Frequently Asked Questions (FAQ)

Connect Care for Students and our Post-Secondary Institution (PSI) Partners

Contents

These FAQs have been created through extensive collaboration between AHS and Post-Secondary Institutions. AHS has prepared this document to assist in sharing information on the most frequently asked questions related to students' learning and Connect Care training. Should you require more information or have additional questions you may first contact the clinical placement team/coordinator in your institution or connect with AHS through the contact information indicated in this document.

1. What is Connect Care?

Connect Care is the bridge between information, healthcare teams and patients. It is a clinical information system (CIS) that will allow healthcare providers a central access point to patient information, common clinical standards and best healthcare practices. For more information on Connect Care, click here.

2. When is Connect Care being rolled out?

Connect Care implementation is occurring in multiple waves to minimize disruptions for patients and healthcare providers. There will be nine implementation waves in total, happening between late 2019 and 2023. For the most up to date timeline, click here.

3. Why do we need Connect Care?

AHS currently has more than 1,300 independent health information systems, contributing to fragmented access to patient information. As a result, healthcare providers and patients do not always have a complete picture of a patient's health history available when they need it. Furthermore, managing so many independent systems is complex and unsustainable.

- Connect Care will put the focus on patients by:
  i. Giving them on-demand access to their health information
  ii. Helping them to be active members of their own healthcare team
  iii. Improving communication Connect Care will lead to better health outcomes by:
     - Giving healthcare teams a more complete picture of a patient's health
     - Providing the whole healthcare team with the best possible information throughout the care journey
  iv. Building provincial best practice standards into the system Connect Care will make us more efficient by:
     - Providing a single access point to health information for AHS and its partners
     - Reducing the use of paper and printing supplies

- Improving the efficiency of laboratory and support services
- Reducing unnecessary variation in clinical practice

v. Anticipated reduction in the length of hospital stays by means of the activities listed above

4. What is 'eHealth'?

- 'Electronic health,' also known as 'eHealth,' refers to how patients and providers use information and communications technologies such as electronic medical records, patient portals and smartphones to improve health and healthcare delivery.
- eHealth competence does not simply refer to the ability to use a mouse, keyboard and other pieces of computer hardware and software. eHealth competence refers to the skills, knowledge and attitudes required to be able to use digital health tools such as electronic health records for useful information gathering and problem solving. It involves being able to appropriately find, understand and evaluate information from digital health tools, and to contribute to information that is accessed and shared between care providers who use these tools.
- Some examples of eHealth competencies include privacy and security, patient safety, and communication and collaboration.
- If you have used eHealth technologies in your day-to-day practice delivering care to patients and families, then you have already developed a set of eHealth *competencies*. The AHS eHealth Competence program is meant to build on what people already know so that they can adapt to changes in information and communications capabilities and prepare for Connect Care.

5. What will the process be for training students and faculty in existing (legacy) Computer Information Systems (CIS)?

- If a student's practicum takes place prior to Connect Care being implemented at their placement location, they will continue to follow existing training processes (information on this can be found on the Student Placement Team website).
- Depending on the timing and duration of their placement, the student *may* need to train on a legacy CIS <u>as well as</u> Connect Care.
  - Students are asked to reach out to their faculty coordinator to ask about Legacy CIS and Connect Care training. If further information is required, your faculty coordinator will reach out to the Student Placement Team.

6. What is the AHS training strategy for Connect Care?

a) **Initial waves**:
- Training for students (and select instructional faculty) will be provided by AHS at designated training sites. Students will either train alongside AHS staff or in student only training sessions. They must complete the requisite eLearning* modules and Instructor Led Training (ILT)** specific to the role they will be filling during their practicum placement (e.g., emergency nurse, physiotherapist, unit clerk).

    i. **What if my educational institute wants to conduct its own Connect Care training?**
- Piloting of Connect Care training provided at the Post-Secondary Institutions (PSI) continues to be investigated.

    eLearning prepares staff/students for the classroom by introducing the concepts & terminology of the Epic application in small, digestible pieces, making classroom time more effective.
    Instructor Led Training ("ILT") is workflow-based, combining teaching and discussion with hands-on in-system practice of clinical and corporate scenarios.

b) **Later waves:**
- AHS will continue to provide training to students (and instructional faculty that accompanies students on their practicums) but will continue to work with our PSI partners on innovative solutions to support a long-term, sustainable training strategy.

