



Health Sciences Placement Network
Réseau de gestion des stages en sciences de la santé



Implementation Planning Manual

*A guide for organizations
preparing for implementation
in an HSPnet province*

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Updated: July 31, 2009

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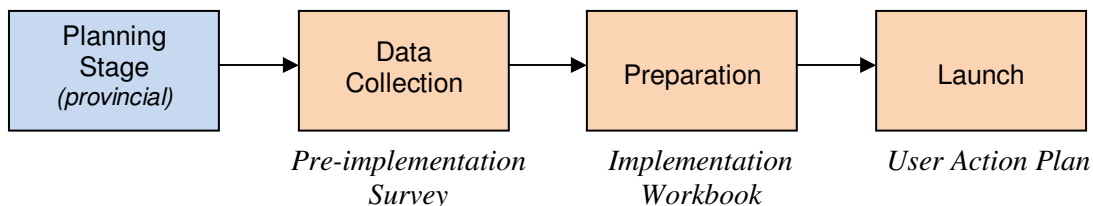
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Purpose of this Document

This Manual provides information to guide organizations that are preparing for HSPnet implementation in Placing Agencies (educational institutions) and Receiving Agencies (health sites) **in a province that is already using HSPnet.**

The Manual provides an overview of:

1. HSPnet Background
2. Principles of a “Placement Network”
3. HSPnet governance and management in each province
4. The HSPnet implementation process for each organization and associated Implementation Tools:



5. Key project tasks and estimated time commitments
6. Implementation scenarios: regional or discipline “waves”

Relationship to Other Documents

This document is one of three related documents that will guide implementation in your organization. Other documents of interest, including those that supported the initial launch of HSPnet in your province, are also referenced below:

HSPnet Document	Purpose
Implementation Planning Overview	Answers questions about provincial implementation including project structures and committees, implementation phases and schedules, and key activities leading to the launch
Implementation Planning Manual <i>(this document)</i>	Guides implementation planning in each participating organization
Project Charter for HSPnet-xx	<ul style="list-style-type: none"> • Defined the specific scope, objectives and timelines for implementation • Formalized reporting structures for each project committee, working group and team involved • Defined project sub-plans including Communications Workplan, Evaluation Workplan, and Risk Management Workplan
Implementation Planner (each region or discipline)	Identifies each task, responsible person(s), and timelines for each expansion project (new region and/or new discipline).

1. HSPnet Background

HSP_{net} is a web-enabled system that was developed to coordinate student placements in health sciences disciplines across a practice education jurisdiction (typically a province). The system was developed by the BC Academic Health Council in 2002 and is now used in several Canadian provinces that share a common infrastructure for services such as help desk, training, and enhancements. Background on the BC Academic Health Council is available from their website at <http://www.bcahc.ca/index.php>.

Each province has their own “copy” or instance of HSPnet, and identifies a Lead Agency (typically a government body or member organization) to guide the implementation project and ongoing expansion of the network over time. The Lead Agency also sends representatives to the National HSPnet Alliance Steering Committee that oversees the shared HSPnet infrastructure.

Each provincial instance of HSPnet is organized by legal entity and each is classified as either a Placing Agency (PA) or a Receiving Agency (RA); some organizations may be classified as both. A Receiving Agency may be a “health authority” such as a health region or district, a “standalone” hospital or regional/provincial centre, or a privately operated site such as a residential care facility.

Implementing HSP_{net} across a practice education jurisdiction provides the following benefits:

- **Improved communication and information exchange** among schools and sites that accept students, throughout the placement process;
- **Reduced handling of paper** through access to electronic placement requests and to online profiles for courses students, staff, and placement sites;
- **Improved turnaround** on placement requests through instant communications and automated reminders of items awaiting action;
- **Productivity tools** to produce automated request forms and letters, student or instructor lists, and unit schedules;
- An **enhanced ability to plan and build capacity** through access to comprehensive data on placement activities and trends, reasons for declining/canceling placements, etc.

2. Principles of a “Placement Network”

Many placement systems focus on the coordination and data management needs within a single Placing Agency or Receiving Agency, leading to a proliferation of databases in each province. While these standalone systems provide clear benefits for the organizations that operate them, they cannot easily provide province-wide data for planning and capacity development, and they result in duplicated information that is maintained by multiple organizations. Communication across organizations is often managed by phone, fax, mail, or unencrypted email messages that may contain personal information about students.

