



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

Meeting

Date/Time: March 14, 2022

Information: Virtual Meeting via **MS Teams**
Or call in (audio only)
+1 587-412-5456 Canada, Edmonton
Phone Conference ID: 502 829 27#

Agenda Item	Notes:	Action:
Welcome	Refer to https://www.albertahealthservices.ca/info/Page16725.aspx for past taskforce minutes COVID Outbreak Update Webpage: https://www.albertahealthservices.ca/topics/Page17232.aspx#fhc	
1) New meeting series (MS Teams) check in	<ul style="list-style-type: none"> • We are transitioning from Skype to MS Teams. • The transition seems to be going well for meetings, hoping it has been easy for all on the call as well. 	
Implementation & Training Update	Notes	Action
2) Implementation and Training Update <ul style="list-style-type: none"> • Launch 4 training 	<ul style="list-style-type: none"> • We are nearing launch 4 implementation (May 28th). • As of today, the training for staff has now started. • This means that there will be more ILTs to schedule people into. • Changes to the Learning Supports Portfolio: <ul style="list-style-type: none"> • Chris Aitken – reorganization of the Training Team and Connect Care Clinical Operations: <ul style="list-style-type: none"> • There have been a couple notable changes on the Connect Care training side: 	Chris to find out if the SEUPA instructions can be posted to the external website



	<ul style="list-style-type: none">• Chris is stepping into a director of Curriculum development and delivery role previously held by Beverly Pollock.• Frankie Maddex will be stepping out of the training picture to focus on her Readiness and Super-user portfolio.• Chris will be attending the meetings as he is available. If Chris is unavailable, Chad will fill in when we are discussing the implementation updates, etc. • Training Update:• We have 13,000 people scheduled in Instructor Led Training (ILT) in March and still have 18,000 open seats. <p>Simulation End User Proficiency Assessment:</p> <ul style="list-style-type: none">• We have introduced the new assessment exam - the Simulation End User Proficiency Assessment that we call the SEUPA.• To date, we have has an 80% success rate. However, several SEUPAs have been revised for clarity, especially when we saw concerning pass rates.<ul style="list-style-type: none">• E.g., the Health Care Aide SEUPA - started with quite a low pass rate so the trainers had a chance to look at the content and made some improvements for enhanced clarity. We are seeing significant improvement in pass rates based on these changes.• Many people have challenged the SEUPA (and haven't had the benefit of being in a recent ILT and then taking the test) - the success rate is a bit less.<ul style="list-style-type: none">○ This encourages us to remind you of the importance of the students completing both their e-learning modules as well as attending their full ILT• The caveat is that students don't have the same opportunity to practice in Connect Care that staff do (as you need to be on the AHS network to access all Connect Care environments).• There is still benefit in going through ILT workbooks and learners orienting to the process and thinking back to it looked like in Connect Care at the ILT.• There will be drop down stations that will be available to the students to practice for the SEUPAs. Locations are listed on the external website here: https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-seupa-room-infosheet.pdf	
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Student Onboarding Process	Notes	Action
<p>3) Student/faculty Onboarding Process</p> <ul style="list-style-type: none"> a. HSPnet Automation • AHS Network Access • March HSPnet/IAM Upgrade • Orientation sessions <ul style="list-style-type: none"> b. Resources • External Website <ul style="list-style-type: none"> • Student Catalogue Update – SEUPAs (reminder) • SEUPA • Retests • Learning centers/proctoring <p>4) COVID-19 questions</p>	<p>Student/Faculty Onboarding Process:</p> <ul style="list-style-type: none"> • HSPnet Automation <ul style="list-style-type: none"> ○ Some of the schools have indicated that they have not had to use automation that frequently and such Jacqueline has sent out meeting invitations for 6 more automation orientation sessions that begin on March 28, 2022, the sessions will be held until April 14, 2022, to allow for more orientation. ○ Suggest that at least one person from each faculty attend the training. For those who have been using the system for longer, it may be a review but there are a few changes that will be helpful to be aware of, in your work ○ We will be reviewing how you get the network access, the IAM upgrades that are coming up this month, as well as the SEUPA. ○ We’ve allotted 2 hours for the sessions, this will also allow for 30 minutes of Q&A. ○ Thank you to everyone who has helped with this ever-changing project. • AHS Network Access <ul style="list-style-type: none"> ○ As Jacqueline had mentioned, everybody was getting network access and AHS emails with many not needing them: the default setting is for no AHS email, please only activate this if an AHS email has been requested by the placement destination. • March HSPnet/IAM Upgrade <ul style="list-style-type: none"> ○ There is an upgrade to our IAM system coming up at the end of March and as part of that enhancement there will be a new feature in HSPnet. <ul style="list-style-type: none"> ○ There will be a check box where you can select if you do not require your students to have network access. ○ This should make everyone's life easier as they won't be getting the auto generated email ○ Still working on HSPnet and IAM working bidirectional fashion, so we are looking forward to this. ○ When we get the IGUID's (AHS' unique identifier) into HSPnet it should result in fewer duplicate network accounts. 	<p>If you have not received an invitation to the sessions, please let Jacqueline know</p> <p>We will investigate recording to the final session on process and add it to the external website</p>



