

## Teething pains and the new online Provincial Credentialing and Privileging (C&P) system

### Recognizing the magnitude of change underway with the AppCentral rollout

Five of seven BC health authorities have now transitioned to the new online applications for re/appointment. To date, more than 5,000 practitioners have interacted with the AppCentral module of the new provincial C&P system. For some, it's been a bumpy start.

Big system rollouts almost never work perfectly at first, and the new C&P system is no exception. The essential next step is to learn quickly where the real problems are, and to plan for improvements.

A number of system enhancements are already slated for phased implementation.

As we gain practitioner feedback, we're also determining the most significant user issues with this iteration of AppCentral. Where a ready fix is not feasible, the BC MQI office and our health care partners will work together and in time create a better experience for practitioners.

Meanwhile, please bear with us. We hope you'll also share your experiences—either with your local health authority or with the BC MQI office. Together we are delivering on the promise to British Columbians to enhance systems that improve patient safety and reduce critical information gaps.

## Expert panels to add privileges to Dictionaries

### Timely reviews for *Uterine Evacuation* and *Medical Assistance in Dying*

The provincial privileging dictionaries are dynamic documents which are intended to be responsive to emerging issues. Recognizing this, the task group that is building the dictionary review schedule has convened expert panels to respond to two urgently required additions. At this time, the two panels are developing privileges for medical assistance in dying and uterine evacuation (NB: this is working terminology, pending panel recommendations). Watch this space for news about these additions and once approved, for the full review schedule of all the dictionaries. At any time, practitioners can find the most current dictionaries posted on [bcmqi.ca](http://bcmqi.ca) and in the C&P system (CACTUS Software).

## Thanks to the Provincial C&P Project team

### Operations to transition fully to BC MQI office as of April 1st

This month the Provincial C&P Project team will hand over more than 3 years of work to the BC MQI office. In 2013, the team was tasked with harmonizing the documents and

View the revised Terms of Use at [bcmqi.ca](http://bcmqi.ca):



<http://bcmqi.ca/mdocs-posts/cactus-software-terms-of-use-and-data-security/>

## AppCentral (CACTUS Software) Terms of Use Revised

To use AppCentral, practitioners are required to enter a "terms of use" agreement with the software vendor CACTUS. Until recently these terms included standard clauses that were misleading, in that they did not clearly represent the agreement between CACTUS and the licensee, PHSA.

Feedback from concerned practitioners prompted BC MQI to work with CACTUS to streamline the agreement and remove all inapplicable clauses. The result is an abbreviated agreement—implemented on March 3—which better reflects the limits on vendor rights, as they pertain to use of the software.

All BC practitioners are bound only by the revised terms of use agreement now in place. This is true regardless of when a person may have signed on. Furthermore, all practitioners can be assured that the British Columbia system remains under the rigorous protection of the licensee agreement and provincial privacy legislation, which ensures that no data leaves Canada and no data will be accessed by CACTUS.

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.

processes of 7 health authority credentialing offices. The aim was to build a single web-based solution to the information gaps identified in the 2011 Cochrane reports.

Under the team's management, BC's health authorities forged ahead. Specifically they:

- developed standard core forms for use across health authorities;
- merged 21 distinct business processes into a single shared system; and
- adapted and configured the CACTUS Software into a unique system for British Columbia, which is the first of its kind in Canada.

Many thanks are due to the C&P team for their hard work and accomplishments. In tandem with all the contributing partners, the team achieved launch of AppCentral and laid groundwork for future CACTUS modules and enhancements. Going forward, the BC MQI office will maintain this momentum and continue support of related business and technical activities. Both the team and BC MQI have prepared for a seamless transition to sustained operations and ongoing refinements to the C&P system.

## Important note to cross-appointed practitioners

Practitioners appointed to two or more health authorities may receive multiple invitations to complete their re/appointment applications online. These invitations are issued automatically to affiliated practitioners. They serve as prompts, cueing a practitioner to set up an AppCentral account. Importantly, practitioners only need to take this step once.

Each practitioner should create just one AppCentral account, the first time they sign on to the website. An individual's personal AppCentral account functions as a portal for all their online re/appointment applications to BC health authorities. There is no need to create multiple accounts. In fact, doing so will result in the bothersome need to manage extra IDs, passwords and files.

**If a practitioner has already created multiple accounts, it will be important to take steps to select a single account for future use.**



Find tips in these [FAQs](#) (at [bcmqi.ca](#)) or access support from the Medical Affairs Office in your [local health authority](#).

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