



Connecting Access Regional Exchange

# Training Communication Kit- Week 1

March 29, 2021



#WeCARE4

# CARE4 Training

## MAY 2021

SUN	MON	TUE	WED	THUR	FRI	SAT
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24 Stat	25	26	27	28	29
30	31					

## JUNE 2021

SUN	MON	TUE	WED	THUR	FRI	SAT
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

## JULY 2021

SUN	MON	TUE	WED	THUR	FRI	SAT
				1	2	3
				Stat		
4	5	6	7	8	9	10
11	12 Admin	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

## AUGUST 2021

SUN	MON	TUE	WED	THUR	FRI	SAT
1	2 Stat	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## SEPTEMBER 2021

	MON	TUE	WED	THUR	FRI	SAT
			1	2	3	4
	6 Stat	7	8	9	10	11
	13	14	15	16	17	18 GO LIVE
	20	21	22	23	24	25
	27	28	29	30		

-  LMS Launch: March 25
-  Train the Trainer
-  Superuser: June 14 – July 3 (3 weeks)  
Champion Training: June 14 – June 25 (2 weeks)
-  Administrative Stream Training: July 12 – Sept 10
-  End User Training: July 5 – Sept 3
-  Prep for Go Live
-  Possible Downtime (No Training)



# Question 1

## How will training occur? What are the different methods?

The CARE4 project represents a substantial change in not only our shared Health Information System (HIS) but in the standardization of our clinical and administrative processes and workflows. A vital part of our success will be ensuring that all staff, have the skills, ability and confidence to use our new shared HIS, MEDITECH Expanse, effectively and efficiently at GO LIVE on September 18 2021. A robust training and education plan has been developed to ensure our staff are prepared for the changes ahead.



Demos



eLearning



Instructor-led

## Question 2

When can sites start scheduling staff for instructor-led training and when can they start training?

*[Reponses to be populated by each sites on scheduling.]*

Instructor-Led training for clinical end-user and providers will begin on July 5 and run until September 3, 2021.

# Question 3

## Is learning required by all?

### Staff

- All staff (including support services staff and administrative staff) will be required, at minimum, to complete an eLearning component for MEDITECH Expanse training. Depending on your role your assigned eLearning will be either one hour or up to four to six hours (for clinical staff). Again, it is important to note that **EVERY staff member** across the four sites will be required to an eLearning component.
- All staff are expected to complete 100 per cent of their assigned eLearning and instructor led training. It is critical that you are familiar and confident with the new system, MEDITECH Expanse, during GO LIVE so we can ensure a smooth transition for staff, providers and ultimately our patients.

### Providers

- All providers are expected to attend their assigned eLearning and instructor-led training. It is critical that all providers are familiar and confident with the new system during GO LIVE so we can ensure a smooth transition and continuation of safe, quality care for our patients.
- **Training Credits:** We are happy to share that we have recently received certification from the **College of Family Physicians of Canada** for our CARE4 MEDITECH Expanse provider training with one credit allotted per hour of learning up to a total of 9.5 Mainpro+ credits. We have also received accreditation from the Royal College of Physicians and Surgeons of Canada. Physicians that belong to the **Royal College of Physicians and Surgeons of Canada** will be eligible to receive one credit per hour of e-learning and in-person training attended



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# Training & Engagement Communication Kit- Week 2

April 13, 2021



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# Question 1

## ***What is included in eLearning?***

***All staff*** will be required to complete the Core Curriculum eLearning Modules which include:

1. Introduction to Expanse
2. Signing into Expanse from a web browser or desktop and navigating Expanse
3. External links, Online help, Changing your PIN
4. Incident Management
5. Downtime
6. Privacy

If you are a clinical staff, credentialed staff, or depending on your job function, you may be assigned additional eLearning including Advanced Clinicals, Physician Systems, Ambulatory, Patient Access, Pharmacy Systems, IDM, Lab, Administration and HIMS modules.

Your required eLearning will be assigned to you and easily accessible in the Learning Management System (LMS)

## Question 2

### *Who develops the eLearning content?*

- The CARE4 Project Team works closely with Healthtech to develop the eLearning content.
- MEDITRAIN prepares the content to be loaded into the Learning Management System (LMS).
- The content is then validated by the CARE4 Team and corrections or adjustments are sent back to MEDITRAIN.
- Once the content is finalized it is uploaded into our shared Learning Management System (LMS).



