CONNECTCARE FAQS: FOR ST. MARY'S LEADERS

Leaders, below are some questions you may have regarding training for ConnectCare. Please also refer to the FAQ for employees for additional details. If you still have questions after reviewing these documents, please contact:

Vickie Woon (for questions about St. Mary's-related ConnectCare training)
(804) 239-9452
Vickie_Woon@bshsi.org

Johane Kendall (for questions about training for Shared Services or vendors contact)
(804) 289-6383
Johane_Kendall@bshsi.org.

How does ConnectCare support our call to serve and the ministry of Bon Secours?

- ConnectCare is a tool that will enable us to continue to improve the quality of care we give. It directly impacts the commitments outlined in our Credo Card, specifically the Three Steps of Service and the Service Experience.
- By having the information we need on every patient, every time, we can ensure that we deliver seamless service and demonstrate that we are a competent team worthy of trust. ConnectCare is another example of giving our employees the tools and equipment they need to do their jobs well.

Scheduling Training

Where will classes be held?

- The majority of classes will be held at the Arboretum. Classes are located on the first floor.

- Building Address: 9210 Arboretum Parkway, Suite 100, Richmond, VA

- Phone number: (804) 285-6840

- Some classes will be held in Ste. 705 of the MOB South. Please check HealthStream.

What classes are my employees required to take?

- All employees have been assigned a combination of online courses and instructor-led classes they are required to take on HealthStream. You will also receive a spreadsheet that lists each employee and his/her assigned classes (curricula).

How should I schedule my staff for training?

- Staff will be assigned classes in HealthStream based on their roles. St. Mary's leaders must set up an appointment with HealthStream registrars to schedule their employees for classes.
- Registration begins the week of June 28 for two weeks. Please call 804-287-7901 to arrange an appointment. You will need to bring your list of employees and their curricula.

When should I schedule myself for training?

- As early as possible. That way you are able to help your staff and alert them to any policy changes, as well as identify different processes you may need to implement. In addition, you will be able to coach your staff on how to access the system.

If a staff member is out on an approved leave of absence, how should I handle training for that person?

- If the employee is cleared and returns to work more than one week before the system goes live, the employee must attend training.
- Keep in mind that employees cannot work if they have not received security access.
- If the employee is cleared and returns to work less than one week before go-live, or after go-live, the employee must attend the system orientation training before being permitted to use the system. The employee may be assigned to other duties in the meantime if work is available or training is needed (i.e., annual Corporate Compliance training, safety training, or HIPAA training). Consult with your Human Resources Manager or Administrative Director of Human Resources if you need direction.
- In some cases, an employee may be out on an approved leave of absence (including F.M.L.A.) that prevents the employee from doing his/her regular work, but he/she may be medically able to safely participate in training. If an employee expresses interest in participating in training while on leave of absence, contact your Human Resources Manager or Administrative Director of Human Resources

for direction. These will be determined on a case-by-case basis in concert with Employee Wellness.

- Remember that all training and orientation is work time, and the employee must be paid for time spent in training, even if on an approved leave of absence.

Training Essentials

Will my staff be reimbursed for mileage and tolls to the Arboretum?

- Please read the Bon Secours Richmond travel and mileage policy under Human Resources on the Intranet.
- Employees will not be reimbursed if they only travel to the training session and back home.
- Employees will be reimbursed for the second trip of the day if they leave the training center to go to work.

What happens if an employee is late to class?

- Given the content and experiential nature of the ConnectCare classes, it is critical that employees be present and on time. If an employee arrives 15 minutes late to a class, including returning from breaks, he or she will not be admitted to the class.
- If late, employees are instructed to call their managers to inform them and determine if they should report to work or return home. If the employee returns home, he/she may use PTO hours to make up the hours missed as in any other absence.
- Tardiness to classes should be treated the same as tardiness to work.

What should employees do in case of severe weather (e.g. hurricane, snow)?

- Please see the Employee FAQ document. Employees are directed to watch the College of Nursing announcements on WWBT-TV Channel 12. They may also call the Arboretum for a recording.

Will I receive information about my staff members' attendance and performance in ConnectCare training classes?

- Yes, you may log into HealthStream as an administrator to check on all staff.
- Reports will be sent out as well.

How will I know that my staff attended class?

- Attendance will be taken at every class and entered into HealthStream. You will be notified if a registered staff member fails to attend class or is late to a session.

What materials should employees bring to class?

- All materials will be provided. Training materials are designed so that participants can take notes in the learning materials.

Is online learning available?

- Online learning modules are a critical part of the learning experience and serve to prepare employees for the instructor-led classes.The online learning modules must be completed prior to attending certain classes and are assigned to employees in HealthStream, just as with the instructor-led classes. Online courses are identified by an "E" in front of the course number.

Proficiency in ConnectCare

What is proficiency, and why is it important?

- Proficiency is the way that we will be sure that a person is able to correctly access and use ConnectCare.

- Your staff members will complete the proficiency experience during their training sessions. They must score an 80 percent or higher in order to be considered proficient in the system. Employees who do not demonstrate proficiency the first time will be given remediation and another opportunity. Our goal is to ensure every employee is successful.

- Achieving proficiency for all assigned courses is REQUIRED before a staff member will be given security access to ConnectCare.

- We want to ensure that patient information is accurately entered once we go-live.

How will I know if my staff has achieved proficiency?

- Please use your HealthStream Administrator access to review employee transcripts or use the manager's report on HealthStream.

- Reports will be sent out to managers, and you will be notified if a staff member does not achieve proficiency.

What if one of my staff members does not achieve proficiency on the first try?

- He/she will be able to receive additional training in class that day and can retest.

- If the employee needs to test on another day, or if she/he has to take the assessment a third time, time in a computer lab with an instructor will be scheduled.

Keeping ConnectCare Skills Sharp

How will employees keep up their skills between classroom times and go-live?

- Once an employee attends training, he/she will have access to a practice program that is referred to as the "Sandbox."

- In addition, employees should participate in the simulation exercises as well as the workflow experiences.

Is the "Sandbox" important?

- Practicing is the most important factor to successfully using the system. The "Sandbox" was designed to provide a practice environment.

- Highly effective managers check frequently and encourage their staff to practice in the system. Some schedule staff for specific practice times, and develop activities and "contests" to encourage staff to practice. All staff are expected to have at least two hours of practice time, or about 10-15 minutes weekly, until go-live.

Can my staff use the "Sandbox" from home?

- No. The "Sandbox" is only available when you are at one of our facilities.

What else will be provided?

- Unit/Department-based simulation exercises will be conducted in September and October for important workflows.

ConnectCare Charges

What can I charge to the ConnectCare budget?

- Training time for hourly employees can be charged to the ConnectCare budget. Employees should use the Kronos time clocks located at the Arboretum and follow the instructions.

- Check with Joni Wade on the ConnectCare Team regarding any other charges. She can be reached at Joni_Wade@bshsi.org or (804) 289-26382.

What cost center number should I use for ConnectCare Charges?

- Use your facility number, i.e. 2403, 2412, etc. and cost center 82802.

What should I do about exempt employees?

- Their time does not get charged to ConnectCare.