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

Meeting

Date/Time: April 14, 2025

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 task force meeting minutes.	
Scheduling Update (Pam)	• Updates noted below.	
General Updates (Pam) - Reminder: Use Pure Virtual Assistance Guide - General preparation for ILT training - PITS Form updated on website - Archived >24 months minutes - Rescheduling Training - HSPnet & Exam Dates - Importance of Downtime Procedures	**Reminder: Use Pure Virtual Assistance Guide:** The Pure Virtual Assistance Guide is linked within the emails that the students receive when they have been booked for their ILT Training. This quick start guide contains valuable information that includes what should be done if there are technical issues, what to do if headphones are not working, etc. Please remind your student that the guide is there for their use and the link to the guide can be found in their email, as well as the Learning Home Dashboards if they have access to Connect Care. The link to the guide cannot be shared as it is not to be used by anyone who does not have AHS access. **Question:** Is this guide linked with the Student Onboarding Checklist as well? Yes, it is also hyperlinked in the onboarding checklist. **Question: Is it possible to have a rundown of what is listed in the guide?** To assist learners in their Pure Virtual Learning environment, this guide has been developed to help trouble shoot some common issues. The guide includes important information on the following areas:	

Pure Virtual Assistance – Quick Start Guide

General Preparation for ILT Training:

- As noted in the guide there is information for the learner on how to prepare for their ILT training.
- There are still instances where the students show up not knowing their AHS login and password information, they have not done the pre eLearning courses, etc.
- Please remind the students that must have their AHS login and password information, and they must have done their eLearning modules at the very least.

PITS Form Updated on Website:

- As a reminder, a revised PITS form is now on the website, and as frequent updates are made, please always download a fresh copy to ensure you have the most current information.

Archived > 24 Months Meeting Minutes:

- Please note: the Connect Care Task Force meeting minutes will now be archived after 24 months.
- If you are looking for an older copy of past minutes, please reach out Tracy Knourek (tracy.knourek@ahs.ca).

Rescheduling Training:

- Since January there has a been a significant number of requests to have training rescheduled for several different reasons.

	- All of the rescheduling occurrences have to be done manually which takes a significant amount of time to complete as there are many changes in different areas that need to be dealt with, including Outlook, rescheduling rooms, and instructors, etc. - Unless the situation is an **emergency**, rescheduling of the training will not be accommodated. **HSPnet & Exam Dates:** - There have been a few occurrences of exam blackout dates not being entered into HSPnet when the original information was entered. The AHS scheduling team then goes to book the training and finds out that it is actually an exam week, so please put the blackout dates into HSPnet when you are entering your information. **Comment:** It is important that the Connect Care team make note of the blackout dates that the PSIs have noted. Specific blackout dates have been noted and ILTs have been booked on those dates, which results in a huge workload for the PSIs and the Connect Care scheduling team. **Question:** Do the blackout dates appear on the S/A listing (Security Access)? - Yes, the dates do appear on the S/A listing. **Importance of Downtime Procedures:** - There was a breakdown of the system in the US, and it caused issues as many of the students did not know how to read cursive writing or how to hand chart. - Knowing how to read cursive and hand charting are vital skills that students need to have.	
New Nursing Student Roles (Pam)	**Pam shared the Nursing Student Training - Updates for Fall 2025 for Connect Care students with the membership.** - AHS has been reviewing their processes and are looking at improving efficiencies in the student training for nursing students. - The focus for this project is on nursing students, at the moment, as they are the major bulk of the workforce as well as the student workforce. - The implementation of the nurse training strategy will come down to the roles that will be selected by the PSIs. - The training will be ready for the Fall 2025 semester as the training needs to be streamlined (there are 39 different nursing student roles that have been used in the last two years). - The roles will be decreased to four (so there will be fewer roles to choose from) which will ease role assignment for the PSIs. - There will also be a decrease in the training time that the nursing students will spend in Connect Care training. It has been estimated to decrease by 1/3 due to redundant training being removed. - All nursing students (regardless of where they go for practicums) will attend a Nursing Student ILT, this is a one-day course that will provide basic training information. This ILT will provide the same information that the student was receiving at different times. The Base Training ILT contains the following: - Intro to Epic - Basic Functionality - Basic Terms - Document Flowsheets - Navigator	Nursing Student Training - Updated Ap

