

### Continuing Care Connection (CCC) Website

# Tutorial for Users



# Welcome to the Continuing CareConnection

The Continuing Care Connection (CCC) replaces the Continuing Care Desktop (CCD) website. The new website continues to provide information on:

• Continuing Care Health Service Standards (CCHSS) education, resources, governance, calendar events and contact information

The CCC will provide users with:

- Improved usability
- Better search functionalities by **topic**
- Mobile device functionality and access





# Registration

### New Users:

- When first arriving at **connection.ahs.ca**, a new user will come to a Login/Registration page
- New user must click on Register for the CCC, complete all mandatory fields, then submit their profile for approval
  - First Name Location
  - Last Name
     Occupation/Role
  - Email
     Supervisor Name/Phone Number/Email
- The new user registration is automatically approved
- New user will be able to logon to the CCC using their new credentials



# Continuing Care Connection (CCC) Homepage

- Four main tabs
  - Standards
  - Governance
  - Resources
  - Learning
- Home
- About
- Contact
- Help
- Key Highlights
- Learning Opportunities Calendar
- Click on a topic in the quick links Resources area, to go directly to that page
- Click on Continuing Care Connection, from any page, to return to the CCC home page
- Click on the Alberta Health Services logo to go to AlbertaHealthServices.ca

Services Conn	nuing Care ection	Searc	h	_			
Standards	Governance ;	Resources			Lea	rnin	g
We're here to li <del>ste</del> n.	Take our quick survey to let us kno	w what <b>you</b> think					
			Key	/ Hi	ghlig	hts	
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## STANDARDS TAB

Alberta Health Services	Contir <b>Conn</b>	nuing Care <b>ection</b>	S	Home   Search	About Us	Contact Us	Help	Q
Standards		Governance	Resources			Learning	g	
CCHSS Stand	ards							
We're here to	o listen.							
					Key Hi	ghlights		



- eSIM Support for Continuing Care Conducting an Environmental Scan
- Personal Protective Equipment (PPE)

### CCHSS Standards

- Each Standard is listed
- Click on the link to go to that specific standard
- Click on the right for other relevant information

Services Co	ontinuing Care	Connection	Search	C
Standards	Policies	Resources	Learning	
Continuing Care H	ealth Service St	andards (CCH	SS)	
The Ministry of Health is committed to su the continuing care system through the a (CCHSS). The CCHSS are a legislated requirement Regulation under the Nursing Homes Act the Public Health Act and pursuant to a N Act	pporting the delivery of Quality He pplication of the Continuing Care of Operators pursuant to the Nurs , the Co-ordinated Home Care Pro dinisterial Directive under the Regi	ealth Care to Albertans in Health Service Standards ing Homes General gram Regulation under ional Health Authorities	Key Items • CCHSS Information Gr • Continuing Care Health Standards (CCHSS) (F • CCHSS Frequently Ast	uide h Service PDF) ked Questions
The CCHSS set the minimum requirements that with the provision of Health Care.	t Publicly Funded Operators in the cont	inuing care system must comply	2018 CCHSS Ame	
0.0 - <u>CCHSS 2018</u>			<u>Memo   FAQ</u>	ient one i ager
1.0 - Standardized Assessment and Pe	erson-Centred Care Planning			
2.0 - Case Management		Standard 9 Educati     CCHSS Learning	ion	
3.0 - Access to Physician or Nurse Pra		<u>CCHSS Standard 9 Certifica</u> <u>Staff Training Resources - S</u> <u>Tracking Staff Training for</u>		
4.0 - Client Access to Information			Compliance with CCHS 9.0 - Zone Approaches	SS Standard
5.0 - Palliative and End-of-Life Care				
6.0 - Assistive Equipment, Technology	and Medical/Surgical Supplies		CCHSS Standard E	Bulletins
7.0 - Sharing of Client Information			<u>CCHSS Standard 1: Standa</u>	tandardized -Centred Care
8.0 - <u>Health Care Providers</u>			CCHSS Standard 7: Si     Information	haring Client
9.0 - <u>Staff Training</u>			CCHSS Standard 10: F     Management	Risk
10.0 - Risk Management			<u>CCHSS Standard 12: Management</u>	Medication
11.0 - Infection Prevention and Contro	<u>I (IPC)</u>		CCHSS Standard 14: ( Assistance & Bathing F CCHSS Standard 15: S	Dral Care Frequency Safe Bath &
12.0 - Medication Management			Shower Temperature CCHSS Standard 16: F Management & Secure	Restraint
13.0 - Nutrition and Hydration Manage	ment			
14.0 - Oral Care Assistance and Bathin	ng Frequency		CCHSS Community Practice (COP)	y of
15.0 - Safe Bath and Shower Water Te	mperature		March 2020 Session   I     February 2020 Session	Recording
16.0 - Restraint Management and Sec	ure Spaces		<ul> <li>January 2020 Session</li> <li>December 2019 Session</li> <li>Archives</li> </ul>	Recording
17.0 - Continuity of Health Care				
18.0 - Concerns Resolution on Health	Care		Related Information	1 Physicians
19.0 - Quality Improvement Reporting			and Nurse Practitioners	<u>s</u>

