# CMH Medical Professional Staff Credentialing & Reappointment





Dr. Winnie Lee, Chief of Staff

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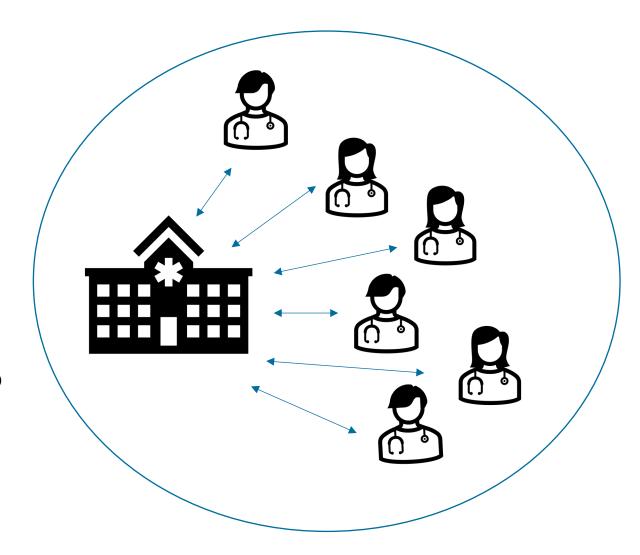
# Credentialing

# Credentialing

- One of the most important governance roles undertaken by hospital boards
- Range of activities and processes
  - > applications for initial appointments
  - verification of qualifications
  - identification of scope and nature of privileges
  - granting of privileges, periodic review
  - > annual reappointment
- Important to Hospital MPS are key members of a hospital's clinical team, without whom, hospitals can not provide clinical services
- o *Important to MPS* professional and reputational impact
- Hospital by-laws set out categories of privileges and the rights/expectations of each category

# Credentialing – "Privileges"

- "Privileges" creates a unique relationship between hospital and Medical Professional Staff (MPS)
- MPS are given the privilege of using hospital resources in return for providing care to hospital patients
- It defines the scope of a physician's ability to use the hospital's resources to care for patients
- Affiliation with a particular Department



## Credentialing

- Credentialing is linked to the provision of safe and highquality client/patient care
- More than an administrative duty



 Standardized criteria and processes that are transparent, accessible, fair, nondiscriminatory, balanced and equally applied to all

# **HIROC Expected Outcomes:**

- ☐ Adopt evidence-based, fair, and inclusive appointment, reappointment, and privileging processes
- ☐ Implement ongoing and targeted education to medical/clinical leaders and teams administering the organization's recruitment, appointment, reappointment, and privileges processes.
- □ Adopt standardized quality indicators to monitor and measure compliance with the organization's appointment, privileging, reappointment, and professional practice and evaluation process.

# Credentialing – Initial Appointment

#### **INITIAL APPLICATION:**

- ☐ CMH Administrative Forms
  - ✓ Confidentiality & Privacy
  - ✓ Non-disclosure
  - ✓ Code of Conduct
- ☐ Up-to-date malpractice protection
- Professional Registration
- ☐ Vulnerable sector check
- □ References



#### **CMH PRIVILEGE CATEGORIES:**

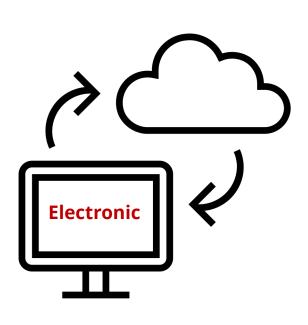
- ☐ Active
- Associate
- □ Affiliate
- ☐ Courtesy with or without admitting

privileges

- □ Locum
- □ Temporary
- ☐ Senior Emeritus
- ☐ Honorary



# Credentialing – Annual Reappointment



**Reappointment Begins** 

Submit Application

Recommend Application

Approved Reappointment

\*Annual
\*Electronic



#### Required:

- -Notifying change of privilege status
- -Update malpractice and professional registration
- -Submission of CMEs
- -Inform of College complaints or ongoing investigations

Fees:



Active/Associate Staff - \$150 Affiliate/Courtesy -\$50

#### Fees to MPSA

Regional On-call (ENT, Urology, Opthamology) – Exempt as they pay fees to their primary hospital where they hold privileges

#### Recommended by:



**Department Chief** 

Credentials Committee

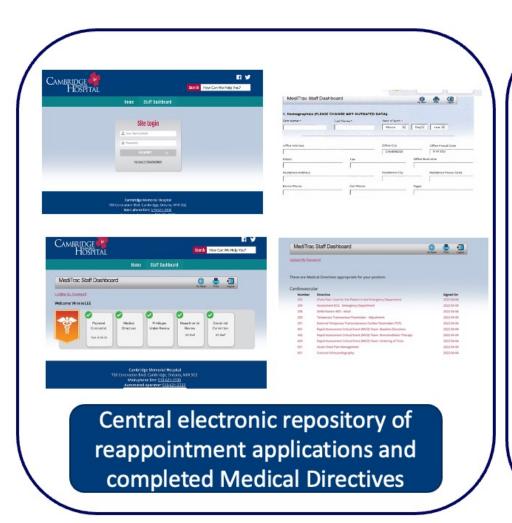
MAC

Board of Directors Approval Written letter from Medical Administration office confirming Approval of Privilege Status For the credentialing cycle



