

North Sector Medical Leadership

Resources

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AHS Edmonton Zone Medical Staff Website

[Main Edmonton Zone Medical Staff Website](#)

AHS YouTube Channel

[Main AHS YouTube Channel](#)

- [Playlists \(incl. CancerControl, Indigenous Health, Grief Resources, Facility info etc.\)](#)

Accessing the Intranet from outside AHS

1. Go to my.ahs.ca from here you can access:

- [AHS Email](#)
- [Change your password](#)
- [InSite](#) (AHS Intranet)
- [iweb](#) (Legacy Calgary Intranet)
- [MyApps](#) (Citrix Applications)
- [MyLearningLink](#)
- [MySafetyNet](#) (Report Worker Incidents)
- Staff Directory
- [e-People](#)
 - [e-People Support and Resources](#)
- [iExpense](#)
 - [iExpense Support & Resources](#)
- [IT Service Desks](#)
- [Medical Staff](#) section for clinical and professional resources
- [Referral Forms](#)
- Policies:
 - [Clinical](#)
 - [Corporate](#)
 - [Guidelines](#)

Medical Staff Bylaws

[Main set of AHS Medical Staff Bylaws](#)

Bylaw User Guides:

- [Medical Leadership Structure](#)
- [Medical Staff Appointments](#)
- [Clinical Privileges](#)
- [Responsibilities and Accountability](#)
- [Periodic Reviews](#)

Medical Staff Policies and Procedures (InSite):

[Main Medical Staff Policies and Procedures Insite Page](#)

Medical Staff Rules

- [AHS Medical Staff Rules](#)
- [Edmonton Zone Medical Staff Rules](#)

Medical Affairs (InSite)

- [Medical Affairs](#)
- [Edmonton Zone Medical Affairs Department](#)
- [North Zone Medical Affairs Department](#)
- [Provincial Medical Affairs Integration](#)
- [Committees](#)
- [Medical Assistance in Dying Site \(MAID\)](#)

North Sector News

- [Edmonton Zone Medical Staff News](#)
- [Edmonton Zone News](#) (InSite)
- [North Zone News](#) (InSite)

Physician Wellness and Support Resources

EZ Medical Staff Association

[Main EZ Medical Staff Association Website](#)

Wellness:

- [Alberta Medical Association \(AMA\): Physician and Family Support Program \(PFAP\)](#)
 - [If you need help now](#)
- [Alberta Health Services \(AHS\): Employee & Family Assistance Program \(EFAP\) \(InSite\)](#)
 - Wellness Seminars (1hr, lunch & learn format)
 - [Pre-scheduled sessions \(register through MyLearningLink\)](#)
 - [By-request sessions \(presentation delivered on site for your team\)](#)
- [College of Physicians & Surgeons of Alberta \(CPSA\) Health Monitoring Program](#)
- [Canadian Medical Association \(CMA\) Physician Health and Wellness Advocacy and Stats](#)
- [Canadian Medical Protective Association \(CMPA\) Physician Wellness](#)
- [CanMeds Physician Health Guide](#)
- [ePhysicianHealth.com comprehensive, online physician health and wellness resource](#)
- [Canadian Association of Physicians with Disabilities](#)
- [Human Resources e-people link](#)
- [Employee Health and Wellness Page](#)

Working Safely (WHS)

<https://insite.albertahealthservices.ca/hr/Page947.aspx> (InSite)

Workplace Health and Safety

- [Workplace Health and Safety Playlist: AHS YouTube video series](#)

Emergency Response Plans (InSite)

- [Edmonton Zone Emergency Response Plans](#)
- [North Zone Emergency Response Plans](#)

Communicable Diseases

- [Medical Officer of Health website](#)
- [Outbreak Management](#)
 - [Guidelines for Outbreak Prevention, Control and Management in Acute Care and Facility Living Sites](#)
- [Immunization Program Standards Manual \(InSite\)](#)
- [Tamiflu Guideline \(InSite\)](#)
- [Communicable Disease Assessment \(InSite\)](#)
- [Blood and Bodily Fluid Exposure \(BBFE\) and Reporting \(InSite\)](#)
- [Infection Prevention & Control](#)

