



NL Health Services

CorCare

CorCare Training Registration: NLHS Providers

October 2025

WELCOME!

Training Registration marks an important milestone for NLHS and the CorCare Project

Your feedback matters:
corcaretraining@nlhealthservices.ca



Today's Agenda

- CorCare Training Overview & FAQs
 - The Training Team
 - Training Requirements & Format
 - Classroom Locations
- Important Dates
- CorCare Class Registration Workflow
- Training Considerations
 - Training Exemption
 - Accommodation
- Milestones & Support

CorCare Training Overview & FAQs

- The Training Team
- Training Requirements & Format
- Classroom Locations

The Training Team

General Staff Training

Director of CorCare Change Management & Training: Karen Randell

Provincial CorCare Training Manager: Lauren Sinclair

- **Instructional Designers:** 20 Principal Trainers
- **Zonal Registration & Logistics Managers:**
 - Eastern Zones: Kayla Johnston & Alison Jenkins
 - Eastern End User Trainers (Credentialed Trainers)
 - Central Zone: Chris McDonald
 - Central End User Trainers (Credentialed Trainers)
 - Western Zone: Tara Antle
 - Western End User Trainers (Credentialed Trainers)
 - Labrador-Grenfell Zone: Hiba Mohamed
 - Labrador-Grenfell Zone User Trainers (Credentialed Trainers)

Specialist-Specific Training (Physicians & NPs)

CMIO: Dr. Bourassa-Blanchette

Provincial CorCare Training Manager: Lauren Sinclair

Specialist Training Coordinator: Tiffany Doody

Instructional Designers: 20 Principal Trainers

Specialist Trainers: 54 Physician & NP Trainers

Epic Training Leads

Training Application Manager: Tyler Dixon

Training Application Coordinator: Sai Nagisetty

CorCareTraining@nlhealthservices.ca

Specialists Training Specialists (STS)

- Because physicians have specialty-specific knowledge of the workflows and clinical scenarios that are relevant to their specialty, they can communicate them most effectively to their peers. This training model is called the **Specialists Training Specialists (STS)** training model.
- **Train experts with experts.** Peer-based training is common in medical school and many industries. Peer-to-peer learning feels more like a partnership than a lecture.
- **Train specialty workflows.** Efficiency requires expertise, training, and a curriculum that is tailored to their specialty by a specialty expert.
- **Lay the groundwork for long-term success.** Investing in NLHS physicians and nurse practitioners builds strong specialty knowledge within your organization.



Provider FAQs

What is CorCare training?

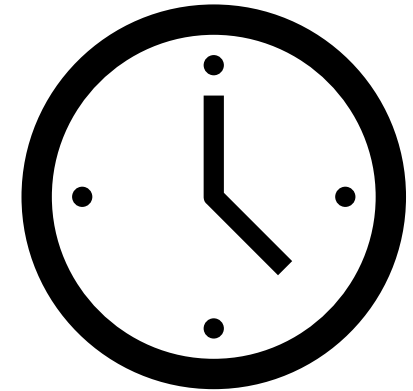
- With the implementation of the new CorCare health information, the way in which staff, providers and patients log, access, and manage information will change. This means that NLHS staff will be required to learn a new process for entering and accessing critical information for their job.
- **Everyone that needs access to CorCare will need to complete their training in full and pass a brief after-class assessment to gain access to the CorCare system. A policy is being finalized to support this requirement.**
- CorCare training is meant to equip providers and staff with the skills and knowledge necessary to perform their job duties within the CorCare system. Once completed, you will be aware of the fields, buttons, and processes for your current day-to-day workflows within CorCare.



Provider FAQs

When will training take place?

- CorCare training will take place from February 2nd, 2026, up to and past Go Live on April 25th.
- While training will occur over the above months, classroom training length and content will vary depending on the staff member's role.



Who is responsible for CorCare Class registration?

- Managers assign/update job categories for staff ('assign training and access') and will enroll their staff for CorCare training classes
- Providers (Physicians and Nurse Practitioners) self-enroll for classes

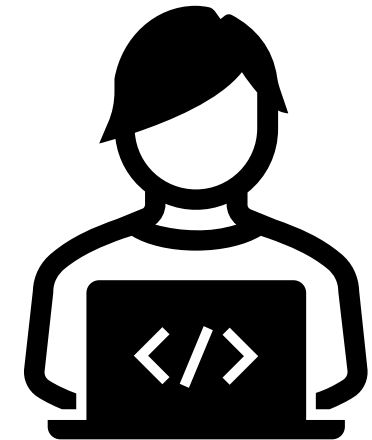
Providers FAQs

Is CorCare training online or in-person?

