

Update to physician feedback report on AppCentral

Trace document follows progress on user-reported issues

BC MQI has published an update on the physician issues and recommendations regarding AppCentral—the program that health authority medical staffs now use to complete their appointment and renewal applications online.

Back in 2016, following the first year of online re/appointments, BC MQI gathered physician feedback on their experience using the new system. Physician input was drawn both from health authority credentialing offices and directly from physicians—via feedback and support channels, surveys, and a focus group. As a result, MQI was able to identify and prioritize the improvements needed to refine the system over the coming years. The plan and vision for these improvements were shared in an [August 2016 report](#), which remains available at bcmqi.ca.

The new trace document is the first follow up to physician feedback and recommendations on AppCentral. It details the steps taken to date to ameliorate user issues. For example, measures taken have aimed to improve page-load times, to simplify navigation of the privileging dictionaries, and to streamline the attachment uploads.

BC physicians continue to inform the broader vision for our provincial system for credentialing and privileging. In the last year, BC MQI has coordinated direct conversations between BC physicians and the software vendor, to discuss a “physician portal” for organizing and accessing physician data. In this way, BC physicians are helping to shape the next iteration of AppCentral, which is still in an early development stage.



To learn more, access the *Trace document: Update on AppCentral and physician feedback (Jan. 2018)* in the [Resources & reports](#) library at bcmqi.ca

Enrollment is now open for the Clinician Quality Academy

The annual registration window for the Clinician Quality Academy is open until February 28. Offered by the BC Patient Safety and Quality Council, the academy is an eight-month professional development program for physicians, including four in-person residencies. The aim is to provide a comprehensive foundation of quality improvement skills and methodologies to enrich your clinical practice.

Participants come from all across the province and engage with a diverse faculty. You'll also work on a quality improvement project within your organization or clinical practice, with the support of an Improvement Advisor.



Get application and program information at the BC Patient Safety and Quality Council [academy program page](#).

The Update reports on activities underway to strengthen BC's medical quality framework.



Sign up here:
bcmqi.ca/subscribe/

Dictionary refresh

Reviews in progress

This month will see new review panels launch for the otolaryngology, neurology and pediatric dictionaries. Panel work continues on gastroenterology, orthopedic surgery, urology, anesthesiology, critical care, and diagnostic imaging, as well as a sub-panel for procedural pain management.

Sub-panel work on a new dictionary for Acute Stroke Endovascular Treatment has been discontinued. BC MQI has referred the matter to Stroke Services BC, who may look to determine the service delivery model and locations for Acute Stroke EVT; elements that should be in place before a practice dictionary is developed.

Next up

Review panels starting soon:

- Hematology/medical oncology
- Neonatology
- Pediatric hematology/oncology
- Pediatric gastroenterology
- Radiation oncology

Learn more at bcmqi.ca.

Have questions or concerns about AppCentral or the provincial privileging dictionaries? See the resources at www.bcmqi.ca, or contact your medical leader 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.