Stopping Transmissions

- [Hand Hygiene](#)
- [Personal Protective Equipment \(PPE\)](#)
- [Infection Prevention and Control Diseases Manual](#)
- [Communicable Disease Assessment \(CDA\) Injection Safety](#)
- [Single Use Medical Device Policy](#)

Enhancing your skills and Practice Performance

- [AHS Learning Resource Navigator](#)
- [Giving and Receiving Feedback \(InSite\)](#)
- [Managing Disruptive Behavior \(InSite\)](#)
- [AHS hosted PLI courses \(costs paid by AHS\)](#)
- [Physician Leadership Institute \(PLI\) Courses](#)

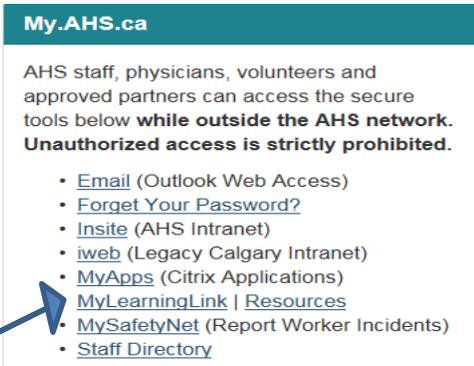
Medical Leadership Development

- [Physician Leadership Development Report by John Van Aerde](#)

My Learning Link

My Learning Link (MLL) Course Access Instructions

1. Learners will use their AHS username and password to log into MLL from the AHS external website Portal <http://www.albertahealthservices.ca/staff.asp>
2. Click on MyLearningLink



My.AHS.ca

AHS staff, physicians, volunteers and approved partners can access the secure tools below **while outside the AHS network. Unauthorized access is strictly prohibited.**

- [Email](#) (Outlook Web Access)
- [Forget Your Password?](#)
- [Insite](#) (AHS Intranet)
- [iweb](#) (Legacy Calgary Intranet)
- [MyApps](#) (Citrix Applications)
- [MyLearningLink | Resources](#)
- [MySafetyNet](#) (Report Worker Incidents)
- [Staff Directory](#)

3. Click on Courses and Registration



WHAT'S NEW | **MY COURSES** | COMPLETED | APPROVAL LIST | REQUIRED CERTIFICATES

Learning Home

Courses & Registration

Course Calendar

NEW - Help Resources Available - Click on Help Resources (in the left column) for easy access to information about using MyLearningLink or for tips to help resolve common issues.

MyLearningLink Remote Access - AHS staff and physicians with a MyLearningLink account can remotely access MLL through the external portal on <http://albertahealthservices.ca/>. Click on Staff at the top of the page and then select MyLearningLink.

4. Type in the name of the course in the “Search for a Course” box and then click on the Search button.



Search for a Course:

Start Date (mm/dd/yyyy):

End Date (mm/dd/yyyy):

Search By Category:

Search By Location:

List all Classroom Blended Online Other

5. Session dates will appear at the bottom of the page. Click on the “Register” button by the session date you want to attend.

Course Prerequisites - None
Certificate Prerequisites - None

Session Date	Location	Details	Enrolment	
10004 Wed Mar 2, 2016 4:00PM - Wed Mar 1, 2017 4:00PM	Online	Session Details	583 out of Unlimited	<input type="button" value="Register"/>

Recommended Courses:

Topic	Purpose	Time
AHS Continuing Education Courses		
Annual Continuing Education (ACE): AHSecure – Collect It Protect It Mandatory for all AHS physicians and staff within first month of employment and once every 3 years thereafter	Overview of Alberta's privacy legislation, the responsibilities of those working on behalf of AHS to protect the privacy of individuals, the confidentiality of information and the security of IT resources. This course also contains the AHS Confidentiality & User Agreement.	15 min Online
Annual Continuing Education (ACE): Respect in the Workplace	Learn the AHS organizational values and the expectations for demonstrating respect in the workplace.	15-20 min Online
Annual Continuing Education (ACE): Patient Relations	Introduction to the AHS Patient Concerns Resolution Process.	20-30 min Online