## Question 3

### *How long will it take to complete eLearning?*

- All staff (including support services staff and administrative staff) will be required to complete an eLearning component for MEDITECH Expanse training.
- Depending on your role, your assigned eLearning will be either one hour or up to four to six hours (for clinical and credentialed staff).
- eLearning modules will provide staff with fundamental technical and functional skills to navigate MEDITECH Expanse, specifically the functionality of Web Acute, Emergency Department and Ambulatory care.

# Question 4

## ***What are the expectations around eLearning completion?***

- eLearning will be available through our partnerships shared Learning Management System, Surge Learning.
- Knowledge checks will occur throughout the eLearning courses and upon the completion of the clinical, physician and administrative modules.
- LMS will launch May 25, 2021 and is to be completed prior to attending any scheduled instructor-led training sessions. All staff are to complete eLearning by August 18, 2021.
- All staff and providers will have 24/7 access to all eLearning material through the Courses Library.



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# Training & Engagement Communication Kit- Week 3

April 19, 2021



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# Question 1

## *What is instructor-led training?*

- Instructor-led in-person training runs from July 5, 2021 to September 3, 2021.
- This session will provide an in-depth review of eLearning and will also incorporate further training on documentation, order management and patient flow management.
- Instructor-led in-person sessions are designed to incorporate workflows and address end user needs.
- We are ensuring that all Infection Prevention and Control (IPAC) measures are followed for instructor-led in-person training and will adjust as new Public Health guidelines are announced.



# Question 2

## ***Who needs instructor-led training and what are the time requirements?***

Instructor-led in-person training will be **8 hours** for Clinical staff and **4 hours** for Allied Health, Lab, Pharmacy and DI Staff.

**\*Note:** End user training for MEDITECH Expanse administrative modules to be coordinated directly by the Administrative Stream. These staff will receive either Instructor-led in-person or virtual on-the-job training.

<b>Role</b>	<b>In-Person</b>
<b>Clinical Staff</b>	4-8 hours
<b>Clerical</b>	2 hours
<b>Lab</b>	4-6 hours
<b>Pharmacy</b>	4-6 hours
<b>DI</b>	Optional Drop-In
<b>Allied Health</b>	4 hours

# Question 3

***What will the training rooms be equipped with?***

- ✓ Computers
- ✓ Projector/ Smartboard/ TV
- ✓ Zebra TC52 mobile computer
- ✓ Cordless Scanners
- ✓ Dragon Mics
- ✓ Trainer Computer



# Question 4

## *Where will instructor-led training take place?*

Instructor-led in-person training will take place at each site in dedicated rooms.

CGMH	GBGH	HHCC	RVH
Modular Space (Large Room)	Computer Lab	Computer Training Room	3G506
Modular Space (Small Room)	Conference Room 1	Classroom 1	4G506
Admin Board Room	CARE4 Training Room	Classroom 2	3G104
			4G104
			4G324
			3G507
			2C043
			2C041
			1C098
			Library



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# Training & Engagement Communication Kit- Week 4

April 26, 2021



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# Change Management & Education Governance Structure

## CARE4 Change Management & Education Team



**Val Smith**  
Education and  
Training Lead



**Michael Jeffreys**  
Change  
Management  
Lead



**Sarah MacNeil**  
Project  
Coordinator



**Tiana Oakley**  
Training &  
Engagement  
Coordinator



**Tanya  
Laarakkers**  
Learning &  
Development  
Coordinator



**Emma Buckingham**  
Organizational &  
Leadership  
Development  
Consultant

## Partner Training Leads



**Brittany Black**  
CGMH Training  
Lead



**Karla Trewin**  
GBGH Training  
Lead



**Debbie Bilyj**  
HHCC Training  
Lead

**Vacant**  
RVH Training  
Lead



**Alexandra Hall**  
CGMH Site  
Lead



**Maggie  
Johnson**  
GBGH  
Site  
Lead



**Aly  
Wang**  
GBGH  
Site  
Lead

**Vacant**  
HHCC Site  
Lead



**Pam  
Newlove**  
RVH Site  
Lead

# Question 1

## *What does the Trainer role entail?*

- ✓ Lead End-User training through instructor-led and virtual learning sessions.
- ✓ Assess the training needs of End-Users during training.
- ✓ Deliver training materials effectively using techniques for individuals with different levels of computer literacy and styles of learning.
- ✓ Work collaboratively with the Site Training Leads, Regional Training Coordinator and other CARE4 Trainers to maintain the training schedule and ensure all materials are up to date and available for training sessions.
- ✓ Support learners with questions throughout the training period.

