

Faculty/Presenter Disclosure

- **Faculty:** Dr. Tom Ward and Ariadna McKenna – Fraser Health
- **Relationships with commercial interests:**
 - None

Disclosure of Commercial Support

- This program has received no financial support
- This program has received no in-kind support
- Potential for conflict(s) of interest:
 - None

Mitigating Potential Bias

- Not applicable – no potential bias

BC Health Authorities



Provincial Practitioner Credentialing and Privileging (C&P) Project

Dr. Tom Ward
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e-Health Conference
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The Cochrane Report

... a game changer ...

“The profession and the health system have relied on informal and limited formal medical practitioner quality assurance processes that can be improved through a coordinated province-wide approach.”

Dr. Doug Cochrane
Chair of the BC Patient Safety and Quality Council
Investigation into Medical Imaging, Credentialing and Quality Assurance
Phase 1, page 9 - 2011

PQASC

What is Physician Quality Assurance Steering Committee (PQASC)?

A collaborative effort of strategic health partners:



PQASC

In pursuit of excellence

The Physician Quality Assurance Steering Committee (PQASC) will develop and implement consistent provincial processes and standards

Physician Quality Assurance Steering Committee

Core Data Set

Provincial
Privileging
Standards

Provincial
Practitioner
Credentialing and
Privileging Project

Physician
Performance
Enhancement
Framework

Radiology Quality
Improvement
System

The above programs are conducted to reflect the modern practice of medicine in a **fair consistent** manner that includes ongoing assessment and opportunities for **improvement**

The PQASC will ensure that these processes and standards are applied rigorously across the health system

