

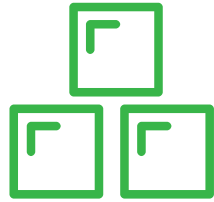
Ministry of Health

COVax_{ON} Clinical Flow Modernization

Training Rollout Plan

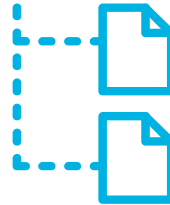
Introducing Clinical Flow Modernization

Starting in June, new system features will improve the usability of COVax_{ON} as well as enable it to support broader provincial immunization technology objectives in the future.



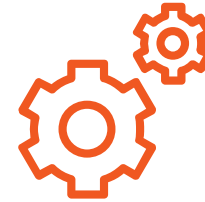
Creating a Foundation

Create a foundation for supporting other types of vaccines and external feeds/systems



Decoupling Inventory

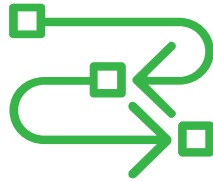
Users can record historical doses without decrementing from provincial inventory supplies



Improving Maintenance

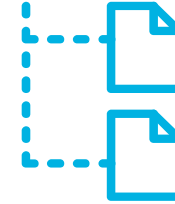
Improve the ability to perform system maintenance and enhancements

Benefits for COVax_{ON} Users



Streamlined Clinical Flow

- Improved flow functionality as data is captured directly on the client's immunization record
- Navigate easily between immunization record 'tabs' to support clinical decisions
- More flexibility for users within the system
- All documentation happens within the client record



Decoupling Inventory

- Ability to record out-of-province/country or non-Ontario stock immunizations without linking to inventory

Clinical Flow Modernization (CFM) Training Model

Train the Trainer Model

Audience

Pharmacy
Primary Care Providers
Provincial Call Center

MOH Trainers

- MOH trainers to deliver training to Call Centre, Pharmacy & Primary Care trainers

Pharmacy Trainers
Primary Care Trainers
Provincial Call Centre

- Pharmacy and Primary Care to deliver training to their group of users

Pharmacy Users

- Training will be delivered by Pharmacy & Primary Care trainers
- Pharmacy & Primary Care trainers will build their own training roll out plan (trainers can leverage MOH training artifacts to deliver their own training)

Primary Care Providers

Call Centre Agents

Direct End User Training Model

Audience

Hospitals
PHUs (Mass immunization clinics)
Workplace clinics

MOH Trainers

- MOH trainers to deliver training to Hospital, PHUs and users working at mass immunization clinics
- MOH to release weekly training schedule on SharePoint (same as existing training process)