Topic	Purpose	Time
Annual Continuing Education (ACE): Ethics Governance Documents, Policies and Procedures	Learn to: -define and how to manage conflicts of interest (COI); -describe Just Culture and Safe Disclosure; and -recognize Code of Conduct principles and behaviors.	20 min Online
Emergency Response Codes (ERC) Orientation	Initial orientation to approved ERC utilized by AHS.	45 min Online
Code Red	Online modules that will allow you to: -state the purpose and scope of the code; -explain how the code is activated and deactivated; -explain the expected staff response upon activation; and -describe the responsibility of employees related to Emergency response plans.	30 min
Code Black		30 min
Code Blue		15 min
Code Brown		15 min
Code Green		15 min
Code White		30-45 min
Code Yellow		15 min
Code Grey		10-15 min
Code Orange		15 min
Code Purple (Code White is a pre-requisite)		30-45 min
Code of Conduct: Guidelines for Alberta Health Services		Overview of AHS principles and standards of conduct.
Leadership Development Courses		
Nonviolent Crisis Intervention (NVC)	This 6-8 hour course can help you prevent, intervene or debrief a crisis situation safely and effectively for all involved. NCI focuses on early intervention in crisis situations. The course you how to recognize levels of disruptive behavior and respond accordingly. The course stresses verbal intervention and offers staff tools to verbally de-escalate acting-out episodes. Personal Safety Techniques and Disengagement skills are also covered, but the course does not include the use of team control/restraint techniques.	1 day In person
Powerful Coaching Conversations	This virtual, interactive workshop facilitated by Bluepoint Leadership Development focuses on improving coaching capability. Leaders will learn how to apply coaching principles, have the ability to practice their coaching skills and will be provided personalized feedback to support their development.	2 half-day webinars Online
Patient Relations ReLATE/ReSPOND® - Managing Patient Concerns for Leaders	The resolution of patient concerns is the responsibility of all staff, management and physicians; in addition, it contributes to continuous system improvements in the delivery of quality care. This 30 min self-paced eLearning module uses a case study to prepare managers and leaders to work through the patient feedback review process; and also to effectively manage patient concerns, as outlined in the AHS Patient Concerns Resolution policy and procedure.	30 min Online
Engage: Your Actions Matter	This half-day workshop is one of many conversations about engaging. Engagement happens in many different ways and on many different levels in our organization.	Half-day In Person
Quality, Diversity and Patient Care Courses		
Living a Just Culture	Learn what a just culture is and what the seven guiding principles are, why a just culture is important and what can be done to promote it	10 min Online
Quality is Everyone's Business	This course serves as an introduction to the Quality & Patient Safety Integrated Curriculum and shows how we can positively impact patients and families.	15 min Online
Reporting & Learning System for Patient Safety (RLS): Every Report Matters	This course provides an overview of the AHS Reporting & Learning System for Patient Safety (RLS). It focuses on the role of the Reporter and how submitting RLS Reports for Adverse Events, Close Calls and Hazards improves quality and patient safety.	30 min Online

Topic	Purpose	Time
Disclosing Unanticipated Medical Outcomes (DUMO)	Participant will gain insight into the patient and family experience following an unanticipated outcome; how expectations are created and what happens when the organization's response does not meet these expectations. The course provides the opportunity to learn about and discuss disclosure as a large group and to practice disclosure discussions in small groups.	4 hours In person
Indigenous Awareness and Sensitivity eLearning: <ul style="list-style-type: none"> • Part 1: Our People • Part 2: Our Culture (Part 1 pre-requisite) • Part 3: Our Wellness (Part 2 pre-requisite) 	-These courses provide Alberta Health Services staff with an awareness and sensitivity resource that reflects Alberta's First Nations, Inuit and Métis cultural and geographical diversity. -Be introduced to the Indigenous Health Program's Cultural Competency Framework and Guiding Principles when working with Indigenous clients.	1 – 1.5 hrs each part 3-4 hour Online total
Patient and Family Centred Care 101	Provides physicians with the foundational knowledge of patient and family centered care.	30 min Online
Patient-Centred Care Through a Diversity Lens Online e-Learning	Providing patient-centered care to Alberta's socially and culturally diverse population.	30 min Online
Infection Prevention and Control (IPC) is Everyone's Business	Learner will get a basic understanding of the AHS IPC Program structure and role, basic IPC principles, and how these relate to every health care provider and their practice.	60 min Online
Hand Hygiene Interactive Module	Learn about hand hygiene. How, when and where to wash your hands.	1 hour Online
Advance Care Planning: Goals of Care Policy (Adult & Pediatric)	This course explains the RMC framework that as part of the advance care planning (ACP) process, guides clinical decision making in times of crisis and throughout the lifespan. Highlights the process of determining, documenting and reviewing a Goal of Care Designation (GCD) and the workflow processes necessary for communicating ACP and GCD decisions across all healthcare sectors.	45 min Online
The Detailed Medication Reconciliation (MedRec) Process	This course provides an in-depth look at each step of the MedRec process at admission. Information on MedRec at other transitions in care, such as transfer and discharge, is also provided. This course includes content covered in the MedRec Basics module. It also includes an assessment. To access the assessment, you will need to go through both the basics and the detailed topics in the module and to pass the course; you will need to obtain 80% on the assessment.	45 min Online
Public Interest Disclosure (Whistleblower Protection) Act and Regulations (PIDA)	The course describes the Public Interest Disclosure Act and the disclosure obligations under the Act.	10-15 min Online
(CBRN/HazMat) for First Responders: Clinical	Learner will be introduced to key concepts and principles of the CBRN/HazMat program. This is a pre-requisite for the site-based CBRN/HazMat practical training session	1.5 hours Online