# Question 2

## *What training and supports will be available to Trainers?*

<b>Learning/ Supports</b>	<b>Details</b>
Onboarding Session (May 31)	CARE4 Project Orientation; Trainer Role and Responsibilities; Change Management; Superuser/ CAREbot Overview; Navigating SURGE and SharePoint; Tour of Training Rooms
MEDITECH Expanse User Training (June 1- 11)	PCS; EDM; SUR; AMB; AMB Scenarios
eLearning Modules	CORE, Advanced Clinicals; Physician Systems; Ambulatory; Patient Access; Pharmacy Systems; IDM; Lab; Administrative; HIMS
Training Materials	Agendas; Trainer Facilitator Guide; Trainer Orientation Presentation; Superuser Presentation; Trainer Evaluation Form; Change Management Workbook; Feedback Process for Trainers; Trainer Checklist
Facilitated Huddle and Trainer Coaching	One-on-one trainer coaching with Sarah MacNeil, CARE4 Project Coordinator
Hands on Device Training	Zebra TC52 Mobile Computer; Zebra Mobile Printer; Cordless Scanners; Dragon Mics

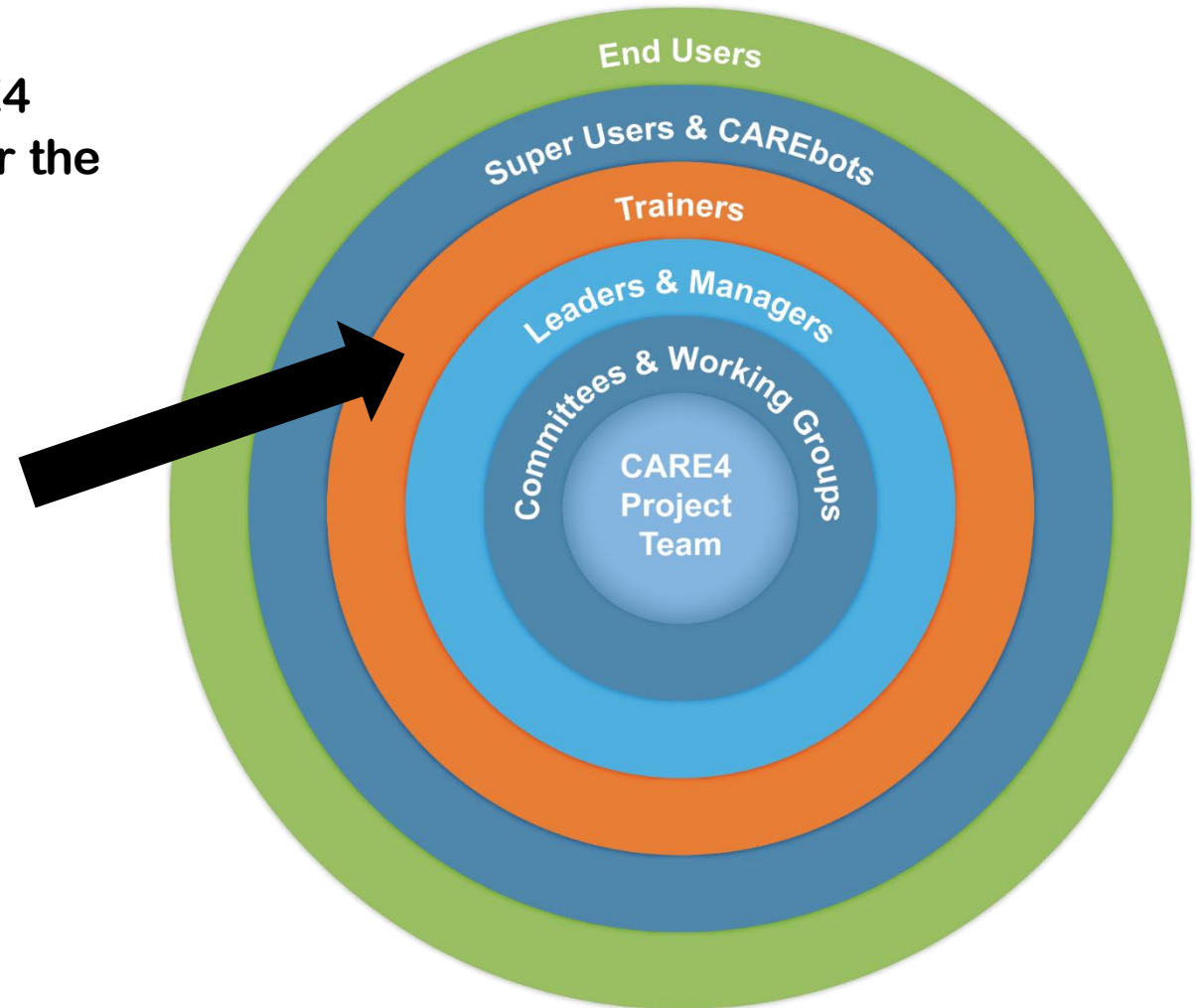
# Question 3

## Who are the Trainers teaching?

Site Trainers are key members of the CARE4 Training and Education team and critical for the success of the project.

Site Trainers will teach:

- ✓ **Superuser Training:** June 14 - July 3
- ✓ **End User Training:** July 5 - September 3



# Questions?





Connecting Access Regional Exchange

# Training & Engagement Communication Kit- Week 5

May 5, 2021



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# CARE4 Training Sequence

Who is being trained?	Trainers	Type of Training	Duration of Training	Training Materials
<b>Healthtech Trainers</b> <i>May 27- 28</i>	Healthtech Support	Virtual Classroom	7.5 Hours	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Trainer facilitator guide</li> <li>• Activity guides</li> </ul>
		Device Training		