HSPnet is a true *placement network* that connects all members of the practice education partnership through a single network with common processes, terminology, policies, and data standards. All organizations contribute to a single provincial database that is segregated by legal entity to protect personal and proprietary information, yet is integrated to provide a unified view of information as appropriate for each user. For example, a Placing Coordinator can view all upcoming placements in all of her educational programs, and a hospital manager can view all upcoming placements, from any school, for sites or units under her responsibility. The database also provides de-identified data to support planning and capacity development at the program, site, region or provincial level.

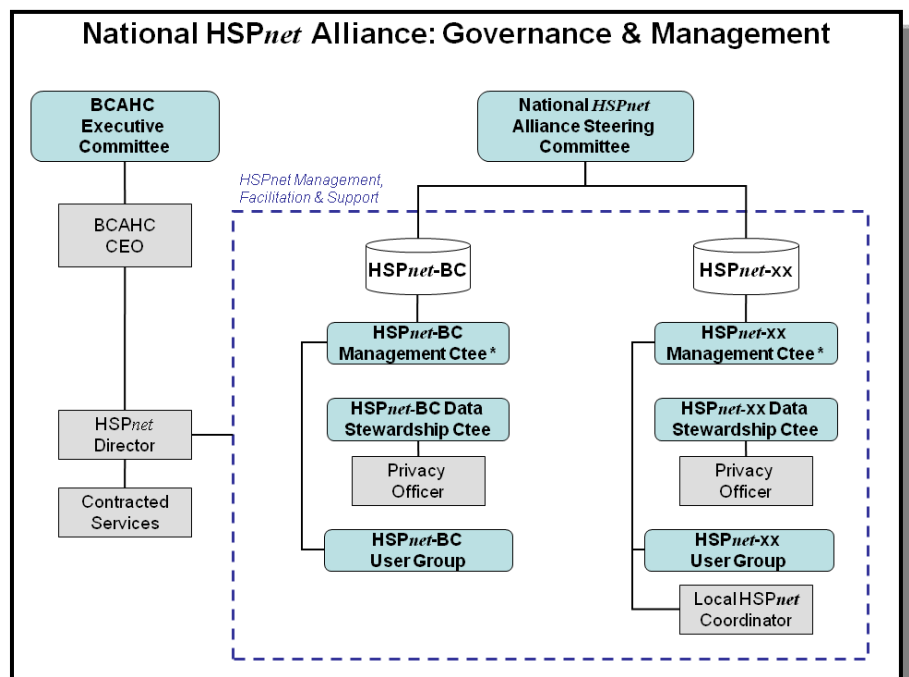
The following principles apply to HSPnet as a placement network:

- **Segregation of data** to protect private information (e.g. student profiles) and proprietary information (affiliation contracts between a Placing Agency and a Receiving Agency);
- **Integration of data** to support communication and coordination of placements, plus sharing of content and information versus “reinventing the wheel”;
- **Standardized data and presentation of information** to streamline processes and to support information sharing and data analysis;
- Provincial structures for **governance and management** to ensure cost-effective operation and improvement of the system over time;
- Local structures for **collaboration and planning** in and across regions;
- A **policy and security framework** to ensure protection of information privacy, security, and quality through effective data stewardship.

3. HSPnet Governance and Management

The Lead Agency holds the HSPnet license, issued by the BC Academic Health Council, on behalf of all organizations in their province. The Lead Agency may issue an HSPnet sublicense to participating organizations, and is responsible for establishing committees and roles to support implementation and ongoing management of the network.

Each province is required to maintain an ongoing provincial **HSPnet Management Committee** to guide expansion and improvement of their network under an annual operating plan.



An HSPnet **Data Stewardship Committee** is another ongoing structure required by each province. The Lead Agency also appoints an **HSPnet Privacy Officer** to respond to internal and public inquiries or complaints about handling of personal information via HSPnet in their province.

Some provinces have elected to fund a local HSPnet Coordinator to support promotion of HSPnet adoption in their province, to assist the HSPnet team with organizing user training, to support the Management and Data Stewardship committees, and to support related practice education initiatives in the province.

4. Participant Roles and Responsibilities

Each agency that implements HSPnet will identify individuals to assume the following one-time and ongoing roles within their organization. *In general, one individual plus a backup contact should be identified for each role.* Note that one person can serve multiple roles in their organization; for example the same individual may act as Implementation Contact and Local Administrator.