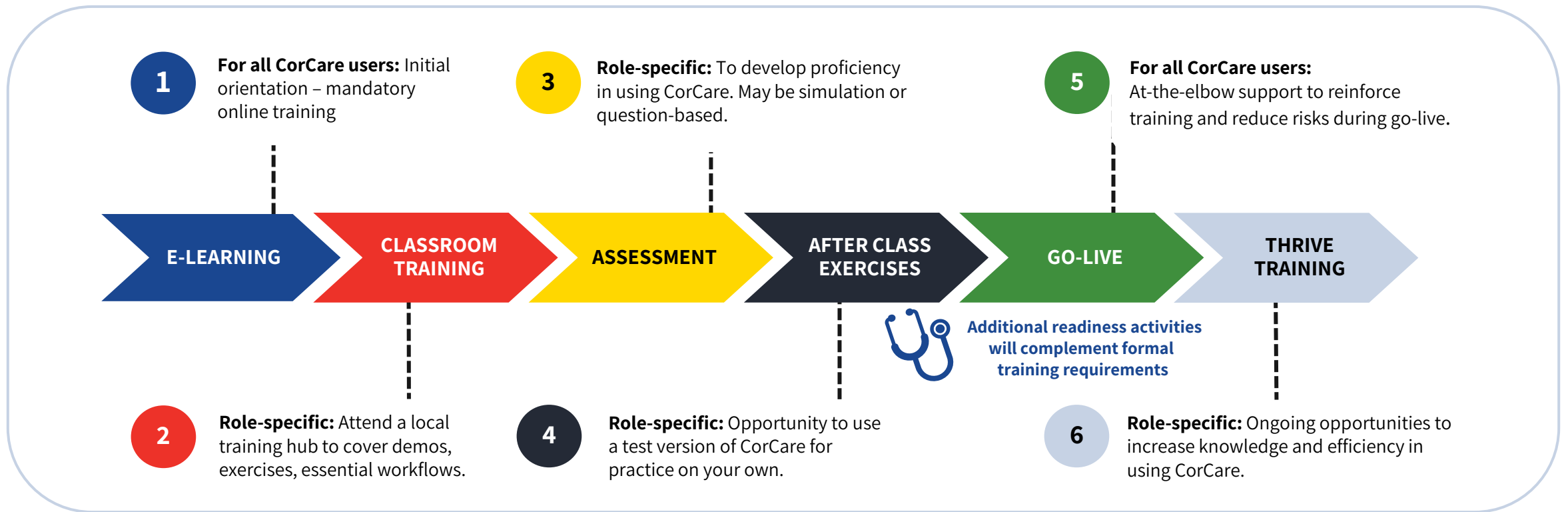
■ The CorCare class schedule offers both virtual and in-person options for instructor-led classes. The length and content of your training is determined by the provider's current role (i.e., 'job category'). Training will be delivered through several methods, including:

- eLearning Videos
- Classroom based: Virtual or In-Person
- Customization Labs (for select roles)
- Exercise Booklets with relevant workflows

Providers will attend the classroom portion of their training in a CorCare classroom at an NLHS facility close to them. Classes that are indicated 'virtual' in LEARN mean that the instructor or other participants may be joining virtually from another site.