- o In Basket
- o LDA Avatar
- o Notes.
- At the end of this one-day course, the student will then write the SEUPA. This SEUPA will not yet grant access, as the students will need complete the practicum specific training.
- The practicum specific training has ½ to one-day courses.
- Some of the nursing students in their final practicum may not need to repeat training, but some will.
  - o Areas where they would not need to retrain is Ambulatory/Outpatient areas and Continuing Care. Home Care and Public Health are yet to be determined.
  - o Areas where the student will be required to take full staff training are Inpatient areas and Emergency Departments (both rural and urban) and all specialty areas (see slide 4).
- Training previously obtained with student roles will not transition over if they become employed with AHS; this is because we have removed some content they would need as staff.
- Final practicum students who are in specialty areas will continue to use staff nursing roles.
- Pam will be hosing Virtual Office Hours from 13:00-14:00h every business day from May 1-14th, please feel free to join at any time.
  - o **Join the meeting now** - Meeting ID: 272 654 085 938 - Passcode: uC9eP9vR
- We will be sending a memo to the nursing schools' Deans and Associate Deans by April 17th at 1400h.
- Role assignment mapping document will be posted to our website by April 17th at 1400h.
- Email ConnectCare.StudentRoles@albertahealthservices.ca with any questions.
- Placing Coordinators for nursing schools meeting will be held in early May.
- The rural roles for nursing students are being phased out. In rural settings, the nursing students had too much access.
- If a student is going to a rural setting, wherever it may be, if there is an acute inpatient area, they get the inpatient role, they no longer need the rural nurse role.
- If there is a new student coming into the process and their first practicum placement is in what would have been known as a rural location, it is now looking at a new decision point. Is the student going into an inpatient practicum, long term practicum, or a home care practicum? Rural nurse will only be listed as a final practicum, as this is role is still being used for employees.
- AHS cannot get reliable data on how many students are hired after their final practicums.
- As previously mentioned, there are 39 roles that final practicum nursing students are currently using. If they are hired in a role that they did not do their final practicum in, the hiring manager in that organization will assign the new role and they will need to complete the required training.
- There will not be a mapping that takes from the four new roles that will easily translate to direct employee access, unless it is a one-to-one match to what they did for their final practicum.
- If the student is also an employee, those students in that case must have separate logins. They cannot use their employee access for when they are doing their student role and vice versa. This is the same for UNEs.

Comments/Question and Answer Period		

	- **Question:** What happens to students who are currently in their program and have existing Connect Care roles? For example, students who already have the inpatient peds med/surg role and are moving into Obstetrics or Public Health, should the old roles be requested or should the new role be requested?
	   ○ This scenario is still being sorted out. Students should not have to come in to write the SEUPA for the sake of it. Equivalencies will be built in so that the students are not writing the SEUPA for tracking purposes.
	   ○ The 180 day rule still applies, if they have not used the role in 180 days and they need to rewrite the SEUPA, the thought at this time that the student will write the new SEUPA. More to come on this.
	- **Question:** What happens for students, or PSI instructors, who have roles as AHS employees, how does this transfer over?
	   ○ This does not apply to Undergraduate Nurse Employee (UNE) as they still get the role that their manager (aka their paid position) needs them to use. If that role can be used in their student position then that is doable.
	   ○ In terms of instructors, it is easier to instruct the group when logging in and they see what the group sees. Instructors will take the same training as the students; this has not changed.
	- **Question:** So it's the Base Role SEUPA plus the Practicum Specific SEUPA, so two SEUPAs?
	   ○ Yes, it is two SEUPAs, but they will be shorter.
	- **Question**: If a student had their SEUPA as well as their first practicum, and they are now going to the second practicum for the same role, does the 180 day rule still apply?
	   ○ Yes, this still applies. The 180 day rule has not changed.
	- **Comment:** This will change how things are done; instructors have not been sent for training if they have the peds med/surg.
	   ○ More to follow on this.
	- **Question:** Will there still be the option for the students to challenge the SEUPA in the fall?
	   ○ Yes, the students can still challenge the SEUPAs, this will be unchanged.
	- **Question:** Will frontline managers be made aware of this change in particular for UNEs? Assuming UNEs have the regular roles**.**
	   ○ There will be communications sent to operations on the new pathways for nursing students, this can include how to manage UNEs, because the manager may hire someone who is midstream through their program and may never have actually worked using the system that that they are being hired in.
	- **Question:** Are students able to edit their email addresses in MyLearningLink (MLL)?
	   ○ Unsure of what students can or cannot see in MLL. There has been an issue with the U of A Pharmacy students, and they have been advised to login to IAM, they need to be on site and go into the self-service menu to update their profile. Unsure if this is the same for MLL.
	   ○ To have a preferred email address changed in IAM, it has to be done manually.	

	• **Comment:** Have been seeing a lot of instances when a PITS form is received to remove or modify a role for a student, but it has not been updated in HSPnet. As a reminder, before a PITS is sent to remove or modify a role, it must be updated in HSPnet first.	
Next Steps	**Notes**	**Action**
	Date: Monday, May 12, 2025 Time: 11:00 a.m. - 12:00 p.m. Location: Virtual Meeting via MS Teams	