<b>Site Trainers</b> <i>May 31- June 11</i>	Healthtech Trainers	Orientation Day	7.5 Hours	<ul style="list-style-type: none"> <li>• Welcome Package</li> <li>• Agendas</li> <li>• Activity guide</li> <li>• Trainer facilitator guide</li> <li>• Orientation &amp; Superuser Presentation</li> <li>• Trainer Evaluation Form</li> <li>• CM Workbook</li> <li>• Feedback Process</li> </ul>
		eLearning	4-6 Hours	
		Instructor-led Training	4 Days	
		Device Training	TBD	
<b>Clinical &amp; Provider Superusers</b> <i>June 14- Jul 2</i>	Healthtech / Site Trainers	eLearning	4-6 Hours	<ul style="list-style-type: none"> <li>• Activity guide</li> <li>• Facilitator guide</li> <li>• Agenda</li> <li>• Superuser presentation</li> <li>• Superuser evaluation form</li> <li>• CM workbook</li> </ul>
		Instructor-led Training <ul style="list-style-type: none"> <li>• Change Management Session</li> <li>• How to be a Superuser</li> <li>• DMO Training</li> </ul>	2 Days	
		Device Training	TBD	
		DMO eLearning (Nuance University)	1 Hour Optional	
<b>Physician Champions</b> <i>June 14- June 26</i>	Healthtech Physician Trainers	eLearning	4-6 Hours	<ul style="list-style-type: none"> <li>• Agenda</li> <li>• Physician champions guide</li> <li>• Physician champions presentation</li> <li>• CM workbook</li> </ul>
		Instructor-led Training - DMO Training	5 Hours	
		Device Training	TBD	
		DMO eLearning (Nuance University)	1 Hour Optional	
<b>Clinical End Users</b> <i>July 5- Sept 17</i>	Site Trainers	eLearning	4-6 Hours	<ul style="list-style-type: none"> <li>• End user orientation presentation</li> <li>• Activity guide</li> <li>• Facilitator guide</li> <li>• Arm bands/ meds</li> </ul>
		Instructor-led Training	4-8 Hours	
		Device training	TBD	
<b>Provider End Users</b> <i>Jul 5- Sept 17</i>	Healthtech Trainers	eLearning	4-6 Hours	<ul style="list-style-type: none"> <li>• End user orientation presentation</li> <li>• Activity guide</li> <li>• Facilitator guide</li> <li>• Arm bands/ meds</li> </ul>
		Instructor-led Training	4 Hours	
		Device Training	TBD	
		DMO eLearning (Nuance University)	1 Hour Optional	



