

Department of Medicine Staff Newsletter

Summer 2018



“Innovation—Excellence—Patient Care—Scholarship—Education Leadership—Mentorship—Technology”

Message from the Department Administrative Team

As part of our endeavor to establish more regular, open, and transparent communication within the Department, we are thrilled to announce the start of monthly Department Bulletins and a quarterly Departmental Staff Newsletter. The newsletter will contain updates on the Department, and information on upcoming events, important dates, and deadlines. This first issue of the Departmental Staff Newsletter will highlight personal development and training opportunities in the Department.

As we come into summer and clinical and academic activities in the Department begin to slow down, now is a great time for personal development and training. To support your continued learning and development, the Department has established a Learning Plan Calendar for Administrative Support Staff. A Learning Plan: Your Voice survey was announced on June 8, 2018. To date, twenty-nine (29) individuals have responded to the survey, and your feedback was used to select topics for training and determine the when training will be offered. Training sessions will be offered every second Friday, and will rotate between Academic and Clinical training. Additionally, once per quarter, we will also offer a personal development training session, the first of which will focus on Dealing with Difficult Personalities.

The Learning Plan Calendar is one part of a larger Master Calendar the Department has developed. The purpose and aim of the Master Calendar is to be a singular resource for Administrative Staff and Physicians for all key dates, deadlines, training, and events in the Department. The Master Calendar for the remainder of 2018 is now available and can be found in this newsletter, on the Department’s website, and will be sent out monthly via the DOM Announcements email.

Thank you for your hard work and commitment to excellence in the Department of Medicine.

Your Administrative Team



Stormy Marshall,
Zone Clinical Department Manager



Louise Kosmack,
Manager Administrative Support
FMC, PLC/Sunridge Landing



Christine Blinn,
Manager Administrative Support
RGH, RRDC

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Learning Plan: Your Voice Survey Findings

To assist in the development of the Department's Learning Plan and to ensure that relevant and appropriate training opportunities are provided to all Administrative Support Staff, the Department issued a Learning Plan: Your Voice survey, which ran from Friday, June 8, 2018 until Wednesday, June 20, 2018. A total of forty-two (42) Staff Members responded to the survey, a 50% participation rate.

Based on the findings of the survey, the Learning Plan training sessions have been scheduled to run on the second and fourth Friday of each month, starting July 13, 2018.

Best Day for Training

■ M ■ T ■ W ■ Th ■ F



Best Time for Training

■ early am ■ mid am ■ late am
■ early pm ■ mid pm ■ late pm

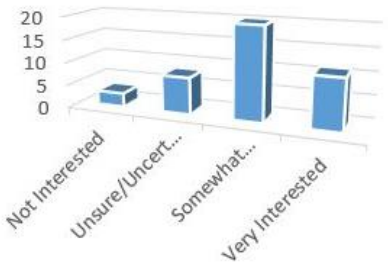


DoM Training Bursary

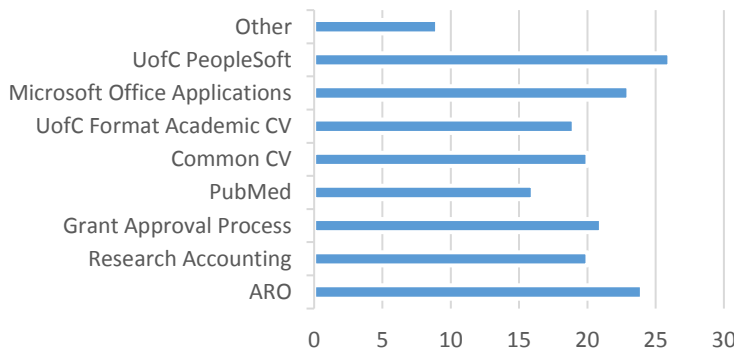
■ Aware ■ Not Aware



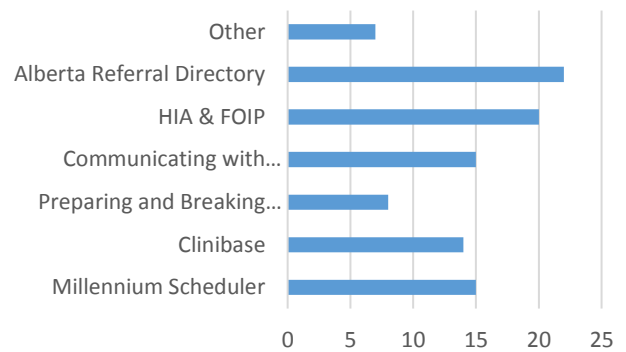
DoM Training Bursary Interest



Academic / Research Training



Clinical Training



Learning Plan Training Sessions

The Department is thrilled to announce that the Learning Plan Training Sessions will commence on Friday, July 13, 2018 with a session on UofC PeopleSoft, the highest-interest Academic/Research training topic on the Learning Plan: Your Voice survey. All Department of Medicine Administrative Support Staff will receive calendar invitations for each training session, which will include links to the Skype/Lync Meeting. Training Sessions will also be recorded and posted on the internal password-protected section of the Department of Medicine's website for your future reference and use.



