



Post Secondary Partners in Connect Care – Training Task Force Meeting

Meeting

Date/Time: July 13th, 2020, 11:00-12:30

Information: Virtual Meeting via [Skype](#)
(the Skype Web Application can be downloaded from [here](#))

Conference ID: 6283949
Toll Free Call in # (877) 352-4495

Preparation

This is our first gathering following the pause of Connect Care implementation due to the onset of the COVID-19 Pandemic. In this meeting we will provide updates regarding changes to implementation schedule/sequencing, address questions, and discuss some key deliverables related to student (and instructor) Connect Care Training. Please review the latest implementation schedule [here](#).

Agenda

Item	Description	Engagement ¹	Lead
Welcome – 5-10 min	Refer to the external website for past taskforce minutes	Collaborate	Chad
15-20 min	<p>Sequencing Update:</p> <p>Sequences of upcoming CC implementation phases have been changed. The sequence map infographic is available here.</p> <p>Detailed sequencing infographics are available on the external webpage here:</p> <p>Wave 2 Wave 3</p> <p>Wave two launch will be October 24th</p> <p>The most up to date information will be posted on our Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources website (AKA external website)</p>		Frankie, Chad
10-20 min	<p>Post Wave 1 Update</p> <ol style="list-style-type: none"> Pandemic Impacts and Training and Learning update: Connect Care training schedule continues with social distancing and PPE measures in place. 		Frankie, Chad, Jacqueline, Trish

¹ Increasing impact (IAP2 framework): Inform → Consult → Involve → Collaborate → Empower



	<p>Schedule for wave 2 Instructor Led Training (ILT) has been posted and AHS Student Placement Teams are working with this schedule to book student ILTs</p> <p>The possibility of weekend/evening training options still exist is existing scheduling times are not sufficient.</p> <p>Pandemic Impact was significant during spring/summer term, with student volumes for practicum placements falling. This delayed volume is anticipated to be added to the fall practicum volume. (however the presentation of a second COVID wave is expected to impact numbers once again if it transpires)</p> <p>Students and schools are advised to visit AHS external website for most recent COVID-19 updates, standards and changes and the Student Placement Website (https://www.albertahealthservices.ca/careers/Page11687.aspx) for Student specific COVID updates</p> <p>2. Issue identification:</p> <ul style="list-style-type: none">➤ Scheduling: AHS is using external email address for students (as well as other external user groups like contractors) and this information is not consistently registered at the Identity and Access Management System (IAM). As a result students are not able to logon to MLL, or be scheduled for their ILT, which is where the problem is most often identified. This is known issue that continues to be worked on by IT. Please contact the Student Placement Team if this problem is flagged by your students prior to us identifying it.➤ Access There have been instances where students were able to logon to Connect Care but were unable to access all required applications/functions associated with their Role. Upon further investigation we identified that there are two significant components to CC access <i>and</i> functionality. Those are the Schedulable Epic Resource (SER) and Employee (EMP). These two key components need to be appropriately linked to have proper access. At launch, a stock student SER was used, which did not appropriately fit student's EMPs, resulting in access issues. Appropriate SERs have been created and are being utilized, greatly reducing these issues.➤ Functionality Number of Connect Care users, including students, have "dual identities." For example, a Practical Nurse student is also an AHS staff member as a Health Care Aid. For each "hat" they are wearing, the		
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	<p>appropriate SER needs to be linked to the appropriate EMP. Failing to do so results in impacts to functionality. This is why it is vital that schools indicate instances where students are also AHS staff on the IT spreadsheet they submit. This ensures that appropriate profiles are created and EMP/SER pairings are created.</p> <p>3. IT Spreadsheet</p> <ul style="list-style-type: none"> ➤ Recent formatting changes have been implemented on the IT spreadsheet. More Connect Care changes will be added to the dropdown menu as we move forward. ➤ Please remember to always use the IT Spreadsheet directly from HSPnet ➤ Spreadsheets should be sent to the Student Placement Team for verification prior to being sent to IT Access ➤ IT Spreadsheets must be sent to IT Access at least 6 week prior practicum start date. Students who are AHS staff employee will use their current AHS user name / password 		
20-30 min	<p>Resources:</p> <p>Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources Website:</p> <ul style="list-style-type: none"> • FAQ update <ul style="list-style-type: none"> - The FAQ's have been recently updated. Please review these changes here. • MyLearningLink Video <ul style="list-style-type: none"> - A visual navigation video regarding Connect Care and My Learning Link has been created and uploaded to the external website. Please review it here. Thanks to the MLL team for creating this for us! 	Inform, Consult, Collaborate	Jacqueline, Chad, Darla
20-30 min	<p>Question and Answer Period</p> <ul style="list-style-type: none"> • HSPnet integration Update: Connecting HPSnet and AHS identity management databases is proceeding but continues to be a work in progress. • PSI led Connect Care Training: Many of the contractual templates have been finalized. The Access agreement continues to be reviewed. <p>IT access to the system is limited to 2 options:</p> <ol style="list-style-type: none"> 1. Students could login remotely, however this would require a remote access key, which adds considerable management costs for both the key and management of access. 2. An AHS satellite lab is established at the school which would also be a cost intensive project that will have to be discussed with interested educational partners. 	Consult	All



	<ul style="list-style-type: none">Remote offering of ILT: Reliance on face to face learning has not changed. Some training components have been moved to eLearning, resulting in a minor reduction in the duration of in person training. Some ILTs are being offered remotely, however they are still live classroom sessions where the learner may be attending via Zoom in an AHS satellite lab.		
Next Steps – 10 min	Next meeting – August 13 th , 11:00-12:30 – note this meeting has been cancelled and we will reconvene in September (date TBD)		