



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

Meeting

Date/Time: Monday, May 11, 2026

Information: Virtual Meeting via [MS Teams](#)
Or call in (audio only)
+1 587-412-5456
Phone Conference ID: 981 360 717#

Agenda Item	Notes:	Action/Attachments:
Welcome	<p>Please refer here for past task force meeting minutes.</p> <ul style="list-style-type: none"> The March meeting was cancelled due to lack of agenda items. 	
Scheduling Update: (Pam)	<p>Provincial IT Spreadsheet (PITS):</p> <ul style="list-style-type: none"> As a reminder, when using a PITS form, any associated training or scheduling component must also be considered. If a role needs to be added or removed immediately, a PITS form should still be submitted. In cases where there is a training or scheduling requirement — such as: <ul style="list-style-type: none"> cancelling an ILT, scheduling an ILT, or any other learning-related scheduling activity, the Connect Care Learning team needs to be included at Connect.CareLearning@healthsharedservices.ca . This will ensure the Connect Care Learning team is informed when roles are moved or changed, and should reduce the number of 'no-shows' for training. <p>Training Notification Emails and Primary Email Address Issues:</p> <ul style="list-style-type: none"> Automated training notification emails are sent to students when they are scheduled for training. There are currently three automated emails that are distributed on different days leading to training. These notifications are sent to the primary email address on file in the system. In several recent cases, placing coordinators from schools contacted the team because students reported they had not received emails or were unaware of their training details. 	<p>ConnectCare.StudentRoles@healthsharedservices.ca</p>



	<ul style="list-style-type: none"> • It was clarified that the notifications are not always sent to the student's school email address. • It is important to ensure that email addresses in the system are current and accurate to avoid missed communications. • An update was done by Identity & Access Management (IAM) to add an additional email field that is called the HSPnet email field. • When a request comes through automation, whatever current email is on that request, gets loaded into that HSPnet field, and the communication goes out for network or MyLearningLink (MLL), it will go to the email in the HSPnet email field and the preferred email. • When network information is sent out, it goes to the HSPnet email. • Question: the HSPnet email is the one we put into HSPnet when we create their profile? <ul style="list-style-type: none"> ○ Yes, the requested that comes through the HSPnet automation and gets loaded into the system, the email address that is attached to that gets loaded into the HSPnet field. • Question: Is this an automated feature, we would not need to enter? <ul style="list-style-type: none"> ○ Yes, this is an automated feature. • Question: What if they have a Covenant or AHS email? <ul style="list-style-type: none"> ○ Those emails would be in the primary or preferred email field; the information goes to both the primary/preferred and HSPnet email addresses. • Comment/Question: This is a great improvement as in the past there have been issues with the students receiving their email. In section 2 of the Student Onboarding Checklist there are still steps for students to go into MLL and verify the email that they have on file. Will the HSPnet email field show in addition to, or will still be just that? <ul style="list-style-type: none"> ○ No, it will still be their preferred email address. MLL is linked to the preferred email. ○ When a brand new network account is created and a network email is sent to the student, or for their MLL intake training, those automated emails will go to both email addresses. ○ The preferred email should always be up to date. ○ It also encouraged all of the students when they are on site to go into IAM and update the security questions. If a password reset is required, the service desk does refer to the questions to validate their identity. • Comment: The 5 security questions have been updated recently as there have been difficulties getting their password reset. The students must answer these questions in IAM, if they do not, the help desk will be unable to assist. • Question: Is the preferred email also being updated in HSPnet, if it is not a Covenant or AHS employee email address? <ul style="list-style-type: none"> ○ If it is a new user coming into the system, the preferred email will be updated to the current HSPnet email. ○ Email updates can still be one manually if the school emails and advises that the email needs to be updated. ○ When IT is processing the student request, the emails are checked to make sure it is the current school email if they are only a student. If they are a community user, or if they are staff or a contractor, it has to be left as is, it will not be the school email. ○ 	
<p>Security Questions for password resets (Pam)</p>	<ul style="list-style-type: none"> • When students call the IT Help Desk regarding a forgotten password, they must answer 3 of the following: <ul style="list-style-type: none"> ○ Date of birth 	