# Credentialing – Annual Reappointment

Transition from paper to electronic in 2018



Step-by-step instructions provided List of items to submit:

- ✓ Updated demographic info
- ✓ Updated CPSO membership
- ✓ Updated CMPA membership
- ✓ Proof of certifications (i.e. ACLS)
- ✓ Transcript for CMEs
- ✓ Change in privilege status
- ✓ Reporting of any active CPSO/College investigations or complaints

Electronic sign-off by Applicant,
Department Chief and Credentials
Committee

# Credentials Committee

#### Membership:

- MAC representatives
- MPSA Executive
- VP Clinical Programs/CNE
- Chair COS/Deputy COS

#### **Committee meetings:**

- Meets every month
- Ad-hoc over summer
- Review applications for new Medical Professional Staff, Locums, Changes in Privilege Status, College Notifications, Disciplinary issues
- Reappointment Applications

#### **Activities:**

- Checklist for each application is complete
- Review documents submitted
- Signed by COS/Deputy COS, Credentials Committee

Recommended by Credentials Committee

MAC

**Credentials Committee** 

MAC Recommends Board of Directors Approval

# CREDENTIALS COMMITTEE RECOMMENDATION

Applications reviewed and recommended by Credentialing Committee.

# MAC RECOMMENDATION

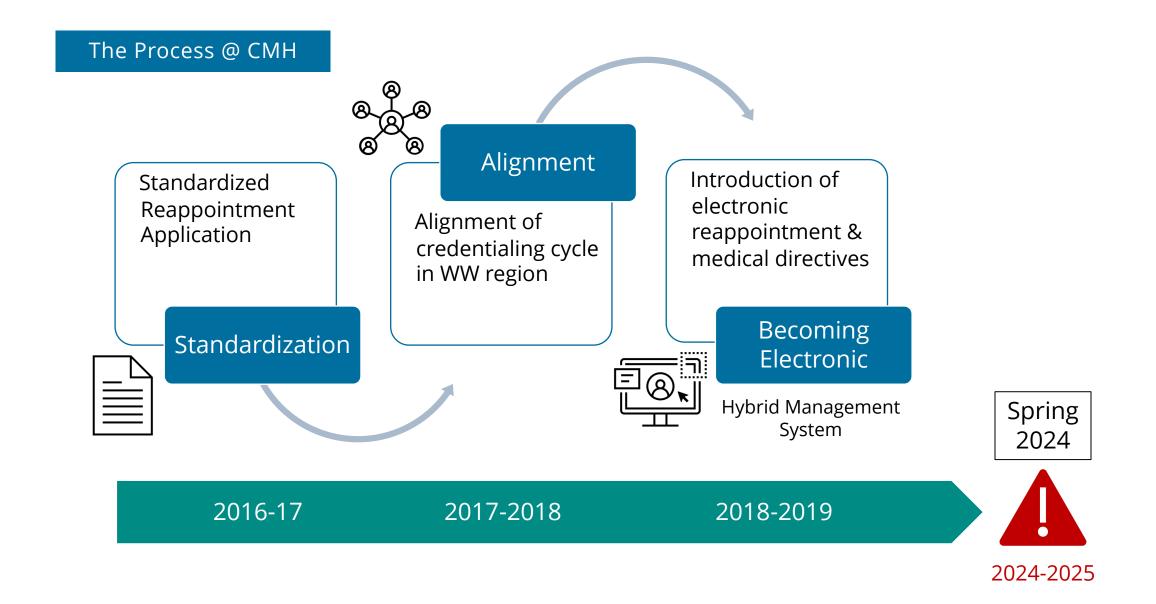
Applications reviewed and recommended by MAC.

#### **FINAL APPROVAL**

Applications reviewed and approved by BOD



Letter advising BOD Approval of reappointment of privileges



Credentials Committee

MAC
Recommends

Board of
Directors
Approval

#### CREDENTIALS COMMITTEE RECOMMENDATION

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# MAC RECOMMENDATION

Applications reviewed and recommended by MAC.

