



# Health Career Access Program: Web Portal and Orientation Overview

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Health Workforce Planning and Beneficiary Services/ Health  
Services Division  
Ministry of Health



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# Territorial Acknowledgement



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# Webinar Overview

## 1. Matching & Hiring Process Overview

*Miranda Mason, ED, Health Workforce Planning & Implementation, MoH*



## 2. HCAP Web Portal Demonstration

*Pam Smith, Kendall Olsen-Maier*



## 3. Health Care Support Worker – Orientation/Onboarding



*Joanne Maclaren, Senior Director, Nursing Policy, Practice and Education*

# 1. Matching & Hiring Process Overview



# Employment Pathway



# HCAP Employer Process Overview

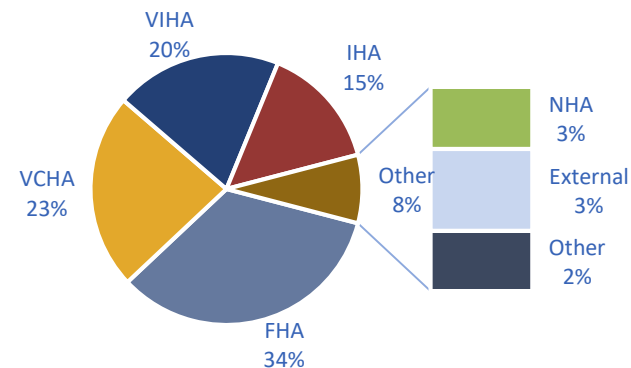
- All employers, including HAs complete expressions of interest ✓
- Regional Allocation Plans developed ✓
- Employers advised of program allocations ✓
- Employers sign funding agreement and commence hiring (*access to web portal*)
- Employment begins, including provincially standardized initial training and onboarding
- Alternating periods of work and study follow



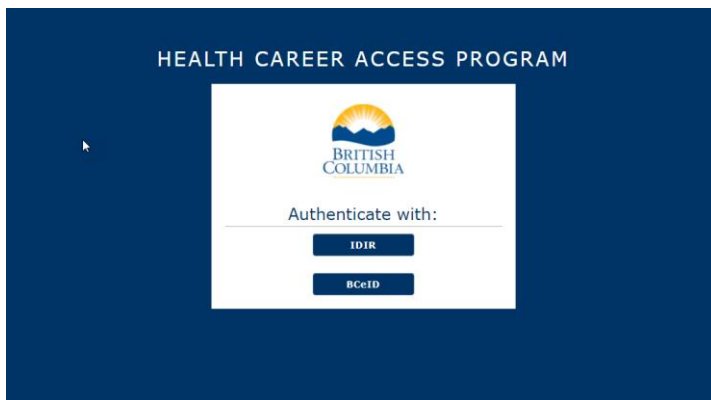
# Participant Matching and Hiring

- Once internal posting requirements met, employers draw from the Participant EOI (PEOI) pool through the HCAP web portal
- Employers granted access to HCAP web portal
- External recruitment to be approved by MoH if all positions cannot be filled by the PEOI pool

## Participant Expressions of Interest



*\* Approximately 5400 confirmed participant expressions of interest*



# Participant Matching and Hiring

## Participant

Submits PEOI through  
HCAP landing page



Completes pre-  
liminary screening



Completes Basic  
Criminal Record Check



Information uploaded  
to web portal



- ✓ Confirm understanding of program, inc. English language requirements
- ✓ Confirm interest & contact information
- ✓ Consent to other opportunities

## Employer

Submits EEOI through  
HCAP landing page



Receives notification of  
HCAP FTE allocations



Signs funding  
agreement



Posts internal positions



Web portal access  
request & BCeID

Contacts participants



Suitability interview/  
hiring process



Tracking of candidate  
journey through web  
portal

HCAP PEOI participants can be  
used to fill other vacancies if  
they have provided consent



- All HCAP activity is to be recorded/tracked in the portal, including:
  - Identifying when a candidate is in interview stage, hired, rejected, beginning onboarding, etc. in order to keep an up-to-date candidate database and to fulfill reporting requirements
  - Tracking hiring of candidates into non-HCAP vacancies

# HCAP Web Portal Overview

- Align to program (e.g. matching, hiring, workflow)
- Focus on ease of use
- High value/priority features first (with more to come)
- Continue to improve based on feedback and use
- Ensure privacy and security by design (2 steps):
  1. Employer BCeID
  2. Ministry Endorsement

