

Community Network of Specialized Care

“AS THE CAMERA ZOOMS”

Videoconferencing Community of Practice

Wednesday November 16, 2016

25 Registered sites and PCVC users joined the Regional CNSC Videoconferencing Coordinators for the monthly “As the Camera Zooms” Videoconferencing Community of Practice educational event, held on the 3rd Wednesday of each month from 9:30 to 10:30. Watch for the next flyer and please join us.

1. **Welcome:** The Regional Videoconferencing Coordinators from each of the four CNSC regions introduced themselves providing a quick view of their role within their regions. Please note the agenda was changed: **VC Pilot ~ Cloud Bridge Provider** was deferred until the January meeting. The pilot has begun and more information will be available in the New Year.
2. **Overview of This Forum**
 - a) Purpose of these events is to share, enlighten, inspire, highlight, troubleshoot and discuss the great work and changes taking place within the provincial videoconferencing program. Anyone with an interest is welcome to attend. This is also an opportunity for sites and users to ask questions, raise concerns and share tips and success stories about using VC to deliver service.
3. **Follow-up from Previous Events | Action Items**
 - a) As the Camera Zooms and the CNSC Website: A new page can be found under the Videoconferencing section of the CNSC website www.community-networks.ca This is where you will find:
 - MCSS Videoconferencing Guidelines for DS Agencies
 - Notes from each of the *As the Camera Zooms - Videoconferencing Community of Practice* events
 - Any documents related to information discussed during the events
 - b) Briefly reviewed the guideline expectations for MCSS funded room-based videoconferencing systems; the expected 75 events target for each system. It was further confirmed that Personal Videoconferencing (PCVC) activity counts towards the targets for the site. This is wonderful news.
 - c) Challenge of “no-shows” at reserved sites and the impact on event and participant counts (action item from September). A concern was raised regarding sites being reserved for specific events and the participants don’t show. Discussed that the sites are busy multi-purpose rooms and ‘no-show’ can create much frustration. We

certainly understand when an emergency or crisis occurs that changes the participant's schedule; those situations are out of the site's control. We can only continue to identify that the best practice for VC session participants is to notify the Regional VC Coordinator (or the VC site directly) as soon as possible when they are not able to participate. It is important that Site Contacts inform Regional VC Coordinators when the site will not/ has not connected to a given event and report if this is happening regularly. It was also noted, as the trend continues away from room-based systems then this may decrease.

4. **Best Practices and Tips Around Optimizing VC Usage**

- a) Educational Events via VC have seen a decline over the past years. There is a shift in mandates for the CNSC that may be impacting this decline. In the past years each Network developed regional educational opportunities; however we've been moving to a more provincial priorities collaborative model of delivering educational events (i.e. Provincial VC Annual Event; new mandate priorities training such as the Care and Treatment Guidelines).

As we move in this direction it will be important to get some feedback from the sites i.e. Is the change in direction beneficial to sites? Are they getting what they need in terms of education? Are there enough educational opportunities or should there be more?

If agencies are developing and offering educational events that could be offered more provincially they are encouraged to reach out to their Regional VC Coordinator to see how we can assist in promoting the event provincially and also making it available through OTN Webcast. Webcasted events are archived on the OTN website and can always be accessed after the fact.

- b) Educational resources for training events can be found on the CNSC Events Calendar (<http://www.community-networks.ca/events/>) as well as through the OTN NCompass Resource section.
- CNSC Website: The CNSC calendar of events outlines the specific CNSC hosted events and the information on how to join. Some are face-to-face events and some are videoconference.
 - CNSC Recorded and Webcast Events: A list of recorded events are found on the CNSC website and can be ordered free of charge from the website. There is also a link that will bring you to the OTN Webcast site where you will find Archived Educational events – archived events are available for up to two years. We have seen an increase in folks accessing the archived events over the 'live' events.

- Other Public Events: Lists all of the events hosted by other groups; although some may not be suitable (i.e. medical related) there are many that are related to mental health and very appropriate for developmental services staff.
 - OTN Upcoming Events:
https://training.otn.ca/pluginfile.php/19978/mod_resource/content/65/LL%20Calendar%20Training%20Center.pdf
Lists all of the events hosted by OTN. This is where users can find OTN's best practices lunch and learn series. These sessions will teach you how to use various OTN products and services such as: Personal Videoconference, OTN Invite, Educational and Administrative Best Practice, etc. All of these events are held during lunch unless specified. They are great as refresher training for those users that only access the system occasionally.
- c) OTN New NCompass Self-Connection Feature: the group welcomed Steve Matthew to today's meeting. Steve is the OTN Provincial Lead – for Mental Health and our primary contact with OTN. He took the time and introduced his background and his roll with OTN. Steve was invited to today's event to review the 'self-connection feature' new through NCompass.
- Multi point calls using studio based systems are able to be connected/reconnected using the VC systems' remote control to dial the Event ID number
 - Connects you to the bridge and bridge connects to the event
 - This will only work if your VC site was scheduled to connect to the event
 - **NOTE: Personal Videoconferencing is not currently supported**
 - You will be joining an event in progress so to ensure maximum privacy, ensure your room-based system is muted before you joint the event
 - Modification of a scheduled event through TSM/Ncompass can now occur up to 5 minutes before event
 - Cut off time used to be 30 minutes prior
 - Last minute (less than 5 minutes) changes will still have to be completed by OTN technical support
 - **NOTE: webcasted events and off – net systems are excluded**
 - Becoming an OTN scheduler
 - Anyone who is currently not an OTN scheduler but is a site contact (mostly within the South Region) can become an OTN scheduler for their site
 - There is a form to be completed (**SFA Template**) that your Regional VC Coordinator can assist you with completing
 - This is for OTN and ONE-ID validation and confirmation
 - Will also be required to complete online training:

To Access this training

- Go to training.otn.ca and select Login as a 'guest'
- Complete the Ncompass Clinical Course (TM201G) or
- Complete the Ncompass Non- Clinical Course (TM104G)
- When completed please print the certificate and send an email to smathew@otn.ca.

