



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

- Date: Monday, February 3<sup>rd</sup> 2020
- Chair: Chad Zelensky
- Recorder: Mirela Sumera
- Attendees: Amanda Abdala, Angela Judge-Stasiak, Ann Thompson, Angela Tran, Barb Kathol, Bill Nykiel, Bengt Northwood, Bonnie Gardner, Brenda Cameron, Cassie Prochnau, Cheryl Pollard, Chris Ward, Christine Yamniuk, Claire Hills, Claudia Mandy, Coralie Hockly, Cori Schmitz, Crystal Tulloch, Danica Sharp, Darla Dickson, Debbie Fraser, Debbie Mccaskil, Deirdre Jackman, Diane Constantin, Diane Valiquette, Don Vocong, Donna Barnard, Doreen Stewart, Erin Werry, Fadumo Robinson, Frances Palmer-Barlow, Francine Maddex, Gary Reddom, Gillian Gerskup, Harisson Applin, Heidi Bates, Inder Bilkhu, Jacqueline Albers, Janet Stadnyk, Janet Yorke, Janice Borle, Jean Johnson, Jennifer Brown, Joan Lobiano, Judith Anderson, Joy Lutz, June Traptow, Karen Matejka, Karen Peterson, Karen Whalen, Kari Lynn Nish, Keith Steinbach, Kim Voigt, Krista Tolhurst, Krysta Westluck, Laren Hefler, Laura Aube, Leigh Lang, Lisa Selvey, Lynn Corcoran, Manal Kleib, Mandeep Gill, Megan Courtney, Megan Pasveer, Meghan Swedish, Michelle Macdonald, Patricia Whelan, Paula Henke, Rosie Gakhal, Sara Bevan, Sarah McDonald, Shannon Spenceley, Shantelle Roszell, Sharon Grantham, Shelley Blaszkiewicz, Shelly Gillespie, Sherry Janzen, Sonja Gauvin, Stephanie Feigel, Terri Granigan, Terry Schlitter, Theresa Donaldson, Tiffany Husband, Tracy-Lynn Yegani, Tracy Knourek, Tracy Wulff,
- Regrets: Ava Feenstra, Becky Donelon, Ben Rauschnig, Carrie Waggott, Cheryl Pollard, Dana Lyons, David Pincock, Denise Maclver, Heather Bredy, Jessica McAlpine Julia Mazzuca, June Parham, Karen Pollock, Kim Dewling, Kim Doyle, Leeann Hilsen, Lily Kriese, Lisa Purdy, Loreta Suyat, Marcia Duncombe, Mathew McNichol, Megan Pasveer, Melissa Skoczylas, Michael Christian, Michele Vaillant, Michelle Wallace, Michelle MacDonald, Murray Holtby, Paula Henke, Rhonda Bodnarchuk, Rob Haywood, Rosie Gakal, Sandra Van Hecke, Sara Bevan, Sean Chilton, Teri Langlois, Terra Young, Terry Peterson, Trevor Stephenson,

## Meeting minutes

### 1. Welcome and Introduction

Discussion	<p>Refer to <a href="https://www.albertahealthservices.ca/info/Page16725.aspx">https://www.albertahealthservices.ca/info/Page16725.aspx</a> for past taskforce minutes</p> <p><b>Wave 1 Implementation debrief &amp; Connect Care Implementation Update</b></p> <p><b>Success</b></p> <ul style="list-style-type: none"> <li>• Training completed for roughly 30,000 roles</li> <li>• Very positive feedback about the quality of training - eLearning as pre-classroom learning very helpful to prepare learners for their classroom learning</li> <li>• Inclusion of 250+ post-secondary students in staff training sessions</li> </ul> <p><b>Challenges to address</b></p> <ul style="list-style-type: none"> <li>• Ongoing build changes throughout training period; playground (PLY) environment not consistent with production (PRD) led to confusion among users at launch</li> <li>• MyLearningLink – recognizing eLearning &amp; EUPA as complete</li> <li>• Classroom Support - Difficulty coordinating Super Users (SU) to support classroom training (limited Physician SU)</li> <li>• Accurate role assignment</li> <li>• Lack of cross training between disciplines (e.g. nursing and physicians unfamiliar with each other’s access/workflows)</li> <li>• Training schedule utilization – encourage leaders to schedule staff training early within the existing schedule to better optimize training seats available vs adding more “just in time”</li> </ul>
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# Post-Secondary Partners in Connect Care – Wave 1 Training Task Force Minutes

