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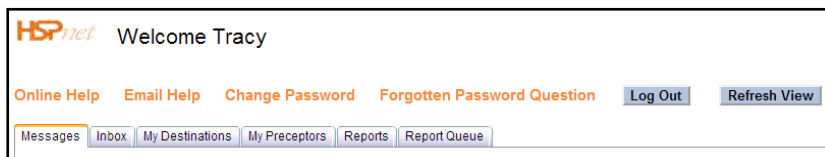
DC's do not need to login to HSPnet on a daily basis -- an email will be sent to you if there are *Pending* requests in your inbox and if your last login was more than 3 days ago.

Step 1 – First Login to HSPnet

a. Once your user account is created, you will receive a "Welcome to HSPnet" email message with your user ID and temporary password.
b. Visit the HSPnet website at www.hspcanada.net and click your province on the map of Canada
c. On the login page, enter your user ID and temporary password.
d. Follow the instructions to enter a new password and forgotten password question, and to accept the user responsibilities for Instructors as per the National HSPnet Policies.
e. Visit the eLearning site to complete a 5-minute orientation that is mandatory for all new users.

Step 2 – View your Welcome Screen

When you login again after completing the eLearning orientation, you will be greeted by your Welcome screen that is organized by tabs. It also offers these links:

HSPnet   Welcome Tracy

Online Help   Email Help   Change Password   Forgotten Password Question   Log Out   Refresh View

Messages | Inbox | My Destinations | My Preceptors | Reports | Report Queue

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)

Forgotten Password Question – allows you to change the question to be answered when requesting a new password.

Step 3 – Review Your Messages

Your **Messages** tab has several sections:

Quick Reference Guides and **Training Videos** – online resources for users

HSPnet News – information for DC's about new features or important changes.

Action Needed – a list of placement requests in your Inbox to be accepted or declined, or that require a supervisor to be assigned.

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.

Step 4 – 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.

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 2nd page of two; click Prev or the page link 1 to view the first set of requests.

Step 5 – 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.

🔔 **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.*

a. 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.

b. Click the Course link, e.g. LPN11455G, to view the online course profile entered by the school, including document uploads if available.

Program / Course Information	
Program:	LPN (2 years)
Course:	LPN1145G (Year 1)
	LPN1145G
Cohort:	TRTestOnly
Placement Type:	Group (Instructor Led) ▼ *
Duration:	64 Hrs

c. 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:

❗ 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).

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

Step 6 – Accept or Decline Requests

a. 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.

b. 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"); then 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; then click ✔ to save your reason and proceed.

Step 7 – Assign Supervisors

Each non-group request in your Inbox displays a dropdown of staff for assignment as a supervisor (e.g. Preceptor). For instructor-led Groups, the supervisor is normally 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:	▼ ✔
	Dominic, Antonio Metcalfe, Dominique (OrthoClin) Santini, Giordano

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 8 – 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.

Step 9 – Manage your Destinations and Supervisors

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.

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.

A list of staff available as supervisors (e.g. preceptors) is provided in the "My Supervisors" tab.

- The top section lists supervisors who are assigned to a "Home Destination" under your responsibility. Click ↓ to remove the supervisor from this list. NOTE - you are permitted to edit the staff profile of supervisors in this section.

- The bottom section list supervisors in other Departments. Click ↑ to assign a supervisor to a Home Destination under your responsibility and move her to the "My Supervisors" list.

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, and a response will be sent in 4 working hours or less.

We also welcome your feedback via the Email Help link – your input will ensure that HSPnet meets your needs and continues to improve.