

Community Network of Specialized Care

“AS THE CAMERA ZOOMS”

Videoconferencing Community of Practice

Thursday October 19, 2016

26 Registered sites and PCVC users joined the Regional CNSC Videoconferencing Coordinators for the monthly “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.

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.
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.
 - b) Provided background information to attendees about increase in costs associated with OTN membership, specifically circuit connection fees. Advised sites of recent changes in VC program as a result. Highlighted specific items from MCSS's new document, entitled Videoconferencing Guidelines for Developmental Services Agencies. This past summer, MCSS instituted event targets, which must be met annually for each VC site member of the CNSC's Videoconference program. The threshold target is based on the total number of systems at the site: 75 events minimum for a one-system site, 150 events for two systems, 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/s and PCVC accounts. **Other VC options** are being explored at CNSC. Sites will be notified of findings in near future.
 - c) Follow Up Action Items: *Handouts* – Regional VC Coordinators have asked presenters to make every effort to deliver handouts 3-5 days prior to given education event. *Capturing accurate data* – if a site is registered for a given event but cannot attend, it is best practice to de-register the site prior to the event. If event cannot go ahead, it should be canceled in NCompass. For those with access to NCompass Scheduling platform, you may de-register or cancel event prior to Live date. After the date of the event, you will have to call OTN and ask them to make the corrections. If you cannot access NCompass, please contact your Regional VC Coordinator.
3. **OTNHub User Agreement**

Every agency that hosts a MCSS funded VC site and/or PCVC user is bound by the OTNhub User Agreement as signed by their executive director. Some recent changes were made to the Agreement, which takes effect October 24th, 2016 and some sites had voiced some concerns regarding the language used within the agreement.

 - The new version of the agreement used language around the use of OTN services specific to health care and health care related services
 - CNSC sites were concerned that some of the activities they conduct are not related to 'health care'
 - CNSC contacted OTN about this and provided specific examples about how VC is used within developmental services sites
 - OTN agreed that CNSC's VC usage fits under their definition of acceptable usage, as CNSC mandate of improving the quality of life of individuals parallels that of the Ministry of Health
 - The new Agreement also includes a change to PCVC usage
 - PCVC users must access their account at least once a year to maintain the service
 - If a PCVC user does not access their account for a period of one year, OTN will de-activate the PCVC account
4. **Best Practices and Tips for Optimizing VC usage and Capturing Accurate Data**
 - a) Learn to check your site's VC Utilization Data on a regular basis

NCompass Schedulers have the capacity to generate reports about system usage; reports are accessible in NCompass:

 - From NCompass | on the left side once logged in | under Resources | the second link is **Reports**
 - Will bring you directly to the Report Generator on the right side of the page (Session Lists and Utilization Reports)
 - Under **Utilization Reports/Report by** dropdown menu, select **Service**, enter the time frame you wish to run the report for
 - Before generating the report ensure to select which systems you want to report on under **Systems to Report On**

Example of VC site Report:



Source: TSM (Central Scheduling Services)
 Period: July 01, 2016 Through September 30, 2016

Time of Printing: October 20, 2016 01:33 PM

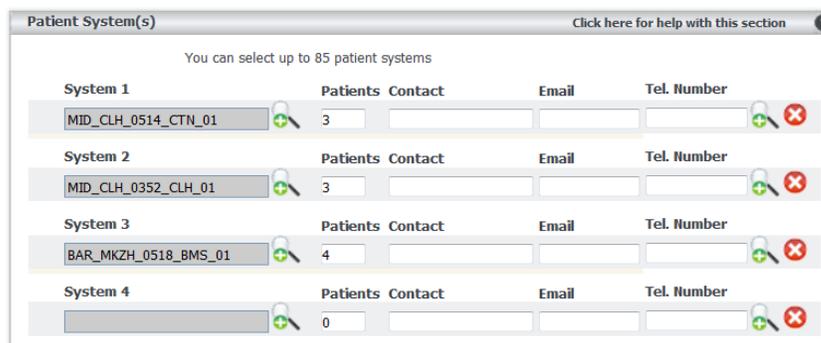
Services At Studios WOO_RSA_0467_RSA_01, WOO_RSA_0467_RSA_04, WOO_RSA_0467_RSA_05
 July 01, 2016 To September 30, 2016

