Training Options

There are two types of training available for ConnectingOntario ClinicalViewer:

1. Live end user training (i.e., group training, 1 on 1)

2. eLearning modules

Assumptions

o If live end user training is selected, the organization has experienced training resources who are familiar with the organization's health information system and education practices

    o These training resources have requested and received access to Ontario Health (Digital Excellence in Health) Train environment (email request to OH-DS_ConnectingOntario@ontariohealth.ca)

Organization Responsibilities

o To fulfill the Ministry of Health's mandatory training requirement, all end users must be trained <u>prior</u> to accessing the Dispensed Medications information in the Medications Portlet

    o Key mandatory training points are:

        o Information available in Dispensed Medications

        o Limitations and clinical use of Dispensed Medications information

        o Consent requirements (i.e., informed consent, wet signature)

o Training on all major components for the ConnectingOntario ClinicalViewer prior to accessing the ClinicalViewer is strongly recommended as it has been shown to enable effective use and adoption

o Organizations are responsible for incorporating ConnectingOntario ClinicalViewer training into their organization's orientation/onboarding training

o If requested, organizations should be prepared to provide proof of completion of training for all end users who are granted access to the ClinicalViewer

Training Prerequisites

o Prior to completing ClinicalViewer training, all learners must successfully complete either Ontario Health's (Digital Excellence in Health) *Privacy & Security Training for Health Care Providers Using the Provincial Electronic Health Record* elearning module or the organization's equivalent training

o Organization has determined the method(s) of access to the ConnectingOntario ClinicalViewer:

1. Single Sign-On (SSO)

2. ONE® ID Login

Prerequisites for Delivering Live End User Training

Note: All live training <u>must</u> be conducted in the ConnectingOntario Train environment; PHIPA prohibits the use of the Production environment for training

Prior to delivering live end user training, trainers must:

- Have viewed a ConnectingOntario ClinicalViewer demonstration
- Be familiar with ConnectingOntario's clinical value and planned use (i.e., workflow) for the organization and learners' practice area
- Have completed either Ontario Health's (Digital Excellence in Health) *Privacy & Security Training for Health Care Providers Using the Provincial Electronic Health Record* eLearning module or the organization's equivalent training
- Have obtained a ConnectingOntario Train environment account (via email request to OH-DS_ConnectingOntario@ontariohealth.ca)
- Have reviewed the ConnectingOntario Train environment process document (provided with Train environment account credentials)
- Have reviewed the ConnectingOntario ClinicalViewer training materials
- Have scheduled training dates within their organization and booked use of the Train environment via invitation to OH-DS_ConnectingOntario@ontariohealth.ca
- If live <u>group</u> training is the selected training method, have obtained sufficient Train accounts for the maximum number of learners who can be accommodated in a session

Live End User Training Session Details

Method	Suggested Minimum Duration
1. Demonstration and question/answer (i.e., 1 on 1 training)	30 minutes
2. Live group training featuring discussion, demonstration, hands-on exercises	60 minutes

Live End User Training Outline

Student/Trainer's Guide Topic	Comments
Logging In/Out	Include either Single Sign On or ONE ID access method, as appropriate to the organization. Regardless of access method, include End User Agreement and Exiting the ConnectingOntario ClinicalViewer slides
My Workspace	Optional, depending upon workflow
Patient Search	Focus on preferred patient search option for the organization/workflow
Parts of the Window	Key points to include: Data Summary in the header and Help/Feedback link in the menu
Patient Care Tab	Brief coverage; purpose is to orient learners to ClinicalViewer terminology
Timeline	Brief coverage **Note:** in the Train environment, setting Custom range must be covered in order to display Train patient information
Navigation Bar	Brief coverage as a way to navigate between individual portlet view and summary view (default)
Portlets Overview	Key points to include: Print icon (not available for all portlets in summary view); View/Document icon, Portlet Expander or Navigation Bar icons Optional topic, depending on workflow/learners' interest: filter text box