# CCHSS Standards

*Example*: Standard 15.0 - Safe Bath and Shower Water Temperature

- Overview
  - Click on link to view in the format you choose
    - PDF
    - □ PPT
    - Video
- Sub-standards
  - Click on link to enter each sub-standard

Standards	Safe Bath and Shower Water			
Standard 15.0	Temperature			
Standard 15.1	remperature			
Standard 15.2	The Standard 15.0 Overview Presentation is available in a variety of formats:			
Standard 15.3	View Document	PDF		
	View Presentation	PPT		
	Tiew YouTube	Video		

CCHSS Standards > Standard 15.0

# CCHSS Sub-Standards

### Example: Sub-standard 15.3

- Criteria for each standard will be stated on the page
- Related documents to the sub-standard *Example*:
  - Learning Opportunities
  - Policies
  - Resources
- Click on the links on the right to go to related documents

CCHSS Standards > Standard 15.3

Standards
Standard 15.0
Standard 15.1
Standard 15.2
Standard 15.3

### Safe Bath and Shower Water Temperature

For the purposes of 15.2, a "therapeutic tub" is a tub into which a Client is lifted or is fully accessible, for example by a side door.

#### **Related Documents**

- Learning Resources
- Policies
- <u>Client Safety Safe</u>
   <u>Bathing Resources</u>

#### Notes

Standard 15.3 provides a definition; no evidence is required

### Governance TAB

Alberta Health CC Services	ontinuing Care onnection	Home Search	e   About Us   Contact Us   Help   Logout
Standards	Governance	Resources	Learning
We're here to liste	Governance en:		
<ul> <li>Introducing Continuing Care (Continuing)</li> </ul>	bucing ng Care ion tutorial ►		<ul> <li>Key Highlights</li> <li>COVID-19 Information</li> <li>SIM Support for Continuing Care Conducting an Environmental Scan</li> <li>Newsletters</li> <li>Personal Protective Equipment (PPE) FAQ for Staff</li> <li>Learn</li> <li>Learning Opportunities</li> <li>Available Courses</li> <li>Course Calendar</li> <li>(alendar )</li> </ul>
Introducing Continuing Care C Take our tutorial	Connection	•••	Calendar >

# Governance

- Click on the link to view the policy or procedure
- Sort by the following if needed:
  - Standard Applicability
  - Type
  - Care Stream
  - Zone
  - Document ID
  - Schedule B Applicability
- Search function
  - Filter items

![](_page_9_Picture_11.jpeg)

Home > Governance

### Governance

#### **CCHSS** Policies

This section contains Alberta Health Services (AHS) policies, procedures, guidelines, protocols and standards that are related to Continuing Care Health Service Standards (CCHSS).

The CCHSS are a legislated requirement of Operators pursuant to the Nursing Homes General Regulation under the Nursing Homes Act, the Co-ordinated Home Care Program Regulation under the Public Health Act and pursuant to a Ministerial Directive under the Regional Health Authorities Act.

The CCHSS set the minimum requirement that Operators in the continuing care system must comply with in the provision of Health Care.

Filter items	Showing 1 to 58 of	58 entries   SI	how 100 ∽ entr	ries		
Document Title 👔 🖡	Standard 🕇 🖡	Туре 🛉 🖡	Care Stream <mark>↑↓</mark>	Zone 🕇 🖡	Document ID 🕇 🖡	Schedule B Applicability
Access to a Designated Living Option in Continuing Care	1.0	Policy	All	Provincial	HCS-1117	Yes
Access to Information (Physical, Electronic, Remote)	7.0	Policy	All	Provincial	1105	Yes

# **RESOURCES TAB**

### 4 categories

- Practice Resources
   Clinical resources and best practices per topic
- Business Resources
- Professional Practice Role-based information including job descriptions
- Zone Resources Resources pertaining to a specific zone

![](_page_10_Picture_6.jpeg)

# Practice Resources

- Click on your chosen **Topic** on the left *example: Advance Care Planning*
- You will be taken directly to that page
- A list of resources will appear

![](_page_11_Picture_4.jpeg)

![](_page_11_Picture_5.jpeg)

- Can't find a resource?
  - Use the Search function

Home > Resources > Practice Resources > Advance Care Planning

### Practice Resources

Appropriate Use of Antipsychotics Care Planning Case Management Client & Family Centred Care Client Safety CoACT Collaborative Care

### Advance Care Planning

The resources listed on this page provide valuable information about Advance Care Planning and Goals of Care Designations. This includes videos and resources that help support Continuing Care providers have conversations with residents and their families about their goals and values.

