

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	Search	/	_		-		
Standards	Governance ; Resour	ces			Le	earni	ng	
We're here to listen.	Take our qu ick survey to let us know wha	t you think						
			Key	/ Hi	ghli	ght	s	
Continuing Connection			Cor Nev Per	M Sup nductii wslette	pport for ng an ers Proteo	or Co Envire	ntinuir onmer	nt
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Introducing Continuing Care Connect Take our tutorial	on	••	< SUN	MON		alend: WED		
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Standards	Governance		8	9	10	11	12	
	Policies, procedures, and					18		
Standards that support the provision	governance documents that guide		15	16	17		19	
of safe quality care inclusive of	governance documents that guide				24	25	26	
of safe quality care inclusive of legislation and accreditation	the provision of safe quality care		22	23	2.4			
legislation and accreditation			22 29	30				
legislation and accreditation	the provision of safe quality care					n Cale		
legislation and accreditation Resources Practice Resources	the provision of safe quality care Business Resources							
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STANDARDS TAB

Alberta Health Services		nuing Care ection		Home	About Us	Contact Us	Help	Q
Standards		Governance	Resources			Learning	g	
CCHSS Standa	ards							
We're here to	blisten.							
					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

Alberta Health Services	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.	pplication of the Continuing Care of Operators pursuant to the Nurs , the Co-ordinated Home Care Pro	Health Service Standards ing Homes General ıgram Regulation under	Key Items • CCHSS Information Gr • Continuing Care Health Standards (CCHSS) (F • CCHSS Frequently Ast	<u>h Service</u> PDF)
The CCHSS set the minimum requirements that with the provision of Health Care.	t Publicly Funded Operators in the cont	tinuing care system must comply	2018 CCHSS Amer	
0.0 - <u>CCHSS 2018</u>			<u>Memo FAQ</u>	<u>ient One i ager</u>
1.0 - Standardized Assessment and Pe	erson-Centred Care Planning			
2.0 - Case Management			• CCHSS Learning	ion
3.0 - Access to Physician or Nurse Pra	ctitioner Services		<u>CCHSS Standard 9 Ce</u> <u>Staff Training Resource</u> <u>Tracking Staff Training</u>	es - Standard 9
4.0 - Client Access to Information			Compliance with CCHS 9.0 - Zone Approaches	
5.0 - Palliative and End-of-Life Care				
6.0 - Assistive Equipment, Technology	and Medical/Surgical Supplies		CCHSS Standard E	
7.0 - Sharing of Client Information			<u>CCHSS Standard 1: St</u> <u>Assessment & Person</u> -	
8.0 - <u>Health Care Providers</u>			Planning CCHSS Standard 7: Si Information	haring Client
9.0 - <u>Staff Training</u>			 CCHSS Standard 10: F Management 	
10.0 - Risk Management			<u>CCHSS Standard 12: Management</u>	
11.0 - Infection Prevention and Contro	<u>I (IPC)</u>		CCHSS Standard 14: 0 Assistance & Bathing F CCHSS Standard 15: S	Frequency
12.0 - Medication Management			Shower Temperature <u>CCHSS Standard 16: F</u> <u>Management & Secure</u> 	
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	n Recording
16.0 - Restraint Management and Sec	ure Spaces		 January 2020 Session December 2019 Session Archives 	
17.0 - Continuity of Health Care				
18.0 - Concerns Resolution on Health	Care		Related Information	
19.0 - Quality Improvement Reporting			and Nurse Practitioners	

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
	Wiew 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

		Home	e About Us Contact Us Help Logout
Alberta Health Services	Continuing Care	Search	٩
	Connection		
Standards	Governance	Resources	Learning
We're here to	Governance		
Contin Conne Take o	oducing huing Care ection		 Key Highlights COVID-19 Information SelM Support for Continuing Care Conducting an Environmental Scan Newsletters Personal Protective Equipment (PPE) FAQ for Staff Learning Opportunities Available Courses Course Calendar
Introducing Continuing Take our tutorial	Care 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



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 Show 100 - entries						
Document Title 🚹 🖡	Standard 🕇 🖡	Туре 🕇 🖡	Care Stream <mark>↑↓</mark>	Zone	Document ID 🕇 🖡	Schedule B Applicability <mark>↑↓</mark>
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



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





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

Home > Resources > Practice Resources > Advance Care Planning

Practice Resources Advance Care Planning

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



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
 - <u>Behavioural Safety Program (BSP)</u>
- Schedules for Contracted Service Providers (AHS Policies and IP&C Standards)



Home > Resources > Business Resources > Contract Monitoring



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



Home > Resources > Professional Practice Resources

Professional Practice Resources

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



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



Home > Resources > Zone Resources

Zone Resources

<u>North</u> Edmonton Central Calgary South				
	Standards	Governance	Resources	Learning
	one Resources	North Zone		
E	dmonton Zone	Continuing Care Client/Fam	ily Information	
С	entral Zone	North Zone Resident Handbook		
С	algary Zone	Care Planning		
S	outh Zone		m Preparation & Meeting Notes for All streams conference Checklist for LTC, SL, & HC ase Manager Accountabilities	
		Parenteral Therapy		
		Subcutaneous Therapy Clinical Res		

LEARNING TAB

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



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

ndar 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						
SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
27	28	29	30	31	1	2
3	4	5	6	7	8	9
		South Zone Trainin	ng	3:00 pm - 4:00 pm Edmonton Zone Training		
10	11	12	13	14	15	16
	3:00 pm - 4:00 pm		3:00 pm - 4:00 pm		3:00 pm - 4:00 pm	8:00 am Testing Feb
	North Zone Training		Calgary Zone Training		Central Zone Training	1:00 pm Central Cale
17	18	19	20	21	22	23
					Zh	i Test
24	25	26	27	28	1	2
	20	20			2:00 pm 4:00 pm	
			3:00 pm - 4:00 pm	11:00 am - 12:00 pm	3:00 pm - 4:00 pm	
			AHS Provincial Training	re accuring	Non Zone Training	

Title	Edmonton Zone Training	
Location		
Start Time	2/7/2019 3:00 PM	
End Time	2/7/2019 4:00 PM	
Description		
Category		
All Day Event		
Recurrence		
Zone	Edmonton	
Content Type: Eve	ent	
)19 2:37 PM by 🗌 arunsukumar	Close
	2/7/2019 2:37 PM by 🗌 arunsukumar	Close

Education



Home > Learning Opportunities > Education

Education

- Click on your chosen **Topic** on the left ٠ example: CCHSS Standard 9 Education
 - You will be taken directly to that 0 page
 - A list of resources will appear 0

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
- Virtual Platform Social Connectedness Handout
- Virtual Platform Social Connectedness Presentation Video





Responsive Behaviours eLearning Module

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

-		Hom	e About Contact Help Logout
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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 | <u>Jasneet Parmar@ahs.ca</u> or Dr. Sharon Anderson | <u>sdanders@ualberta.ca</u>

Learn More

<u>Newsletters</u>

Learning Links

- ASCHA's Learning Centre for Senior Living
- Knowledge Resource Services (KRS)
 Addictions & Mental Health
- <u>Continuing Care</u>
- 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

