



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

Meeting

Date/Time:

December 9, 2024

Information:

Virtual Meeting via **MS Teams**

Or call in (audio only)

+1 587-412-5456

Phone Conference ID: 561 317 053#

Agenda Item	Notes:	Action/Attachments:
Welcome	Please refer here for past taskforce meeting minutes.	
Scheduling and Location Updates (Kristina)	<ul style="list-style-type: none">• The winter enrollments are underway and have been working with many of the PSIs to get students enrolled prior to Christmas.• Thank you for your efforts in having student availability entered in hopes to decrease the load in the first few weeks of January.• As a reminder, please encourage students to attend as enrolled. Rescheduling takes as much time to complete as the initial enrollment does, the collaboration to attend as scheduled is appreciated.• A change will be seen in the new year, particularly the smaller sites (such as in the locations in Edson, Raymond, and Slave Lake) will not have an onsite contact to provide any assistance when the students arrive.• The students should arrive to the site ensuring enough time to find the learning centre location, access the computer, and begin their training.• When a student receives the booking information for the sites in Edson, Raymond, and Slave Lake, the wayfinding information will be enclosed in the booking, as it is for all locations. Whenever there is specific information, such as calling security or a specific person to gain access to the location, this will be posted on a sign on the door.• Reminder to students to come prepared, ensuring that they have all their login information, can access their email with their login information, their eLearnings are complete, and they have their headset (with a mic).	



<p>General Updates (Pam)</p> <ul style="list-style-type: none"> - CapitalCare Placements - Preparation for Classes - eLearnings in MyLearningLink - How to: Check non-AHS emails while on AHS sites - Rural Nurse SEUPA Re-Write - Rural Nurse Bridge - Personal Devices 	<p>CapitalCare Placements:</p> <ul style="list-style-type: none"> • CapitalCare sites went live with Launch 9 on Nov. 2. • CapitalCare has a large long term care presence in Edmonton. Work is also underway to bring them to the HSPnet automation process (Holly is working with the Learning and Development team at CapitalCare to get the process started). • Until this time the Provincial IT Spreadsheet (PITS) will need to be used by post-secondary institutions for CapitalCare placements. • The current PITS that is online is being updated and once the updates are complete it will be published. Please remember to download a new copy of the form each time it is used. • Once the spreadsheet is submitted to the IT access team (please send it to the ConnectCareLearning@ahs.ca team as well) the IT team will reply that the students have been given access. AHS Network access will then be granted to each individual student and emails (notifying them that they now have access) will be sent to the placing coordinator who submitted the PITS form. These emails will have to be forwarded to the students as there is no automation in place. <p>Preparation for Classes</p> <ul style="list-style-type: none"> • A reminder that the students are to show up to their training at least 10 minutes prior and they are required to bring earphones or a wired headset with a microphone to all classes. • There has been an increase of students arriving to the training that do not have headsets or earbuds, and also without a microphone. • There has been an increase in instances where the students have not completed the mandatory pre-requisite eLearning, <i>On our Best Behaviors</i> on MyLearningLink (MLL). • If this training is not complete, the students cannot attend training as they will not be able to log in to the system. • IT tickets are created daily for students who show up to the training, but cannot log in (as they do not have their AHS ID and password). • Not having everything completed prior to the class causes delays and takes away from time spent learning. • There are other eLearnings that the students need to complete, these courses have been selected by the senior trainers who are subject matter experts. • The senior trainers do select the eLearnings that the end users and students need to complete so that the students are better prepared to complete the class, and are successful when writing the SEUPA. • Students need to be reminded that they must pay attention to what is being taught. The trainers have noted an increase of students not paying attention in class. <p>eLearnings in MyLearningLink:</p> <ul style="list-style-type: none"> • As previously mentioned, the learnings are chosen by experts in the area, there is a list of learnings that are associated with each Connect Care role. These are selected very consciously to help students be successful. 	
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	<ul style="list-style-type: none"> Currently working on updates to the Student Role catalog as there are some items in the catalog that are not related to students. <p>Checking non-AHS emails while at AHS sites:</p> <ul style="list-style-type: none"> All AHS computers have an Outlook icon, the icon is defaulted to the AHS domain, and this cannot be changed. If a student is needing to check their school email, they will have to log in through a web-based browser rather than using the icon on the desktop. If there are questions regarding this, the students can ask the Credentialed Trainers (CTs) for assistance. <p>Rural Nurse SEUPA Re-Write:</p> <ul style="list-style-type: none"> Instead of repeating the ILT the students can retake the SEUPA. As an example, if someone is going into the Emergency Department for their final practicum, do they have to retake the ED SEUPA or can they just retake the Rural Nurse SEUPA? They should always retake the Rural Nurse SEUPA. <p>Nurse Bridge:</p> <ul style="list-style-type: none"> Pam will presenting the last nurse bridge at the next AHS Connect Care Role and Access committee on Dec. 12, and there should not be any issues going forward. As a reminder, there are bridges for Rural Nurse to the ED, one from Rural Nurse to Inpatient MedSurg and one from Rural Nurse to Corrections. There will now be a bridge to Addictions and Mental Health Inpatient. Addictions and Mental Health Inpatient (AMH) is two ILTs, one is a two-day Inpatient MedSurg that everyone takes, so if they have Rural Nurse it will cover that portion of the training. They will have to take the half day AMH Supplement; there is no EUPA or SEUP for this half day course. Once this has been approved and made live, formal written communication in a Connect Care update newsletter will be sent. <p>Personal Devices:</p> <ul style="list-style-type: none"> The Zoom link that the students receive for their ILT can be opened on a personal device; however, they do require the AHS computer for Connect Care. The personal device would be open in front of them on the desk with Connect Care launched on the AHS desktop. As a backup, if the student does not come prepared with their headset, they can then open the Zoom link on their phone/iPad/laptop/tablet and use their earbuds to listen to the Zoom portion of the training this way. The students still need to be logged in to the AHS computer though, as previously mentioned. 	
Comments/Question and Answer Period		



