

August 31, 2010

## HSPnet Overview for Destination Coordinators (DC)

### Summary:

This guide explains the DC Welcome screen including messages from HSPnet and others, an Inbox of placement requests for your destination(s), reports, and tools for managing your destination profiles and database of supervisors.

### Associated Icons:



Details on placement requests



Comment: xxx



Condition: xxx



Alert: xxx



Site Instructor requested

### Background

Destination Coordinators (DC) are responsible for accepting or declining requests for student placements on their unit(s) and for assigning a supervisor or preceptor if needed. DC's can also maintain an online Destination profile to provide educational programs and students with up-to-date information about their unit or program.

DC's do not need to login to HSPnet on a daily basis -- an email will be sent to you if there are *Pending* requests in your inbox and if your last login was more than 3 days ago.

### Step 1 - Login to HSPnet

1. Click the link provided in the body of the email sent from HSPnet (*be sure to note the Term of the placement – e.g. Fall 2010 – for the pending requests*), or visit [www.hspcanada.net](http://www.hspcanada.net) from your browser (Internet Explorer).
2. Click your province on the clickable map of Canada to view your login page and local HSPnet News.
3. Enter your User ID (usually your first initial + last name) and your password.

**Note:** If you forget your password, use the [Help with Forgotten Password](#) link to request that a new password be sent to you via email.

Upon successful login you will be greeted by the Welcome screen, which offers:

**Online Help** – a link to the Quick Reference Guide plus some tips on using HSPnet.

**Email Help** – launches a new email to HSPnet Support from your regular email system, with a subject that allows us to identify you and the screen you are using

**Change Password** – allows you to change your password (before the 90-day expiry period) or to change your Forgotten Password question.

HSPnet Welcome Elaine [Switch to DC "classic"](#)

[Online Help](#) [Email Help](#) [Change Password](#) [Log Out](#) [Refresh View](#)

Messages [Inbox](#) [My Destinations](#) [My Supervisors](#) [Reports](#)

The **Switch to DC “classic”** link allows you to try the “classic” view for DC’s which offers more filtering options and access to advanced HSPnet features such as the Correspondence module and report wizards. *This view is not recommended for occasional users of HSPnet.*

## Step 2 - Review Your Messages

Your default view after login is the **Messages** tab, which has two sections:

**HSPnet News** – information for DC’s including notices about new features that are available in HSPnet.

**Recent Changes by Others** – a list of updates and alerts from educational programs, such as changes to placement date or destination, or recent cancellation of a placement.

This section provides a “time period” filter to show past alerts that you may want to review again; the default view after login is “Last Login”, which displays all changes made since your last HSPnet session. If you need a reminder of previous changes, change the filter to “past week” or “past month” to review older updates.

Type of Change	# Requests	Action
New urgent alert	1	<a href="#">Preview</a>
Destination added or changed	1	<a href="#">Preview</a>

## Step 3 - Monitor Requests in your Inbox

After login each day, your Inbox is filtered automatically to all requests that are *Pending* or *Acc/Conf* (*Accepted* or *Confirmed*), for the time period or Term of “Today”.

A counter appears after each status to indicate how many requests have this status, even if your screen is not filtered to include these requests. In the example above there are 12 accepted/confirmed placements and 1 pending request, and the tally for Pending requests is displayed in **red** as an additional warning.

Site: RCH Destination: Clinic / Orthopedics Clinic Type: ALL  
Term: Today (Sep 7/10 - Jan 7/11) Status:  Pending (1)  Acc/Conf (12)  Declined/Canc (1)

The time period of “Today” will display all placements that are active now, *even if they started before today*, and for the next four months. Other options include the three academic terms (Winter, Spring/Summer, or Fall) plus “Past Term”.



**TIP** - remember to check the Term that is provided in the email alert of pending requests from HSPnet, to ensure you are viewing the right time period for pending requests that need your action.

- Clear a checkbox  such as the one for “Acc/Conf” if you want to reduce the list in your Inbox (e.g. to focus on Pending requests only) and click **Refresh View** to see the updated list.
- Mark the checkbox  for “Declined/Canc” to view inactive requests.

Your **Inbox** includes other helpful filters:

**Type** – allows you to filter by Placement Type to focus on (instructor-led) Groups or on non-group placements (such as preceptorships or projects). In this example the Inbox is filtered to Groups only, and the counter is updated to show there are 6 Acc/Conf groups and 1 Pending group request.

**Site and Destination** – allows you to narrow your view to a single destination if you are responsible for more than one.

Note that your Inbox displays only 10 requests at a time, with a set of links for each page. In this example we are viewing the 2<sup>nd</sup> page of two; click **Prev** or the page link **1** to view the first set of requests.

## Step 4 - Review Placement Request Details

This inbox shows two pending requests (one group and one preceptorship) and a previously accepted preceptorship that is now *confirmed* by the school.

Placement Information	Schedule ▲	Placement Location
Program: UBC / LPN Course: LPN1145G Type: Group (5 Students) Ref#: 7607 (Pending)	Dates: Oct 15/10 to Nov 30/10 Shift: Day, 8 Hrs Days: Mon/Tue/Wed/Thu Accept Decline	Site: RCH Destination: Clinic / <a href="#">TestJK2</a> Site Instructor: <input type="text"/> ✓
Program: UBC / LPN Course: LPN1144 Type: Precept Ref#: 7618 (Pending)	Dates: Oct 18/10 to Oct 28/10 Shift: Day, 8 Hrs Days: Mon/Tue/Wed/Thu Accept Decline	Site: RCH Destination: Clinic / <a href="#">TestJK2</a> Supervisor: <input type="text"/> ✓
Program: UBC / LPN Course: LPN1144 Type: Precept Student: <a href="#">Susie Camper</a> Ref#: 7619 (Confirmed) <a href="#">Cancel placement</a>	Dates: Oct 18/10 to Oct 28/10 Shift: Day, 8 Hrs Days: Mon/Tue/Wed/Thu	Site: RCH Destination: Clinic / <a href="#">TestJK2</a> Supervisor: <input type="text"/> ✓



