

AppCentral (CACTUS Software) – 2016 practitioner experience survey

Feedback sought on the recent experience with online re/appointments

It hasn't been easy, but it should get better. That's the outlook behind a review of the AppCentral rollout planned for this June, when BC MQI and health authority partners will meet to identify priorities to improve the AppCentral user experience.

With the January rollout of AppCentral, more than 8000 reappointment applications were sent to practitioners through the new online credentialing and privileging system (CACTUS Software).

Well over half of those applications are now complete, providing substantial insight into the system experience in this first year.

This June, the health authorities and BC MQI will draw on the accumulated feedback that practitioners have provided over the last several months to plan for the next cycle. Input is also being sought through an online survey of the AppCentral user experience. (See sidebar)

Online Reappointments in 2016 - The practitioner survey

Help us plan improvements to the online re/appointment system.



Complete a short survey
on your experience
here: bcmqi.ca/survey/

[AppCentralPractitionerExperience](http://bcmqi.ca/survey/AppCentralPractitionerExperience)

The survey is anonymous and is comprised of eight voluntary questions with room for optional comments. All survey feedback received by **31 May 2016** will help to inform the upcoming review of this year's AppCentral rollout.

CACTI modules - next steps

First priority is a thorough review of security and privacy issues

The recent rollout of AppCentral marks Phase 2 of the new online Credentialing and Privileging system (CACTUS Software). Future modules will eventually round out the system, providing a range of functions that support a more seamless and streamlined process.

One of the first such modules, or CACTI, being readied for implementation is iCommittee, which allows health authority review committees to easily manage and track the credentialing and privileging review process. With iCommittee, reviewers (e.g. medical leaders) will be able to view a practitioner's application and make a recommendation.

iCommittee benefits include:

- a central place for all the application comments and recommendations, and
- quick and easy access to identify the status of a practitioner's application.

Importantly, iCommittee and other CACTI modules are undergoing a thorough review by privacy and security experts. Moving forward, BC MQI is engaging with each of the health authorities individually to determine which modules are required and to create a deployment plan for each.

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Would you like to receive the BC MQI Update directly to your email? Issued monthly, the Update provides news on activities underway to strengthen BC's medical quality framework. This may include updates to the provincial credentialing and privileging (C&P) system, the privileging dictionaries, or developments with the BC MQI working groups and partners.

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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.

Dictionary Task Group Recommendations

Review and refresh framework up for approval this June

The task group established to develop a framework for review and refresh of the privileging dictionaries is now completing their work. The group's recommendations will be considered by the Medical Quality Oversight Committee of BC MQI this June. Among the recommendations are:

- A 3-year schedule for review of all 62 dictionaries to begin in Fall 2016;
- A process for initiating an unscheduled dictionary review, in response to new practices or urgent feedback;
- Pathways for receiving and responding to feedback on the dictionary content;
- A process for appeals, in regard to change requests and a panel's recommendations; and
- A communications plan that reflects consultation and engagement.

Once approved, the plans and process will be made available through the provincial health authorities and BC MQI.

The current provincial privileging dictionaries are always available for reference on www.bcmqi.ca. To request a change to the content of a privileging dictionary, practitioners may use the form posted at bcmqi.ca—or submit feedback directly to their local health authority Medical Affairs Office.

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

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