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# Credentialing With CRDPwr: Cross-Institution Reporting and Data Integrity Made Easy

## Introduction

In 1996 the need for a tool to create a link between Kingston General Hospital (KGH) and Queen's University credentialing data was identified. Analysis of the solutions that existed in the hospital and university took place and as a result a Microsoft Access database solution was created. After the deployment of the database, firewall issues between institutions became prevalent which hindered the use of the application. The database was subsequently shelved in the Queen's Staffing Office in favour of Excel Spreadsheets, while KGH continued to use the Access database internally.

In 2004 linking KGH and Queen's credentialing data was again made a priority. Analysis of the data needs and workflows in the Staffing and Medical Administration offices identified the following:

- Data redundancy
- Lack of reporting capability
- Manual data collection processes between institutions
- The need for a streamlined, cross institution position / recruitment approval process to tie the credentialing data together

Development on a system to streamline the position / recruitment approval process began and CRDPwr (pronounced cred-power) was born.

### Faculty Module:

- Used by the Staffing Office at Queen's to manage position information (vacancy, funding, etc.), university appointment information, personal appointment dates, etc.
- Contains a data feed from human resources, which pulls faculty and appointment information to be viewed and reported upon within CRDPwr.

## Description of CRDPwr

CRDPwr is a multi-purpose application best described as two modules:

### Credentialing Module

- **Physician Module:**
  - Used by the Medical Director's office at KGH to manage information pertaining to their physicians including, but not limited to: contact information, biographical information, hospital privileges, hospital appointments, hospital delineations, etc.
  - Utilized by the Medical Director's Office to view pertinent university data.

### Online Position / Recruitment Approval Module:

- The approval module allows for department heads to indicate the need for a new position / hire to be approved that in-turn triggers the online management of the approvals required for this recruitment process.

- Email notifications are sent, electronic approvals / rejections occur and the entire process is audited for tracking purposes.

- CV's, reference letters, and all other supporting documents can be uploaded and will follow the candidate's approval process so that all necessary personnel can review the candidate's qualifications as required.

### Conclusion

CRDPwr has been operational within KGH for approximately a year and has produced reports for the Ontario Ministry of Health and internal departments. It has performed exceptionally well by increasing productivity levels within the Medical Director's Office, uncovering and enabling the correction of erroneous data, and streamlining the re-credentialing of physician privileges.

At Queen's, CRDPwr has allowed the Staffing Office to view and report upon hospital data while improving data integrity within the University Staffing Office. Data redundancy has been reduced through the use of existing human resources data, minimizing the resources required.

Once implemented, the Position Approval Module will further streamline the workflow in both the Staffing and Medical Director's offices, and will create a "real time" hiring process whereby both institutions can track the process of each candidate and position as they flow through the approval process.

