



Post-Secondary Partners in Connect Care – Wave 2&3 Training Task Force

Date: Friday, March 20th 2020
 Chair: Chad Zelensky
 Recorder: Mirela Sumera
 Attendees: Alexandra Fuller, Anita Lask, Bengt Northwood, Benjamin Rauschnig, Bernadine Wojtowicz, Bill Nykiel, Brenda Query, Candi Raudebaugh, Carrie Waggott, Claire Hills, Darla Dickson, Diane Constantin, Don Vocong, Doreen Stewart, Erin Werry, Francine Maddex, Harisson Applin, Inder Bilkhu, Jacqueline Albers, Jean Johnson, Jennifer Brown, June Parham, June Traptow, Karen Peterson, Karen Whalen, Kari Lynn Nish, Keith Steinbach, Keith Weller, Kendall Erikson, Kendra Renschler, Krista Liley, Krista Tolhurst, Manal Kleib, Mandeep Gill, Meena Kumar, Michelle Macdonald, Mitra Sayedi, Pam Karlezing, Sarah McDonald, Shelly Gillespie, Teri Langlois, Tracy Knourek, Tracy Wulff

Meeting minutes

1. COVID – 19 Impacts

<p>COVID – 19 Impacts</p>	<p>Please note: as the COVID – 19 impacts on our health care system are fluid and continue to develop, some of the information in these minutes may be dated and no longer accurate at the time of posting. Please reach out to the Chad or Jacqueline for clarification where necessary.</p> <p>Past meeting minutes and current agenda have been accepted with no further additions or corrections.</p> <p>Refer to https://www.albertahealthservices.ca/info/Page16725.aspx for past taskforce minutes</p> <p>Wave 2/3 Update and impact to subsequent waves:</p> <ul style="list-style-type: none"> Wave 2/3 implementation slated for May 2020 – has been paused; <ul style="list-style-type: none"> All future waves are also paused at this time Future implementation dates have not been set at this time The Connect Care project has <u>not been cancelled</u> Some Connect Care Credential Trainers have been currently re-deployed to support COVID-19 efforts <p>Wave 1 Post Launch Training:</p> <ul style="list-style-type: none"> We recognize that there is a lot of information coming from operations, Alberta Health, Regulatory Colleges and others - AHS direction is that the Student Placement Teams will continue to support confirmed placements unless we receive different directives from either the PSI or the placement sites / units. This is based upon the direction outlined in the recently updated Practice Support Document: Managing Students Involved in Placements During a Communicable Disease Outbreak, Epidemic or Pandemic. Teri, Jacqueline and others continue to liaise with stakeholders to communicate this “business as usual” message and ensure that this is universally understood within AHS as well as to our external partners Students, with confirmed placements in wave 1 implementation sites and where their PSI wishes to continue with their practicum, will continue to be scheduled in instructor led training
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	<ul style="list-style-type: none"> • Student Placement team is communicating with destinations for clear directions re placement cancellations due to COVID-19 • In person Connect Care training will continue (remote offerings are not conducive to the instructional material) • If destination is not taking already accepted placement, Student Placement Team will try to find alternate placement • PSIs are urged to send spreadsheet for network and CC access for all placements (cancelled or otherwise) - it is better to create access and cancel later vs submit a high volume of requests with a short timeline at a later date. • Please let Teri and Jacqueline know as soon as possible if your program/discipline or PSI is cancelling practicums <p>Note: If placement has been cancelled in HSPnet, all student information is lost (eg. hours worked are no longer recorded). Instead adjust the end date in HSPnet and leave placement as “confirmed” not “cancelled.” Placements that have not yet commenced can still be cancelled.</p> <ul style="list-style-type: none"> • Specific PSI COVID 19 response: <ul style="list-style-type: none"> • Norquest - Spring/Summer placements have been cancelled Note: Since the time of this meeting, these placements have been reestablished • University of Lethbridge - Based on direction from the South Zone ZEOC Incident Command that students are not to present to former Chinook Health Region locations, student practicums have been cancelled. • UofA (Nursing) - Spring/Summer placements have been cancelled Note: Since the time of this meeting, these cancellations have been reestablished • Bow Valley College (Practical Nurse and HCA) - Placements cancelled <p>Note: Please let your Placement Coordinator and Jacqueline know about any specific direction you have received from operations on why practicums have been declined.</p>
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Business

2. Access Challenges:

<p>Connect Care Training</p>	<p>IT Spreadsheet (data inputs)</p> <ul style="list-style-type: none"> • The Provincial IT spreadsheet has been updated with newly added Rural CC roles that correspond with Wave 2/3 implementation. Please note that some rural sites are listed under Calgary Zone therefore practicum placement request should be submitted under Calgary Zone not Rural. If you have suggestions on how to better organize the roles • All students are now eligible to receive an AHS email, however once this email is established, this will be the default method that all AHS communications are sent to, so students will need to monitor. (edited) If student needs an AHS email, that can be identified on the IT spreadsheet in Academic Request Notes box on top of the spreadsheet. <p>MyLearningLink (MLL)</p> <ul style="list-style-type: none"> • Issues continue with connect care courses not always loading or registering proof of completion properly. We have found that when courses are completed on an AHS site (using an AHS server), there are fewer complications. Suggest that when students are having problems with registering completion or loading cc courses, to try again when they are at an AHS site. For EUPAs not registering as completed, please have student take a screen shot of the test completion and mark and send that to helpmylearninglink@AHS.ca with the subject “EUPA move to complete”
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	<ul style="list-style-type: none"> • AHS continues to investigate impact on CC enrollment when student’s preferred (non-AHS) email address does not migrate in the IT access onboarding process. When this email does not migrate, the student is unable to access MLL and be scheduled for ILT • Functionality of CC - Students using the system have a “student user template” type which is attached to their selected role(s). Issues between the user type and the student’s provider type records have caused issues with their access CC functions interfaces like the Brain, access to peripherals like the Rover, and many others. Student blueprint has been created in an effort eliminate these issues. <p>IT Support:</p> <ul style="list-style-type: none"> • For MLL related issues like eLearning not populating or registering completion, EUPA is not populating, courses crashing, etc. – student should contact MLL for a resolution. Please note that the MLL ticketing system is independent of the IT help desk ticketing system • For Issues such as Connect Care production icons missing, login issues or limited/incorrect functionality can be directed to the IT help deck and please also communicate this inquiry to the student placement team (with the ticket number). If inquiry is not sent to the proper team it might longer until the issue is resolved. <p>For more information in process and troubleshooting, please see refer to our external webpage: https://www.albertahealthservices.ca/info/Page16725.aspx</p>
<p>Action Items</p>	<p>Please send any questions or inquiries to Chad.Zelensky@ahs.ca</p>

Next Steps

3. Priority Topics & Action Items

<p>Discussion</p>	<p>Next Steps</p> <ul style="list-style-type: none"> • April 6, 2020 – Partners in Connect Care
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Adjournment: 14:15