7. Which students/faculty members require Connect Care training?

- All individuals accessing the Connect Care system are considered "end users" of Connect Care and will require training. Accordingly, if the student (or an instructor accompanying a group of students on a group placement) is accessing the system, as an end user, they will require training. However, if the student is on an observational rotation or shadowing an AHS staff member and not providing direct patient care, they will not require training. As well, if the student's placement is in an area that has not yet implemented Connect Care, they will not require training (but, as mentioned in question 5, students/faculty will require training for any existing legacy computer information systems used during the placement. In this case students will follow existing training pathways).

8. What is a Credentialed Trainer (CT)?

- Credential Trainers are specially trained Connect Care educators who have completed a comprehensive credentialed trainer program and will be responsible for delivering ILT for AHS staff, employees from partner organizations and students over a 12-week period leading up to the launch of their implementation wave. Assisted by Super Users, CTs will lead staff through the basics of using Connect Care in their daily work from logging on to hands-on exercises using relevant scenarios.
- CTs participate in a multi-week onboarding/learning process where they are trained using the curriculum created for launch. They will also receive training on organizational policies and procedures and the principles of adult education.

9. What is a Super User?

- Super users are end users who are respected among their peer group and are specially trained to support their peers during end user training, implementation and beyond.
- Responsibilities of the Super User include:
    i. Completion of specialized training,
    ii. Support Credential Trainers in ILT,
    iii. Provide support during launch period to their peers,
    iv. Lead, reinforce, and validate standard workflows and best practices with their peers during and after launch periods,
    v. May also include participation in end user engagement activities including testing, workflow walk through and dress rehearsals.

a. Can students be Super Users?
With each wave, AHS will be recruiting Super Users. There may be further opportunities for students to fill these roles to support their classmates and AHS staff in their Connect Care training. Students interested in pursuing a super user role can email connectcaresuperusers@ahs.ca

10. When will training occur*?

- For each implementation wave, training will occur prior to each 'launch' date. Generally training will be available over a 12-week period prior to the launch date. Click here for the implementation timeline to see when the particular waves take place.
- Training will continue post–implementation for new staff and students that join the department after each wave launches.

Note: in the week prior to and 1-2 weeks after each launch, training activities will be suspended to redeploy staff to support implementation.

11. Where will training occur?

- Connect Care training will be delivered in a blended fashion through eLearning, ILT (with training in the "ACE" environments), access to a practice environment called the 'playground' ("PLY") and through additional tools such as workbooks and tip sheets.
    - ILT will be provided in a combination of AHS and external training spaces. Each implementation wave will have training delivered in the geographic regions being implemented. Please note that there will continue to be ILT sessions offered after each implementation wave, however on a smaller scale.

12. What does 'role based' training mean for students/faculty members?

- This means students will receive training on the specific workflows they will be performing in Connect Care during their practicum based upon a pre-defined role (e.g., if practicum is in the Emergency Department, the nursing student receives "Emergency Nurse Role" based training.).
- The role-based training model ensures that all system users receive training specific to their role and, in turn, are given access to the system based on that role.
- Students will be trained on the most appropriate role pertinent to their practicum.

Note: This diverges from previous AHS CIS training that has been application based, where all disciplines learn how to use the software (e.g., Sunrise Clinical Manager, Meditech, etc.) and there is less specificity on user's roles (e.g., Emergency Nurse, Emergency Physician, Pharmacist, etc.) and activities.

13. Does each clinical area/role require specialized training?

This will depend on the clinical area the student is placed in as well as being influenced by their discipline. For instance, a Bachelor of Nursing Student with a practicum placement at a general medicine unit would take the "Inpatient Nursing Student Adult and Peds Med-Surg" role. Should a student move to another setting (e.g., Neonatal ICU) in a subsequent practicum, different (additional) Connect Care training will be required that is specific to the new practice setting.

Note: if you have already received Connect Care training for your role as an AHS staff member, you will most likely require additional role base training specific to your student practicum. However, any training that is a duplication for both the staff and student's practicum roles will not need to be repeated, provided that the user last used Connect Care within a 6-month period.

14. How was the Connect Care training curriculum created?

The Curriculum has been developed based on the Epic foundational training resources; adapted for the Alberta environment and validated by AHS Subject Matter Experts through curriculum review boards (CRB) and then followed by pilot training. These CRBs allow clinical, operations and workflow experts multiple opportunities to review the curriculum in advance of ILT and offer the opportunity to provide meaningful, targeted feedback.

