



OPERATING STANDARD

SUBJECT/TITLE: Connect Care Operating Standard		PAGE: 1 of 3
RELATED OPERATING STANDARD:		DATE ESTABLISHED: October 13, 2022
AUTHORIZATION: Practice Procedure & Guidelines Sub-Committee Undergraduate Programs Committee Nursing Council	DATE LAST REVIEWED: April 19, 2023 May 18, 2023 June 22, 2023 May 8, 2025 June 18, 2025	DATE LAST REVISED: May 8, 2025

Connect Care will give healthcare providers a central access point for more complete, up-to-date patient information and best practices.

Purpose:

The purpose of this operating standard is to:

- a) Ensure compliance with the Faculty of Nursing's contractual obligations with all clinical practice partners, verifying that all nursing students have completed Connect Care Training prior to the start of clinical practice at applicable sites.
- b) Promote delivery of safe, competent, client-centered, and evidence informed practice as per CRNA Entry to Practice Guidelines (2019).

Applicability:

This procedure applies to all nursing students in the undergraduate program.

Definitions:

"Student" means an individual enrolled in the Faculty of Nursing.

"University" means the University of Calgary.

"CRNA" means the College of Registered Nurses of Alberta.

“Client” means individuals or groups served by students in practice settings, including patients, family, groups in acute care, and community organizations.

“Faculty” means the Faculty of Nursing, the University of Calgary.

“Instructor” means the faculty member who has supervisory responsibility to evaluate student performance and conduct in the practice setting.

“Practice Partner” means the entity accepting students for placement in a Practice Setting.

“Practice Setting” means a placement which is part of a students’ program that places or may place the student in contact with the public.

Standard Practice:

- Nothing in this document affects the right of Practice Partners (AHS) to refuse placement of a student.
- Instructors supervise students to ensure appropriate client care and effective learning.

Procedure:

All individuals accessing the Connect Care system are considered “end users” of the system and will require training. Accordingly, if the student or instructor is accessing the system, as an end user, they will require training.

Students require Connect Care access for clinical placements. **All Connect Care training is mandatory prior to the start of the clinical experience.**

Preparation involves completion of the Connect Care e-learning modules on the AHS My Learning Link site prior to the Instructor Led Training (ILT) sessions. Students must be available to attend their ILT 10-14 business days prior to the start of semester. AHS schedules all training and rescheduling of ILT dates is not permitted. Failing to complete any component of the Connect Care training may result in delay or deferral of the course.

Attending any clinical site without the mandatory CC training/access is prohibited.

Important: If scheduled ILT training requires a student to be away from theory/lab, it is that student’s responsibility to review the content independently. It is NOT the responsibility of the IOR/CSLC faculty to re-teach the content. Final exams shall be deferred as per UCalgary policy. Graded course requirements will be accommodated.

Responsibilities:

Faculty of Nursing:

- All students must be actively enrolled in the University of Calgary, undergraduate nursing program.
- Assign confirmed practicum placement at practice sites (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 University of Calgary and AHS, as well as any future Alberta healthcare delivery organizations (e.g., confirmed placement, up to date immunizations, current criminal records check, etc.)

- Provide students with a practice partner's network username and password.

Student:

- MUST be available to attend their Instructor Led Training (ILT) 10-14 business days prior to their placement start date.
- Complete the requisite Connect Care training (both eLearning and in-class) and pass an End User Proficiency Assessment (EUPA) or Simulation End User Proficiency Assessment (SEUPA) specific to the role they will be filling during their practicum placement.
- Complete all above requirements *prior* to all applicable clinical practicums with Connect Care site implementation.
- Please Note: Rescheduling ILTs is not permitted. Rescheduled ILTs may not be available prior to placement commencement and may require a delay in the practicum's start date.

Associate Dean, Undergraduate Practice Education (or designate):

- Meet with any Student who is non-compliant to discuss implications pertaining to ongoing clinical placements.

Points of Emphasis:

Connect Care will lead to enhanced client care and improved 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
- Building provincial best practice standards into the system Connect Care will make us more efficient
- Providing a single access point to health information for AHS and its partners
- Reducing unnecessary variation in clinical practice
- Audits are periodically reviewed the internal and external auditors under the health information act, this means student activities within Connect Care is always monitored and thus both the student and institution are responsible for all the activities conducted within the system.

References:

Student Placement Agreement (July 30, 2013 - ongoing) – The Board of Governors of the University of Calgary and Alberta Health Services.

College of Registered Nurses of Alberta. (2019). *Entry-Level Competencies for the Practice of Registered Nurses (2019)*. <https://nurses.ab.ca>