	Patients Seen	Events Scheduled	Group Clinics	Total Event Duration
Administrative				
Other		30		3085
Administrative Total		30	0	3085
Clinical				
Mental Health (Psychiatry, includes addictions behaviour, addictions substance)	3	3	0	165
Other	70	70	0	2595
Clinical Total	73	73	0	2760
Educational				
Mental Health (Psychiatry, includes addictions behaviour, addictions substance)		1		90
Other		5		720
Educational Total		6		810
Overall Total	73	109	0	6655

b) Patient Counts/ Clinical Schedulers

- Clinical events are counted a little differently than administrative and educational events
- NCompass Clinics allow you to schedule one event, identifying the total number of people discussed
- When creating "Ncompass Clinic" events, it is important that accurate patient counts be added. Whether you are a scheduler or if you have a designated scheduler, the total number of people discussed in a given clinical event will need to be added to the event in NCompass

Example: if 3 sites are involved in a full day clinical event where 10 different individuals 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. The 10 patient count is not added to each of the sites scheduled, however the number of patients entered in each 'box' would tally up to 10



System	Patients	Contact	Email	Tel. Number
System 1 MID_CLH_0514_CTN_01	3			
System 2 MID_CLH_0352_CLH_01	3			
System 3 BAR_MKZH_0518_BMS_01	4			
System 4	0			

(if 10 is added for each site that would mean 30 people were discussed)

- 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.**

Note: This information is provided so that sites know how the utilization counts are accumulated. This is how Regional VC Coordinators retrieve the data from NCompass.

c) Scheduling of all Point-to-point events

- In previous years it was practice that if you needed to connect **point to point, using your room based system**, you just picked up the remote and called the other site without having scheduled the event in advance
- These non-scheduled, room-based system connections are not captured as valid events in OTN Reports. This is lost data.
- With the new MCSS VC Usage Guidelines, it is strongly recommended that all point-to-point VC calls made on room-based systems be scheduled in advance in NCompass, or if that is not possible, then immediately after the given event.
- *PCVC events are the exception, as all PCVC connections are scheduled automatically into the NCompass scheduling software and, therefore, captured as valid data

d) OTN Learning Centre/Lunch & Learn Events

- OTN Schedulers have access, via NCompass, to view other non-CNSC educational events
 - Choose **Public Events** link under **Resources**, at bottom left: Public Events list offers events hosted by other organizations. Events are free of charge and open to the public
 - Choose **Upcoming Events** link under **Resources**: link will take you to OTN Best Practice Lunch & Learn series of events
 - **OTN Training Centre**: 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 to learn on their own time about VC (i.e. they cannot join existing events but require some training). Those folks who do not have credentials to LOGIN to the OTNHub can access training as a 'guest' (username = guest | password = guest). Click the link Personal Videoconferencing, and from here training tutorials (videos) are available.
- NON-OTN Schedulers have access to view other non-CNSC educational events offered via OTN
 - Go to <https://learning.otn.ca/>
 - List of upcoming public events hosted by OTN
 - You may schedule your site or ask your Regional VC Coordinator to schedule your site into any events listed here
 - CNSC Education Events: Anyone wishing to access a CNSC educational VC event can search the CNSC Training Calendar on the CNSC website: <http://www.community-networks.ca/events/>

5. **News from around the sites – success stories using VC**

- CNSC East region shared a wonderful, heartwarming example of how they were able to facilitate a family visit for a client who historically was able to meet in person with family members on a regular basis. The family had recently moved to a different city, and VC proved to be the perfect solution for client and family members to keep in touch. The family visit was a tremendous success, and regularly scheduled future visits are planned for this family. This example is the embodiment of what the VC program is about ~ Improving the quality of life of individuals within our services.
- OTN Invite: Similar types of family visits can also be set up using the **OTNInvite feature**, accessible to PCVC Users, where a link is generated and sent via email to anyone who has a computer/webcam/microphone and an Internet connection, (preferably hard-wired and not wi-fi). This feature is ideal for meeting with people/ families who are not OTN members. Click on link below to see screencast about OTN Invite features and process
https://training.otn.ca/pluginfile.php/31114/mod_resource/content/47/otninvite2016/otninvite2016.html

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

November 16, 2016 January 18, 2017 February 15, 2017 March 15, 2017

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