15. What is the time commitment for learners?

This varies depending on the student's assigned role and will include a mix of eLearning and ILT. The eLearning modules are to be completed prior to the ILT sessions and are of a shorter duration.

Student Training Time Examples:
 i. Nursing:
     ➢ Inpatient Nursing Student Adult and Pediatric Medical and Surgical: eLearning: ≈ 3 hr, in class: 2 days.
 ii. Unit Clerk:
     ➢ Ambulatory: eLearning: 1.5 hr, in class: ½ day.
     ➢ Inpatient: eLearning: 1.5 hr, in class: 1 day.
 iii. Therapist Student (Audio, OT, PT, Dietitian, Rec, SLP, etc.): eLearning ≈ 1 hr, in class: 1 day.

Note: the intent of training (eLearning and ILT) it to understand "how" to use the CIS. Practicing on Connect Care once training has been completed develops skills in how to <u>use</u> the system in the context of the clinical setting and is highly recommended. Connect Care practice labs will be available during each wave and further information (location, availability, etc.) can be accessed by contacting the Training and Learning team at:
Connect.CareLearning@albertahealthservices.ca

16. What are the costs to students and/or PSI to receive Connect Care training?

Currently there is no cost imparted to the student or PSI related to student or faculty training.

18. What is the criteria for a student/faculty member to receive access into Connect Care?

They must:
- Be actively enrolled in a PSI with a confirmed practicum placement at an AHS site (or accompanying a cohort of students in a group placement for faculty),
- Meet the requirements as defined in the Post-Secondary [Student Placement Agreement (SPA)](#) between PSIs and AHS (e.g., confirmed placement, up to date immunizations, current criminal records check, etc.),
- Have a valid AHS network username & password,
- Complete the requisite Connect Care training (both eLearning and in-class) and pass an End User Proficiency Assessment (EUPA).

19. How will a student/faculty member receive their AHS network username and password as part of Connect Care on-boarding?

Network Access:
Once a placement has been confirmed in HSPnet and the requisite demographic information has been submitted to AHS, network username and password are sent directly to the user via an encrypted email.

Note: Users should only have one username and password to access AHS networks for all placements. This means, in subsequent placement (where applicable) access will be reinstated - a new username will not be created. If this takes place, please let your placement coordinator know. If you are also an AHS staff member, you will use your existing username and password to access AHS' networks.

If the student/faculty member does not receive their AHS user ID and password, direct them to submit a ticket to the IT Service Desk by calling tel:1-877-311-4300. They must indicate they are a student, with AHS network credentials and are unable to access MyLearningLink. Ensure that they receive a ticket number before they complete their call. Finally, email the Receiving Coordinator/Consultant and provide them with the ticket information.

20. What happens to the student/faculty member's Connect Care access at the end of their practicum?

The network access is deactivated immediately after the end of the clinical rotation (unless the user is also an AHS staff member). It can be reactivated with each subsequent practicum and, depending on the requirements of the new placement, may require retraining and/or proficiency testing to re-establish access (e.g., if the student hasn't used Connect Care for a period of greater than 6 months).

21. How will students/faculty members be registered for Connect Care training?

Training Access:
Training will be coordinated through AHS' MyLearningLink (MLL) Learning Management System (LMS). MLL is the single LMS that will be used to assign, schedule and record eLearning activities, ILT attendance as well as proficiency testing. Instructions on how to access and use this LMS will be provided to the student/faculty member once their AHS username and password have been created and further information can be located here on the Post-Secondary Institutions, Regulatory Colleges & Professional Associations Resources webpage. Furthermore, HSPnet has been modified to include a student specific Connect Care role section area and supporting materials such as the student specific course catalogues, MLL orientation video, onboarding workflows and checklists, etc. are also available). The PSI's placement coordinator will be responsible for selecting the appropriate role for the student using the student Connect Care catalogue (with support from the student placement teams).

eLearning:
Once the student/faculty member's role is correctly assigned, the role specific eLearning material will be populated in the "required courses" section in MLL. Students are required to log into MLL using their AHS network credentials, register for these courses and complete them prior to arriving for their scheduled ILT. Please use Microsoft Edge

exclusively to access MLL as other browsers have caused compatibility issues, resulting in the inability to fully complete modules.