Training Overview

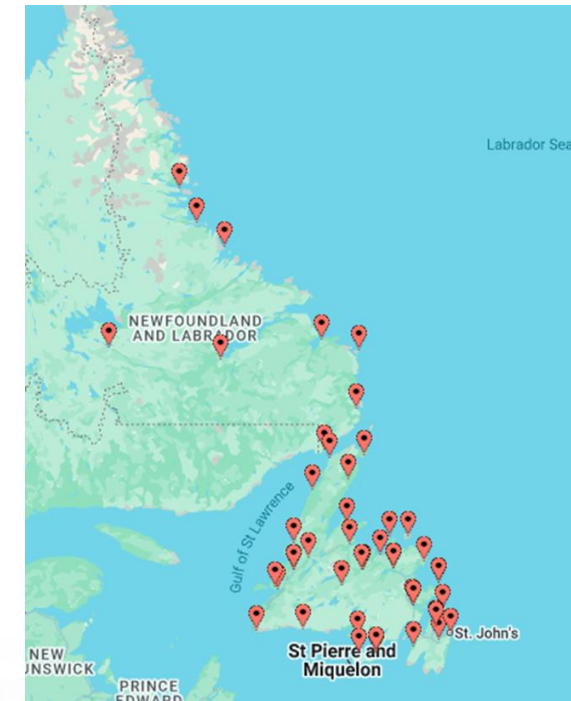


Providers will also attend a ‘User Settings Lab’ which is a brief training session designed to help you customize CorCare to better suit your specific needs and workflows.

Provider FAQs

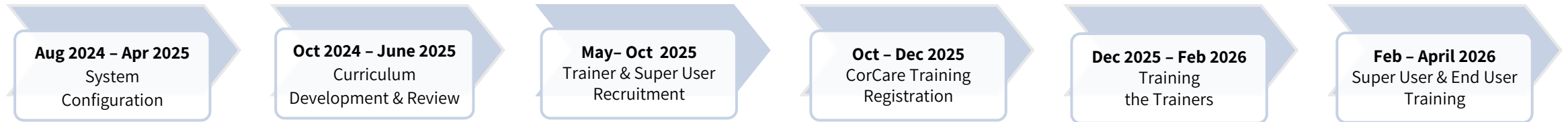
Where are the CorCare Classrooms Located?

- CorCare classroom locations were determined in collaboration with Zonal leadership and are based on staff population and geographical considerations.
- A list of training hubs per zone is available in Appendix.
- Classroom locations can be viewed when selecting classes in the LEARN-Learning Management System.
- Please note that all classroom locations have been reviewed by necessary technical teams to ensure appropriate power, network and other technical requirements are met to support CorCare training.



Important Dates

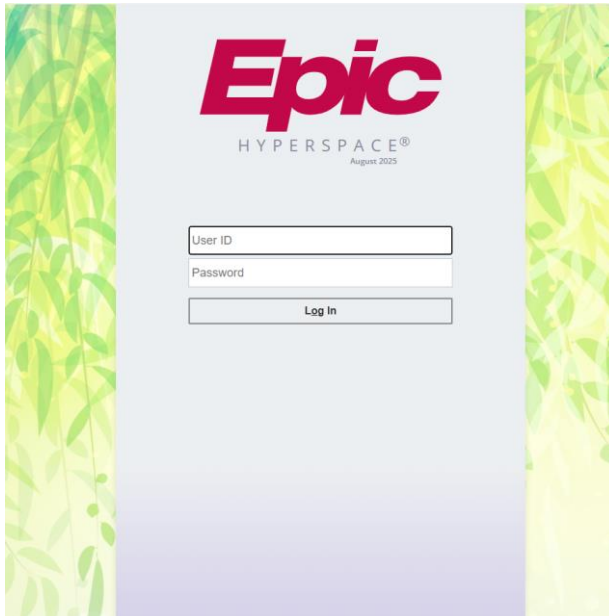
Training Timeline



Activity	Description	Dates
Training Registration	Time period for leaders to register 100% of users for CorCare training classes. This activity will be well supported.	Pilot SCMH (Managers): October 6 General (Managers):October 20 Providers: October 27
End User Training	Time period to train 100% of users who require CorCare access for go-live.	February 2, 2026 – April 17, 2026
New Hire Training	Start of training for new users.	February 2, 2026 – Ongoing Post Go-Live
Go-Live	First day to use CorCare to document patient care.	April 25, 2026

CorCare Class Registration Workflow

Correct Job Categories in 'Epic Hyperspace'



Correct CorCare Training Assignment in LMS & Correct Access in CorCare (Epic)