Student/Trainer's Guide Topic	Comments
Medications Portlet * Mandatory Content	Switch to individual portlet view and include all content **Note:** coverage of grouping feature is optional, depending upon learners' workflow/interest
Diagnostic Imaging Portlet	Key points to include: DI images open in a separate window that has a separate, 15 minute time limit; some DI information displays in Other Results portlet
Lab & Pathology Results Portlet	Key points to include: grouping of results into the different tabs, Amended vs Final Results, Invalid Results; OLIS Full Report Optional topics, depending on workflow/learners' interest: filtering, flowsheet, graphing
Consent Management	Full coverage of this section is strongly recommended **Remember:** do <u>not</u> complete a consent override in Train as the block is overridden at the patient level, therefore the ability to demonstrate consent override is lost to all Train users for the rest of the day
Available Training Resources	Reference only

Trainer Resources

The following resources are available in English and French on the [ConnectingOntario ClinicalViewer Client Support page](#):

		Resource
Train Environment		Train Environment Process – Access and Use Available by request only to: OH-DS_ConnectingOntario@ontariohealth.ca
Guides	**Updated!**	Student Guide (screen shots)
	Updated!	Trainer's Guide (screen shots)
		ConnectingOntario FAQ
	Updated!	ConnectingOntario ClinicalViewer User's Guide * (screen shots) + What's New section
		ClinicalViewer DI Viewer User's Guide *
Tip Sheets	**Updated!**	How to Use ConnectingOntario ClinicalViewer (revision date removed from footer)
	Updated!	How to Customize Your View (revision date removed from footer)
		COVID-19 Information Available in ConnectingOntario ClinicalViewer
	Updated!	How to Use the Medications Portlet (revision date removed from footer)
	Updated!	Guide to Clinical Use of Medications Portlet in ConnectingOntario ClinicalViewer (revision date removed from footer)
	Updated!	How to Use the Lab & Pathology Portlet (revision date removed from footer)
	Updated!	How to Use the Diagnostic Imaging Portlet (revision date removed from footer)
		Privacy & Security
Amazing Race Series (sequential, hands-on practice exercises)		Amazing Race Legs 1 to 5
eLearning Modules		Privacy & Security Training for Health Care Providers Using the Provincial EHR
		ConnectingOntario ClinicalViewer Modules

* User Guides contain complete details on all features and functions of a) the ClinicalViewer and b) the DI Viewer (contained within the ClinicalViewer, DI portlet)

eLearning Modules Details

The following modules are available:

Name	Description	Duration (minutes)	Format & Location
Overview	Equips health care providers with the information necessary to start using the ClinicalViewer and is the foundation for all subsequent learning	11	All modules are available in: ○ HTML 5 format for direct playback on the ConnectingOntario End User Support page ○ the formats listed below by request only to: OH-DS_ConnectingOntario@ontariohealth.ca These modules are intended for installation on the organization's Learning Management System: ▪ SCORM 1.2 ▪ SCORM 2004, 3rd Edition
Medications Portlet * Mandatory content	Demonstrates the information available for Ontarians with an Ontario Health Number from the Digital Health and Drug Repository (DHDR), including COVID-19 information; its limitations, considerations for use and requirements for overriding consent	14	
Override a Consent Directive	Explains the different types of consent directives available to patients/clients and how health care providers can override them Includes the unique consent implications for COVID-19 information	12	
Lab & Pathology Portlet	Describes the components of the portlet, including flowsheets and graphing, as well as the Ontario Laboratories Information System (OLIS) details displayed	9	
Diagnostic Imaging (DI) Portlet	Demonstrates how to view the reports and images available from the Diagnostic Imaging Common Service (DI CS); illustrates key points about the information displayed in the portlet	9	
Acute & Community Portlets	Describes the content and unique features of the portlets that display patient/client information available from the Acute and Community Clinical Data Repository (acCDR)	6	
Search for a Patient	Illustrates the use of the search feature to find a patient/client and display the information available in their record	5	
Patient Care Tab Overview	Describes the parts of the Patient Care tab, including the common components of all portlets, and explains how to control the information displayed	15	