Please note:

- *If you have had access in a past practicum to eClinician, you will already have an existing MLL account and similarly will not receive a welcome email. Please log on to your existing MLL account to register for and complete your eLearning modules. Remember, your MLL credentials are the same as your AHS username and password.*
- *If you are a student and have been assigned an AHS email previously, but have not had access to MLL, you will receive the MLL notification email upon role assignment for Connect Care via HSPnet. This email will be sent to your AHS email account or your preferred email account as indicated in HSPnet (where applicable). If you have not received it in one email account, please check your alternate one.*

ILT:

ILT scheduling is currently a manual process managed by the Learning Supports and supported by the Student Placements Teams. When booked, the ILT will populate in MLL under the "required courses" section that lists your Connect Care Role. (There is no need to register)

Students <u>must</u> complete their ILT to be provisioned access to Connect Care. MLL is the source of truth for ILT booking time(s) and location(s). The student <u>must</u> check MLL and inform their PSI Placement Coordinator of the booking to ensure attendance. As well, students are strongly advised to confirm the ILT location in MLL the day prior to the training to ensure that the room has not changed.

Please Note:

- *Students MUST be preregistered in MLL for their respective ILT. If they attempt to attend a session they are not already registered for, they will not be able to attend.*
- *If your ILT does not populate in the "Required Courses" section in MLL 7-10 days after you receive network access, students are to reach out to their PSI Placement Coordinator who will then connect with the Student Placement Coordinator/Consultant.*
- *If a student is unable to attend a scheduled ILT due to accident or emergency, they must immediately inform their PSI Placement Coordinator, who will then contact their Student Placement Coordinator/Consultant to explore available options.*

o **<u>Rescheduled ILTs may not be available prior to placement commencement and may require a delay in the practicum's start date.</u>**

22. How is learner proficiency in Connect Care determined?

Once eLearning and in-class training components have been completed, an End User Proficiency Exam ("EUPA") must be completed during the in-class training session.

a) What if the student fails the EUPA?
- The student must pass the EUPA to be granted access to the "live" Connect Care environment and is given three attempts to do so in the instructor led class. Should they fail all attempts, further training opportunities will be provided on a case-by-case basis.

The eHealth Competency Program is also available to help improve general eHealth knowledge, which may improve the success learners have with Epic training.

b) What if the EUPA does not register as passed/completed?
- Please refer to the MLL EUPA Completion Guide and Student Troubleshooting Guide. If these instructions do not resolve the issue, please contact the MLL Support Centre at HelpMyLearningLink@ahs.ca immediately. Please add "EUPA Move to Pass" in your subject line and in your email, please provide the support agent with the following information:
  i. Your Name,
  ii. Email Address,
  iii. Course Name,
  iv. Session Number,
  v. Final grade %.

You will be issued a ticket number as a record of your submission and once received, please forward this commination to your school's placement coordinator and receiving coordinator at AHS.

23. Will practicum placements continue throughout Connect Care implementation?

- Yes. AHS is committed to supporting our students and post-secondary partners. There may be instances where placements are directed to locations not actively taking part in Connect Care implementation and we thank you in advance for working with our student placement and operational teams to collaboratively find suitable options/alternatives.
- For further information, please connect with the student placement team at student.placements@ahs.ca or the Connect Care Training and Learning office at Connect.CareLearning@albertahealthservices.ca.

24. How do I complete Confidentiality/Privacy Training Prerequisites?

AHS ensures that its electronic environment is safe and that all the users are clear on the importance of being mindful of privacy & information security when working in and around AHS business, health, and personal information. To access to the AHS network the student must meet these important prerequisites:

Visit the AHS Information & Privacy's Education & Training site and follow the instructions for "AHS Affiliates" to complete the training:

- ➤ Watch the Information & Privacy and IT Security & Awareness video,
- ➤ Complete the online learning module here,
- ➤ The Student's signed Confidentiality and User Agreement (located on the last page of the learning module) must be printed, signed, and sent to their school practicum coordinator.

25. How do I complete Mandatory Connect Care Privacy Training?

- Access to the AHS network will not be granted until the **prerequisites** above have been completed. Once students have access to the network, AHS requires that all students complete the mandatory privacy training module which includes an electronic confidentiality and user agreement prior to the beginning of their placement.
- The mandatory privacy training consists of an eLearning module assigned in and available through MLL and is titled ACE InfoCare: On Our Best Behavior. When taking ACE InfoCare: On Our Best Behavior, please do so using Microsoft Edge Web-browser.
- Please keep in mind that the ACE InfoCare: On Our Best Behavior module must be completed prior to taking the EUPA. As such, students are to complete this training at their earliest convenience and before attending ILT.