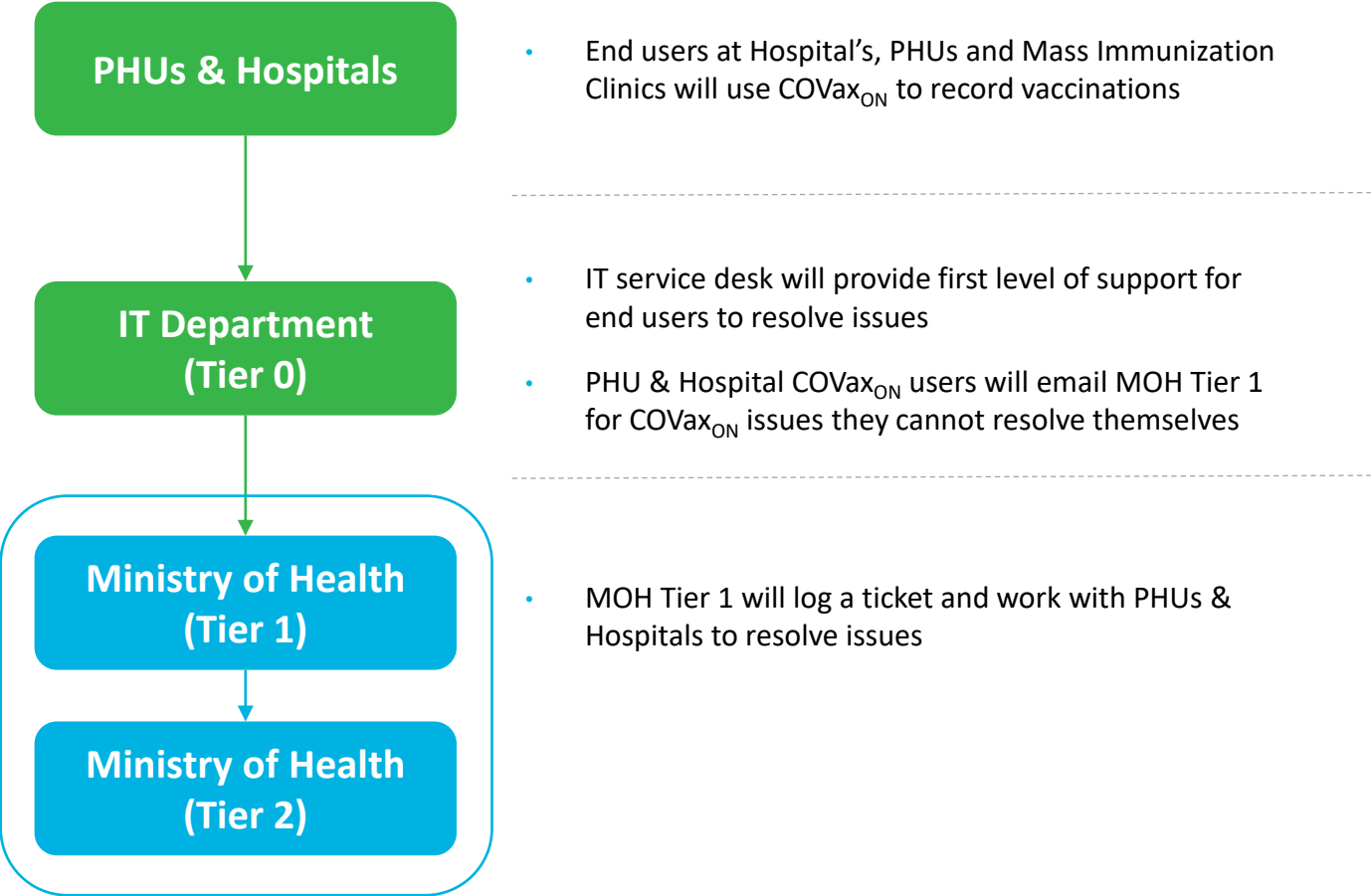
Hospital

PHUs

Workplace clinics

- Each site lead is expected to share materials on SharePoint to the rest of the users

Support Model – PHU & Hospitals



Support to IT



Help Desk

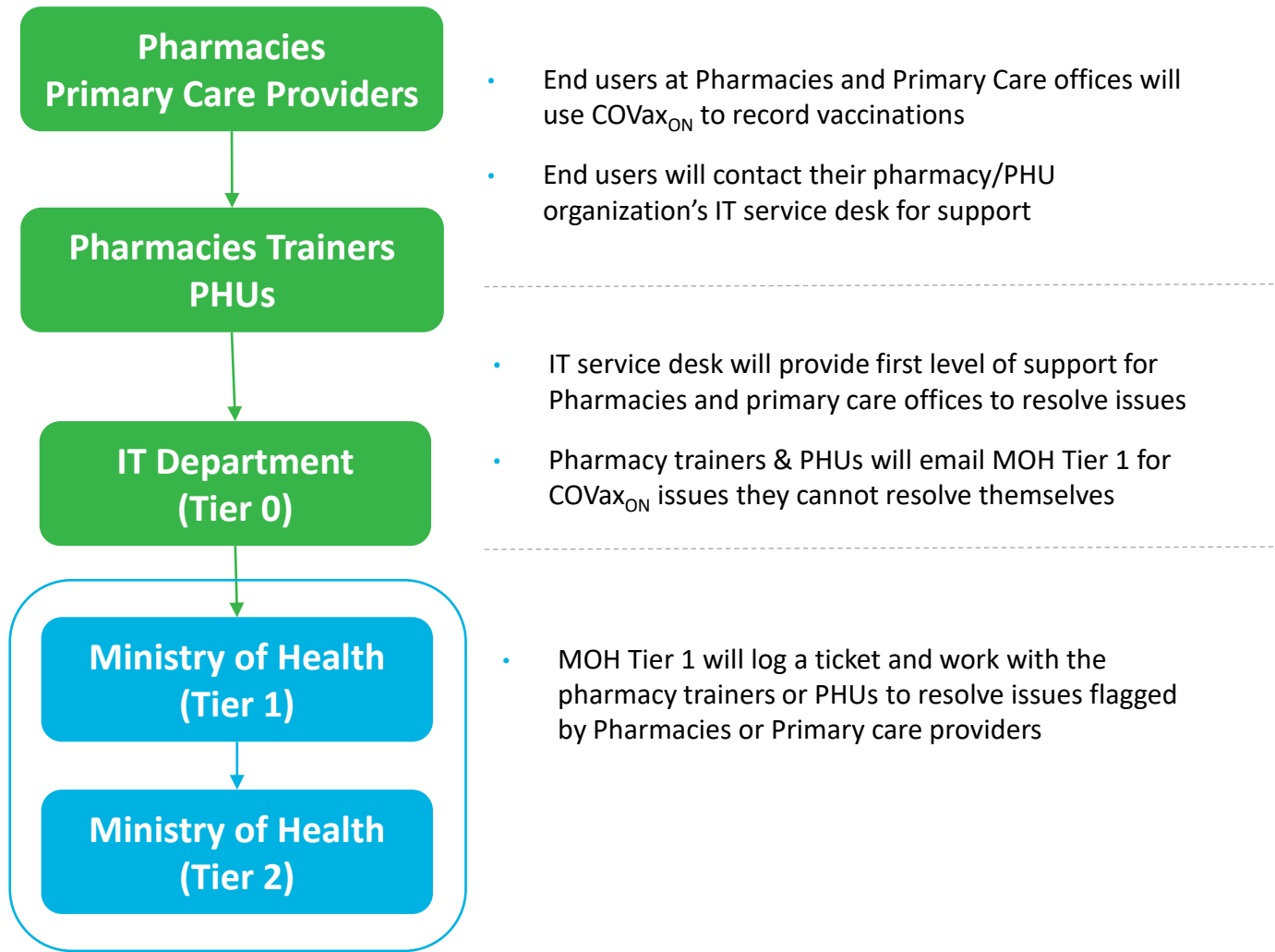
- For assistance with access, passwords
- Report issues and defects