July 2018 Training Sessions

University of Calgary Finance
PeopleSoft Expense Reports and Payment Requests: Entering and Submitting
 Friday, July 13, 2018
 1:15 pm – 2:15 pm
 In-Person: FMC NT 923
 Online: Skype/Lync Meeting

Observerships and Job Shadowing
 Friday, July 27, 2018
 9:00 am – 10:00 am
 In-Person: FMC NT 923
 Online: Skype/Lync Meeting



August 2018 Training Sessions

Path to Care

Alberta Referral Directory

Friday, August 10, 2018

1:15 – 2:15 pm

In-Person: FMC NT 923

Online: Skype/Lync Meeting

University of Calgary

Research Services

Grant Approval Process
(tentative)

Friday, August 24, 2018

1:15 – 2:15 pm

In-Person: FMC NT 923

Online: Skype/Lync Meeting

For questions regarding Learning Plan
Training Sessions, or to suggest
training topics, please contact:

Angela Hunter, CAPM

Project Coordinator

T: 403-944-2577

E: angela.hunter@ahs.ca

DoM Master Calendar



A key resource for both our
Administrative Staff and Physicians,
the Master Calendar contains all
important dates, major deadlines,
and events in the Department. The
Master Calendar can be found on
the Department's Website at:
<https://www.departmentofmedicine.com/wp-content/uploads/dom-master-calendar.pdf>

Professional Development Funding

Did you know that AHS encourages and supports all staff that are looking for educational opportunities? This is a development process not just individually but professionally so that you are confident of yourself and the tasks that you are entrusted with.

[MyLearningLink](#) provides a whole list of educational sessions that you can avail of for free. Apart from these, funding is made available to those who wish to pursue a post-secondary education or even attend a conference and workshop.

For details and application forms for the funding please visit:

<http://insite.albertahealthservices.ca/2239.asp>

Contact Information

Professional Development Funding: professionaldevelopment.funding@ahs.ca

Mandatory AHS Training

Remember to complete your mandatory AHS [Annual Continuing Education \(ACE\)](#) training by **Friday, September 14, 2018**.

- [Conflict of Interest Declaration](#)
- MyLearningLink: Required Certificates / Courses:
 - Ethics Governance Documents, Policies and Procedures
 - Infection Prevention and Control
 - AHSecure – Collect It Protect It
 - Patient & Family Centred Care
 - Patient Relations
 - Safe, Healthy & Inclusive Workplaces

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Please send completed COI Declaration and confirmation of training to Linda Slack (linda.slack@ahs.ca)

Your Position: Job Description Discussions

Mandatory meetings are being scheduled with all Administrative Support IV Staff to ensure that all staff are aware of the duties for their Administrative Support IV positions within the Department of Medicine.

These interactive sessions will allow Louise / Stormy to discuss your role in maintaining patient care and in furthering the Department's academic vision. There will be open and honest discussions about how we can move forward together with greater clarity on administrative responsibilities and expectations.

We hope you will contribute and discuss any responsibilities where you need clarity whether they are in your scope of practice or not.



Your Scope of Practice

Issue:

My physician has asked me to complete his clinical billings, including entering in patient demographic information and billing codes. Is this a part of my job duties? What should I tell my physician?

What You Should Know:

It is within the scope of your position to assist your physician with completing his or her physician specific billing for medical services. The duties that fall within the scope of your position include:

- searching for missing patient billing information,
- completing the patient demographic section on the billing form, and
- submitting the form to AB Health or a billing clerk for same.

The above duties may involve accessing patient care systems, contacting the patient directly or referencing previous records and requires a strong working knowledge of billing codes and practices to be efficient and effective.

However, entering billing codes onto the billing form is **not** within your scope of practice. **Your physician needs to enter his or her own billing codes onto the billing form.** You should only be assisting with the patient demographic sections of the billing forms.

Administrative Support Staff are expected to have an awareness and understanding of billing codes and practices, **but are not to enter any billing codes onto the billing form.**

Links for Sharing

- Help us share information about Connect Care. [Take a two-minute survey](#)
 - Your Voice Matters: [tell us](#) how you help create a positive workspace
 - Order your 2018 [print cards](#) by emailing recognition.services@ahs.ca
 - Bill 30 OHS Act amendments took effect June 1. See [details & resources](#).
 - New [Environmental Odours and Scents Guidelines](#) support worker safety.
 - Learn about the [Insite redesign project](#) and how it impacts your team.
- Albertans say “thanks for caring”. See messages [online](#).



