Will I be trained to use CareConnect?

Everyone who will use CareConnect will receive training before go-live.

When will training take place?

Training will be held over an eight-week period beginning on Dec. 17. Training will be offered Monday through Saturday in shifts over 12 hours per day. The length of courses ranges from 2 – 24 hours of required training.

Where will I go for training?

Training will be conducted in a number of different locations. Once enrolled, you will be given details on the exact location including directions, parking, and what to bring. Training will take place in Westwood and Santa Monica.

Who will conduct my training?

Trainers, credentialed or certified in particular applications and workflows, teach the courses.

Will I have to pass a test before I can access CareConnect?

The goal is for all users to become proficient in using CareConnect, and the training team will support all learners and provide additional learning opportunities to help ensure that all faculty and staff members meet training and proficiency requirements. Once users have completed required training and demonstrated proficiency in using CareConnect to do their jobs – at the 80% level – they will be granted access.

How will proficiency be determined?

Proficiency will be determined by taking a test at the end of training, and you'll be told then if you've demonstrated proficiency. Testing will be open book, open system, unless specified otherwise. There will be ample time provided to complete the test. If an employee is not able to complete the test in the allocated time, the employee will be instructed to talk to their manager for next steps.

What if I don't pass?

If you do not demonstrate the necessary proficiency in using CareConnect, we will notify your manager, who will work with CareConnect's training team to determine the best course of action. Options include: Retaking the entire course or allowing self-study time in the playground before retaking the proficiency exam.

When do I get a log-in and password for CareConnect?

After you complete training requirements and demonstrate proficiency, you'll receive a log-in, which will be activated when CareConnect goes live.

Will I be able to practice what I learn before we actually go live with CareConnect?

Yes. You will receive access to a "playground" – a replica of the training environment you were introduced to in class – after you attend your first training course. The playground will enable you to practice what you learned in training until we go live with the system.

Will I be able to configure the system with my preferences before go-live?

Yes. There will be a physician personalization laboratory open four weeks before go-live and continuing for four weeks after go-live. This will provide an opportunity for physicians to work one-on-one with a trainer (after they complete classroom training) to set preferences, identify favorites reports, set order defaults, and create smart phrases.

How will I know which training courses to take and how to sign up for them?

CareConnect teams will work with managers to help them determine the right training for their staff members. It'll be up to department managers to register their staff members for training. Physicians will have an option to register themselves.

Are there prerequisites for training?

Yes. Everyone must have basic PC skills, which involve simply knowing how to use a mouse and keyboard. A basic PC skills tutorial and a list of eLearnings can be accessed through the CareConnect website. Completion of eLearnings will be required for some roles, and faculty and staff members in all roles may benefit from the online training. If there are required eLearnings, you will be notified when you are registered for training.