Phone: 416-327-3512

Toll Free: 1-866-272-2794

Email: COVaxonsupport@ontario.ca

Support Model – Pharmacies and Primary Care Providers



Support to IT



Help Desk

- For assistance with access, passwords
- Report issues and defects

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Clinical Flow Modernization | Training Rollout Plan

#	Deliverable	Target Start Date	Target End Date	Description
1.	New CFM End User Training	Tue April 12, 2022	TBD	
1a.	Communication and end user training artifacts ready, packaged, and uploaded on SharePoint	Tue April 12, 2022		CFM training package ready and distributed to various stakeholders
1b.	Train-the-trainer training sessions delivery (changes only)	Wed April 13, 2022	Fri April 22, 2022	Train-the-trainer expected to rollout training to users under their workstream
1c.	CFM end user training sessions (changes only)	Mon Apr 25, 2022	Tue June 7, 2022	Open to all except pharmacy and Primary Care
1d.	End user training (E2E) – sustainment ongoing training	Wed June 1, 2022	TBD	Deliver new CFM flow end-to-end (E2E) CFM changes only recording will be available on SharePoint for users to review
2.	Existing Clinical Flow Training	Fri May 13, 2022	Mon June 6th 2022	
2a.	Retire existing MOH clinical flow training sessions and deliver new CFM changes only moving forward		Fri May 13, 2022	Net new users that require training on the existing clinical flow will be asked to review the training recording on SharePoint # of Generic accounts will be reduced to 3
2b.	Existing training environment decommissioned		Mon June 6 th 2022	
3.	CFM Go-Live		Wed June 8, 2022	CFM changes switch over to production Old training environment/job aids and materials will be removed from SharePoint

Training Schedule | April

TTT Train-the-Trainer Audience: Trainers only
EUT End Users Audience: Open to all except pharmacy and Primary Care
E2E End-to-End Audience: Open to all except pharmacy and Primary Care