**REMINDER** – once a placement is accepted by the site, the final step is for the educational program to confirm the placement and assign a student (if not already assigned). *The student's name will be released to the site after the placement is confirmed.*

1. To view more information about a request, click to view the **Placement Request Details**. This screen allows you to communicate with contacts at the educational program and your site:

- Hover your mouse cursor to view phone number ; a gray phone icon indicates that no phone number is entered;

- Click to launch a new email message to the person, to be sent from your local email system.
2. Click the Course link, e.g. [LPN11455G](#), to view the online course profile entered by the school, including document uploads if available.
  3. View comments and alerts that may be entered by any user. If any are entered, an alert will appear in your Inbox and in the Outbox of the educational program:

Program / Course Information

Program:	LPN (System)
Course:	<a href="#">LPN1145G (Year 1)</a> LPN1145G
Cohort:	TRTestOnly
Placement Type:	Group (Instructor Led) *
Duration:	64 Hrs

A non-urgent *comment* (such as “Students will be on reading break Feb 9-15”)

An *urgent alert* (Please call instructor for more information)

A *condition* that must be met before the placement can be accommodated (e.g. reduce group size).

Program: UBC / BScN  
Course: Nurs460  
Type: Precept  
Ref#: 7568 (Accepted)

### Step 5 - Accept or Decline Requests

1. From your Inbox, click **Accept** to accept a request. A **Decline** button will remain in case you have made an error or need to change your mind after accepting.
2. Click **Decline** if you are unable to accommodate the student. You will be prompted to select a reason for declining the placement (e.g. “No supervisor available”); click to proceed. The placement status will be updated to “(Declined)” but the **Accept** button remains in case you are later able to accept the placement.

**NOTE** – in the unusual situation that a placement must be cancelled after it is accepted or confirmed, you can initiate this by clicking [Cancel placement](#) to make this change.

You will be prompted to select a reason from a dropdown of choices; click to save your reason and proceed.

### Step 6 - Assign Supervisors

Each placement in your Inbox will display a dropdown of staff for assignment as a supervisor if this is needed (e.g. preceptorship or project). For instructor-led Groups, the supervisor is provided by the educational program unless a special agreement exists for the school to request a Site Instructor (an employee of the site) to lead the group. See the Quick Reference Guide entitled *Managing Site Instructors* if this special arrangement exists in your province.

Placement Location

Destination: RCH / Clinic / [Orthopedics Clinic](#)

Supervisor:

1. The Supervisor dropdown includes a list of all staff members entered in your department (e.g. nursing). If the staff member is missing from this list, you can add the new record in your “My Supervisors” tab (see next page).
2. Select a name from the dropdown and click to assign the supervisor.
3. If another Supervisor is to be assigned, click to open the **Multiple Supervisors** window. Click **Add again** to display a second assignment dropdown, and to enter the number of hours for that supervisor. You will need to adjust the hours for the other supervisor to balance the total hours, or click **Distribute Equally** to share the hours equally.

For more details on adding multiple preceptors, see the Quick Reference Guide *Assigning Multiple Supervisors/Preceptors* at <http://www.hspcanada.net/resources/links.asp>.

## Step 7 - Print Schedules and Reports

The **Reports** tab provides a menu of PDF reports that are popular among DC users, including a list of supervisors or a Placement Schedule for an upcoming term. Once a report is requested from the menu, it is added to the **Report Queue** where it will be generated in sequence according to the time it was submitted.

1. In the Report Queue, your generated reports will be ready in 2 minutes or less; click **Refresh View** to update the status and check for reports that are completed.

2. Once the status changes to **Ready**:

- Click the Preview icon to open Adobe Reader in a new window; from there it can be printed to a local or network printer or saved locally.
- Click the Email icon to send the report as an email attachment to one or more recipients.

Date	Time (BC Time)	Name	Status	Recipient / Delivered
10 Reports				
Sep 9/10	5:39 AM	Staff List Main	Ready	



## Step 8 – Review Destination Profiles

A list of the destinations under your responsibility will appear in your Destinations tab. The “Last Updated” date will appear in **red** if the profile has not been updated for more than one year.

Destination	Last Updated
Royal Columbian Hospital / Clinics / <a href="#">Orthopedics Clinic</a>	Mar 18/10

1. Click the destination link (e.g. [Orthopedics Clinic](#)) to open the **Destination Profile**.

Each tab of the profile can be edited according to the format of information displayed:

- Click  to edit each section of the Profile tab, for example to update hours of operation or to enter a description for your unit or program;
- Click  to add an entry to a table such as the ones listed in the tabs for Contacts and Typical Staffing.

For detailed instructions on maintaining your Destination Profile, see the Quick Reference Guide *Destination Profiles* at <http://www.hspcanada.net/resources/links.asp>.

## Things to Remember

- To get assistance from Help Desk, click **Email Help** in your top navigation. This will open a new email message pre-addressed to [support@hspcanada.net](mailto:support@hspcanada.net), and a response will be sent in 4 working hours or less.

You have now completed the steps to accept or decline requests, assign preceptor(s), print destination schedules, and review your Destination profiles. If you have any questions or need assistance, please don't hesitate to contact us at [support@hspcanada.net](mailto:support@hspcanada.net).

### HSPnet Team

Health Sciences Placement Network  
[www.hspcanada.net](http://www.hspcanada.net)