Rôle	Responsibilities <i>During Implementation</i> + Estimated Time Commitment	Responsibilities <i>After Implementation</i> + Estimated Time Commitment
<p>Implementation Contact</p> <p><i>For each School/Faculty or Agency/Site.</i></p> <p><i>This individual may or may not be an HSPnet user</i></p>	<ul style="list-style-type: none"> • Acts as primary contact for the HSPnet Team; distributes information on request to stakeholders in their school/sites (1 hour/week) • Facilitates a process for department members to contribute to the Pre-Implementation Survey and Implementation Workbook; submits the completed documents to HSPnet (1 to 3 days) • If needed, schedules a pre-training teleconference to review the Workbook and to answer questions of the trainees and the HSPnet Team • Coordinates registration of trainees and booking of computer labs for implementation training as per the HSPnet Pre-Training Checklist (1 to 2 days) 	<p>None</p> <p>(temporary role only for the implementation period)</p>
<p>Department Contact</p> <p><i>For each School/Faculty or Agency/Site.</i></p> <p><i>This individual may or may not be an HSPnet user and is typically a senior manager</i></p>	<p>Authorizes HSPnet User access for their department trainees (up to 1 hour).</p> <p><i>For implementation, this role is typically served by the Dean or Director and cannot be one of the Local Administrators because a user cannot authorize their own access at this level</i></p>	<ul style="list-style-type: none"> • As needed, authorizes HSPnet User access for replacement staff, or for new user types when expanding access to add instructors or unit managers. <i>After implementation this role can be served by a Local Administrator</i> • As needed, responds to HSPnet or Data Stewardship Committee requests for action or escalation (e.g. in the event of a privacy breach by an employee of the department)
<p>HSPnet Local Administrator</p>	<ul style="list-style-type: none"> • Establishes and monitors Agency-specific procedures to support HSPnet Policies, or adapt existing procedures for their department/program (1 to 2 days) <p><i>Example: develop a process to distribute student consent forms</i></p>	<ul style="list-style-type: none"> • Manages setup and maintenance of new user ID's; liaises with Help Desk as needed to ensure mandatory eLearning has occurred before activating new users (as needed) • Establishes and monitors Agency-specific procedures to support HSPnet Policies, or adapts existing procedures for their department/program (as needed) • Responds to HSPnet requests for information or action in order to meet monitoring requirements of HSPnet Policies (as needed)

Rôle	Responsibilities <i>During Implementation</i> + Estimated Time Commitment	Responsibilities <i>After Implementation</i> + Estimated Time Commitment
HSPnet Users	<ul style="list-style-type: none"> • Reports system bugs or problems to HSPnet via email or phone to the HSPnet Help Desk • Reviews HSPnet website homepage before each login to check for user notices or new features alerts • Follows HSPnet policies and procedures, and agency-based procedures on the use of HSPnet 	<ul style="list-style-type: none"> • Completes periodic refresher training to review new features and seek advice on placement challenges (½ to 1 day/year) • Attends Regional Team meetings to discuss common placement issues and needs (½ day/term) • (Optional) attends annual User Group meeting for the province to receive HSPnet and policy updates, to provide input on user priorities and enhancement ideas, and to discuss placement issues and needs at the provincial level (1 day/year)
Placing Coordinators and Student Administrators	<ul style="list-style-type: none"> • Completes training as appropriate for their role (1 to 2 days + 0.5 day Completer/Refresher* session to complete the first placement cycle) • Completes “homework” after training to complete data entry of online profiles and upcoming placement requests 	
Receiving Coordinators	<ul style="list-style-type: none"> • Completes training as appropriate for their role (1 day + 0.5 day Completer/Refresher* session to complete the first placement cycle) • Completes “homework” after training to complete data entry of online profiles and upcoming placement requests 	

* Completer/Refresher session is required for new regions or disciplines only, and is not required for a new program or site joining after the initial launch of a region/discipline.

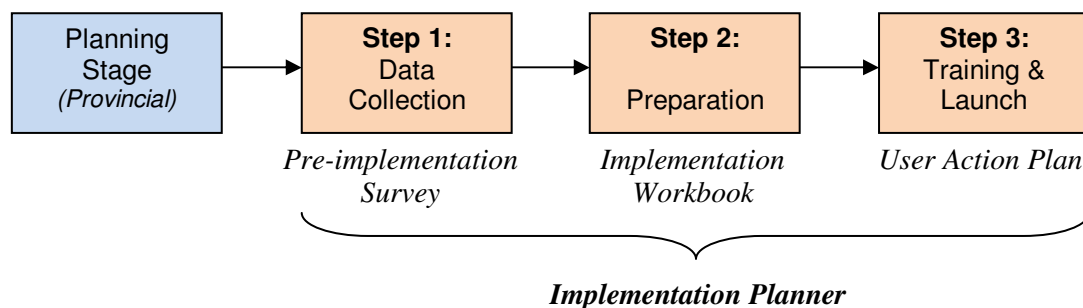
5. HSPnet Implementation Process (4 Stages)

