

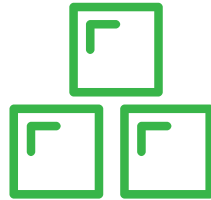
Ministry of Health

COVax_{ON} Clinical Flow Modernization

Training Rollout Plan

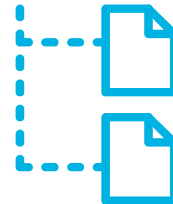
Introducing Clinical Flow Modernization

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

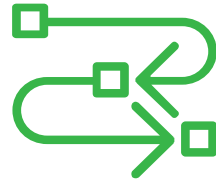
Users can record historical doses without decrementing from provincial inventory supplies



Improving Maintenance

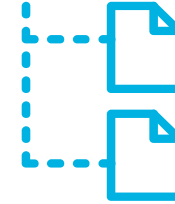
Improve the ability to perform system maintenance and enhancements

Benefits for COVax_{ON} Users



Streamlined Clinical Flow

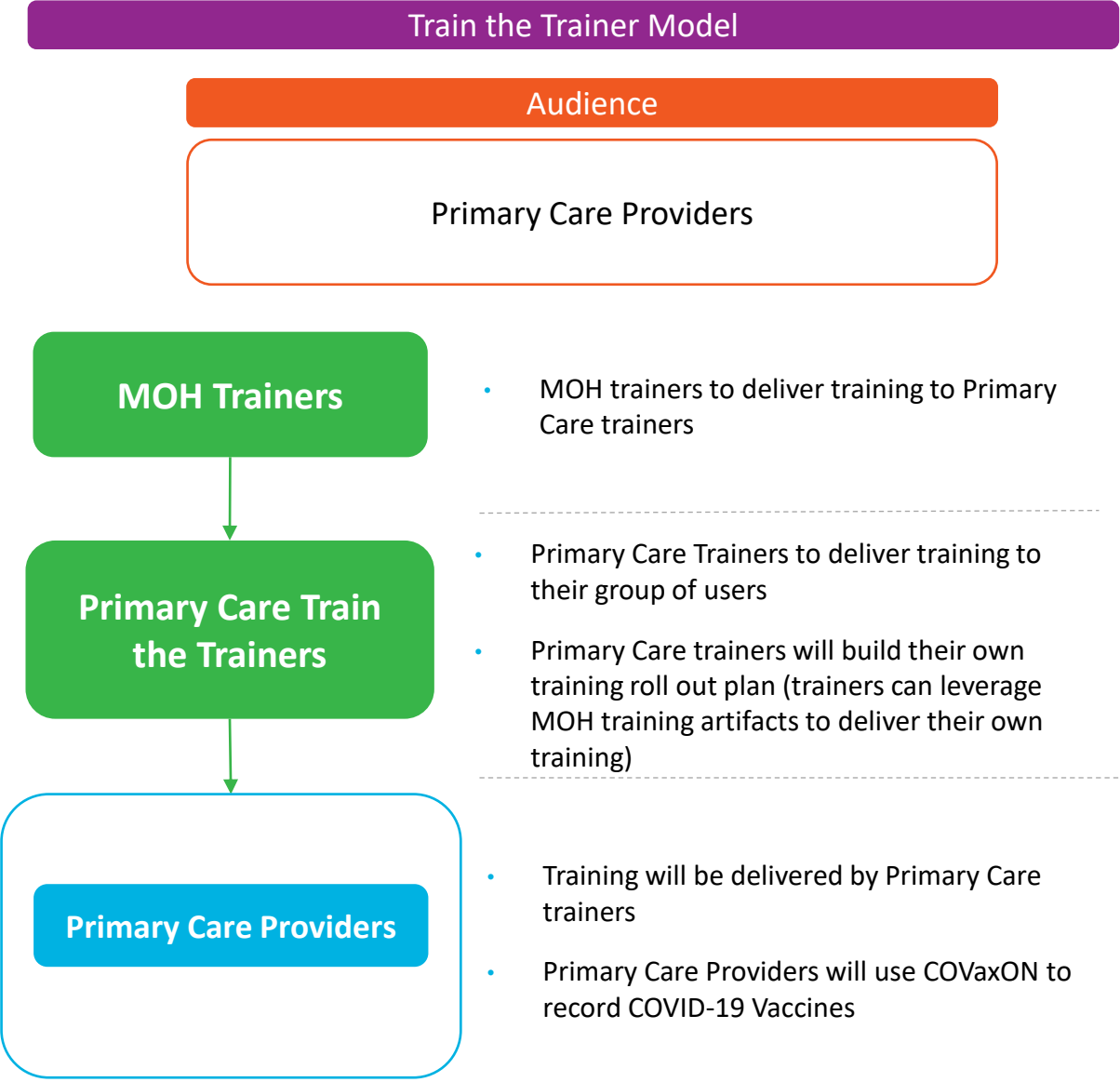
- Improved flow functionality as data is captured directly on the client's immunization record
- Navigate easily between immunization record 'tabs' to support clinical decisions
- More flexibility for users within the system
- All documentation happens within the client record