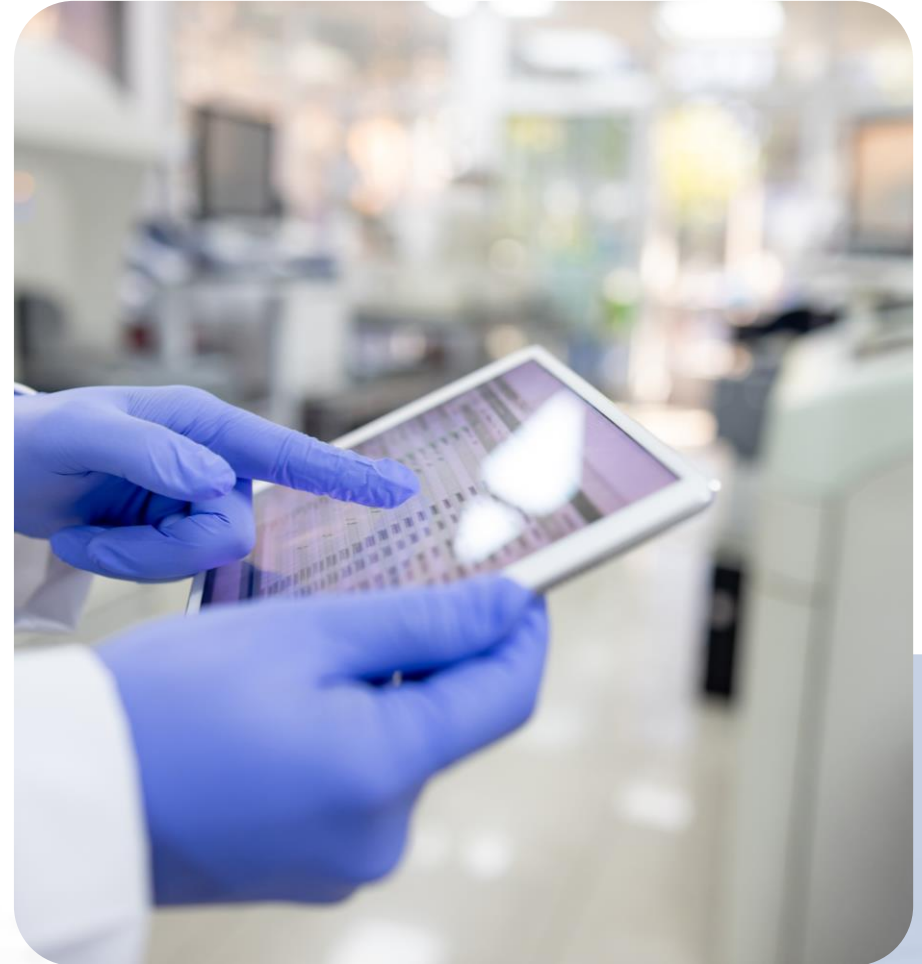
How do I enroll my team for CorCare Classes?

Log into LEARN- Learning Management System to enroll in CorCare instructor-led classes: [NL Health Services | LEARN](#)

Note: You will need access to the internal LEARN site to access CorCare content. You will not see CorCare content if you log into LEARN with a personal email address.

You will need to be logged into your NLHS account to access LEARN. Alternatively, you can access LEARN outside the NLHS network, using your NLHS email address and password to log in. If you are logging in from outside the network, two-factor authentication is required.

Please reach out to CorCareTraining@nlhealthservices.ca if you do not know your NLHS login information.



Troubleshooting Tips:

- To access the NL Health Services | LEARN website:
 - Logged in and on the NLHS network? just click the link!
 - Outside the network? Click the link and sign in using your NLHS or zonal email address (e.g., lauren.sinclair@nlhealthservices.ca) and use multi-factor authentication.
- If you do not have an NLHS username and password or email address, please email CorCareTraining@nlhealthservices.ca

What is the process to register my team for CorCare Classes?

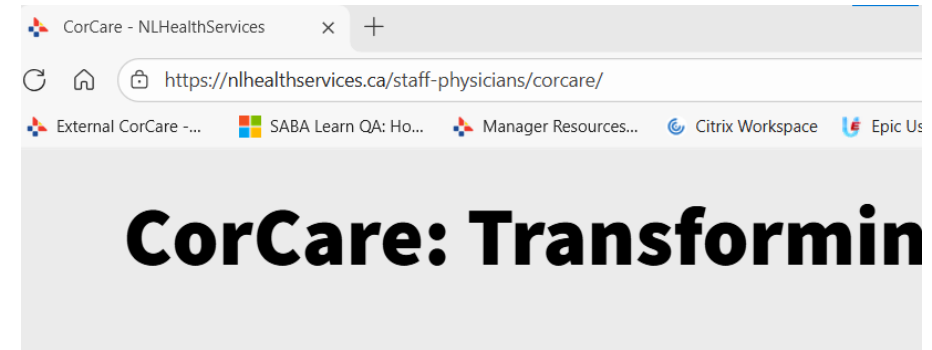
Provider Resources Page: [Provider Resources – CorCare](#)

