

## New Provincial Credentialing and Privileging System

### AppCentral module rolls out to practitioners at BC Health Authorities

AppCentral—a module of the new online Credentialing and Privileging System (CACTUS Software)—is now reaching medical staff engaging in re/appointment processes at BC health authorities. With this in mind, this *Update* offers information and resources for practitioners using AppCentral and the provincial privileging dictionaries for the first time.

### Fulfilling the Cochrane Report Recommendations

The impetus for the new credentialing and privileging (C&P) system lies in the 2011 Cochrane Report recommendations, following an investigation into medical imaging, credentialing and quality assurance. The report identified gaps in critical information, some of which could be resolved by development of a single, shared and secure system.

#### Cochrane Report, Recommendation 25:

*That the health authorities and affiliates standardize their processes for medical staff appointment, credential review and privileging, and physician review. Included would be common definitions for core and specialty privileges, common reporting formats for medical advisory committees and health authority and affiliate boards. These activities should be supported by a single information system.*

The transition to a new online system for re/appointment is therefore part of a move toward a single standard for credentialing and privileging. All BC health authorities are partners in the transition to the new system, which has been developed with input from the regulatory colleges, the Doctors of BC and other professional associations.

As with any new system, things are not perfect and ongoing work is required as we continue to transform our approach to credentialing and privileging in BC. Practitioners can access support or feedback channels through their local health authority or the BC MQI office, who will apply rapid-cycle improvements wherever possible.

## Signing up for online re/appointment

### Create one AppCentral account, apply separately to each health authority

The first time a practitioner uses AppCentral they will need to set up a CACTUS Software account, which will take about 5-10 minutes. The time it takes to then complete the application will differ by organization, as each may have specific requirements for re/appointment. Practitioners will continue to submit

separate applications to each of:

- Fraser Health Authority
- Interior Health Authority
- Island Health
- Northern Health Authority
- Providence Health Care
- Provincial Health Services Authority
- Vancouver Coastal Health

Wondering about technical requirements or looking for a system preview? Self-help tools and resources can be found



on [bcmqi.ca/credentialing-privileging-system/](http://bcmqi.ca/credentialing-privileging-system/).

## Provincial Privileging Dictionaries

The new C&P system also introduces 62 Privileging Dictionaries, developed by more than 300 BC medical professionals and specialty experts over the past 3 years. The dictionaries provide consistent, province-wide benchmarks for medical professionals seeking privileges within BC's health authorities. The dictionaries play a central role in both quality assurance (by defining scopes of practice) and quality improvement (by guiding priorities for continuing professional development (CPD) and practitioner-led improvement work). Furthermore, the dictionaries help to assure the public, boards and Ministry about the quality of medical care across BC.

## New online software and data security

Data in the C&P (CACTUS Software) system is protected by a stringent Security Access Model that governs who has access to data, for what purposes and under what circumstances. Provincial Health Services Authority (PHSA) has sole proprietary rights to the data in the provincial system, which is stored in the Kamloops Data Centre. Access to PHSA's data in the AppCentral (CACTUS Software) system is governed through an information-sharing agreement with the province's health authorities. For more on how your data is protected, see the brief on [CACTUS Software - Terms of Use and Data Security](#) posted at [bcmqi.ca](http://bcmqi.ca).

Practitioners are encouraged to direct questions or concerns about AppCentral or the provincial privileging dictionaries to their medical leaders or local medical administration office.

The BC Medical Quality Initiative (BC MQI) brings health care partners together to develop ways to improve the quality of medical care for people living in BC.

## Physician Resources for use of the Privileging Dictionaries

### Supportive use of the 62 dictionaries

The dictionaries outline minimum levels of experience (typically expressed in hours or number of cases) for a practitioner to be considered skilled in a given activity. Where meeting current experience criteria proves problematic, this should not result in an automatic loss of privileges. Instead, the dictionaries provide a framework for an exploratory conversation with a medical leader about how experience can be acquired, what professional development should be sought, and what other support might be helpful. The goal is to ensure that privileging criteria can be met in the next and future privileging cycle, or to identify how the dictionaries may need to be amended.

Practitioners are encouraged to direct questions or concerns about the dictionaries to their medical leaders or local medical administration office. Feedback can also be directed to the BC MQI office by visiting the contact us page or the “share your thoughts” form on the website.

### A resource network for rural or remote physicians

For questions on the privileging dictionaries which relate to provision of care in rural or remote communities, the Rural Coordination Centre of BC (RCCbc) has identified independent resource physicians to provide an additional avenue for individuals to consult.

Physicians may make contact through the RCCbc (1-877-908-8222) or directly to any of the following:

#### Resource Physician

Dr Dan Horvat	<a href="mailto:Dan.Horvat@unbc.ca">Dan.Horvat@unbc.ca</a>
Dr John Pawlovich	<a href="mailto:JPawlovich@csfs.org">JPawlovich@csfs.org</a>
Dr Kirk McCarroll	<a href="mailto:KirkMcCarroll@gmail.com">KirkMcCarroll@gmail.com</a>
Dr Trina Larsen-Soles	<a href="mailto:dr.t.larsensoles@gmail.com">dr.t.larsensoles@gmail.com</a>
Dr Granger Avery	<a href="mailto:GAvery.RCCbc@familymed.ubc.ca">GAvery.RCCbc@familymed.ubc.ca</a>
Dr Ray Markham	<a href="mailto:RMarkham@RCCbc.ca">RMarkham@RCCbc.ca</a>
Dr Robert Woollard	<a href="mailto:Woollard@familymed.ubc.ca">Woollard@familymed.ubc.ca</a>
Dr Bruce Hobson	<a href="mailto:docbruceh@gmail.com">docbruceh@gmail.com</a>

#### For Practitioners Affiliated with

Fraser Health
First Nations Health
Interior Health
Interior Health
Island Health
Northern Health
UBC and PHSA
Vancouver Coastal

#### Have questions or comments?



Please send them to us at  
[bcmqi@phsa.ca](mailto:bcmqi@phsa.ca)

## Dictionary Review and Refresh Process

It is anticipated that there will be changes to the dictionaries over time and a task group is currently developing dictionary review and refresh processes. A priority order will be established for scheduled review of the dictionaries, while other means will be used to address unanticipated or urgent review issues that may arise. To that end, a panel is currently being convened to address the omission of termination of pregnancy privileges from the General Practice dictionary.

It should be noted that any member of the medical staff can request a review or change to a dictionary. To request an addition or change to a provincial privileging dictionary, complete the “Request for a Revision to a Privileging Dictionary” form (available at the [BC MQI website](http://bcmqi.phsa.ca)) and email it to: [bcmqi@phsa.ca](mailto:bcmqi@phsa.ca).

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