The implementation process for each province starts with the Planning Stage, initiated during a planning workshop that is attended by project committee members and other interested parties. A key deliverable of the session is the *HSPnet-xx Project Charter*, a critical planning and communications tool that is used by project stakeholders and HSPnet team members. The Project Charter describes project roles and processes such as change control, and defines important parameters:

- Project objectives and Scope (participating regions and disciplines)
- Phases and timelines
- Project success factors
- Evaluation workplan
- Communications workplan
- Risk management workplan
- Policy and privacy workplan

Other essential deliverables of the Planning Stage

Beyond the planning stage there are three additional implementation steps that proceed independently in each new region or discipline:



These steps are guided by a regional *Implementation Planner* that is developed during a planning workshop involving organizations that are preparing for implementation. The regional Planner builds on the provincial objectives of the provincial Project Charter, and may introduce objectives and requirements that are unique to the new region or discipline.

Additional organizations may elect to implement HSPnet on their own, and not as part of a regional or province-wide launch.

User tasks in each stage are shown above and are supported by the following HSPnet Implementation tools:

Implementation Tool	Uses and Benefits	Estimated Time Commitment
<p><i>Pre-Implementation Survey</i> <i>Completed 2-5 months before launch</i></p>	<p>Collects basic information to guide the Regional Team and HSPnet Team in developing training schedules and to identify potential issues and special requirements in each organization.</p>	
<p>Placing Agency (PA) Survey (educational programs)</p>	<p>Describes educational programs, student/placement volumes, types of health sites used, placement timelines or deadlines, and plans for training (roles, numbers)</p>	<p>1-2 hours per faculty/department</p>
<p>Receiving Agency (RA) Survey (health sites)</p>	<p>Describes sites and services offered and plans for training (roles, numbers)</p>	<p>1 hour per agency/site</p>
<p><i>Implementation Workbook</i> <i>Completed 1-3 months before launch; allow additional time for data cleanup if needed</i></p>	<ul style="list-style-type: none"> • Provides data that allows the HSPnet Team to setup each organization in the system for user training • Introduces trainees to HSPnet concepts and terminology before their training. 	
<p>PA Workbook</p>	<p>Provides detailed information on each educational program (e.g. RN Basic and RN Refresher, BScPT and MScPT) including:</p> <ul style="list-style-type: none"> • Cohort structure (intakes or classes) • Courses • Placement schedules • Department staff (coordinators, administrative support, instructors) 	<ul style="list-style-type: none"> • Workbook: 2 to 4 hours per program including pre-training teleconference if needed to review the Workbook and answer questions • Data preparation: 1 to 5 days to prepare existing directories of placement sites and contacts for entry/upload to HSPnet (excluding time to update contacts and to clean data to remove inactive or duplicate sites) • Student data: 1 to 2 days to obtain extracts from student information system
<p>RA Workbook</p>	<p>To provide detailed information on each Site, the Services or educational experiences offered, placement destinations available to students (units and programs), and department staff (site or discipline coordinator, unit/program contacts if different, and supervisors/preceptors)</p>	<ul style="list-style-type: none"> • Workbook: 2 hours per site (up to 4 hours for large sites) including pre-training teleconference to review Workbook and answer questions • Staff data: 1 to 2 days to obtain extracts from staff information systems or to prepare preceptor lists from other sources

Implementation Tool	Uses and Benefits	Estimated Time Commitment
<p><i>User Action Plan</i> <i>Completed during training</i></p> <hr/> <p>PA User Action Plan</p>	<ul style="list-style-type: none"> • Tracks progress against the HSPnet learner objectives and identifies “homework” to be completed after training. • Defines individual objectives against implementation success factors, to support continuing progress after training 	<ul style="list-style-type: none"> • Monitors checklist and tracks progress against success factors: ½ to 1 hour per week • Completes “Homework” <ul style="list-style-type: none"> ○ Completes online Course Profiles: ½ to 1 hour per course (excluding time to update document uploads) ○ Completes entry of all placement requests for the upcoming term: ½ to 1 day per course depending on placement volumes and complexity of schedules (rotations, alternating shifts, etc.) ○ Sends placement requests, including delivery via email/fax to non-user sites: up to ½ day per course
<p>RA User Action Plan</p>		<ul style="list-style-type: none"> • Monitors checklist and tracks progress against success factors: ½ to 1 hour per week • Completes “Homework” <ul style="list-style-type: none"> ○ Complete online Destination Profiles: ½ to 1 hour per unit or program (excluding time to update document uploads) ○ Redirect incoming requests, including delivery via email/fax to non-user managers: ¼ to 1 day depending on volumes