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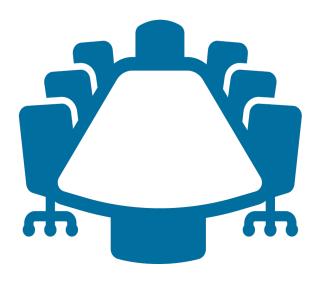
Applications reviewed and approved by BOD

# Streamlined Credentialing Process



# **Current Challenges**

- ☐ Legacy system
- Onboarding delays
- ☐ Inefficient workflows
- ☐ System / platform risks
- ☐ Limited data
- □ Scalability



## **HIROC Expected Outcomes:**

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# **Credentialing Education**

- ✓ Chief's Orientation Package
- ✓ MAC
- ✓ CPSO QI Initiative





**Chief of Service** 

Orientation Package



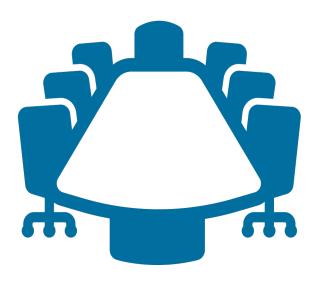








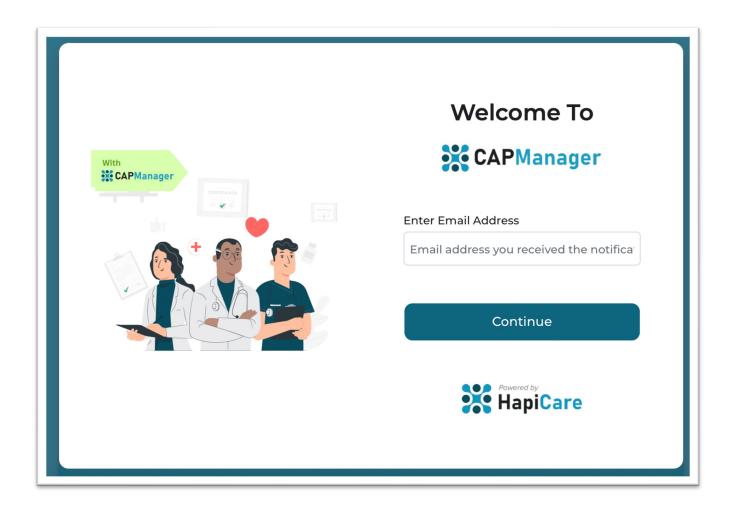




## **HIROC Expected Outcomes:**

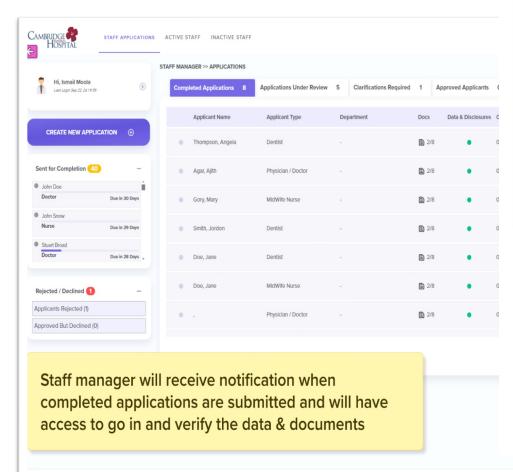
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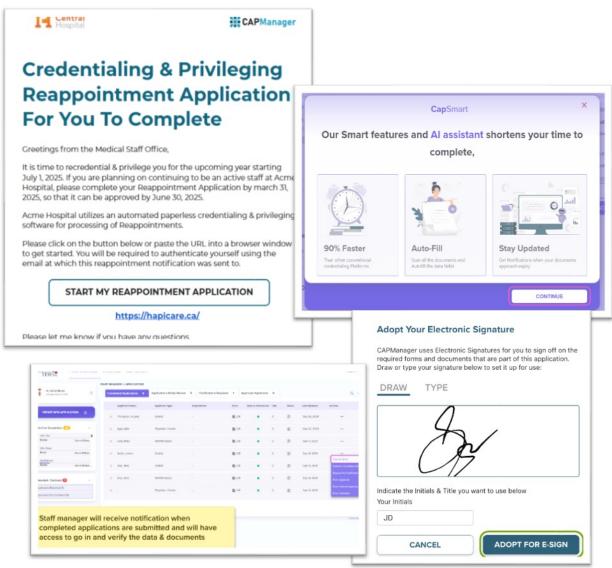
- Modernization
  - Automated Al-driven verification
  - Customizable workflow management
  - > Document management
  - Real-Time status tracking
  - User-friendly interface
  - Automated alerts
  - Actionable data
- ☐ Streamlined & robust management system
- Consolidated single system
- ☐ Time savings
- ☐ Clinician / end-user satisfaction
- ☐ Transparency



June 2024 – Go Live February 2025







# Future Opportunities

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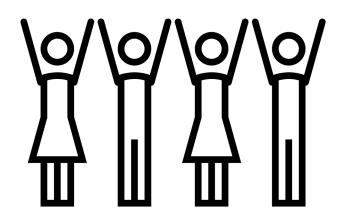
Consolidatee-Learning modules

o Mobile App



**E-LEARNING** 





Launched February 2025





- Positive feedback from MPS, Chiefs, Credentials Committee, Medical Affairs
- ☑ Robust tracking system of ALL credentialing files in a comprehensive system
- ✓ Streamlined and modernized system (AI)
- Record time for completion of reappointment applications, review and recommendation of applications by Chiefs, Credentials Committee and MAC



## **HIROC Expected Outcomes:**

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# "Change is failures in the middle"



Thank you!

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# What questions do you have?