A: The email will be sent from: ConnectCare.Preclass@albertahealthservices.ca
  - C: Please remind the students that they should be arriving early to ensure the technology is working, as well that their headset needs to have a microphone and it needs to be a wired headset, Bluetooth will not work.
  - C:  It was noted that the communication regarding the earbuds is not clear. The first bullet point states that any small earbud with a round (3.5 mm) jack will work and the second bullet point says any kind of earbud will work. This will likely cause confusion for some of the students. Wondering if the wording should be revised.
  - Q: Will the reference document be embedded in the checklist or is it something that the schools should be sending directly to the students?
    - A: This can be added to the checklist on the external AHS page.

| General Updates (Holly) | **Launch 9:** | |
| --- | --- | --- |
| - Launch 9<br>- SEUPA re-takes<br>- Data Accuracy:<br> Student IT Provisioning<br> HSPnet Report | - A reminder that launch 9 takes place on November 2. This is the last launch for Connect Care.<br>- At this point there will not be a formal black out on training for this last launch. However, there will be limited training available. This is likely to affect the last two weeks of October and the first week in November. This is due to the CTs being reallocated to the sites to help with launch support.<br>**SEUPA Re-takes:** | |

- Q: For students that are challenging the SEUPA, do they need to have a minimum number of hours in that practice setting prior to the making the challenge? Worried that the students are going to challenge and be successful but will not be competent when in the various sites/units across the AHS. Looking to add that the students must have completed 50 percent of the clinical course.
  - A: Just to confirm, this is not for challenging the SEUPA, it is a re-take. The student would have had to successfully completed the ILT and SEUPA previously and this would be a re-take of the same content. If you want to add 50 per cent completion that is up to the PSI.
- Q: Whose decision is it to have the re-take, can the program make the decision if it is felt that the student is not going to succeed, or know that they have been struggling, but have a different perspective than the student?
  - A: It would be from the program perspective as that group is putting the information into HSPnet around IT provisioning. If the general sentiment is that the student does need classroom training, that box will need to be checked off.
- Q: For students that took the Rural Nurse and are validated for inpatient Med-Surg and if the inpatient expires, but they have used the Rural Nurse again, would the student have to re-take the SEUPA that has expired?
  - A: If the student has used Med-Surg role or the Rural Nurse role, the Rural Nurse SEUPA validates the Med-Surg role. As long as they are accessing the Rural Nurse role, that SEUPA stays valid, and they can use this validation to maintain their Med-Surg role.
- C/Q: Students often take the Rural Nurse role first in September and then in October they move to Med-Surg, and then in January they take Post Partum, and in February they move to Pediatrics. When it comes time for pediatrics, the students do not actually take Med-Surg peds ILT, they were validated back through the Rural Nurse in September. What happens to those students in February or March as the 180 days will have expired, do they take the Med-Surg Peds ILT or do they take the Med-Surg Peds SEUPA, or do they take the Rural Nurse SEUPA again?
  - A: The training that the students have taken that grants access to Med-Surg Peds is the Rural Nurse role. The reason the bridge was created was the rural nurse training comprehensively encompasses the Med-Surg role, so they have had the appropriate training for the Peds placement. The student will just need to re-take the Rural Nurse SEUPA to have access restored for the Med-Surg role. The only caveat is that if following that placement, they would be moving to an AMH placement, the bridge does not validate the training required for the AMH placement. The student will require the Inpatient Med-Surg ILT, the SEUPA validation is not carried forward. If there is a concern in February, and it would be easier to train them in the Med-Surg at this time, it is recommended doing so.

| | | |
|---|---|---|
| | **Data Accuracy:** <br> • As the HSPnet loads come into the AHS IT department to create the network accounts (which also influences the ability to set up Connect Care training), the process is held up if any information is missing or the information is incorrect. <br> • The Student Placement team has been receiving validation reports from the IT non-employee access team identifying the missing or incorrect information. <br> • In turn the SPT is reaching out to the school for the correct information, which again holds up the process to receive access. <br> • One suggestion that has been put forward is to run an SA listing report from HSPnet that allows the schools to do a self-audit to identify any information that may be missing. | |
| PSI Pilot Update <br> (Holly) | **PSI Pilot Update:** <br> • The U of A is moving forward with the pilot, space has been found and the virtual tunnel set up. <br> • There has been further progress with the U of C and moving forward with hosting some Connect Care training on site. | |
| **Additions to Agenda / Comments/Question and Answer Period** | | |
| | o C: For awareness, some of the training is moving to independent learning and one of the biggest is the badge training. In the independent learning it has been identified that it could be completed in MLL similar to the eLearning; however, the independent learning will have an EUPA or in some cases a SEUPA to be completed. Independent learning with a SEUPA assigned must be completed on an AHS computer. This has just been identified as a soft risk and it is great for the PSI to be aware that some of the independent learning will require access to the AHS network to either complete the exam or to complete the entire training as they will be referred to the "play" environment. We are currently collaborating with the trainers to identify which courses will need the AHS network. Once a list has been created it will be shared with the schools so the learning centres can be booked via the training team. <br> o Q: Do SEUPA re-takes need to be scheduled by the training team at a learning centre? <br>     ■ A: Yes, SEUPA re-takes must be scheduled by the training team as a learning centre has to be scheduled in a calendar. Please provide a list of students who will need to do a re-take. If it is a single student that is eligible for the re-take, this could be accommodated on the first day of placement in most sites. Looking to avoid large groups as most patient care units have a limited number of computers. <br> o Q: Wondering when dealing with a complex instance, deciding if a student's access is going to be reactivated, or if they need to do a re-take, who is the best person to contact at AHS? | |

|  |  |  |
|---|---|---|
|  |         ▪   A: This really depends on the question, if it is regarding roles or SEUPA re-takes, Pam is the person you should contact. Access questions should be forwarded to the AHS IT department.<br>  o  Q: Is it possible that students can rebook their SEUPA on their own?<br>        ▪   A: The training team does not accept emails from students, if there is a request to rebook a SEUPA, the students are redirected back to the school.<br><br>**Virtual Office Hours for Kristina to meet with the PSI coordinators will be Thursdays, Aug. 15, 22, 29 for the next three weeks 9:30 a.m. to 10:10 a.m.** |  |
| **Next Steps** | **Notes** | **Action** |
|  | Date:        September 9, 2024<br>Time:        11:00 a.m. - 12:00 p.m.<br>Location:     Virtual Meeting via MS Teams |  |