# HCAP Web Portal Access

- Access to the portal is via BCeID:
  - Basic BCeID or Business BCeID\* (*\* only if you already have one*)
- If you don't have a BCeID:
  - Step 1: [www.bceid.ca](http://www.bceid.ca)
  - Step 2: Create your Basic BCeID online
  - Step 3: Receive an email confirming your BCeID
- You're now ready to continue with HCAP web portal access using your BCeID user id and password
- For your first login to the portal the Ministry team will enable your access

# Basic BCeID Steps



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## Step 1

### Register for a BCeID

There are three types of BCeID accounts.

Already know what type you want to register for?

- [Register for a Business BCeID](#)
- [Register for a Personal BCeID](#)
- [Register for a Basic BCeID](#)

Not sure which one to register for?

The type of BCeID you need depends on the service you want to use. To find out what type you need:

- Find the service in the [service directory](#). Many of the services that use BCeID are listed in the directory.
- If you can't find the service in the directory, check with the service provider and they'll be able to tell you the type you need.

### Already Have a BCeID?

Manage your BCeID account, such as:

- Update your contact information, user ID, password, login preferences
- Update your business preferences and manage business BCeID accounts
- Use the activation code you received in the mail to complete your Business BCeID registration process
- Continue an existing Business BCeID registration at the step you left off
- Check the registration status of your Personal or Business BCeID registration

[Log In to Manage Account](#)

## Step 2

[Continue](#)

## Step 3

Do you use other government services?

You can use your BCeID account to log in to [participating government services](#).

## 2. HCAP Web Portal Demonstration



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### 3. Health Care Support Worker Onboarding/Orientation



Joanne Maclaren, Senior Director, Nursing  
Policy, Practice and Education,  
Nursing Policy Secretariat, Ministry of Health



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## Background

- Provincial working group established to develop a standard provincial curriculum to educate/ orient newly hired HCSW into LTC/ AL
- Working Group Co-Chaired by Island Health and Nursing Policy Secretariat with meetings since September 18, 2020
- Informed by Health Authorities, Safecare BC, Hospital Employee Union, Post Secondary Institutions, Ministry of Health

# HCSW Orientation Overview



It is estimated to take the learner, at a **minimum**, 2 1/2 weeks to complete the orientation/ learning requirements to prepare them to work as an HCSW **and** complete pre-requisite requirements to prepare for the HCA learning pathway. The time breakdown is based on completion of the following components:

HCSW Orientation	
On-line provincial orientation curriculum	22 hours
Employer-required orientation (new employee/ site-specific)	7 hours
Provincial Violence Prevention training (in-person/virtual)	7.5 hours
Shadow/Buddy Shifts (on-site)	30 – 44 hours
<i>Sub-Total</i>	<i>66.5 – 80.5 hours</i>
HCSW preparation for HCA Pathway	
HCA program registration	1.5 hours
Complete pre-requisite learning requirements for HCA program as required (e.g. Foodsafe Level 1, Standard First Aid w/ CPR)	24 hours
<i>Sub-Total</i>	<i>25.5 hours</i>
<b>APPROXIMATE TOTAL</b>	<b>92– 106 hours or 12 – 14 days</b>



# HCSW Curriculum Topic Areas

- The [Provincial Orientation curriculum](#) is divided into four main areas:
  1. [Introduction to Health Care](#)
    - Introduction to health care; long-term care and assisted living; overview of HCAP; common terminology; COVID-19 considerations.
  2. [Introduction to the Health Care Team](#)
    - Patient/family-centered care; HCSW role & expectations; Health Care team; Plan of Care
  3. [Employee Health, Wellness and Safety](#)
    - Hazard identification; responding to fires; infection prevention and control basics; violence prevention & response; injury prevention; health care waste management.
  4. [Engaging and Connecting with Clients](#)
    - Dementia care; wheelchair handling; physical, cultural and psychological safety; responding to adult abuse.