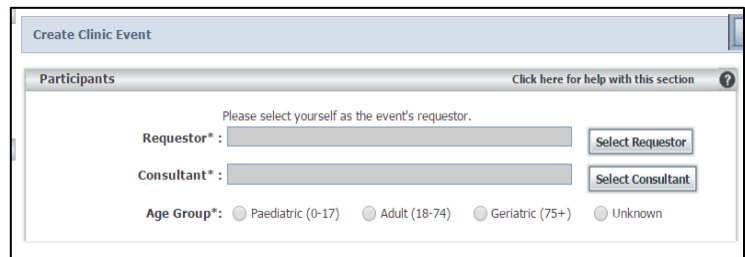
d) Scheduling Using Serial Portal Clinic options – Consultant not listed in NCompass and you want to schedule clinical supervision, etc.

- Sometimes the consultant(s) involved in a clinical VC are not listed within the consultant databases
- Schedulers can schedule clinical events as Ncompass Clinics even if there are only two sites involved (as opposed to scheduling a pt-to-pt clinical event)

Clinical Events

- [Create Point-to-Point](#)
- [Create Ncompass Clinic](#)

- When selecting the consultant, if you don't know the consultant's name, or consultant is not in the directory, or there is more than one consultant there is an alternative option



Create Clinic Event

Participants Click here for help with this section ?

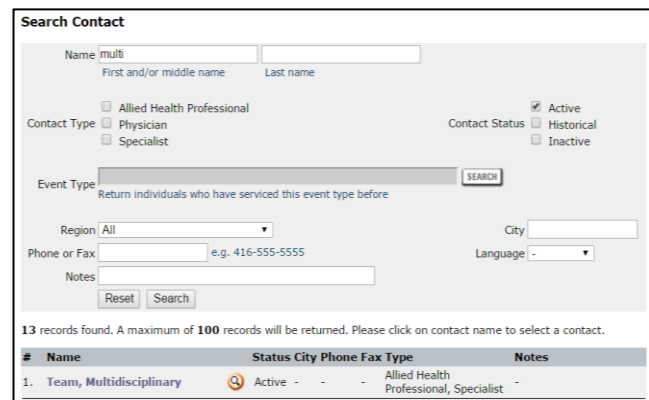
Please select yourself as the event's requestor.

Requestor* : Select Requestor

Consultant* : Select Consultant

Age Group* : Paediatric (0-17) Adult (18-74) Geriatric (75+) Unknown

- In the Search Contact Name field, enter the word "multi" and press enter
- This will bring up a listing of records
- The first one is a generic 'multi-disciplinary' team that you can choose



Search Contact

Name (multi)

First and/or middle name Last name

Contact Type Allied Health Professional Physician Specialist Specialist

Contact Status Active Historical Inactive

Event Type SEARCH

Return individuals who have serviced this event type before

Region: All City:

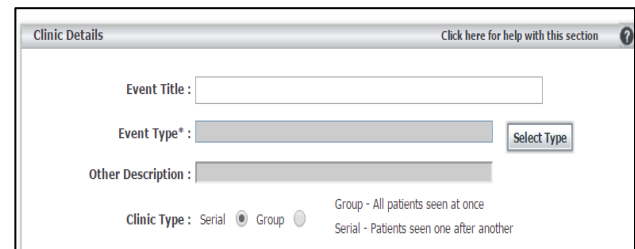
Phone or Fax: e.g. 416-555-5555 Language:

Notes: Reset Search

13 records found. A maximum of 100 records will be returned. Please click on contact name to select a contact.

#	Name	Status	City	Phone	Fax	Type	Notes
1.	Team, Multidisciplinary	Active	-	-	-	Allied Health Professional, Specialist	-

- In the Event Title field, you can add the consultant name, type of meeting etc.
- There is no developmental services/behaviour therapy event type in Ncompass, so there is an option to select an event type of 'other' and then enter a description in the 'other description' field



5. News / Success Stories From Around The Sites

No one had news to share.

Reminder that the Linking Up events for the next year are now posted. Linking Up is a provincial Self Advocates Network. The groups share their successes, their challenges and ideas with each other. They include a guest speaker at their events who provide training and education on a variety of topics. If your agency has a self-advocate group please share this information with them.

6. Next VC Community of Practice events – watch for session flyers

January 18th (Chair is Lisa Holmes)

<https://schedule.otn.ca/tsm/portal/nonclinical/details.do?request.requestId=62698291>

February 15th (Chair is Rosanne Stein)

<https://schedule.otn.ca/tsm/portal/nonclinical/details.do?request.requestId=62698436>

March 15th (Chair is Shannon Pierce)

<https://schedule.otn.ca/tsm/portal/nonclinical/details.do?request.requestId=62698741>

Central Ontario Network of Specialized Care: Tony Gougeon, (705) 526-0311 ext. 355 tgougeon@clhmidland.on.ca

Central Ontario Network of Specialized Care: Louise Spicer, (705) 526-0311 ext. 322 lspicer@clhmidland.on.ca

Eastern Ontario Network of Specialized Care: Shannon Pierce (613) 548-4417 spierce@ongwanada.com

Northern Ontario Network of Specialized Care: Rosanne Stein, (705) 645-7478 ext. 3221 rstein@handstfhn.ca

Southern Ontario Network of Specialized Care: Heather Prescott 1-800-640-4108 ext. 7226 hprescott@wgh.on.ca