How to Self-Enroll in a CorCare Class:

- [Video](#)
- [User Guide](#)

How to Change a CorCare Class Enrollment

- [Video](#)
- [User Guide \(Page 5\)](#)





NL Health
Services

CorCare

Provider Guide: How to Self-Enroll in a CorCare Class

CorCareTraining@nlhealthservices.ca



NL Health
Services

CorCare

Provider Guide: How to Change a CorCare Class Enrollment

CorCareTraining@nlhealthservices.ca

Troubleshooting Tips:

- Trouble logging into LEARN? Email: CorCareTraining@nlhealthservices.ca
- If you log into LEARN and note that any information is incorrect, such as 'Manager' listed or your training course assignment, please complete the following form to request changes: [CorCare Training Registration and Data Update Request Form](#)
- NOTE: Simply adding or removing curricula or courses in the LMS will not be sufficient- please ensure you complete the above form for role-based curricula to be properly assigned.

Training Considerations

- Exemption
- Accommodation



Training Considerations



Exemption

- ▶ Incoming providers with previous Epic experience may be eligible to be exempt from training.
- ▶ Contact corcaretraining@nlhealthservices.ca for more information.



Accommodation

- ▶ Some providers and staff may require accommodations to participate in training.
- ▶ Engage disability case management for these requests and ensure corcaretraining@nlhealthservices.ca is aware.

Good training is not enough.

Pre-live	Estimated contribution to success
Classroom training	30%
Personalization	20%
Operational readiness / change management	20%
Post-live	
Superusers / go-live support	10%
Thrive reinforcement training	10%
Operational reinforcement / communication (shared ownership)	10%

If this were school...

Just training? User readiness grade = F

Just pre-live training/readiness? User readiness grade = C

Milestones & Support

Milestones

Registration opens	October 20, 2025 (managers) October 27, 2025 (providers)
25% complete	November 14, 2025
50% complete	December 5, 2025
75% complete	December 26, 2025
100% complete	January 16, 2026

What's Next?

Visit the [Provider Resources Page](#):

- Review the registration resources available
- Review the [Provider FAQ](#)
- Look for an 'Optional Office Hours' invite
 - Recording & PDF of this session

 Log into LEARN to enroll your team in CorCare Classes

- <https://learn.nlhealthservices.ca>
- Select a class at a location close to you (& let us know if you need a class added!)
- 'Virtual' does not mean remote. Please attend the class at the classroom indicated

Support

Changes to Job Categories/Training Assignments:

- Complete the form: [CorCare Training Registration and Data Update Request Form](#)

General Questions:

- Email CorCareTraining@nlhealthservices.ca

Physicians: Please complete the survey

[Physician Access to NLHS Information Systems-Environmental Scan](#)



Thank you!

CorCareTraining@nlhealthservices.ca





Appendices



Appendix A

Training Hubs per Zone:

Eastern Zone(s)

St. John's

Bonavista

Clareville

Carbonear

Burin*

Placentia

Holyrood

Grand Bank

Old Perlican

*Note: Burin includes 1 classroom in Marystown



Training Hubs per Zone:

Central Zone

Grand Falls

Springdale

Botwood

Harbour Breton

Gander

Lewisporte

Twillingate

Brookfield

Fogo

Baie Verte



Training Hubs per Zone:

Western Zone

Corner Brook

Stephenville

Burgeo

Deer Lake

Norris Point

Port Aux Basques

Port Saunders



Training Hubs per Zone:

Labrador-Grenfell Zone

Black Tickle

Cartwright

Hopedale

Nain

Natuashish

Flowers Cove

Roddickton

Churchill Falls

Mary's Harbour

Forteau

Happy Valley-Goose Bay

St. Anthony

Labrador City



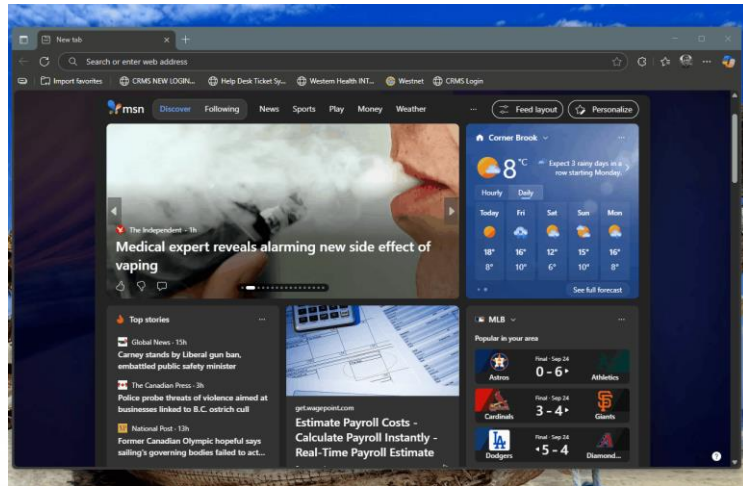
Appendix B

How to Access LEARN-Learning Management System

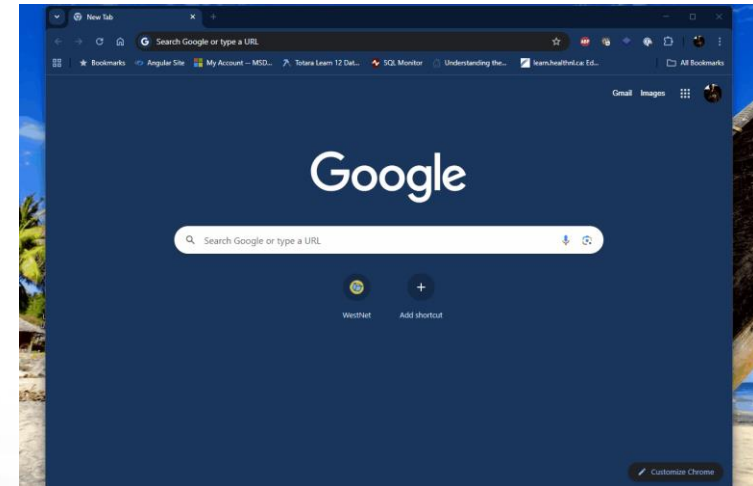
Go to <https://learn.nlhealthservices.ca>

If you have difficulty accessing the page, follow the steps outlined in the below GIFs to clear your browser cookies (note: no audio):

MS Edge



Chrome



Regular Hours: Mon-Fri 8am-4pm
Email: learn-support@nlhealthservices.ca

Appendix C

Instructional Designers per Application

Jennifer White	Principal Trainer - ASAP & Care Everywhere (Emergency Medicine)
Claudia Leonard	Principal Trainer - Beacon and Virtual Care (Cancer Care)
Zachary Hawco	Principal Trainer - Beaker Anatomic Pathology (Laboratory)
Carly Keeping	Principal Trainer - Beaker Clinical Pathology (Laboratory)
Kimberly Sullivan	Principal Trainer - Patient Access & Prelude (Patient Registration and Scheduling)
Kyle Taylor	Principal Trainer - Cogito (Reporting)
Peggy Fry	Principal Trainer - Community Services and Behavioral Health (MHA)
Amanda Power	Principal Trainer - Cupid (Cardiology)
Vanessa Bartlett	Principal Trainer - EpicCare Ambulatory and Healthy Planet, Developmental Health & MyChart
Amy Murphy	Principal Trainer - EpicCare Ambulatory, Healthy Planet (Public Health) & Research
Amy Wiseman	Principal Trainer - EpicCare Inpatient Clinical Documentation & Stork (Obs/Gyne)
Scott Bartlett	Principal Trainer - EpicCare Inpatient Clinical Documentation, LTC and Rehab
Natasha Hunter	Principal Trainer - EpicCare Inpatient Orders & Bugsy (Inpatient Provider Content & Infection Control)
Jennifer Butler	Principal Trainer - Grand Central (Admission, Discharge Transfer)
Monica Stacey-Walsh	Principal Trainer - Health Information Management
Beth Gillis	Principal Trainer - OpTime & Anesthesia (OR)
Pamela Dawe	Principal Trainer - Lumens (Endoscopy)
Melanie Young	Principal Trainer - Radiant (Diagnostic Imaging)
Katherine Neil	Principal Trainer - Resolute Hospital Billing
Jody Pomeroy	Principal Trainer - Willow (Pharmacy)
Jessica Andrews	Principal Trainer - Beans (Dialysis)

