

Staff Technology Training at Langs Community Health Centre

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Overview

Langs Community Health Centre launched the “**Staff Technology Training**” initiative to help staff become more comfortable and confident with the technology they use daily. The project involved creating a SharePoint page where staff could easily access training tools and resources, building a peer support network for technology help, and testing Microsoft tools like Power Automate for support requests. AI tools such as Copilot Agents were introduced to make it easier for staff to find policies and internal information. The initiative focused on improving provider experience and efficiency, with a custom indicator tracking the percentage of staff reporting satisfaction with technology training and resource access.

Key Elements of Initiative

Objective:

- Increase staff confidence with technology and make support easier to access.

Change Ideas Tested or Implemented

- Launched a SharePoint training resource site for staff.
- Tested a chatbot (Copilot) to assist staff in finding policy information.
- Begin building a peer-to-peer support system for technology help.
- Currently building a support request tool using Power Automate.

Team Members Involved

- Quality Improvement Committee (QIC).
- Communications Coordinator

- IT/Data & Facilities Coordinator
- Leadership Team

Target Population

- All staff across departments and sites.

Measurement Progress

- 94 unique visitors and 561 total visits to the Technology Training SharePoint page.
- Early testing of AI tools with select users.
- Annual engagement survey tracking staff satisfaction with technology training:
 - Baseline March 2024: 75% | March 2025: 83% | Target: 85%

Implementation Experience: Successes & Challenges

Early Successes and Wins

- High early engagement with SharePoint tools, even before a full launch.
- Strong staff interest in the peer support network, with participation across all levels and departments.
- Successful creation of the first policy chatbot (Interpreter Services), ongoing testing regarding feasibility and scalability ongoing.

Enablers of Success

- Leadership support.
- Staff involvement as peer champions.
- Use of existing platforms (SharePoint).
- Access to MS Office tools (Copilot agents, Power Automate, Flow).
- Flexibility for staff to access support on their own time.

Challenges and Solutions

- Some staff were unsure where to start; addressed by designing SharePoint with simple navigation and hosting training sessions.
- While building a ticketing system for peers, we've streamlined the process by using a Microsoft form with branching options for different technologies and people.
- AI tools were initially tested with a policy chatbot to assess feasibility. Currently, finding a cost-effective solution for using the Microsoft tool remains challenging.

Advice for Other Teams

- Start with an easy-to-access platform like SharePoint or an intranet home page.
- Involve staff early in development and ongoing content updates.
- Things do not have to be high tech! Use simple tools like a Microsoft form as a way of “ticketing” in lieu of things like Power Automate and AI.
- Implement one change at a time and build gradually.

Future Steps & Sustainability

Next Steps

- Finalize and launch the peer support request system.
- Establish a sustainable and feasible way to create more policy and manual bots to help staff access information easily.
- Track support usage and satisfaction.
- Continuously update training materials based on staff feedback.

Embedding into Practice

- Fax workflows are being updated to include Ocean options.
- Staff onboarding will include eFax and Ocean training.
- Ongoing updates are shared during team huddles and via the SharePoint learning section.

The Data



Welcome to the training section of Lanas Link! If you have any training suggestions for staff, please use our [Employee feedback form](#). Select 'Suggestion Box' > 'Staff Development (Trainings, Learnings, etc.)' to share your ideas or reach out to williamh@lang.org.

News

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Here is the presentation from today's AI Session.
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- Interpretation & Translation Supports and Resources
- Microsoft Office 365 (Word, Teams, One Drive etc.)
- Heidi Health (AI Scribe)
- Other Technologies (Canva, Ocean, PS Suite EMR etc.)

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Interpretation & Translation Supports and Resources

This section includes everything you need to access and book interpretation services at Lango. Use the AI chatbot for quick guidance, and check out the Quick Links for resources like the pre-booking page, how to access video services, and more.

Whenever possible, it's best practice to pre-book interpreter appointments in advance, as this is more cost-effective than using on-demand options. That said, we understand there are times when on-demand is necessary—and that's okay too.

Interpretation and Translation Services Bot

Hello, I'm Interpretation and Translation Services Bot, here to help all Lango staff with questions about interpretation and translation services. I can guide you on what services are available, when to use them, and how to access them.

Join now

Type your message

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Quick Links

- Guided Tutorial: Pre-Booking Online w/ Staffpoint**
How to pre-book interpretation services using the Staffpoint scheduling platform.
- Interpreter Booking Page (Staffpoint)** - [CLICK HERE T...](#)
Requires specific username and password. Reach out to William to get set up if you do not have one.
- Phone Interpretation (on demand, not pre-booked)**
Guide to starting on-demand phone interpretation, including client ID and access code instructions.
- Video Interpreting (InSight App)**
Auth Code: 80452874 (Assign a Device Name, Name Dept or e.g., William - Address)
- Language ID Brochure**
Use this brochure to explain the service and help identify the individual's spoken language.
- Access Alliance Language Services**
Main website. Professional interpretation and translation services for health and community settings.

GETTING STARTED GUIDE

Guide to using InSight and RIOMIX for fast, on-demand interpreter access by phone or video.

Step-by-step guide to using InSight and RIOMIX for on-demand phone and video interpreters. Includes setup instructions, login info, tips, and tutorial links.

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INTERPRETER 3-WAY/CONFERENCE CALL GUIDE

Steps to add interpreters to client calls

How to Add an Interpreter to a Client

Microsoft Office 365 (Word, Teams, One Drive etc.)

Microsoft 365

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