



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

Meeting

Date/Time: October 13rd, 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

Description
Refer to https://www.albertahealthservices.ca/info/Page16725.aspx for past taskforce minutes
Training Update: CC Implementation will go ahead as scheduled for all sites. Work around CC sequence 3, 4 and 5. Training continues and AHS is just days away from launching wave 2 CC
<p>1) ILT Attendance</p> <p>A. Students who were not able to attend their Instructor Led Training (“ILT”) must be rebooked should they proceed with their practicum at a site where Connect Care has been implemented.</p> <ul style="list-style-type: none"> The issue with rebooking is that many classes are not available before their practicum start date. Shortages of ILT’s (limited availability of credential trainers and rooms present a big challenge) especially just prior to before Wave 2 launch and shortly after launch. Furthermore, these resources continue to be a challenge further out from launch dates (as we experienced in wave 1 sites last year). AHS teams continue to collaborate to address resources and apply them where they are needed. <p>B. Please reinforce to your students that ILTs are a must attend event (aside from extenuating circumstances like COVID symptoms, accident/injury, etc.)</p> <ul style="list-style-type: none"> Once you have submitted the Provincial IT Spreadsheet (“PITS”) to AHS, please inform your students to regularly check their email for their MyLearningLink (“MLL”) access email. Note: if the student has an AHS email (from a previous practicum or as a staff member), this communication will be sent to their AHS email and they must look for it there. Classroom locations may change. Students are encouraged to check their AHS email prior training date to confirm the location of their ILT. <p>C. When Schools are entering a Connect Care role on the PITS, they are asked to indicate whether student has already completed CC training by selecting either “yes” or “no”</p> <p>D. During the initial semesters of Connect care implementation, schools received the proposed ILT training dates. Unfortunately, by the time AHS received a response back, seats were often booked by other learners. There is a very narrow window to book ILTs (see item “A”), resulting in situations where learners have short notice of their booking. Feedback has indicated that that this inconveniences students, upsets their schedule and results in downstream impacts in rescheduling labs and exams at</p>



the school. AHS is still working on changing/streamlining this process and to make scheduling work better for schools.

2) Role Assignment

- A. Attendees are reminded that past training may not be applied against future ILTs. For instance, if a learner attended the Health Care Aide ILT, doing so would not shorten the duration of training should they require a nursing ILT later. However, if a student has a later practicum requiring the same Connect Care role and the period between past use was < 180 days, they will not require retraining.
- Please indicate in the PITS whether the student has had past Connect Care training.

3) Onboarding:

- A. MLL Access:
There is a known issue with external email addresses use, Identity and Access Management and MLL access. If a student is unable to access MLL, please create a ticket with the IT service Desk and direct them to review the student's email address fields. Feel free to email Chad at chad.zelensky@ahs.ca for assistance in trouble shooting and navigating the service request. As well, please review the resources available on our [external website](#) prior to connecting with the IT service Desk.
- B. Email – students are getting emails from Identity and Access Management (“IAM”) Department and MLL. The information from IAM is misinterpreted and the students think they are required to complete training within 24 hours. The emails indicate that the student will be able to access Connect Care training modules within 24 hours. Via the MLL emails, the students will receive notification of training details as well as location, time and address of ILT. More MLL information, including orientation videos can be found on our [external website](#)
- C. EUPA – end user proficiency assessment- as soon as student received their welcome email from MLL, must check if their EUPA is showing. If this is not the case students should contact the MLL help desk at helpmylearninglink@albertahealthservices.ca and let them know that their EUPA is not populated.
- D. HSPnet Automation and COVID tracing – HSPnet is working towards automation and the PITS will be eventually eliminated. It is very important that student and instructor names and email addresses are entered in HSPnet (as outlined in Student Placement Agreement). This will allow our team to quickly provide the names of all students and Instructors who may have come in contact with a COVID positive patient or students and Instructor who were in placement on a unit declaring an outbreak.
- E. IT Service Desk Developments
Students and their advocates have been struggling with receiving assistance on various IT issues. To provide a more timely response, we ask that the students identify themselves as “students” when they call for the assistance and need to obtain “ticket number”. Students are able to access AHS ticketing system when they are on site and it is preferable to submit an IT request via the portal indicated in the URL below: <https://insite.albertahealthservices.ca/main/cc/SitePages/ConnectCareHelp.aspx>
Chad and Jacqueline are working with the IT Service Desk to increase awareness and streamline requests related to student access.
Unit staff and/or superusers will be able to help students with any issues they might have as well as assist in ticket creation.

4) Instructor/Student and ILT self-scheduling

We have created processes to allow manager / learner scheduling via MLL that will commence for **Wave 3 Connect Care Implementation Sites only at this time.**



Key Points:

- Students will be able to look for and schedule an ILT(s) for their assigned role within MLL and inform their respective placement coordinator at their school. The responsibility lies with the PSI and student that scheduling does not interfere with the scheduling of exams, labs, etc.
- AHS is working on having the ILT schedule shared to the external website.
- Starting with Wave 3, Student Placement and Learning Support Teams will not be directly involved in ILT booking but we will remain as a key support for schools and students.

Scheduling ILTs for wave 1 and wave 2 sites will remain a manual process until later in November

Schools are not to instruct their students to self-schedule until we indicate that it is time to do so. (Students who have enrolled themselves inappropriately will be withdrawn)

- For roles with multiple **ILTs**, they **must be scheduled in sequence**. E.g. Inpt Nursing Student Adult and Peds ICU and CVICU Role:
ILT #1 = Nurse Adult and Pediatric Medical Surgical ILT
ILT #2 = Cardiovascular Intensive Care Unit ILT
The ILT catalogues will be updated shortly to highlight the importance of scheduling in sequence.

Next meeting - November 30th from 11:00 AM to 12:30 PM

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