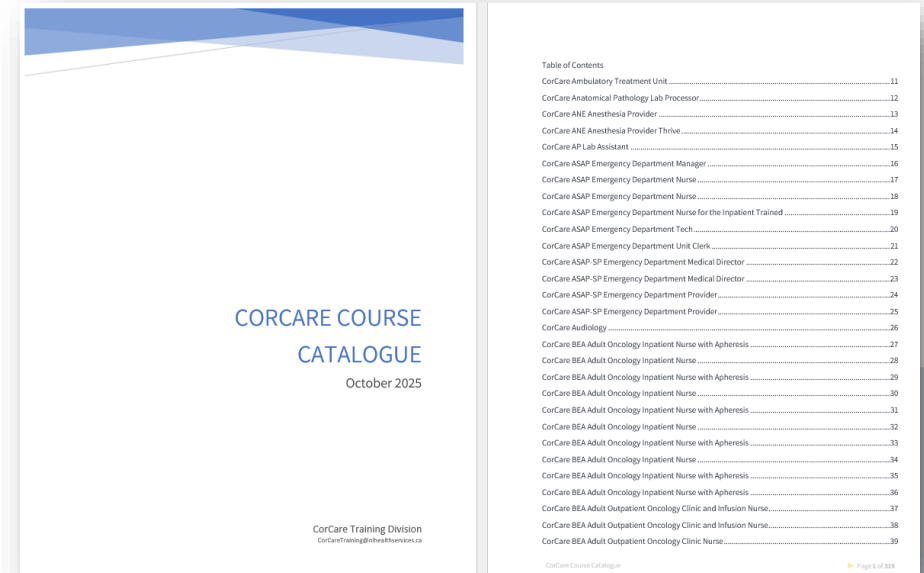
CorCareTraining@nlhealthservices.ca

Appendix D

CorCare Course Catalogue

The CorCare Course Catalogue offers a comprehensive list of training courses that will be offered at CorCare registration.

This catalogue allows you to filter a complete list of courses and find specific interests: [CorCare Course Catalogue](#)



The image shows the cover and table of contents of the CorCare Course Catalogue. The cover features a blue header with the title 'CORCARE COURSE CATALOGUE' and the date 'October 2025'. Below the title is the 'CorCare Training Division' logo and contact information. The table of contents lists various courses and their corresponding page numbers, ranging from 11 to 39.

Table of Contents	
CorCare Ambulatory Treatment Unit	11
CorCare Anatomical Pathology Lab Processor	12
CorCare ANE Anesthesia Provider	13
CorCare ANE Anesthesia Provider Thru	14
CorCare AP Lab Assistant	15
CorCare ASAP Emergency Department Manager	16
CorCare ASAP Emergency Department Nurse	17
CorCare ASAP Emergency Department Nurse for the Inpatient Trained	18
CorCare ASAP Emergency Department Nurse for the Inpatient Trained	19
CorCare ASAP Emergency Department Tech	20
CorCare ASAP Emergency Department Unit Clerk	21
CorCare ASAP-SP Emergency Department Medical Director	22
CorCare ASAP-SP Emergency Department Medical Director	23
CorCare ASAP-SP Emergency Department Provider	24
CorCare ASAP-SP Emergency Department Provider	25
CorCare Audiology	26
CorCare BEA Adult Oncology Inpatient Nurse with Apheresis	27
CorCare BEA Adult Oncology Inpatient Nurse	28
CorCare BEA Adult Oncology Inpatient Nurse with Apheresis	29
CorCare BEA Adult Oncology Inpatient Nurse	30
CorCare BEA Adult Oncology Inpatient Nurse with Apheresis	31
CorCare BEA Adult Oncology Inpatient Nurse	32
CorCare BEA Adult Oncology Inpatient Nurse with Apheresis	33
CorCare BEA Adult Oncology Inpatient Nurse	34
CorCare BEA Adult Oncology Inpatient Nurse with Apheresis	35
CorCare BEA Adult Oncology Inpatient Nurse with Apheresis	36
CorCare BEA Adult Outpatient Oncology Clinic and Infusion Nurse	37
CorCare BEA Adult Outpatient Oncology Clinic and Infusion Nurse	38
CorCare BEA Adult Outpatient Oncology Clinic Nurse	39

CorCare Training Division
CorCareTraining@nlhealthservices.ca

CorCare Course Catalogue

Page 1 of 319