#### Alberta Health Services Resources

- Advance Care Planning / Goals of Care Health Professional Website
- Advance Care Planning and Goals of Care Designation FAQ
- Integrating the ACP GCD Policy in Continuing Care Challenges and Successes Presentation

#### Contact

Email: conversationsmatter@ahs.ca

sisationsmatter(@ans.c

# **Business Resources**

- Click on your chosen **Topic** on the left *example: Contract Monitoring* 
  - You will be taken directly to that page
  - A list of resources will appear

- Can't find a resource?
  - Use the Search function

![](_page_12_Picture_6.jpeg)

Home > Resources > Business Resources

### **Business Resources**

- Access & Disclosure
- <u>Communicable Disease: Outbreak & Pandemic Planning</u>
- <u>Continuing Care Facility Directory</u>
- <u>Contract Monitoring</u>
- <u>CPR</u>
- Emergency Response Codes & Plans (Business Continuity)
- Safe Work Environment
  - Behavioural Safety Program (BSP)
- Schedules for Contracted Service Providers (AHS Policies and IP&C Standards)

![](_page_12_Picture_18.jpeg)

Home > Resources > Business Resources > Contract Monitoring

![](_page_12_Picture_20.jpeg)

# **Professional Practice**

- Click on your chosen **Topic** on the left *example: Health Care Aides* 
  - You will be taken directly to that page
  - A list of resources will appear

![](_page_13_Picture_4.jpeg)

Home > Resources > Professional Practice Resources

### **Professional Practice Resources**

- Allied Health
- Health Care Aides
- Job Descriptions
- Physicians & Nurse Practitioners
- Professional Regulatory Bodies

![](_page_13_Picture_12.jpeg)

Home > Resources > Professional Practice Resources > Health Care Aides

 Protessional Practice
 Health Care Aides

 Allied Health
 Competency Assessment Profile (CAP) Tool

 Job Descriptions
 Competency Assessment Profile (CAP) Tool

 Physicians & Nurse Practitioners
 Competency Assessment Profile (CAP) Tool

 Regulatory Bodies
 HCA Certification Record

 HCA Directory
 AB Health HCA Directive

- Can't find a resource
  - Use the Search function

# Zone Resources

- Click on your chosen **Topic** on the left *example: North* 
  - You will be taken directly to that page
  - A list of resources will appear

![](_page_14_Picture_4.jpeg)

Home > Resources > Zone Resources

### **Zone Resources**

r <u>th</u> monton ntral Igary uth				
Star	ndards	Governance	Resources	Learninç
Zone Resources	2	North Zone		
Zone Resources	2	North Zone		
Edmonton Zone	С	ontinuing Care Client/Far	mily Information	
Central Zone		North Zone Resident Handbook		
Calgary Zone	C	are Planning		
South Zone		North Zone Seniors Health CCHSS     North Zone CC Interdisciplinary Te     North Zone Interdisciplinary Team     North Zone CCHSS - Manager & C     North Zone - RAI 2.0 Printing Outc	S Standard 1.0 Chart Review Tool am Preparation & Meeting Notes for All streams Conference Checklist for LTC, SL, & HC Case Manager Accountabilities comes Scales & RAP's	
	P	arenteral Therapy		
		Subcutanoous Thorapy Clinical Po		

## LEARNING TAB

- 3 categories
  - Calendar
  - Education
  - Learning Opportunities
- Quick link to Open Calendar on home page

![](_page_15_Picture_6.jpeg)

# Calendar

- View course calendar to review upcoming available courses
  - Provincial
  - Zones
- Click on the title of the training for details example: Edmonton Zone Training – Feb 7, 2019
- A list of all courses is available under the calendar

Calendar AHS Provincial Zone All Events	Find	an item	Q		
Title		Zone	Location	Start Time	End Time
South Zone Training		South		2/5/2019 12:00 AM	2/5/2019 11:59 PM
Edmonton Zone Training		Edmonton		2/7/2019 3:00 PM	2/7/2019 4:00 PM
North Zone Training		North		2/11/2019 3:00 PM	2/11/2019 4:00 PM
Calgary Zone Training		Calgary		2/13/2019 3:00 PM	2/13/2019 4:00 PM
Central Zone Training		Central		2/15/2019 3:00 PM	2/15/2019 4:00 PM
Testing Feb 16th				2/16/2019 8:00 AM	2/16/2019 8:30 AM
Central Calendar T				2/16/2019 1:00 PM	2/16/2019 2:00 PM