Note: The ACE: InfoCare On Our Best Behavior module will replace the confidentiality training presented in question 24 at a future date. The confidentiality training referred to in question 24 is not the same material as presented in the InfoCare module. Furthermore, if the student is also an AHS staff member (in a different role) and has already completed the InfoCare module, they will not need to repeat it (see question 13 regarding training overlap).

26. When will students/faculty members receive notification of their training date?

Students are to anticipate their ILT booking 7-10 days after they receive AHS network access. As addressed in question 21, MLL is the source of truth for ILT booking time(s) and location(s). The student must check MLL and inform their PSI Placement Coordinator of the booking to ensure attendance. As well, students must confirm the ILT location the day prior to the training to ensure that the room has not changed.

Note: When booked, the ILT will populate in MLL under the "required courses" section that lists your Connect Care Role. (There is no need to register)

27. What if the student/faculty member does not complete their ILT?

The student would have their AHS network username & password, however until the ILT is completed the EUPA is passed the student will be unable to access Connect Care. As such, it is crucial that the student is aware of the scheduling of their ILT, attends and completes all elements of training. If the student is unable to attend due to **extenuating** circumstances, they are required to immediately inform their PSI placement coordinator who then liaises with AHS' student placement teams for alternate arrangements to be explored. As addressed in question 21, rescheduled ILTs may not be available prior to placement commencement and may require a delay in the practicum's start date.

Note: the student (or faculty member accompanying students) must not attend an ILT session that they are not scheduled for. Unscheduled learners will not be admitted.

28. What if I cannot log into Connect Care?

Please contact the IT helpdesk immediately at 1-877-311-4300 and ensure that you receive a ticket number from the IT analyst and note who you spoke with and when. Let the analyst know that you are a student, your discipline, your connect care role, when you completed your ILT and your practicum location. For tracking purposes and to offer

further assistance if it becomes necessary, please forward your ticket information to your school's placement coordinator and student placement team email intake at student.placements@ahs.ca.

You can also submit an electronic request via this link, which is the submission method of choice for the following 2 questions.

29. What if I cannot access the Connect Care functions I need for my practicum?

Submit a ticket to the Connect Care Help Desk explicitly outlining that you are a student the functions and/or access points that are unavailable or not functioning and forward this submission to the Student Placement's Team email intake at student.placements@ahs.ca and cc your placement coordinator.

30. What if my information is incorrect in Connect Care (e.g., discipline, name displayed, etc.)?

Submit a ticket to the Connect Care Help Desk explicitly outlining that you are a student the incorrect credentialing and forward this submission to the Student Placement's Team email intake at student.placements@ahs.ca and cc your placement coordinator.

31. Can students/faculty bring their own computer to Connect Care training?

No. Currently, all student and faculty Connect Care training is conducted utilizing AHS devices connected to AHS' network.

32. Can a student/faculty member document under someone else's login information?

Under no circumstances can any student or staff member document using another user's login information. This practice constitutes a privacy breach (an unauthorized access) and must be reported as such to your Post-secondary Institution's privacy department and follow your institutions processes as well as AHS' Legal and Privacy Department through the following email: privacy@ahs.ca or call 1-877-476-9874.

33. How can PSIs help in preparing students/faculty members?

We are all living through a significant transformational change with the implementation of Connect Care. One way to work through the challenges of this is to communicate. AHS and our partner organizations do not have a direct line of communication to our students prior to practicum. AHS is looking to our PSI partners to inform, instruct and

coordinate students with respect to system access (the changes to IT access process, provision of network credentials, etc.), and training:

i. Ensure student registers for and completes all eLearning modules in MLL, including the ACE InfoCare: On Our Best Behavior, prior to their scheduled ILT session,

ii. Ensure the student checks MLL for their ILT booking, shares this information with their PSI Placement Coordinator (including time commitment and location)

iii. Ensure the student attends the ILT session in its entirety (refer to questions 26 and 27),

iv. Let your Student Placement Team representative know as soon as possible if the student's eLearning and/or EUPA has not populated in MLL student.placements@ahs.ca.

AHS is incredibly grateful for your assistance, engagement, flexibility as well as your enthusiasm in partnering with us in this incredible opportunity that will benefit staff, students and patients alike.

If you have more questions about Connect Care training, please submit to:
Connect.CareLearning@albertahealthservices.ca

If you have questions about student onboarding process related to Connect Care, please submit to:
Jacqueline.Albers@albertahealthservices.ca
Chad.Zelensky@albertahealthservices.ca