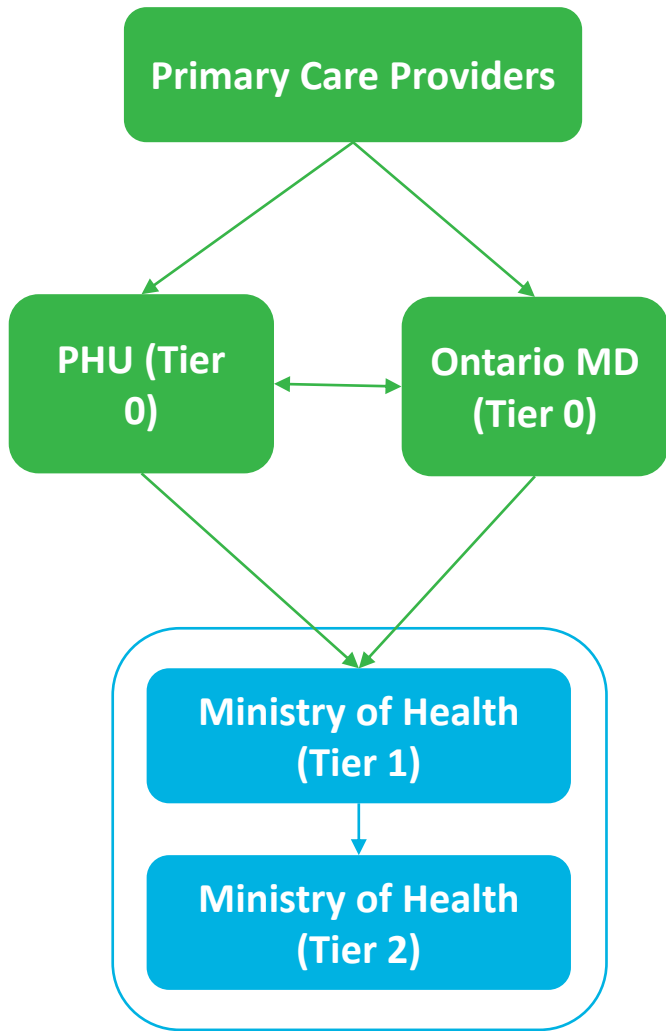
Decoupling Inventory

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

Clinical Flow Modernization (CFM) Training Model



Support Model –Primary Care Providers



- End users at Primary Care offices will use COVax_{ON} to record vaccinations
- End users will contact OMD or PHU service desk for training and first level of support

- Ontario MD will provide first level of support for primary care offices to resolve issues
- PHUs/Ontario MD will email MOH Tier 1 for COVax_{ON} issues they cannot resolve themselves

- MOH Tier 1 will log a ticket and work with PHUs and Ontario MD to resolve issues flagged by Primary care providers

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

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
2.	Existing Clinical Flow Training	Fri May 13, 2022	Mon June 6th 2022	
2a.	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

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	1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all)	1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all)	1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all) 3:00 pm – 4:00 pm CFM Clinical Flow – Changes only (TTT) (Audience: Primary Care)		
Easter Monday (Holiday)	MON 18	TUE 19	WED 20	THU 21	TTT sessions end	FRI 22
	1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all)	1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all)	1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all)	1:00 pm – 2:00 pm Clinical flow - Office Hours (Open to all)	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) 3:00 pm – 4:00 pm X1 CFM Clinical Flow – Changes only (TTT) (Audience: Open to all)	
MON 25	TUE 26	WED 27	THU 28	FRI 29		

Clinical Flow Modernization | Training Package Artifacts

WHEN

Tuesday, April 12, 2022

WHERE

MOH SharePoint

WHAT

Package will include:

- CFM Training Schedule
- 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))