Frequently Asked Questions

Credentialling Process Review

Why does SA Health conduct credentialling?
It is mandatory for all SA Health clinicians to be credentialled with an agreed scope of clinical practice. Ensuring that our health professionals have the right qualifications, skills and experience is a vital process to ensure compliance with clinical quality and safety standards.

Why is SA Health reviewing the existing credentialling process?
SA Health is committed to continuous improvement and innovation, to ensure ongoing clinician and patient safety.

As an ISO27001 certified health organisation, our credentialling systems must not only comply, but seek to set a national benchmark, in delivering greater process efficiencies with acceptable minimised risk.

Why is Health Education System Improvement taking the lead?
The Health Education System Improvement Branch which forms part of the Office of Professional Leadership (OPL), enables the improved responsiveness, safety and quality of our state’s healthcare services.

OPL identifies and implements flexible and adaptable online system solutions that deliver enhanced efficiencies and supportive governance arrangements.

What does SA Health’s existing credentialling process look like?
SA Health currently uses a mix of manual and computer-based systems to manage credentialling. The online component is referred to as the Credentialling and Scope of Clinical Practice System (CSCPS).

What is the objective of the credentialling review?
The credentialling review will identify expectations around the limitations and benefits of the existing credentialling process and the currently used CSCPS.

How will the credentialling process review be governed?
The Credentialling Project Team from the Health Education System Improvement Branch was established during July 2018 to undertake initial internal site and profession consultation.

The Credentialling Project Team has convened a guiding Steering Committee as well as an User Group. The User Group comprises statewide Credentialling Officer and senior site representation; and a Credentialling Officer representative sits on the Steering Committee.

To ensure an ongoing safety and quality focus, these groups are collaborating with the Project Team to guide the credentialling process review going forward.
Frequently Asked Questions

What are the immediate next steps?
A desktop environmental scan is now underway as Phase 1 of the credentialling review. This environmental scan will thoroughly review the current credentialling environment by seeking stakeholder feedback on the current framework, process, and manual and online systems – including scoping of clinical practice. It will also provide an authentic opportunity for stakeholders to offer-up their ideas for improvements and innovation.

External and internal stakeholder feedback will be sourced via an online Survey, which will be open between 25 March 2019 and 10 April 2019.

As well as the online Survey which will be promoted by direct email and the SA Health website, Focus Groups will also be established with the nursing, midwifery, allied health, medical and dental professions.

Together, the online Survey and Focus Groups will offer and seek formal feedback opportunities from a wide range of differing perspectives.

Will the environmental scan be followed by additional consultation?
Yes! With support from the Credentialling Project Team, the Credentialling Steering Committee and Credentialling User Group will assess feedback from the preliminary environmental scan, develop a range of available options and an initial preferred solution.

As Part of Phase 2, internal and external stakeholders will once again be engaged to interrogate the identified viable options and initial preferred solution via a series of workshops, to identify the final preferred solution which will be recommended for implementation as part of Phase 3.

Outcomes of the credentialling process review will empower our clinicians and staff with consistent process and the right tools, for ensuring provision of safe quality services by clinicians for consumers.

Who will be engaged?
A comprehensive range of internal and external stakeholders have been identified who will be engaged to inform the credentialling review via direct email.

What will happen with the existing credentialling process during the review?
SA Health’s existing credentialling processes will continue, which involves the ongoing use of the existing CSCPS.

Continue to manage your mutual credentialling as per normal process.
The CSCPS allows all SA Health staff, when logged onto any SA Health computer, the ability to view and verify practitioner credentials and scope of practice, relevant to direct lines of responsibility.
Frequently Asked Questions

What are the timelines for conducting the credentialling process review?
The Phase 1 (preliminary environmental scan) will conclude by April 2019. Phase 2 (option development with workshops) and Phase 3 (implementation) will take place subsequently.

Is it possible to provide adhoc feedback outside of formal consultation?
Yes! We want your feedback to help champion innovation and ongoing continuous improvement. The Credentialling Project Team can be contacted at health.credentialling@sa.gov.au and welcomes feedback at any time.

I still have questions - where do I go to find out more?
Please contact the Credentialling Project Team.
To keep up-to-date on credentialling review progress, visit our website at sahealth.sa.gov.au/credentialling

For more information

Health Education: System Improvement
Office for Professional Leadership
Citi Centre Building
11 Hindmarsh Square
Telephone: (08) 8466 3216
www.sahealth.sa.gov.au