	<ul style="list-style-type: none">• ILT Scheduling<ul style="list-style-type: none">○ This enhancement has already been built, but we want to just let everybody know about it again as there have had ongoing challenges with communication on ILT booking dates and selecting the right one.○ There is a free text field on the school's side where you can put down the preferred dates, or blackout dates, for ILT's and then when Kristina gets that information, she can use it to inform what dates that she looks to book for the ILT.○ We are receiving few requests in that field○ Please utilize the field if there are significant dates that the students will or will not be available but, as always, we cannot guarantee that we will be able to accommodate everyone's requests. We are still working on a more streamlined process for booking the ILTs.○ If you have anyone in placement in March who's not been scheduled for training and they don't start March 31st, please follow up with Kristina so that she can get them enrolled. <p>Resources:</p> <ul style="list-style-type: none">• External Website<ul style="list-style-type: none">○ The new pieces of information relate to the SEUPA.○ The students have been doing well, however there are situations where the students are not successful on their first, second or third attempt.○ There are now learning centers available for students to use, unfortunately, there are no centers in the North Zone, but they are available in Calgary and Edmonton.○ Should a student not be successful in their first attempt we are hoping that to augment their success they can take their subsequent SEUPA in one of these rooms.○ If you are not successful in the first attempt there are procedures than what to do for the second attempt on the external website Connect Care - Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources Alberta Health Services○ There are some select ILTs that don't have the SEUPA built in into the class time. No matter what, the student will have to take it outside of the ILT. (See student catalogue https://www.albertahealthservices.ca/assets/info/cis/if-cis-cc-instructor-led-training-student-catalogue.xlsx)<ul style="list-style-type: none">○ We have heard that during launch 5 that every SEUPA will be built into the ILTs.	<p>Resources:</p> <p>SEUPA Retest room locations</p> <p>SEUPA Completion – unsuccessful result information</p>
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	<ul style="list-style-type: none"> ○ The issue is that if you haven't passed your SEUPA you don't have access to Connect Care; if you don't have access, Connect Care you can't document in the system. ○ Therefore, you can't provide patient care because you can't document that care that you've provided. ○ If they're not successful after three attempts, students should no longer be present on the unit (as it isn't valuable to the student or the unit as they are not using their clinical time as intended). ○ It has been determined that after 3 unsuccessful attempts the student needs to go back for retraining and as result this practicum will have to be postponed. <ul style="list-style-type: none"> ● Student Catalogue Update – SEUPAs (reminder) <ul style="list-style-type: none"> ○ We have updated the student catalogues; there is a field that indicates which ILTs have SEUPAs, there are 92 in total that have been implemented. <ul style="list-style-type: none"> ● The CC Role catalogue, is available on the CC Website and in Documents in HSPnet ○ We are still working on the process in which to communicate with the students/schools about the access to the retesting locations. ○ We have asked that some of these learning centers remain available after launch. <p>COVID-19 Update:</p> <ul style="list-style-type: none"> ● AHS will provide more communication this week regarding vaccinations. ● Unaware if the private sites will follow the same policies regarding vaccinations that AHS will be putting forward. ● When the communication comes out and you still have questions, please let us know and we can pass them along. 	
Questions/Comments		
	<ul style="list-style-type: none"> ○ Can students challenge the SEUPA? <ul style="list-style-type: none"> ▪ This hasn't happened as of yet but will be determined on a case-by-case basis. ○ What is the ultimate deadline to request change of sites at the sites of the same Connect Care role? <ul style="list-style-type: none"> ▪ We don't encourage any changes be made at the last minute as we will not be able to have the student trained in CC within less than 4 weeks. 	



	<ul style="list-style-type: none">This is a conversation that will need happen with the receiving coordinator.	
Next Steps	Notes	Action
	Date: April 11, 2022 Time: 11:00-12:00 Location: Virtual Meeting via MS Teams	The meeting minutes from the February meeting will be available on the external website shortly