Ministry of Health

COVax$_{ON}$ Clinical Flow Modernization

Training Rollout Plan

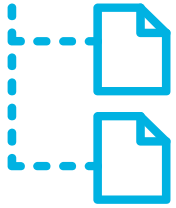
Ontario

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

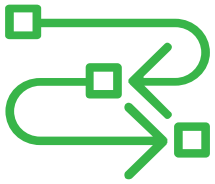
Users can record historical doses without decrementing from provincial inventory supplies

Improving Maintenance

Improve the ability to perform system maintenance and enhancements

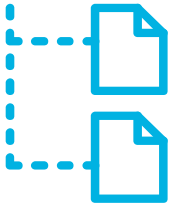
Ontario

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

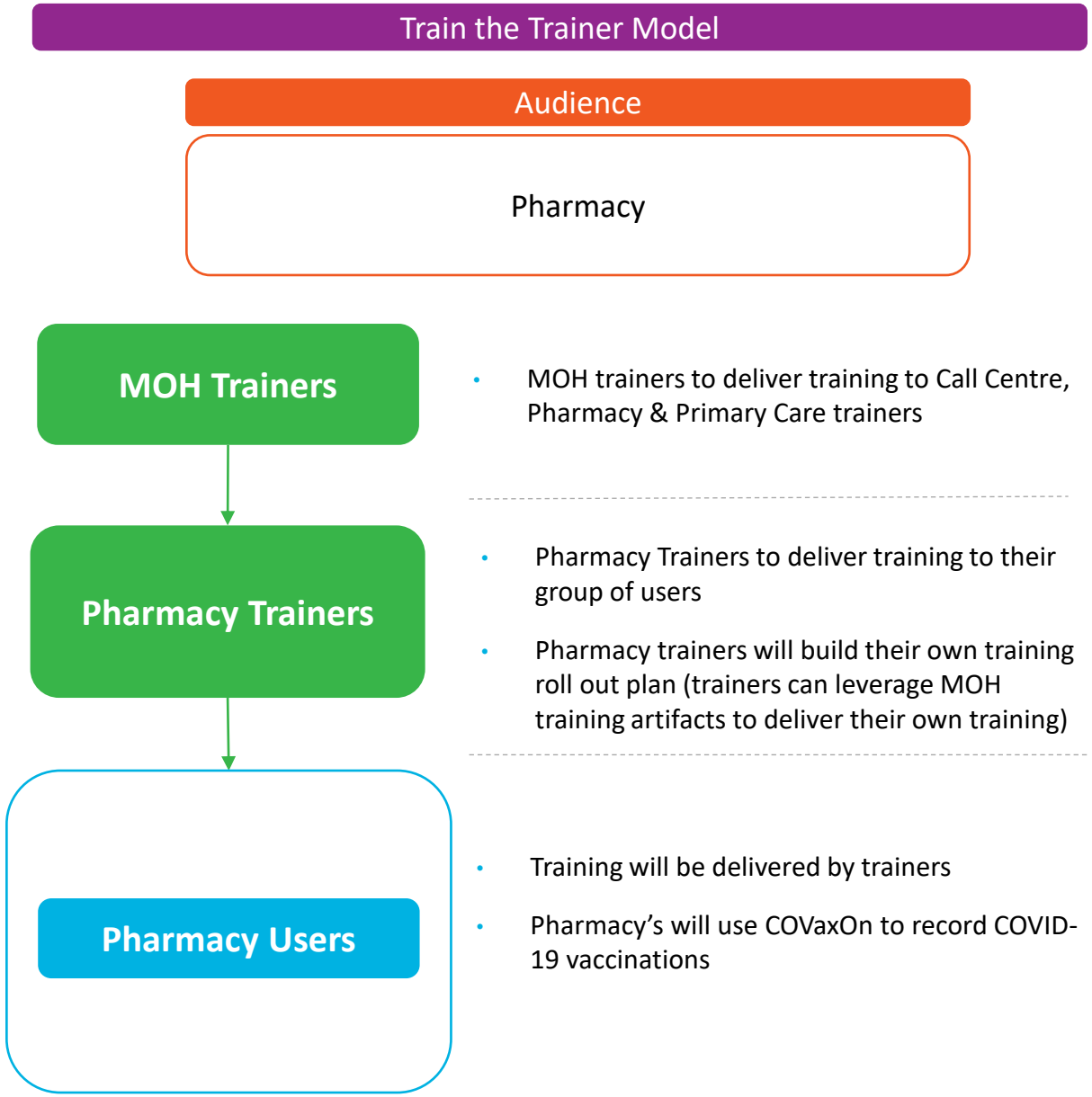


Decoupling Inventory

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

Ontario

Clinical Flow Modernization (CFM) Training Model



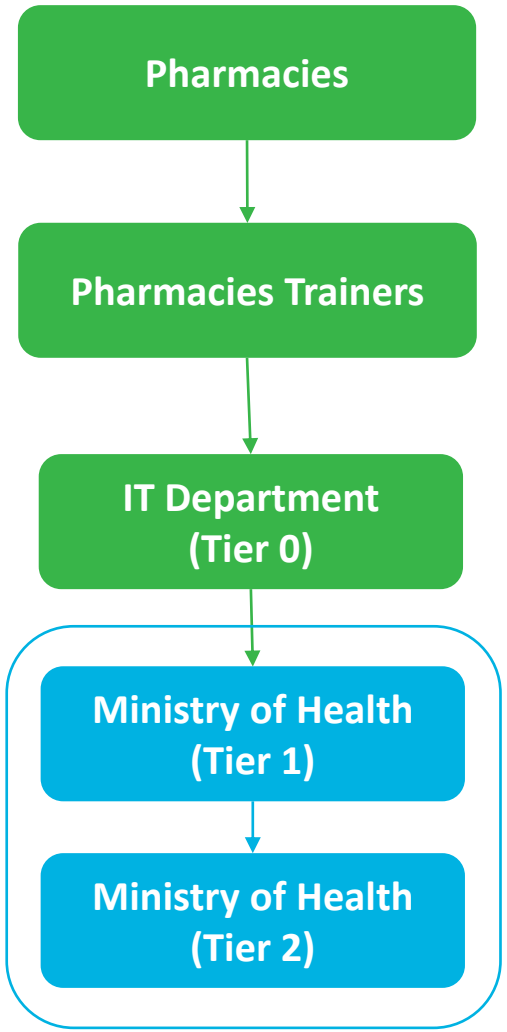
- MOH trainers to deliver training to Call Centre, Pharmacy & Primary Care trainers

- Pharmacy Trainers to deliver training to their group of users
- Pharmacy trainers will build their own training roll out plan (trainers can leverage MOH training artifacts to deliver their own training)

- Training will be delivered by trainers
- Pharmacy's will use COVaxOn to record COVID-19 vaccinations

Ontario

Support Model – Pharmacies



- End users at Pharmacies will use $COVax_{ON}$ to record vaccinations
- End users will contact their pharmacy/PHU organization's IT service desk for support

- IT service desk will provide first level of support for Pharmacies to resolve issues
- Pharmacy trainers & PHUs will email MOH Tier 1 for $COVax_{ON}$ issues they cannot resolve themselves

- MOH Tier 1 will log a ticket and work with the pharmacy trainers or PHUs to resolve issues flagged by Pharmacies or 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

Ontario

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 6th 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**

Ontario

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	WED 13	THU 14	FRI 15
		TTT sessions begin (changes only)		*Good Friday (Holiday)*
	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 x1** CFM Clinical Flow – Changes only (TTT) (Audience: Pharmacy) **1:00 pm – 2:00 pm** Clinical flow - Office Hours (Open to all)	

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)	**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
  - 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))

Ontario