



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

Meeting

Date/Time:

Monday, May 12, 2025

Information:

Virtual Meeting via **MS Teams**

Or call in (audio only)

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Phone Conference ID: 561 317 053#

| Agenda Item | Notes: | Action/Attachments: |
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| Welcome | Please refer here for past task force meeting minutes. | |
| Scheduling Update: (Bev, Kristina, Pam) Scheduling Update and Submitting S/A (Security Access) Listing Reports - Reminder for accurate information to be entered - Accurate emails to be entered (Jean) | <ul style="list-style-type: none">The Connect Care learning team continues to receive requests from students inquiring about where to find their AHS login, accessing MyLearningLink (MLL), course information, etc.Please remind your students to check the Student Connect Care Onboarding Guide to find the information that they are looking for prior to reaching out to the learning team.As a reminder, when submitting requests, whether it is for one student, via email, or Security/Access (S/A) list, please ensure that the data is accurate. Some of the schools have been sending 2-3 emails per day on the same topic, which can create a backlog for the training team. If possible, please avoid making changes to larger groups until a communication has been sent saying that the group is enrolled. Scheduling Principles (presentation included): <ul style="list-style-type: none">The committed funding was given for the operational training for the Credentialed Trainers (CTs) to continue to deliver the volume of student training. We need to ensure that the resources continue to be used efficiently with minimal wastage.With the funding that was committed to AHS, it is not enough to be operating the training at the level that was seen during implementation. During implementation, on average, there were 250-280 CTs, moving forward AHS is able to budget for approximately 140 CTs to deliver both operational and student training.In January 2025, the training team started to track the rescheduling requests that were sent in from the PSIs, 170 classes had to be rescheduled between January and March.Of the 170 requests, 40 per cent of them required new sessions to be created for a few students.Each time there is a rescheduling request made a significant workload is taken on by the learning support team, as well as the scheduling team, to determine if these requests can be accommodated.The main causes of rescheduling are: | Student Placement: Nursing Student Training |



- unavailable dates were not entered properly in HSPnet
 - student scheduling conflict
 - location changes
 - requests cancelled by the school
 - HSPnet information was not correct
 - *When accurate information isn't submitted it requires rework of the scheduling process and may cause delays in placements.*
- **Going forward (starting with September placements), the following process will be in place for student Connect Care training scheduling:**
- Post-Secondary Institutions (PSIs) will be expected to submit accurate Security Access (S/A) Listing Reports to Connect Care Learning (CCL) for processing no later than 30 days prior to the placement start date.
- If the S/A Listing is not received 30 days before placement:
 - flexibility in the schedule is limited due to operational training commitments
 - may not have training seats available to align with submitted dates
 - Learning centre seats may not be available at desired training locations – thus, a student may be placed into an existing student class or an existing scheduled operations class
 - *Clinical Operations Informatics Office will be tracking this deadline and submissions of S/A Listings as part of a semester project tracking.*
- PSIs must confirm **unavailable** training dates for each student.
 - In June, the PSIs will be able to see the fall training schedule that has been planned for student training. It is hoped that this will assist the PSIs to have a clearer picture when confirming placements.
 - *This is a change from the submission of 1-2 preferred training dates.*
- **Please only submit the S/A Listing to CCL when the report is fully completed with the necessary information.**
- When a training class needs to be changed for family emergencies, significant illness, court date appearances, or student no shows:
 - students will be rescheduled into sessions based on existing course availability
 - Learning Centre assignment will be based on the availability of the Learning Centre
 - a student may be placed into an existing student class or an already scheduled operations class
- **Scheduling availability is limited due to high demand.**
- As schedules are set weeks in advance there is no flexibility to set up a new class to accommodate change requests; however, rescheduling may take place one time only to support the student getting the training needed for their practicum dates.
- Based on feedback from CTs and others, AHS will be moving forward, starting in the middle of August, to schedule face-to-face training instructor-led training for nursing students in the urban centres (Calgary, Edmonton, Fort McMurray, Grande Prairie, and Lethbridge).
- **Question:** Will the schedule always be available two months prior so that the PSIs can build it into the workload?
 - It has not yet been determined how often this will take place. A project approach will be taken every semester.
- **Question:** To clarify, in terms of preceptorships for individual placement, they have unique requirements, especially the BScN students, are the PSIs not to show preferred dates, or only the dates that they are unavailable for training?
 - Only provide the unavailable dates