## Wave sequencing changes:

**Editorial note: since these minutes were taken, the waves have since been modified. Please refer to the [implementation timeline](#) for the most up to date changes.**

- Connect Care Executive Committee (CCEC) decision to alter the timing / scope of Wave 2&3, and to modify scope for Waves 4&5
  - Program is still set at 9 implementation waves, finishing late 2022 / early 2023
  - **Revised Wave 2/3 include**
    - Calgary Zone – Rural & Urgent Care sites
    - Edmonton Zone – suburban sites
    - Central Zone locations originally in Wave 2 will be moved to Wave 4
    - May 30<sup>th</sup>, 2020 launch
  - **Wave 4&5**
    - Slightly modified and timelines recalibrated to ensure they are not too compressed by the delay in Central Zone’s rollout. This will also smooth out the complexity of each wave
    - **Wave 4 (November 2020)** includes the Royal Alexandra and Glenrose Hospitals in Edmonton, all of Central Zone and Alberta Children’s Hospital in Calgary
    - **Wave 5 (May 2021)** includes Peace Country and Grande Prairie Hospitals in the North Zone, Foothills Medical Centre and South Health Campus hospitals in Calgary; Cancer programs in the north and south and coinciding rural labs. Pending final decision whether Grande Prairie Hospital will be moved in Wave 4 or 5 which depends on when new hospital will be ready
  - **Wave 6-7-8-9**
    - Being reviewed and details about changes or updates to those waves will be available in the coming weeks
  - 1. PSI perspective / Feedback on Wave 1 Launch
    - Positive feedback from PSI’s as CC student enrollment was very successful
- Questions
- Student’s access to My Learning Link is limited as they have only access to applicable CC training roles

## 2. Level Setting – Resources

<b>Discussion</b>	Resources: <ul style="list-style-type: none"> <li>• <b>External website:</b> <a href="https://www.albertahealthservices.ca/info/Page16725.aspx">https://www.albertahealthservices.ca/info/Page16725.aspx</a></li> <li>• <b>Workflows:</b> <a href="https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-student-training-visual-representation-nursing.pdf">https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-student-training-visual-representation-nursing.pdf</a></li> <li>• <b>My Learning Link:</b> <a href="https://www.albertahealthservices.ca/assets/info/cis/if-cis-ml-cc-user-guide.pdf">https://www.albertahealthservices.ca/assets/info/cis/if-cis-ml-cc-user-guide.pdf</a></li> </ul>
<b>Action Items</b>	Please send any questions, inquiries and suggestions to <a href="mailto:Chad.Zelensky@ahs.ca">Chad.Zelensky@ahs.ca</a>