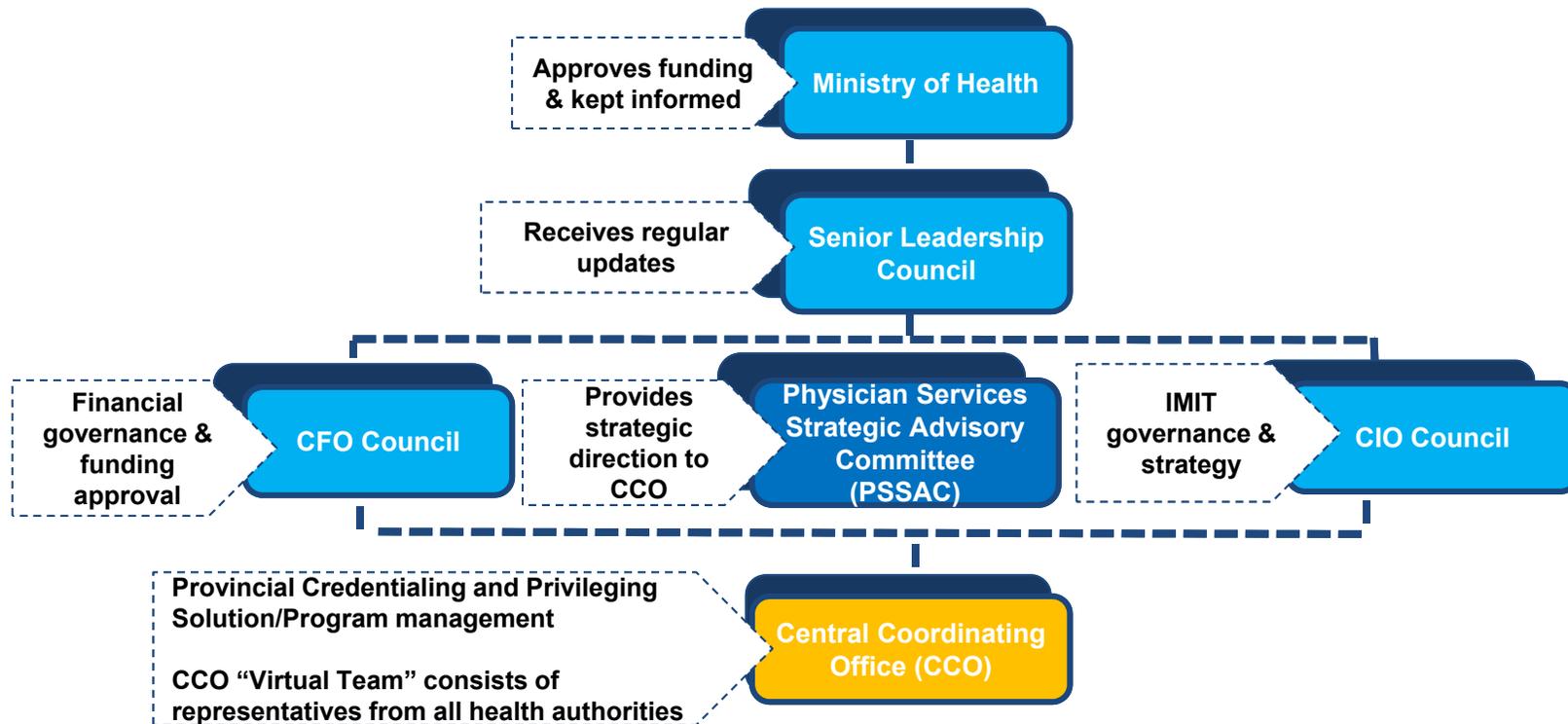
Project Purpose

- Implement one standard provincial web-based Practitioner Credentialing & Privileging (C & P) Solution and standard business processes across all Health Authorities (HAs)
 - To ensure members of HAs' Medical Staff have the requisite credentials and privileges to provide appropriate and safe care to patients, clients and their families (Cochrane)
- Project outcomes will contribute to:
 - Cochrane Reports' recommendations
 - BC Ministry of Health's key outcomes of sustaining high quality patient care through more efficient and effective services

Project Genesis

- Spring 2012 – RFP process, selection June
- Project kick-off
- Initial budget presented/approved early 2013
 - Capital funding from Ministry of Health + some operating funds
 - Operational funding pushed to HAs
 - Direct project costs identified – funding allocation agreed
 - Indirect costs (local resources for project related work – HA staff were funded internally by each HA)
- CFOs and CIOs approval

Governance



Advantages

BC Health Authorities:

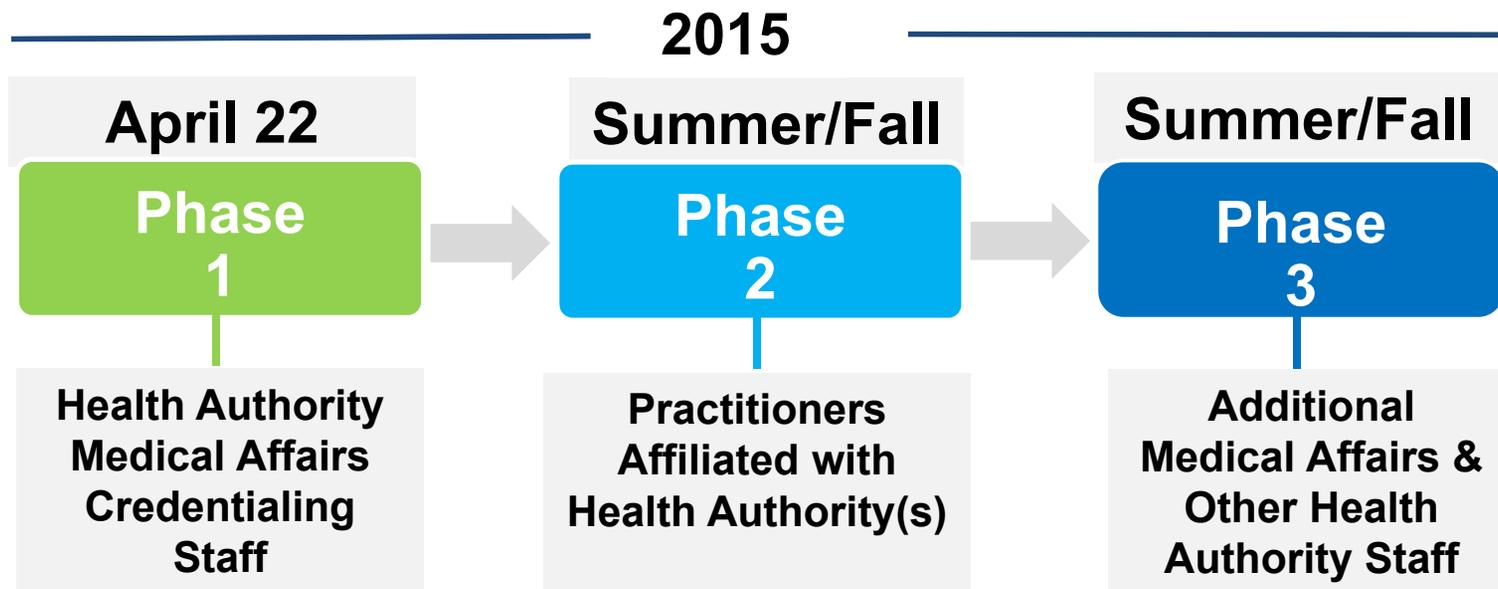
- Single Provincial Online System
- Standardized Business Processes
- Integrated Governance Model
- Standard Provincial Privileging Dictionaries