April 2022				
MON 11	TUE 12	TTT sessions begin (changes only) WED 13	THU 14	Good Friday (Holiday) FRI 15
	Communication and end user training artifacts ready, packaged and uploaded on SharePoint	10:30 am – 11:30 am x1 CFM Clinical Flow – Changes only (TTT) (Audience: Pharmacy) 1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all) 3:00 pm – 4:00 pm x1 CFM Clinical Flow – Changes only (TTT) (Audience: Pharmacy)	10:30 am – 11:30 am x2 CFM Clinical Flow – Changes only (TTT) (Audience: Pharmacy) (Audience: Other stakeholders) 1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all) 3:00 pm – 4:00 pm x2 CFM Clinical Flow – Changes only (TTT) (Audience: Primary Care) (Audience: Call Centre Training team)	
Easter Monday (Holiday) MON 18	TUE 19	WED 20	THU 21	TTT sessions end FRI 22
	10:30 am – 11:30 am X2 CFM Clinical Flow – Changes only (TTT) (Audience: PHU/Hospitals) (Audience: MOH Trainers) 1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all) 2:00 pm – 3:00 pm X1 CFM Clinical Flow – Changes only (TTT) (Audience: MOH service desk) 3:00 pm – 4:00 pm X1 CFM Clinical Flow – Changes only (TTT) (Audience: PHU/Hospitals)	10:30 am – 11:30 am X1 CFM Clinical Flow – Changes only (TTT) (Audience: PHU/Hospitals) 1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all) 3:00 pm – 4:00 pm X1 CFM Clinical Flow – Changes only (TTT) (Audience: PHU/Hospitals)	10:30 am – 11:30 am X1 CFM Clinical Flow – Changes only (TTT) (Audience: PHU/Hospitals) 1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all) 3:00 pm – 4:00 pm X1 CFM Clinical Flow – Changes only (TTT) (Audience: PHU/Hospitals)	10:30 am – 11:30 am X1 CFM Clinical Flow – Changes only (TTT) (Audience: Open to all) 1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all) 2:00 pm – 3:00 pm X1 CFM Clinical Flow – Changes only (TTT) (Audience: MOH service desk) 3:00 pm – 4:00 pm X1 CFM Clinical Flow – Changes only (TTT) (Audience: Open to all)
MON 25	EUT sessions begin (changes only) TUE 26	WED 27	THU 28	FRI 29
	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all) 2:00 pm – 3:00 pm CFM Clinical Flow – Changes only (EUT) (Open to all except Pharmacy + Primary Care)	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all) 2:00 pm – 3:00 pm CFM Clinical Flow – Changes only (EUT) (Open to all except Pharmacy + Primary Care)	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all) 2:00 pm – 3:00 pm CFM Clinical Flow – Changes only (EUT) (Open to all except Pharmacy + Primary Care)	

Training Schedule | May & June

TTT Train-the-Trainer Audience: Trainers only
EUT End Users Audience: Open to all except pharmacy and Primary Care
E2E End-to-End Audience: Open to all except pharmacy and Primary Care

May 2022				
MON 2, 9, 16, 23, 30	TUE 3, 10, 17, 24, 31	WED 4, 11, 18, 25	EUT sessions end THU 5, 12, 19, 26	FRI 6, 13, 20, 27
	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all)	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all)	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all)	
	2:00 pm – 3:00 pm CFM Clinical Flow – Changes only (EUT) (Open to all except Pharmacy + Primary Care)	2:00 pm – 3:00 pm CFM Clinical Flow – Changes only (EUT) (Open to all except Pharmacy + Primary Care)	2:00 pm – 3:00 pm CFM Clinical Flow – Changes only (EUT) (Open to all except Pharmacy + Primary Care)	
June 2022				
MON 30	TUE 31	Clinical flow E2E sessions begin WED 1	THU 2	FRI 3
		10:30 am – 11:30 am Clinical flow - Office Hours (Open to all)	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all)	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all)
		2:00 pm – 3:00 pm CFM Clinical Flow – E2E (Open to all except Pharmacy + Primary Care)	2:00 pm – 3:00 pm CFM Clinical Flow – E2E (Open to all except Pharmacy + Primary Care)	2:00 pm – 3:00 pm CFM Clinical Flow – E2E (Open to all except Pharmacy + Primary Care)
MON 6	TUE 7	★ GO-LIVE WED 8	Clinical flow E2E sessions end THU 9	FRI 10
10:30 am – 11:30 am Clinical flow - Office Hours (Open to all)	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all)	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all)	10:30 am – 11:30 am Clinical flow - Office Hours (Open to all)	
2:00 pm – 3:00 pm CFM Clinical Flow – E2E (Open to all except Pharmacy + Primary Care)	2:00 pm – 3:00 pm CFM Clinical Flow – E2E (Open to all except Pharmacy + Primary Care)	2:00 pm – 3:00 pm CFM Clinical Flow – E2E (Open to all except Pharmacy + Primary Care)	2:00 pm – 3:00 pm CFM Clinical Flow – E2E (Open to all except Pharmacy + Primary Care)	

Clinical Flow Modernization | Next Steps

WHEN

Monday April 4, 2022

WHO

Identify Train the Trainer Resources – Hospital and PHUs
(MAX 5 trainers per organization)

NEXT STEPS

Send an email to Misbah.Menezes@ontario.ca and Carmen.Cheung@ontario.ca

- Contact details (email and telephone) of the Train the Trainer resources
- Resources will be granted access to the training MOH SP folder
- MOH will send meeting invite for upcoming training sessions in April (along with the training schedule)

Clinical Flow Modernization | Training Package Artifacts

WHEN

Tuesday, April 12, 2022

WHERE

MOH SharePoint

WHAT

Package will include:

- CFM Training Schedule
 - Training schedule will be released on a weekly basis
- New CFM training environment login and generic account information
- As-Is | To-Be clinical modernization overview
- Train-the-trainer training deck
- Job aids
- CFM Functionality Change Document
- Updated training recording (Changes only and Full end-to-end (E2E))