🗧 🔶 February	2019					
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	31	1	2
3	4	5 South Zone Training	6	7 3:00 pm - 4:00 pm Edmonton Zone Training	8	9
10	11 3:00 pm - 4:00 pm	12	13 3:00 pm - 4:00 pm	14	15 3:00 pm - 4:00 pm	16 8:00 am Testing Fe
	North Zone Training		Calgary Zone Training		Central Zone Training	1:00 pm Central Ca
17	18	19	20	21	22	23
					Zhi	Test
24	25	26	27	28	1	2
			3:00 pm - 4:00 pm	11:00 am - 12:00 pm	3:00 pm - 4:00 pm	

Title	Edmonton Zone Training	
Location		
Start Time	2/7/2019 3:00 PM	
End Time	2/7/2019 4:00 PM	
Description		
Catagona		
Category		
All Day Event		
Recurrence		
Zone	Edmonton	
Content Type: Ev	vent	
Created at 2/7/2	019 2:37 PM by 🗌 arunsukumar	
		Close

# Education

![](_page_17_Figure_1.jpeg)

Home > Learning Opportunities > Education

### Education

- Click on your chosen **Topic** on the left example: CCHSS Standard 9 Education
  - You will be taken directly to that page
  - A list of resources will appear

#### Alberta Health Services is happy to announce access to Lippincott Procedures is now available on CCCI Lippincott Procedures is AHS's primary evidence-based procedures reference, providing access to step-by-step guides for over 1,800 procedures and skills for a wide variety of nursing practice areas. Use these procedures in consideration of clinical experience, context-specific information, and with attention to current policies and other organizational references.

Please contact continuingcare@ahs.ca if you need access to a particular procedure.

#### Continuing Care Connection Resources

- <u>CCHSS Standard 9 Education</u>
- Indigenous Awareness and Sensitivity
- Practice / Business Learning Resources

#### Additional Resources

- Knowledge Resource Service (KRS)
  - Lippincott Procedures

#### Virtual Health & Technologies

- Virtual Health Resources AHS troubleshooting, Zoom, operational guides, patient information
- <u>Virtual Platform Social Connectedness Handout</u>
- <u>Virtual Platform Social Connectedness Presentation Video</u>

![](_page_17_Picture_20.jpeg)

Home > Learning Opportunities > Education > CCHSS Standard 9 Education

![](_page_17_Picture_22.jpeg)

#### Standard 9.2 a iv

Pandemic Preparedness PPT
 Pandemic Preparedness PDF
 Pandemic Preparedness eLearning Module

### Learning Opportunities

- Learning Links
- Learning Opportunities
  - Click on the links to take you to the specific areas

Alberta Health Contl	Continuing Care		۹
Con	nection		
Standards	Governance	Resources	Learning

Home > Learning Opportunities

### Learning Opportunities

Please see the following Learning Opportunities that are available for your site. Please feel free to reach out to each of the opportunities for further information.

#### Learning Essential Approaches to Palliative Care (LEAP)

The Palliative and End-of-Life Care (PEOLC) portfolios and the Provincial PEOLC team within AHS are excited to partner with Pallium Canada to deliver <u>LEAP training online</u> to health care providers across the province until March 31, 2024.

### Caregiver-Centered Care: Competency-based Education for Health Workforce

The University of Alberta Faculty of Medicine & Dentistry is inviting you to participate in the Caregiver Centered Care Education offered online at <u>caregivercare ca</u>. The rates of stress are climbing for family caregivers. The health workforce can be the first line of reliable support for family caregivers but many health providers have not received any education or training about supporting family caregivers. This is a well-thought-out program that engages the learner no matter whether novice or how well versed you may be as a professional. If you have any questions, contact Dr. Jasneet Parmar | Jasneet Parmar@ahs.ca or Dr. Sharon Anderson | sdanders@ualberta.ca

#### Learn More

<u>Newsletters</u>

#### Learning Links

- ASCHA's Learning Centre for Senior Living
- Knowledge Resource Services (KRS)
   Addictions & Mental Health
- Continuing Care
- Quality Improvement & Patient Safety
- Seniors' Health
- See more subject guides

Various practice business and

### Contact Us

### Send an email with any questions or concerns regarding the Continuing Care Connection website to ccconnection@ahs.ca

![](_page_19_Picture_2.jpeg)