	<ul style="list-style-type: none"> • Question: If someone has taken Connect Care training already, can the scheduling team see that information? I was previously under the impression that they could see this information, but recently I was told this was not the case. <ul style="list-style-type: none"> ○ It is not that it cannot be seen, but there is not the ability to easily look the information up when it is entered. It is up to the PSIs to track the information for their students. ○ Now that the SEUPA can be rewritten it would not be necessary for the students to take the ILT again, unless they felt more comfortable, or if they were unsuccessful three times in the SEUPA. ○ It is up to the students to inform the school if training has been provided for their AHS staff position versus their student position. • Comment/Question: There is confusion with the wording of Pure Virtual Training. Please inform your students that only the trainer is virtual. All students are required to be at an AHS site, either in a classroom or at a learning centre. Is there an opportunity to rename this, as it can be confusing? <ul style="list-style-type: none"> ○ This has been brought to our attention previously, and it cannot be changed. This is still virtual training, and for privacy and security reasons this training cannot be done on a personal laptop. ○ Discussions regarding the terminology has taken place in the past. ○ There will be no change to the current process, as only students in a Health Care Aide related role will receive face-to-face training; everyone else will remain virtual. • Comment/Question: Looking to the PSIs for suggestions on how to manage situations when the learner does not come prepared to their classes. What do you think should be done? <ul style="list-style-type: none"> ○ If there are any suggestions on this topic please don't hesitate to reach out to your Student Placement Coordinator at AHS and they will forward the responses to the Senior Advisor and Manager of Student Placements. • Question: Previously a PITS had to be submitted if dates were changed, but have heard that this is now being picked up during the automation process, is this true and has it been communicated? <ul style="list-style-type: none"> ○ This was just found out in the last few weeks. If a late request is put in it will still come through no matter the what the date is; the seven-day window is no longer a factor. ○ A PITS is still required to have a role removed. ○ To further clarify what is required: <ul style="list-style-type: none"> • Placement Start Date moved back – Feed (automation) cannot handle any start date changes – PITS required • Placement Start Date moved forward – Feed (automation) cannot handle any Start date changes – PITS required • End Date moved back – Feed (automation) cannot handle – PITS required • End Date moved forward – Feed (automation) can handle • Role Added – Feed (automation) can handle but need to email for training ILT request: ConnectCareLearning@ahs.ca • Role Removed – Feed cannot handle – PITS required 	
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	<ul style="list-style-type: none"> ○ As a reminder, if a role is being added after the placement start day, the PSI must advise the Connect Care Learning team – ConnectCareLearning@ahs.ca • Question: How can student roles be checked? There are instances where students and instructors say they have “Connect Care” but cannot provide further details or descriptions. <ul style="list-style-type: none"> ○ Some students may not wish to disclose that they are AHS staff, so it is asked that the PSIs keep track of the roles that they do have. ○ If it is a one-off case, please reach out for help by submitting an IT ticket. ○ Due to privacy, AHS cannot disclose job information but can provide information on the roles or if they need training. • Question: Approximately how long does the independent learning take for the ICU/NICU/PICU roles? <ul style="list-style-type: none"> ○ Typically, a few hours, but that is dependent on the type of independent learning that is being referred to. ○ There are some exercises in a supplemental exercise book that are tailored more towards ICU scenarios, this could add more time to the learning, but typically a few hours. • Question: What should be done on the weekends if there are issues with a student’s access to Connect Care? I submitted the dates for the semester for the preceptorship, as Friday being the last preferred date for the shifts, but Monday is the actual last day of the semester. When the information was submitted for Friday, and the student still had shifts for Saturday and Sunday, their Connect Care access was cut-off. I tried to have the access reinstated for the weekend but was told that this could not be done, no verbal request would be taken when we called for assistance. <ul style="list-style-type: none"> ○ There is support available 24/7 that can assist with these situations, this individual case appears to have been handled in error. ○ Temporary access can be granted for a student, but this is investigated on a case-by-case basis; the extension, if granted, would only be for the exact amount of time needed to complete the practicum. A PITS form still needs to be submitted the following business day for proper record keeping purposes. • Reminder: Students should be receiving the email with the Zoom link by noon two business days prior to their training. 	
SamNext Steps	Notes	Action
	Date: Monday, January 13, 2025 Time: 11:00 a.m. - 12:00 p.m. Location: Virtual Meeting via MS Teams	