Practitioners:

- Electronic appointment/reappointment processes
- Ability to access the system anywhere, anytime
- Information entered once with centralized updates
- Consistent criteria and guidance for privilege requests/approval

Project Phasing

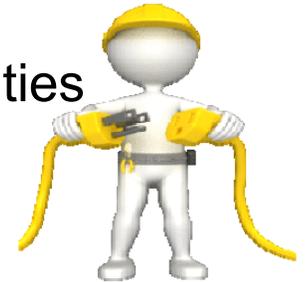
The Provincial Practitioner Credentialing and Privileging Solution and related standardized business processes will be rolled out in **3 phases**:



Phase 1 Implementation

1. Provincial Standardized C&P Solution

- New provincial system to be used by all health authorities
- Information sharing across all health authorities
- Provincial Privileging Dictionaries



2. New/Revised Standardized Business Processes

- Provides more efficiencies and supports quality assurance (QA) across BC Health Authorities

3. Operational Governance

- Central Coordinating Office and Support Model
- To maintain and enhance the C&P Solution/Program

Communications

Project Communications/Change Management lead

- Communication methods:
 - Presentations & FAQs
 - C&P Solution demonstrations (system demos)
 - Videos
 - News Bulletins and News Articles published to health authorities and to Colleges and Doctors of BC
 - Health authority informational/implementation meetings
 - Targeted medical leadership awareness and communications to support cultural shift
- Centralized change management & communications and dissemination within each health authority as required

Training

- Health Authority/Provincial Credentialing Staff:
 - Train-the-Trainer (classroom training)
 - Provincial Training Team
 - On-line procedures manual and tools
- Practitioners:
 - Presentations & Demos
 - Web-based tutorials
 - Videos
 - Classroom training
 - FAQs
- Other Health Authority staff:
 - Web-based tutorials
 - Instructional sheets
 - Intranet web presence
 - FAQs

Challenges

- Scheduling and availability to collaborate with health authorities, Ministry, and several external parties
- Multiple data sources (29) merged into 1 consolidated standardized data source
- Privacy, security and legal reviews (ensuring compliance – conflicting policies, priorities, etc.)
- Information sharing & participation agreements
- Standardizing provincial business processes and privileging dictionaries