Alberta Health Services – Our purpose, Mission and Foundational Strategies

- [Our Vision, Mission and Values](#)
- [Our Health and Business Plan](#)
- [Performance Measures](#)
- [Annual Report](#)
- [Dyad Leadership Model](#) (InSite)
- [AHS Organizational Charts](#) (InSite)
- [Acronyms and Abbreviations](#) (InSite)
- [Our Four Foundational Strategies](#)

Patient First Strategy

- [Patients First Strategy](#)
- [Patient and Family Centered Care Pillar](#) (InSite)
- [Patient and Family Centered Care Guide](#)
- [AHS Engagement & Patient Experience](#) (InSite)
- [Institute for Patient and Family Centered Care](#)
- [Name, Occupation, Duty \(NOD\) Primer](#) (InSite)
- [CoAct Collaborative Care Program](#) (InSite)
- [Family Presence](#) (InSite)
- [Citizen Advisory Team](#)
- [Statistics Canada: Aboriginal Peoples: Fact Sheet for Alberta](#)
- [National Aboriginal Health Organization](#)

Our People Strategy

[AHS Our People Strategy Website](#)

Strategy for Clinical Health Research, Innovation & Analytics

- [Strategy for Clinical Health Research, Innovation & Analytics](#)
- [Knowledge Management Department](#) (InSite)
- [AHS Research Site](#)
- [Clinical Quality Metrics](#) (InSite)
- [Analytics \(DIMR\)](#) (InSite)
- [Tableau](#) (InSite)
- [Alberta Innovates Health Solutions](#)
- [Partnership for Research and Innovation in the Health System \(PRIHS\)](#)
- [Health Quality Council of Alberta](#)
- [Canadian Institute for Health Information](#)

Information Management/Information Technology (IM/IT) Strategy

- [Information Management/Information Technology \(IM/IT\) Strategy](#)
- [Getting and Accessing AHS e-mail](#)
- [Adding AHS e-mail to your Android Device](#)
- [Adding AHS e-mail to you iOS device](#)
- [If you forget your password](#)
- [IT Help Desks](#)
- CMIO Services and Resources
 - [Public Internet](#)
 - [AHS Intranet](#)
- [Clinical Improvement Collaboratory](#)
- [eClinician Training](#) (InSite)
- [Safe Disclosure/Whistleblower Policy](#) (InSite)
- [Privacy and Security Training](#) (InSite)
- [AHS Secure Playlist: AHS YouTube video series](#)
- Connect Care:
 - [Connect Care Intranet Site](#) (InSite)
 - [Connect Care External AHS Site](#)
- [Personal Health Record \(PHR\) An Overview](#) (InSite)
 - [Personal Health Portal \(PHP\) Presentation](#) (InSite)
- [CPSA \(Vision for eHealth\)](#)

Information & Privacy

- [Information Access Services](#) (InSite)
- [Disclosure of Information](#)