# Clinical End Users BT Led Sessions

Who is being trained	Dates	Trainer	Type of Training	Duration of training
<b>Diagnostic Imaging</b>				
<b>Medical Radiation Technologists (all specialties)</b>	Jul 5 – Sept 3	BT Member	eLearning	4-6 hours
			Optional in person drop-in sessions	Up to 2 hours
<b>Laboratory</b>				
<b>Medical Laboratory Technologist</b>	Jul 5 – Sept 3	BT Member	eLearning	2-4 hours
			Instructor-led in-person	4 Hours
<b>Medical Laboratory Assistants &amp; Phlebotomists</b>	Jul 5 – Sept 3	BT Member	eLearning	2-4 hours
			Instructor-led in-person	8 Hours
<b>Pharmacy</b>				
<b>Pharmacists</b>	Jul 5 – Sept 3	BT Member	eLearning	4-6 hours
			Instructor-led in-person	8 Hours
<b>Pharmacy Techs</b>	Jul 5 – Sept 3	Joshua Kenney	eLearning	4-6 hours
			Instructor-led in-person <ul style="list-style-type: none"> <li>• All Techs</li> <li>• BPMH</li> <li>• Inventory</li> </ul>	<ul style="list-style-type: none"> <li>• All Techs – 4 Hours</li> <li>• BPMH – 4 Hours</li> <li>• Inventory – 4 Hours</li> </ul>
<b>Patient Access</b>				
<b>All Clerks (Registration, Ward Clerk, PSC)</b>	Jul 5 – Sept 3	BT Member	eLearning	2-4 hours
			Instructor-led in-person	2 Hours
<b>HIM</b>				
<b>HIM</b>	Jul 5 – Sept 3	BT Member	At the shoulder in department training	





# Admin End Users Training Sessions

Who is being trained	Trainer	Type of Training	Duration of training
<b>CAREbot</b>			
CAREbots	CME Team	Video-led/Virtual Session	TBD
<b>Quality Risk Management</b>			
(A) Leaders, Managers, Directors and Executives at CGMH, GBGH and RVH  (B) Quality Managers and Consultants at CGMH, GBGH and RVH  Jul 27- Oct 7	Build Team	eLearning	(A) 45 Min (B) 30 Min
		Video-led/Virtual Session	(B) 3 Hours
		Virtual Office Hours	TBD
<b>Material Management</b>			
(A) All staff using E-requisition routine in Meditech  (B) Buyers- CGMH, GBGH, HHCC  (C) Receivers, Stores staff-CGMH, GBGH, HHCC	Build Team	eLearning	(A) 30 Min
		Video-led/Virtual Sessions	(A) 30 Min (B) 2 Hours
			(C) 1 Hour
		Virtual Office Hours	TBD
<b>Revenue Cycle Group</b>			
(A) Accounts Receivable Billing Clerks  (B) Cashiers  (C) SR Accountants, FP&A Consultants and Financial Analyst	Build Team	eLearning	(A) 3 Hours (B) 45 Min (C) 30 Min
		Video-led/Virtual Session	(A) 10 Hours (B) 1 Hour (C) 2 Hours
		Virtual Office Hours	TBD



# Admin End Users Training Sessions

Who is being trained	Trainer	Type of Training	Duration of training
<b>General Ledger</b>			
(A) Accountants, Financial Analysts and General Ledger End Users  (B) Managers and Administrative Assistants	Build Team	eLearning	(A) 30 Min (B) 30 Min
		Video-led/Virtual Session	(A) 4 Hours (B) 1 Hour
		Virtual Office Hours	TBD
<b>Accounts Payable</b>			
Accounts Payable End Users	Build Team	eLearning	30 Min
		Video-led/Virtual Session	4 Hours for HHCC/RVH 8 Hours for CGMH/GBGH
		Virtual Office Hours	TBD
<b>Human Resources and Payroll</b>			
Payroll and Human Resources at GBGH & HHCC	Build Team	eLearning	30 Min
		Video-led/Virtual Session	11 Hours
		Virtual Office Hours	TBD
<b>Fixed Assets</b>			
Accountants and Financial Analyst responsible for Fixed Assets	Build Team	eLearning	30 Min

# Questions?