	<ul style="list-style-type: none"> ○ Email ○ HSPnet ID ○ Postal code <ul style="list-style-type: none"> ● It was noted that not all students know their HSPnet ID number. If they can only verify their date of birth or email address, a 6-digit verification number can be generated that is emailed to the student's school email. 	
Recent issue with broken Multi-Factor Authentication (MFAs) (Pam)	<ul style="list-style-type: none"> ● A recent issue with student MFAs (system not recognizing the response or requesting several times) has been resolved. ● Multi-Factor Authentication is a common practice that companies use to protect their networks. ● If any further issues are experienced, please direct students to contact the IT Help Desk. 	
Prerequisite – On Our Best Behaviors (Pam)	<ul style="list-style-type: none"> ● On Our Best Behaviors eLearning is a prerequisite for Connect Care Access for staff and students. ● Connect Access will not work unless this is complete. ● There are other prerequisites that must be completed by students prior to their Connect Care training. Please encourage them to complete all prerequisites. 	
Engagement with PSIs -Ideas on Instructors taking ILTs (Pam/All)	<p>Discussion regarding instructors and ILT training:</p> <ul style="list-style-type: none"> ● The significant improvements seen in moving to new student roles for nursing student groups and reducing the amount of training that is needed were acknowledged. ● Clarification whether instructors still require the same ILT (Instructor-Led Training) roles as students in order to access the same screens and functionality and in what situations – for example, joint appointment or 'hybrid' instructors who remain AHS employees. Could alternative training approaches be considered for these instructors? <ul style="list-style-type: none"> ○ A key limitation identified was that the system cannot distinguish between an individual's different roles (e.g., nursing instructor versus practicing RN) within existing identity and access management structures. ○ Because of this limitation, implementing separate training pathways (such as e-learning modules or badge-based access) for instructors would require significant additional system build and identity/access management development. 	
Comments/Questions/Answers		
	<p>Reminders:</p> <ul style="list-style-type: none"> ● The training schedule is posted at Connect Care - Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources and it is auto-updated every 2 hours. Please check the webpage regularly as for updates. ● Students who are also AHS employees should be using their student account when they are doing their placements, and their employee accounts when their placement has ended. Their Connect Care access would be different in these two roles, and the system will reflect that they are charting either as a student (when using their student account) or as a health care provider (when using their employee account). 	



Question: Is there a way to run a report for a cohort of students to get their UPIN number? The number is used in Diagnostic Imaging to evaluate their retake/repeat rate on their imaging and to set peer learning accounts.

Question: A student was required to do a SEUPA rewrite, but their last system access was less than 180 days.

- The person should not need to rewrite the SEUPA if it was under 180 days. This would take place if it were a new role, but not for an existing role.

Comment/Question: Observation that students at rural sites (with new roles) are struggling with documentation and navigation of Epic and Connect Care and are requiring additional support from instructors.

Comment/Question: in rural settings, there are some sites where the students will go to other departments (e.g. ER), but they do not have access to a track board with their student designation. How can this be managed?

- A ticket can be put in, and the rural team can add the track board.
- If you are aware in advance that the students will be going to the ER during their placement, this can be requested in advance.

Comment/Question: It was noted that students appear less prepared for clinical with the new student roles. They are requiring additional support to navigate through all of the different flow sheets and what is expected to be charted, as well as handover notes. This does not seem to be covered in the student inpatient training.

- This feedback is extremely helpful, specifically the lack of discussion around handover notes and other detailed clinical practice elements.

Comment/Question: On top of the WOW is a document that outlines documentation expectations, like daily care sheet, how often to do the fall risk assessment, the Graydon scales, what's expected on an avatar, the different flow sheets, ins and outs. This was not touched pretty much at all, especially like the daily care and that, and the flow sheets. And then learning about oncology, that had absolutely nothing to do with rural nursing. So, to me, there were things in the student training that did not make sense.

Comment: When students are going on preceptor-led placements, there have been concerns that the preceptor who has been assigned by the facility may work casually in another area (e.g. long-term care). The PSIs have been instructed that the student must have the same roles as the preceptor, however not every preceptor is the same. Having to navigate through that is very time consuming. Is there a way to see exactly what the student needs for a particular unit and just plug it in, or have this pre-populated?

- The challenge with this is the number of departments in the province. We have looked into whether this data could be stored and rolled over, however there will be variation, so communication with the destination may be required for specifics about preceptor roles.

Comment/Question: Is there an opportunity to explore a fifth nursing student group role that could be formatted to be more specific to the rural nurse role?

- The provincial rural scope is not standardized, and there are some rural sites that no longer use the rural roles. There may be opportunities to expand training to add rural context, and this can be explored.

Pam to follow up on the UPIN numbers and email Heather directly.

Email Pam with any feedback on the curriculum and/or questions about roles:

ConnectCare.StudentRoles@healthsharedservices.ca



	<p>Comment/Question: Conflicting feedback was received regarding second year students coming into their clinical placement, which got moved to February 2026 because of the nursing strike. They had completed rural nurse with the long-term care therapy badge to do their first year. And it was beyond 180 days. An email was sent out saying that you will have to challenge your SEUPA rewrite, but the Connect Care training team said that no they do not have to rewrite the SEUPA.</p> <ul style="list-style-type: none"> ○ The timer resets every time users have logged into the production environment of Connect Care (either as employees or students), and the Connect Care training team can see when the last log on occurred. It is ultimately the school's choice of whether to have the student rewrite a SEUPA or not. 	
Next Steps	Notes	Action
	<p>Date: Monday, June 8, 2026 Time: 11:00-12:00 Location: Virtual Meeting via MS Teams</p>	