

Community Network of Specialized Care

“AS THE CAMERA ZOOMS”

Videoconferencing Community of Practice

September 21, 2016

45 Registered sites and PCVC users joined the Regional CNSC Videoconferencing Coordinators for the first “As the Camera Zooms” Videoconferencing Community of Practice educational event.

This event will be held on the 3rd Wednesday of each month from 9:30 to 10:30.

Watch for the next flyer and please join us.

NOTES FROM SEPTEMBER 21, 2016 EVENT:

1. The Regional Videoconferencing Coordinators from each of the four CNSC regions introduced themselves providing a quick view of their role within their regions.
2. 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 if they are unsure of something or even tell us about some great things their site is doing.
3. Discussed and highlighted specific items from the Videoconferencing Guidelines for Developmental Services Agencies. The most important note is that previous to this year there were never any event targets identified for the VC program. Systems are used for Clinical activity, educational and training, as well as administrative events. Although this will not change, what has changed is the number of events each site must now participant in. The target is based on the total number of systems at the site – 75 events for one system, 150 events for two system, 225 events for three systems. Activity from any PCVC users linked to the site counts towards these targets. Sites that don't reach these targets are at risk of losing their system.
4. Highlighted some best practices around VC usage – two key points were discussed:
 - a. **Point-to-point events:** In previous years it was practice that if you needed to connect point to point you just pick up the remote and call the other site. With the new guidelines this is not recommended as those events will not count towards the target as they are not scheduled. Only events scheduled in OTN NCompass are counted as valid events. It is extremely important that these events be scheduled. It was noted that PCVC events automatically are scheduled in NCompass however room based systems involved in point-to-point events are not. These can also be scheduled after the fact.
 - b. **Clinical Schedulers / Patient Counts:** It is important that when creating “NCompass Clinic” events that patient counts be added. This is the total number of patients discussed during the scheduled events. There is no need to schedule multiple events unless that's your practice; NCompass Clinics allow you to schedule one event, identifying the number of people discussed. Clinical events are counted a little differently – for example if 3 sites are involved in a full day clinical event where 10 different patients were discussed, this is considered 10 events for each of the three sites involved because all three sites were present during the discussions of 10 different files. Often the total number of cases discussed is not known at the time of scheduling the event; therefore, the onus is on the scheduler to go back into that event and enter the total number of patients discussed. All of this counts towards the event targets.
5. Training and Learning Centre: These resources are found through OTN.
 - a. From NCompass | on the left side once logged in | under Resources \ the first link is Public Events: these are events hosted by other organizations (not necessarily connected to CNSC) that are open to the public; anyone with an interest can join these events. Many are geared towards Ministry of Health related topics however there are many that relate information that is relevant to the developmental services sector. Take the time and review some of these events and make them available to your agency staff – these all count towards site activity.

- b. From NCompass | on the left side once logged in | under Resources \ the first link is Upcoming Events: This link will bring you directly to the OTN Best Practice Lunch and Learn Series of events. Choose the event you want to take part in and register yourself into the event. These are great for new PCVC users coming on board and anyone can join these events.
 - c. From OTN HUB | on the right top side of the site – click on the question mark then click on Training Centre. This is where folks can go who want to learn about VC on their own time (i.e. they cannot join existing events but require training). Those folks who do not have a member login username and password can log in as a guest (username = guest | password = guest). Click the link Personal Videoconferencing and from here training tutorials (videos) are available.
6. News from around the sites: Participants were provided an opportunity to tell us something about themselves or if someone is involved in VC events in their area that has been very successful. We were happy to hear all of the great work that is happening with the Self-Advocate Groups across the province ... events are called Linking Up visit <http://www.community-networks.ca/services/linking-up/> and see what it's all about. If your agency has self-advocates and you want them to have the opportunity to join these events get the word out – circulate this information throughout your agencies ... invite them to join these events.

Two key feedbacks received were:

- Handouts are not posted in a timely fashion. Tony agreed to follow up with the presenters to see if this can be improved
- No shows – will agencies be penalized for this. It is best practice to have the site removed from the event in order that we provide accurate data. However in cases where this is not possible, we agree that this should not count against the site, even though the system was not used. The no show could have prevented it from being booked for other use and the admin resources were still expended to accommodate the event. We will follow up with MCSS.

7. Next “As the Camera Zooms” Videoconferencing Community of Practice



**WEDNESDAY
OCTOBER 19
9:30 TO 10:30**

Flyer to follow

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