- Additional Safety Resources & Employer Specific Requirements – CHECKLIST
  1. Additional Safety Resources
    - Covid-19 self assessment tool, work attire, scent/ perfume policy, workplace health and safety policies, influenza policy etc.
  2. Worksite specific topics
    - Site orientation, emergency codes applicable to area, reporting for shift etc.
  3. Resident and Client Interactions
    - Greeting residents, wearing identification, reviewing duties, dining room experience
- Getting to know My Unit CHECKLIST
  - Enables HCSW to keep track of learning/ orientation as well as to orient them to their workplace, team, and safety needs.

# HCSW Resources

All Health Organizations - Any time - All categories -  Classroom  eLearning  Curriculum

### Curriculum: Provincial Standard Health Care Support Worker Orientation Program

Welcome to the first phase of the Health Career Access Program!

Curriculum 22 hrs 20 mins Orientation

MULTIPLE BC HEALTH ORGANIZATIONS  
PHSA PHA HEARC BVA VSHA  
NHA FNC PHGA VGH

When the learner clicks on the link, they are taken to the course landing page

Enroll in Curriculum

Curriculum Overview  
Curriculum Courses  
Contact Info

MULTIPLE BC HEALTH ORGANIZATIONS

Click Enroll in Curriculum to register in the curriculum first

## Curriculum: Provincial Standard Health Care Support Worker Orientation Program

Curriculum 22 hrs 20 mins Orientation

Welcome to the first phase of the Health Career Access Program!

Completing this program is the first step in your journey of working in the health care sector.

**Before Starting Work as a Health Care Support Worker:**  
Before you can start working as a Health Care Support Worker there are 2 main orientation pieces you need to complete: all courses in this curriculum, and additional safety requirements that are specific to your worksite.

**To complete this curriculum:**  
There are 18 courses in this curriculum, linked below. Together, these courses provide a good provincial orientation!

- Click **Enroll in Curriculum**.
  - If you have already enrolled in this curriculum, go to step 2.
- Click **Start Course** (just to the right of the course title, you will need to do this for each course you start).
  - After you complete a course, **Start Course** no longer appears next to that course.

**After you complete this curriculum:**  
After successfully completing all of the courses, the curriculum is considered complete. You will get an email confirming this.

- Information from your employer will be provided to whom you will send the email to ensure you get paid for completing the curriculum
- Talk to your manager/supervisor about completing the additional provincial online safety requirements, and the employer-specific requirements, listed in the *Additional Provincial Online Requirements/Safety Resources Checklist* (linked below).

**To complete the additional provincial online safety and employer-specific requirements:**

- Download the *Additional Provincial Online Requirements/Safety Resources Checklist*.
  - This checklist has additional safety resources, worksite-specific items (orientation your employer will ask you to complete), and resident and client interactions.
  - This checklist is for you to keep track of your own learning; you do not need to share it with anyone.

## Welcome to the First Phase of the Health Career Access Program!

Completing this program is the first step in your journey of [working in the health care sector](#). The activities below need to be completed prior to you working independently, within the health care delivery team.

### Create a LearningHub Account

- Sign-up for a LearningHub Account (<https://learninghub.phsa.ca/Learner/Home>)
- When verifying your account email, select **Affiliate/Contractor** as the account type.
  - If you are not a part of a Health Authority, select your local area Health Authority. You will need to do this in order to access the online courses.

### Complete Provincial Curriculum (Online)

- Log on to the LearningHub (<https://learninghub.phsa.ca/Learner/Home>) and enter the **Course Code 24230** in the search field.
- Enroll in [Curriculum: Provincial Standard Health Care Support Worker Orientation Program](#) (22h 20mins).
- When complete, email confirmation of Curriculum to your Employer.

### Complete Additional Provincial Requirements

- Print off the [Additional Provincial Online Requirements/Safety Resources Checklist](#).
- Talk to your manager/supervisor about completing the additional provincial online safety requirements, and the employer-specific requirements listed.

### Complete Employer-Specific Orientation (prior to first shift)

- Complete local, site-based orientation (online).
- Attend local, site-based orientation (in-person).

### Complete Employer-Specific Orientation (first few shifts)

- Complete on-site, mentored "shadow shifts" with members of the health care delivery team.