6. Implementation Scenarios: Regional or Discipline “waves”

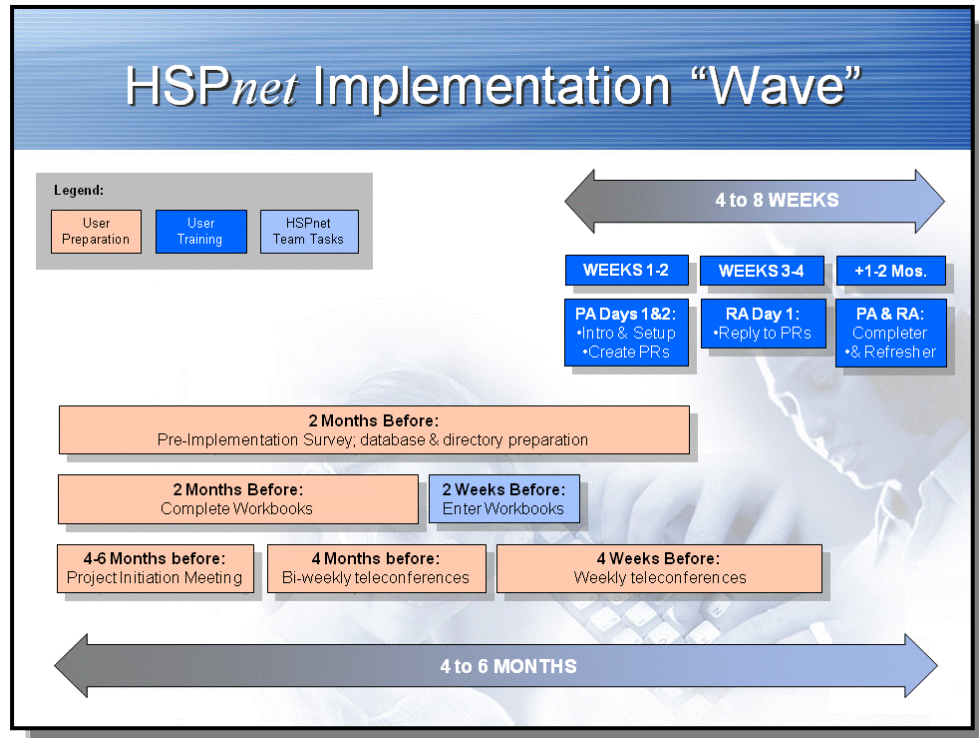
Implementation of a new region or discipline occurs during one or more “waves”, each involving one or more Placing Agencies and their major site partners that receive students. Most new regions or disciplines can complete their initial implementation within a single wave; large regions may need two or more waves that can progress in parallel or sequentially.

Note the participants in each wave will plan and train together, but do not need to be in an exclusive partnership for student placements:

- Schools can place in sites that launch in a different wave, and will need to track placements in sites that don’t use HSPnet at all,
- Sites can receive students from schools in other waves or regions.

Initial implementation includes participating organizations that are ready to proceed at that time; additional organizations can join

later after completing a Workbook and scheduling the required HSPnet training. **A minimum of four to six months** is recommended for implementation of the first region in a province. Thereafter, new regions or disciplines can be added with lead time of two to three months depending on the number of organizations and their placement volumes.



Implementation Scenario: A “typical” wave

Participating Organizations	Number of Trainees	Training Days Needed (per organization)
Placing Agencies: 1-2 universities or colleges (A and B) (Day 1 training together, Day 2 training separately)	4	1.0 or 2.0 days + 0.5 day C/R *
2-4 colleges or private schools (C, D, E and F)	4 - 8	
Receiving Agencies 2-5 hospitals or major sites (H, I, J, K and L)	2 – 10	1.0 day + 0.5 day C/R *

* C/R = “Completer/Refresher” session where all wave participants meet to complete the placement cycle (e.g. student/preceptor assignment) and review common concerns and plans for the subsequent placement cycle

Sample Training Schedule:

Week	Mon	Tues	Weds	Thu	Fri
Week 1	A+B	A	B		
Week 2	C+D	C+D		E+F	E+F
Week 3		H	I+J		
Week 4		K+L			

Week 12: Completer/Refresher workshop

- Morning: ½ day refresher for Placing Coordinators
- Working lunch: joint meeting of Placing and Receiving Coordinators
- Afternoon: ½ day refresher for Receiving Coordinators

More Information

For more information about implementing HSPnet please visit the website at www.hspscanada.net or contact:

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