Updates from Finance

A brief note regarding the finances of the Department:

With the first quarter of the fiscal year closing there are no significant financial pressures. The only point of note is we are facing a deficit line in the sizable deficit in the Office Supplies and expenses budget across all acute care sites (14.9% deficit). This is a reminder to consider cost saving measures when placing orders for office supplies. Please email craig.day@ahs.ca if you have cost saving ideas you would like to see implemented.

Training Bursary for Administrative Support Staff

The Department of Medicine (DoM) Training Bursary Program is a bi-annual award of up to \$2,500 CAD to support external training and development for Administrative Support Staff within the Department of Medicine. Dependent on the quality and calibre of applications received, multiple applicants may be awarded the Training Bursary.

Eligibility:

- 1) All Regular Full-Time or Part-Time Administrative Support Staff (Administrative Support III, IV, and V) within the Department of Medicine are eligible to apply for this award.
- 2) Proposed training program must commence in 2018 or 2019
- 3) Funding can only be obtained once per individual.
- 4) Applicants are required to submit an application to the Department of Medicine, attention Stormy Marshall, Department Manager, by the following deadlines:

<u>Fall 2018 Award</u>	<u>Spring 2019 Award</u>
August 15, 2018	February 15, 2018

For complete details on the DoM Training Bursary Program, including criteria for selection and instructions for how to apply, please go to: <https://www.departmentofmedicine.com/wp-content/uploads/dom-training-bursary-tor.pdf>

Questions regarding the 2018 DoM Training Bursary Program should be directed to:

Angela Hunter CAPM, Project Coordinator
T: 403-944-2577 | E: angela.hunter@ahs.ca





Skype for Business

In an effort to increase communication amongst members of the Department of Medicine, we have started an initiative to ensure that all Administrative Assistants and Support Staff within the Department have access to either Lync or Skype software.

These two applications are excellent tools for quick, secure, and responsive communication amongst colleagues. Things like instant messages, file transfers, and meetings are all possible through either Lync or Skype, regardless of which application you have on your AHS or UofC computer.

Most Administrative Support Staff will already have Skype for Business (Lync) installed on your computers. To check to see if you have Skype for Business installed on your computer, select *Start > All Programs > Microsoft Office 2013*. Skype for Business should appear in this folder if the software is already installed on your computer. However, if you do not see it listed, here is how you need to install Skype / Lync on your computer:

For Windows XP

For Lync software installs, select *Start > All Programs > LANDesk Management > Portal Manager*, and wait for the Portal manager screen to load (it can take a few minutes).

Once the portal manager screen has loaded, please check off Lync 2010 and press *Launch*. Lync will be downloaded onto your computer (this can be done without admin rights).

Once Lync has downloaded, please ensure all programs/documents are closed and choose the option to *Deploy Now*. Once Lync has been deployed, please reboot your computer.

Upon start up, if Lync does not start automatically, you will find Lync 2010 under *All Programs > Microsoft Lync*

For Windows 7

For Lync software installs, select *Start > All Programs > LANDesk Management > Portal Manager*, and wait for the Portal manager screen to load (it can take a few minutes).

Once the portal manager screen has loaded, please select the box that says Office 2013 install and press *Launch*. This will download and install the office 2013 suite. Lync, now branded "Skype For Business", will be installed with the suite. This can take up to 2 hours depending on the speed of your connection and PC.

After reboot if Skype for Business has not started select *Start > All Programs > Microsoft Office 2013 >* then click *Skype for Business*.

Lync/Skype for Business users are reminded to refrain from making **personal** long distance calls and to use local area numbers to join scheduled online meetings by phone.

To eliminate long distance charges associated with personal calls, please do not use Lync/Skype for Business or AHS devices to make personal calls outside your local calling area; particularly outside Canada. Monthly usage audits identify long distance calls that do not appear to be associated with AHS business; these calls may be investigated.

Using Lync/Skype for Business for long distance calls related to work tasks

Long distance calls to other Lync/Skype for Business users can be eliminated by clicking *Lync Call/Skype for Business Call* in the user's contact card, as indicated in the image to the right.

Using Lync/Skype for Business for **business calls** to contact vendors based outside Canada is encouraged, as it is more cost effective than using an AHS landline or cellular phone.



Joining an online meeting by phone

If you must join a Lync/Skype for Business online meeting by phone, please use the phone number provided in the meeting invitation associated with your [local calling area](#). Only use the toll-free number if you are outside any of the local calling areas provided in the meeting invitation.

Please email questions to SkypeForBusiness@albertahealthservices.ca.