### Complete HCA program requirements:

- HCA program registration process
- Required HCA program pre-requisites (e.g. [Foodsafe](#)/CPR/ First Aid)

- Learner **MUST** sign up for the curriculum (24230) and not for the individual components of the curriculum.
  - The learners access each module by clicking on the links to each course
  - Once the course is complete, the landing page will have a check mark to show the learner what they have completed and where they are at in the orientation
- LearningHub was designed as a self-reporting system
  - System was designed for a learner to be able to self-report to their employer, by printing off a certificate, course transcript or their completion email.
- **PLEASE NOTE:** *Learning Hub will be unavailable for system maintenance: Sunday, Dec 20<sup>th</sup> 5pm – Tuesday, Dec 22<sup>nd</sup> 9am*

## Example Course Completion Notice:

**From:** [noreply-learninghub@phsa.ca](mailto:noreply-learninghub@phsa.ca) <[noreply-learninghub@phsa.ca](mailto:noreply-learninghub@phsa.ca)>

**Sent:** Thursday, October 22, 2020 4:02 PM

**To:** (persons email address)

**Subject:** LearningHub - Course Completion Notice

Dear (name):

You have completed course: XX (online) Curriculum

Please go to your Learning History or visit the following link to review and print record of completion

<https://learninghub.phsa.ca//Certificate/Index/1A5B8KHB3>

\*\* This is an automatically generated email; please do not reply to this email address. \*\*

LearningHub Team

<https://learninghub.phsa.ca/>

# HCA Partnership Pathway - Overview



- Provincial Curriculum based upon the Provincial Competency Profile
- Health Care Assistant **Minimum** entrance requirements:
  1. Grade 10 graduation or mature student status
  2. Meet English Language Competency Requirements
    - English 10 or equivalent (English first language)
    - Standardized English language proficiency test score (English is second language)
      - **NOTE:** Post Secondary Institution (PSI) requirements may be higher than Registry standard
      - MOU states that applicant must meet the PSI entrance requirements to be considered for the program.
- The following are to be completed prior to the first practice education experience:
  - Proof of meeting current immunizations / vaccinations as per health care organization policies/ guidelines (or signed vaccination exemption form, except TB)
  - CRC from the Ministry of Public Safety and Solicitor General, including clearance to work with vulnerable adults.
  - First Aid/ CPR Level “C” or “HCP”
  - Foodsafe Level 1 (or a course deemed equivalent)
  - Provincial Violence Prevention Curriculum e-Modules

# HCA Pathway – Pre-requisites

- Upon hire HCSW should **REGISTER** for their **HCA education program** (process may vary dependent upon the post secondary institution)
- HCSW should also **self-register** for the following pre-requisites and ***complete prior to 1<sup>st</sup> clinical practicum*** in the HCA program:
  - **FOODSAFE Level 1** – recommend: <http://www.foodsafe.ca/courses/level-1.html>
  - **Standard First Aid w/ CPR** – any Heart and Stroke recognized course provider
- Working with HEABC, the Ministry of Health will provide up-front funding for students to access required HCA program prerequisites (FOODSAFE/ Standard First Aid w/ CPR).
- The HCSW orientation includes time for participants to complete these requirements.
- Any HCSW that required English language assessment to be considered for the program can obtain reimbursement of those assessment costs.

# HCA Partnership Pathway



- HCA program tuition, fees and expenses (e.g. books) will be paid directly to the post-secondary institution



# HCA Partnership Pathway



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## Block Modular Format

- Four-five week segments; can vary depending on employers/educators, can also be done in two-three week segments
- More intensive schedule, education study hours high each week
- Stipend for study period – 37.5 hour week
- Seminars included in work segments for learning continuity
- Could stagger intake, run multiple cohorts
- Modular model schedule **40-43 weeks**, could be reduced if work blocks are two weeks in length (instead of four), revamp to fit shorter timespan

## Part-time Format

- No break weeks, study Mon-Wed; work Thur-Fri
- Opportunity for HA to schedule work days Sat/Sun subject to HCSW availability and preference
- One course at a time
- Week 24 – two Thursdays/Fridays where students not in work place; instead lab practice, start clinical
- Work hours first 24 weeks – 6.5 hours/day, not incl breaks; Week 26 on – clinical 7 hours/day
- Part time schedule **33 weeks**
- Potential Opportunity – PSI start 2 cohorts concurrently, weekend classes, potential increase number of students participating – 2nd study period – Thur-Sat
  - Student absences (ie. Sick) from Mon-Wed group, could attend Thur-Sat

# Questions



- Designated health authority leads
- [HCAPInfoQuery@gov.bc.ca](mailto:HCAPInfoQuery@gov.bc.ca)