

Privileging Dictionaries: Consultant's report on Current Status of Deployment Across BC

Source: Report prepared for the BC Medical Quality Initiative

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Dictionaries – Assessment of status

Overall goal

- Understand current use and impact(s) of dictionaries
- Inform future planning, revisions & improvements to dictionaries and related processes

Method

- Consultant conducted interviews with 16 key informants to identify current state of dictionary use and uptake
- Participation of all C&P system health authorities and CPSBC
- Research completed by March 2017

Aim of interview questions

Determine the current state of deployment of dictionaries for:

- Credentialing and privileging
- Practitioner performance review / enhancement

Gather feedback on:

- Impacts of the dictionaries on people and practice
- Potential barriers to full uptake and suggestions for improvement

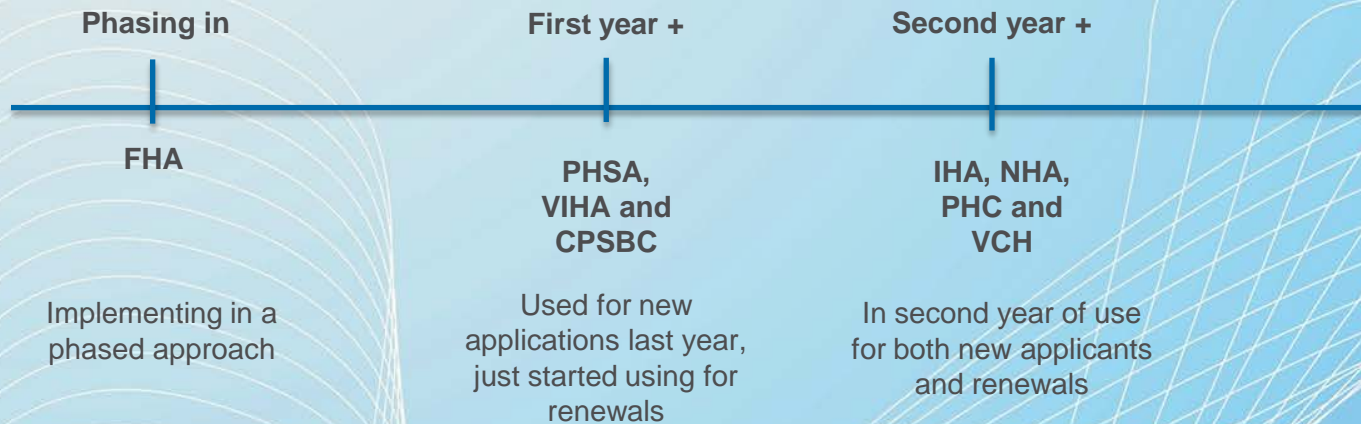
Key findings summary

- 1 Uptake of dictionaries is still in early stages. Use varies across the province.
- 2 There is a perception that the dictionaries are not being used properly.
- 3 The dictionaries are not yet implemented to the full extent of intended use.
- 4 Specific issues with content and format/function in CACTUS software can hamper process efficiency and effectiveness

1. Uptake of dictionaries

Overview

Use is uneven across the province, though CPSBC and all but one health authority were confirmed to be using the dictionaries.*



* As at February 2017

2. Perception of dictionary use

Overview

There is a perception that the dictionaries are not being used properly, due in part due to:

- a lack of common understanding on how to use the dictionaries
- the time required of medical leaders for meaningful reviews.

Concerns:

- Is application of dictionaries consistent?
- How are reviewers verifying current experience? What constitutes due diligence?

Suggestions:

- Develop guidelines and resources for use of dictionaries

3. Barriers to full dictionary use

Overview

The dictionaries are not yet implemented to the full extent of intended use.

- i.e – in concert with planned periodic performance reviews

Concerns:

- How to link rigorous use of dictionaries with performance reviews?

Suggestions:

- Establish a consistent framework and tools for practitioner performance reviews and practice enhancement
- Dedicate resources and supports for medical leaders to implement change

4. Issues with content, function & format

Overview

Specific issues with content and format/function in CACTUS software have an impact on efficiency and effectiveness.

Concerns:

- Interpretation and use issues related to:
 - “grey areas” or practitioners requiring multiple dictionaries
 - current experience criteria
 - Alignment (or not) of criteria with residency or international training
- Increased workload for credentialers and medical leaders

Suggestions:

- Seek ways to streamline process and workflows

Summary:

Barriers to use of the dictionaries

Barriers were expressed as identified needs, including:

- Adequate resources (time, staff and money) for credentialing staff and medical leaders to learn about and use the dictionaries
- A provincial framework for performance review/enhancement
- Systems or tools to measure/report data to review current experience
- Effective accountability systems to ensure compliance
- Change management process/supports to develop and implement performance review systems and tools
- Resources and mechanisms (such as access to clinical settings) to help practitioners address current experience deficiencies.

In conclusion

- Despite challenges, the informants were positive about the role of the dictionaries in establishing consistent definitions of practice scope and benchmarks for practice
- It is too early to assess impact of the dictionaries on processes and practice, but this report provides a watermark for follow up assessments
- Work on the content, function and format of dictionaries should continue in the privileging dictionary refresh and ongoing work to the C&P system.
- Key gaps identified include:
 - training and supports for review processes; and
 - training and supports to ensure consistent use of the dictionaries.