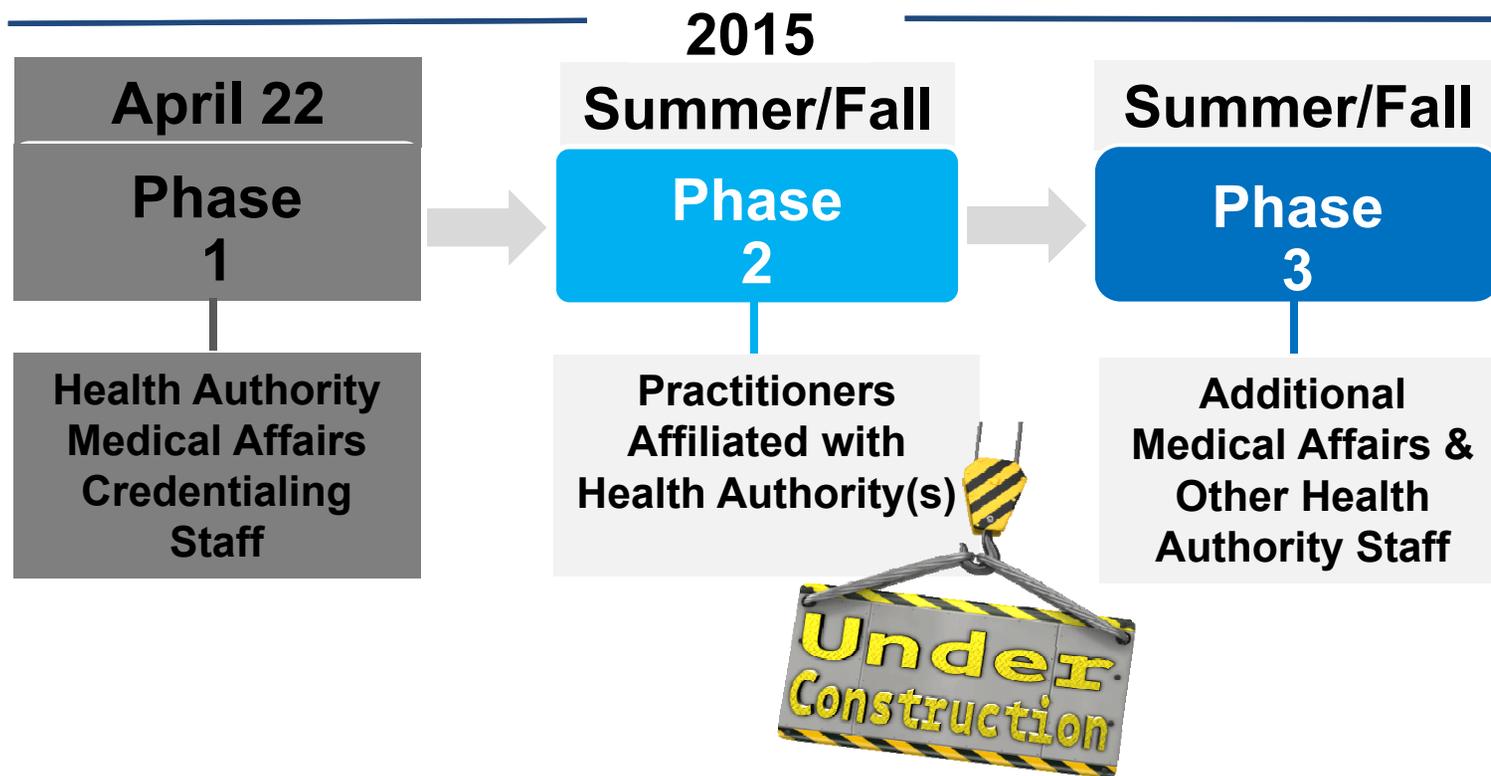
Central Coordinating Office

Lead: Provincial Director

- 4 staff members
- Cost shared amongst health authorities
- Handling issues, inquiries and change requests
- Supporting, maintaining and enhancing
- Coordinate information and decisions across the health authorities for the C&P solution/program
- Oversight and support for the Provincial Privileging Dictionaries



Next Steps



Questions?