Getting to know AHS Operations (Processes, Expectations and Responsibilities)

Code of Conduct

- [AHS Code of Conduct Document](#)

Corporate Policies, Procedures and Directives

- [Intranet Website](#) (InSite)
- [External Website](#)

Reports and Policies Site

- [Main Reports and Policies Insite Page](#)

Quality and Patient Safety

- Patient Safety
 - [Patient Safety Internal Site](#) (InSite)
 - [Patient Safety External AHS Site](#)
- [Quality and Patient Safety Channel: AHS YouTube](#)
- [Keeping Patients Safe](#) (InSite)
- [Operational Best Practice](#) (InSite)
- [AHS Improvement Way](#) (InSite)
- [Quality Assurance Review Quick Guide](#) (InSite)
- [Quality Assurance Review Handbook \(Accountability Decision Tree pg. 30\)](#) (InSite)
- [Accountability Decision Support Tool](#) (InSite)
- [Quality and Health Care Improvement \(QHI\)](#) (InSite)
- [eQuality Online Repository](#)
- [Required Organizational Practices \(ROPs\)](#) (InSite)
- [Integrated Quality Management – Edmonton Zone](#) (InSite)
- [Just Culture](#) (InSite)
- [Reporting and Learning System for Patient Safety \(RLS\)](#) (InSite)
 - [RLS Quick Reference Guide](#)
 - [Report an Incident through RLS](#) (InSite)
- [Ethics and compliance](#) (InSite)
 - [How to Report a Concern](#) (InSite)
- [Disclosure of Unanticipated Medical Outcomes](#)
- [Disclosure Done Well Series: AHS YouTube Videos](#)
- [Adverse Events and Patient Safety](#)

- [Immediate Management of Clinically Serious Adverse Events Procedure](#)
- [Seeking advice from disclosure coaches](#)
- [Preparing for Disclosure Meetings](#)
- [Medication Reconciliation \(Medrec\)](#) (InSite)
- [Clinical Knowledge and Content Management \(CKCM\)](#) (InSite)

Quality Councils (InSite):

- [Starting a Quality Council Guide](#)
- [Quality Councils Primer](#)
- [Edmonton Zone Quality Councils Directory](#)

External Quality Resources:

- [Canadian Patient Safety Institute](#)
- [National Patient Safety Foundation](#)
- [The Economics of Patient Safety in Acute Care Report](#)
- [Free From Harm Report](#)
- [Institute for Healthcare Improvement](#)
- [Institute of Medicine – To Err is Human Report](#)

Patient Concerns and Patient Relations

- [Patient Concerns Resolution Policy](#)
- [Patient Concerns Resolution Process](#)
- [Management of Patient Concerns Involving a Member of the Medical Staff](#)
- [Patient Relations Department](#) (InSite)

Quality Education

AHS Quality Education Courses

- [Quality and Patient Safety Education](#) (InSite)
- [Quality and Patient Safety Education Overview](#) (InSite)
- Quality Improvement and Patient Safety Education Requirements for:
 - [Senior Executives](#) (InSite)
 - [Mid-level leaders](#) (InSite)
 - [Quality Council Co-Chairs and Frontline Leaders](#) (InSite)
 - [Quality Assurance Committee Co-Chairs](#) (InSite)
 - [Quality Council Members](#) (InSite)
- [Quality and Patient Safety Curriculum](#)
- [RLS Education and Training Resources](#) (InSite)

External Quality Education

- [Certificate in Patient Safety & Quality Management Course](#)

- [Dealing with Patient and Family Concerns](#) (InSite)
- [R.E.L.A.T.E & R.E.S.P.O.N.D. Guide](#) (InSite)
- [When a Concern is Forwarded to You](#) (InSite)
- [Administrative Fairness](#) (InSite)

Primary Care Networks

[Main Primary Care Networks Website](#)

Strategic Clinical Networks

[Main Strategic Clinic Networks Website](#)

- [Strategic Clinical Networks Channel: AHS YouTube Video Series](#)

University of Alberta

- [Faculty Development Resources](#)
- [Lifelong Learning](#)
- [Professionalism](#)
- [Promotions](#)

Canadian Society of Physician Leaders

[Canadian Society of Physician Leaders Website](#)