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| | <ul style="list-style-type: none">• Question: When inputting the unavailable dates, can it be specified what kind of time period before the placement, does AHS want the entire 30 days prior to the placement start date? There have been concerns where the unavailable dates are being communicated; however, the students are still being scheduled on those dates.<ul style="list-style-type: none">◦ The Connect Care Learning team needs to be aware of dates when there is something significant taking place, i.e., final exams, reading week, guest lecturers, when instructors are unavailable, etc.◦ For consistency, it is being asked that the PSIs send in only the unavailable dates. Unavailable dates are always considered, and it is understood that the students do need to be available at the time that is booked, flexibility on both sides is required.• Question: Does the Out of Province scheduling process change? Because we don't have access to HSPnet from Out of Province.<ul style="list-style-type: none">◦ Nothing will change for the out of province schools.• Comment: These changes will be taking place for the fall semester, there are no changes to the training dates that the schools have currently.• Question: What will happen if something changes within 30 days of placement?<ul style="list-style-type: none">◦ If it is within 30 days, we will do our best to find the learner a session where a seat is available, keeping in mind they may be trained with other students from different schools, and it may not be at their preferred location.• Question: What is the process for students who have done their initial training and need to do training again? Is there a way to flag that?<ul style="list-style-type: none">◦ Students that have already been trained are eligible for the SEUPA retake and with this they can regain access. If fully retraining the students is needed, please make that clear in the email when it is submitted.• Question: To confirm, students are not expected to miss exams to take Connect Care training?<ul style="list-style-type: none">◦ No, that is not the expectation. Connect Care training does not take priority over exams.• Question: When booking a cohort where on the S/A listing would this information need to be noted?<ul style="list-style-type: none">◦ This cannot consistently be accommodated, but we will do our best to book groups of students with their own school. <p>Accurate emails to be entered:</p> <ul style="list-style-type: none">• To update student emails, please refer to page 9 of the Student Connect Care Onboarding Guide. | |
| <p>New Nursing Roles: (Pam)</p> <ul style="list-style-type: none">- Importance of Downtime Procedures | <ul style="list-style-type: none">• Pam presented on the new nursing student Connect Care roles (presentation can be found here).• A two-day meeting took place in Calgary on April 29 & 30 to sort out roles for final practicums, new hires to AHS and those in the transitional state.• As noted, this will impact thousands of nursing students across the province who have had some Connect Care training occurrence.• Students who are new to the program will complete the base training track and the practicum specific track.• Students with applicable previous training completed will be able to bypass the base instructor-led training (ILT) and will only complete the base assessment and the practicum specific training.• Benefits to this approach include having classroom time for learners with previous training cut in half and the EUPA completed offsite.• Once the EUPA is complete the learner will then move on to the “purple” portion, which is their practicum specific ILT. This previously was a half day but has been increased to a full day of 7.75hr training. | |



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| | <ul style="list-style-type: none">• This is being done due to safety reasons as the students will be granted access to many different tools such as Home Care and Population Public Health tools and they need to receive the required education on how to use these tools.• After this the students will then write the SEUPA on an AHS computer. The access will be granted on the first day of their practicum as per the HSPnet data.• All PN and BN students in final (preceptored) practicum placements will take full staff training as these students need to be able to function at a new graduate level. Any training previously obtained will transition over if they become employed with AHS (if applicable to hiring area, etc.).• Please note: the new roles are in HSPnet, please <u>do not use</u> these until confirming fall placements.• Question: Where will the schools find the planned training schedule, will it be online?<ul style="list-style-type: none">◦ This is still being worked though; looking to see if there is the opportunity to post the schedule on the external website, still to be determined.• Question: How are the dates being determined for training? Will there be any consultation process with the discipline that is relevant to the schools?<ul style="list-style-type: none">◦ Allied Health students all take the same training, with the biggest conflict being in the nursing space. There should be sufficient sessions for those in Allied Health, but we will investigate how to add capacity as needed.• Question: Do the PSIs need to send in pre planning documents with the new roles?<ul style="list-style-type: none">◦ It has not yet been determined if preplanning will continue.• Question: If a student is a current employee with an upcoming placement (Sept. 2025) in another department of their workplace with the same Connect Care role, do they need to do Connect Care training?<ul style="list-style-type: none">◦ The new roles do not impact Allied Health. The student role is separate from the employee role. | |
| Comments/Question and Answer Period | | |
| | <ul style="list-style-type: none">• Question: Is there a plan to communicate this information with the PSIs that are out of province?<ul style="list-style-type: none">◦ A memo will be sent after the meeting today. | |
| Next Steps | Notes | Action |
| | Date: Monday, June 9, 2025 Time: 11:00 a.m. - 12:00 p.m. Location: Virtual Meeting via MS Teams | |