



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

Meeting

Date/Time: Monday, November 18, 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	<p>Please refer here for past task force meeting minutes.</p> <ul style="list-style-type: none">The October meeting was cancelled.	
<p>Scheduling Update: -Update on broken posted schedule -How to request the nursing instructor to be trained on separate date (Eric, Heather, and Pam)</p>	<ul style="list-style-type: none">Scheduling is progressing well, and we are approaching the 45-day mark for January requirements.Thank you to those who have already submitted your numbers—those schedules are now in place.As a reminder, when sending in your S/A listing reports to the Connect Care Learning team to have your learner’s registered, it is imperative that the data that is being pulled from HSPnet is not changed as the scheduling team does not see this.Changes can cause scheduling conflicts and require significant rework, including unregistering and rescheduling students.Use the “Unavailable Dates” column only for dates when students are truly unavailable (e.g., exams or labs). It should not be used to block extended periods, as this limits scheduling flexibility and trainer availability. <p>Posted Schedule:</p> <ul style="list-style-type: none">The link to the schedule that is posted on the website is no longer working as it cannot be auto updated.The new schedule will be posted by the end of the week if there are no further issues.Tableau Public did an update, and it is no longer able to be posted in a public setting.Mike MacKeigan with the Connect Care Clinical Operations, Training Analytics & Reporting team has created Google sheets, there were requirements that had to be met to have this posted on a Government website.Thank you for your patience and understanding with this matter. <p>How to request the nursing instructor to be trained on a separate date:</p>	<p>Pam: Email the PSIs when the new schedule has been posted – Complete and sent on November, 20, 2025</p>



	<ul style="list-style-type: none">There are some of the PSIs that like to have the new nursing instructors trained early, i.e., the first week of their orientation, and there are some AHS classes that start before the school classes start and before the academic calendar for a semester starts.There is a 10-14 day period where there are classes, and a lot of the time there is low attendance; as a reminder the PSIs can request that the instructors be placed into these early sessions.The PSIs can fill in an unavailable date, as an example, of Sept 3rd, 4th, or 5th, this will let the scheduling team know that they are available to be placed into a session in August, or you can note this information in the email that is submitted with the S/A listing report.	
Reminder: PITS Form to remove role/s and access for withdrawn students (Pam)	<ul style="list-style-type: none">If student dropouts occur, please remember to remove the role in HSPnet, if the role is not removed it will keep populating the feed at midnight.A PITS form will also need to be submitted as well to have the role removed, without the PITS form the role will continue to be populated on the feed.	
Common Reminders: No Scents & Importance of retaining paper charting skills (Pam, Tania, and Kelly)	<p>No Scents:</p> <ul style="list-style-type: none">There has been another incident where one of the staff had a severe reaction to a scent.As a reminder, all AHS facilities, including training facilities without patient care, must follow the no-scent guideline.Pam has reached out to the school and the placing coordinator directly to remind them of the guideline. <p>Importance of retaining paper charting skills:</p> <ul style="list-style-type: none">Please do not wright paper charting out of the curriculum. Students still need to know how to use paper forms when Epic has planned or unplanned downtimes; these skills are vital.There have been instances in the US where major medication errors have taken place because the staff could not read the writing, etc.At this time AHS is enhancing the ransomware plan as well as preparing should the organization become a victim of a ransomware attack.If an attack were to take place, it could result in some areas of the organization having to use paper for up to a month.Some of the younger new staff are not familiar with paper charting and this creates a risk to the organization during downtime if paper is being used for charting. It is particularly important that these skills are kept up.Kelly Halseth is the Director for Forms Strategy and Management for AHS and noted that if the PSIs are interested in using the forms that AHS uses they can be shared with the PSIs if it is known what form is needed. If it is not known, a catalog can be shared as well.Thank you to Kelly for joining the meeting.	Please email formsmanagement@ahs.ca to get a copies of the forms that AHS uses.
Reminder: Changes coming to Paramedic Student training (Pam)	<ul style="list-style-type: none">Paramedic students have to perform a large variety of skills as it is not known what calls will be coming through 911 and what kind of situation they are going to be faced with.These students also have many clinical placements, which requires different security access, as well as being trained on what they will have access to.A review of all of the student roles in Connect Care took place and when reviewing the paramedic student role, it was determined that the students had access to areas that they required more training on.	Please email ConnectCare.StudentRoles@albertahealthservices.ca if you need a copy of the Paramedic Student memo.