### 3. Student/Instructor Training

Discussion	<p><b>Timely access to Connect Care:</b></p> <p>To ensure your students’ best chance of receiving their Connect Care training and access prior to a placement, AHS requires the following:</p> <ul style="list-style-type: none"> <li>• <b>Provincial IT Spreadsheet (PITS) must be completed and sent to IT Access 6 weeks prior to the placement start date:</b> <ul style="list-style-type: none"> <li>○ An incomplete PITS that is sent within the timeframes is better than a complete PITS 1-2 weeks prior to placement (An incomplete PITS is one where you may still be waiting for 2-3 students placements to be confirmed)</li> </ul> </li> <li>• <b>Student names:</b> <ul style="list-style-type: none"> <li>○ Must be spelled correctly</li> <li>○ Use of the student’s legal name is mandatory</li> <li>○ Inform IT Access if a student has changed their name (married, divorced, etc.)</li> <li>○ Do not use any preferred names or nicknames</li> </ul> </li> <li>• <b>AHS &amp; Covenant (CH) employee status:</b> <ul style="list-style-type: none"> <li>○ It is now mandatory to ask students if they are AHS or CH employees</li> <li>○ If so, you must provide us with their AHS/CH email and indicate that they are employees in the correct column</li> </ul> </li> <li>• <b>AHS email:</b> <ul style="list-style-type: none"> <li>○ You must note in the comments section (Academic requests notes) if the student requires an AHS email                             <ul style="list-style-type: none"> <li>▪ This is necessary for most Allied Health disciplines but not nursing</li> <li>▪ If unsure, please verify with the Destination Coordinator</li> </ul> </li> <li>○ If a student has an AHS email from a previous placement and are not an employee you must provide us with that email</li> </ul> </li> <li>• <b>Legacy systems:</b> <ul style="list-style-type: none"> <li>○ The use of these columns are <u>only for the faculties who have been using the PITS</u> for the last several years and not for the faculties who have only started using it in Winter 2020</li> </ul> </li> <li>• <b>Connect Care roles;</b> <ul style="list-style-type: none"> <li>○ This only needs to be used if a student is going to a Connect Care site                             <ul style="list-style-type: none"> <li>▪ If unsure, please verify with the Destination Coordinator</li> </ul> </li> <li>○ Students cannot be registered in a Connect Care role or training until they have a <u>confirmed</u> placement in HSPnet</li> <li>○ Verify if the student is returning to a Connect Care site and if they have already completed the training for the Connect Care role required for this placement                             <ul style="list-style-type: none"> <li>▪ If so, please select No to the column marked “In Classroom required”</li> </ul> </li> </ul> </li> <li>• <b>PITS Communication:</b> <ul style="list-style-type: none"> <li>○ Send your first draft of the PITS to the Student Placement Team Coordinator you work with for your student placements</li> <li>○ The Coordinator will verify your spreadsheets, make corrections as needed and send them back to you for review</li> <li>○ When you have completed your review, email the PITS to <a href="mailto:itaccessnonemployees@ahs.ca">itaccessnonemployees@ahs.ca</a> and cc your Student Placement Team Coordinator</li> <li>○ IT Access will email you the PITS when they have completed the access and they will cc <a href="mailto:AHS.HPSPStudentTeam@albertahealthservices.ca">AHS.HPSPStudentTeam@albertahealthservices.ca</a></li> <li>○ Each Placing Coordinator receiving the PITS must:                             <ul style="list-style-type: none"> <li>▪ Provide the students with their User ID and password and if they have been given an AHS email</li> </ul> </li> </ul> </li> </ul>
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- Remind students to look at for the message from MLL to access their training
  - If the student has been given, or previously had, an AHS email, the communication will go to that email, otherwise it will be directed to their PSI email address
  - Ensure that the students complete their e-learning prior to attending their classroom training
- ❖ If you have not received your email from IT Access in a timely manner, please check your Junk mail
- **ILT (Connect Care Classroom training)**
  - If possible, the Student Placement Team will offer dates to choose from for the ILT
    - Scheduling options may not always be available and are subject to availability prior to placement start date
  - Once ILT has been booked, the Student Placement Team will email the dates, times and location to the Placing Coordinator.
  - Some ILTs have been created specifically for student groups while others are not offered more than once every 2 weeks for staff and students
    - We ask that students attend the sessions they have been registered for (it may be difficult to find an alternate and their access during placement will be limited)
    - Students cannot attend a session to which they have not been registered: they will not be allowed entry

## Provincial IT Spreadsheet: Recap of Responsibilities.

Post Secondary Institutions	AHS Student Placement Team	AHS IT	AHS Destination Coordinators
<ul style="list-style-type: none"> <li>•Allied Health facilities will be required to complete the PITS for those students that have secured a placement with AHS.</li> <li>•PITS is to be completed by Allied Health facilities 6 weeks prior to practicum start date.</li> <li>•It is the PSI's responsibility to consult with the placement Destination Coordinator or Preceptor to confirm that a student will need Connect Care training if it is not already noted in HSPnet.</li> <li>•PSI must confirm the student has completed their eLearning, and advise student of their ILT date.</li> </ul>	<ul style="list-style-type: none"> <li>•The AHS Student Placement Team will review the completed spreadsheet prior to the PSI submitting the form to AHS IT. *Winter 2020 Term only.*</li> <li>•The Student Placement Team (SPT) will work in collaboration with the PSIs to schedule students into a classroom session.</li> </ul>	<ul style="list-style-type: none"> <li>• AHS IT will update the PITS with the student's AHS credentials and send back to the PSI who will be responsible to provide this information to their students.</li> <li>• The student will receive an email from My Learning Link confirming their registration for the Connect Care eLearning modules.</li> </ul>	<ul style="list-style-type: none"> <li>•Respond to placement requests 8 weeks prior to practicum start date.</li> <li>•Work with the PSI to confirm that a student will need Connect Care training if it is not already noted in HSPnet.</li> </ul>

January 30, 2020

### Action Items

Please send any questions to [Chad.Zelensky@ahs.ca](mailto:Chad.Zelensky@ahs.ca)

## 4. Priority Topics & Action Items

Discussion Next meeting - March 20, 2020 – Partners in Connect Care

Adjournment: 10:47