	<ul style="list-style-type: none">Paramedic schools have been made aware of this, and it has been approved that the training will increase from 1 day to 1.5 days.Both NAIT and SAIT still have their VPN and will do their training onsite.The increase of the training time will help with efficiency as the students will be taking the Nursing Student Emergency ILT and SEUPA.The first day of training the students will take the base nursing class that all nursing students are taking and the second day they will take the nursing student emergency training.There is no change to the role in HSPnet it still paramedic student.	
MyLearningLink: Update on Multi-Factor Authentication (MFA) (Pam)	<ul style="list-style-type: none">The Multi-Factor Authentication (MFA) team has advised that an email address has to be entered on the MFA when prompted.The challenge with this is that most students do not have an AHS email, so they are unable to get past the firewall.The team has been advocating to have this changed from the AHS email to the AHS login name; however, this is not possible.To note, the Learning Home Dashboard links are not working at this time due to a SharePoint upgrade. The COIO leadership is currently working on this but all documents can be accessed directly from Insite.	Multi-Factor Authentication Insite
Comments/Questions/Answers		
	<p>Question:</p> <ul style="list-style-type: none">When booking groups of students for training, is the name of the student required, or can block bookings be made? Curious on how the booking system works and if there is any flexibility. At times there are changes to names due to additions or dropouts.<ul style="list-style-type: none">When all of the information is booked in HSPnet at about 45 days, the scheduling team starts to look at what placements the school is expecting and the number of seats required. At the 30 day mark the student names should be entered, and the S/A listing should be sent in. At this time the students are enrolled in the classes, enrolment cannot take place without the student name. If there are changes after the 30 day mark, the school has to adjust the information in HSPnet and resubmit the S/A listing.There have been instances in the past, operationally, where larger blocks are being held, but the seats don't end up being filled and the training resources go unutilized. <p>Question:</p> <ul style="list-style-type: none">There is a group of second year students that do not have their IGUIDs yet, they do not start until January 12 but are hoping to have them in their Connect Care training in December when the exams are finished for the fall semester. Does the 45 days include all 31 days in December? Should an email be sent saying that there are 67 students that need to be trained and if possible, would like the training to take place during two weeks in December?<ul style="list-style-type: none">Yes, it is calendar days.If the numbers are known for training in December, please send them into the scheduling team via the Business Analyst email address.	<p>Email: connectcare.schedulingbusinessanalysts@albertahealthservices.ca</p> <p>Pam: Follow up with Cory regarding .E2 accounts – Complete and DI made aware November 19, 2025.</p> <p>All: Please send question regarding student placements to: student.placements@albertahealthservices.ca and send Connect Care related questions to ConnectCare.StudentRoles@albertahealthservices.ca</p>



	<p>Question:</p> <ul style="list-style-type: none">There are students that are also staff with DI, and they have a .E2 account for Connect Care. It has been noted that when the person is in their student role working with another technologist and the technologist adds their name into the Connect Care X-ray care that the student is supporting, both accounts will populate. It is hard to determine which identifier should be used. How is this managed and how does the student communicate to the technologist that they are working with about which name to choose?<ul style="list-style-type: none">Whether they are looking up the provider and the provider number has to be entered, or they have to enter their employee account, each of these have an identifier number, either the EMP or the SER number. The EMP number is unique to the user and the user's account. If they have a staff account and an .E2 account, they will have two separate EMP numbers.To find out what the EMP number is, the student would have to login to Epic to find the number. The students are told that a secondary account has been created and the main about is only to be used for their staff role. <p>Comment:</p> <ul style="list-style-type: none">The rescheduling of Connect Care training is difficult and is discouraged unless absolutely necessary due to a severe illness as an example.	
Next Steps	Notes	Action
	<p>Date: Monday, December 8, 2025</p> <p>Time: 11:00-12:00</p> <p>Location: Virtual Meeting via MS Teams</p>	