



THE COMPLETE COURSE^{FOR} MEDICAL STAFF LEADERS

SUSAN LAPENTA

IAN DONALDSON

HORTY  SPRINGER

Jointly sponsored by the University of Pittsburgh School of Medicine
Center for Continuing Education in the Health Sciences and HortySpringer Seminars.

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CREDENTIALING FOR MEDICAL STAFF LEADERS – DAY 1

Challenges of Leadership – Patient Safety Starts with YOU!

Tips for Effective Credentialing – Justin Bourne, M.D. – Initial Appointment Case Study

- Align recruitment and credentialing
- Catch issues up front!
- Threshold criteria – raising the bar
- Don't process incomplete applications!
- When it comes to references, follow the Golden Rule

Privileging Decisions – What Could GO Wrong?

- Developing criteria for new procedures and procedures that cross specialty lines
- Privileging Advanced Practice Professionals (APPs)
- Disaster privileges

The Peer Review Challenge

- Peer review and the law
- Understanding OPPE & FPPE: How to make it work!
- Tips, tricks, and tools

PROBLEM SOLVING FOR MEDICAL STAFF LEADERS – DAY 2

The Return of Dr. Bourne – Peer Review Principles in Action – Case Study

- Performance Improvement Plans for physicians and APPs
- Can information be shared with an affiliated group that employs practitioners?

How to Deal with Disruptive Behavior that Undermines a Culture of Safety

- Collegial intervention role play
- Progressive steps for professionalism

Sexual Harassment – You Be the Judge!

Investigations – Take Home Tips

- Who should investigate?
- Should lawyers be involved?

Practitioner Health

- Focus on rehabilitation (not discipline!)
- Know the warning signs of impairment
- Options to address the late-career practitioner

Leaves of Absence

POLICY ISSUES FOR MEDICAL STAFF LEADERS – DAY 3

Legal Protections for Medical Staff Leaders (and the Dos and Don'ts You Need to Know to Keep Them!)

NPDB: What is and What is Not Reportable

On-Call and EMTALA Issues

BFB: Best Friend Bylaws

- Threshold eligibility criteria
- Dealing with misstatements and omissions
- Administrative relinquishments
- What's good for one is good for all – implementing actions across your system

Social Media & Privacy – The Three Rules of Thumb Every Leader Needs to Know

Final Take-Home Tips – Key Points for Bylaws and Policies to Implement Best Practices

FACULTY/ACCREDITATION



SUSAN LAPENTA

Susan Lapenta is a partner in the law firm of Horty, Springer & Mattern, P.C. in Pittsburgh, Pennsylvania. Ms. Lapenta is an Editor of the *Health Law Express*, a weekly e-newsletter on the latest health law developments. She previously served as a faculty member of the HortySpringer seminar *Credentialing for Excellence* and is a current faculty member of *The Complete Course for Medical Staff Leaders*. She has worked extensively with hospitals and their medical staffs on peer review investigations and hearings and she has assisted medical staffs in the revision of bylaws and related projects. Additionally, Ms. Lapenta has served as counsel in litigation stemming from credentialing decisions, including the defense of antitrust claims. Ms. Lapenta has also served on the faculty of the American College of Obstetricians and Gynecologists and currently serves on the faculty of the American Association for Physician Leadership. Ms. Lapenta received her Bachelor of Arts degree from West Virginia University, and her *Juris Doctor* degree from the University of Pittsburgh School of Law. She was a member of the staff and served as the Managing Editor of the *University of Pittsburgh Law Review*. Upon graduating from law school, Ms. Lapenta worked as a law clerk for U.S. District Court Judge Glenn E. Mencer. She is a member of the Allegheny County, Pennsylvania and American Bar Associations.



IAN DONALDSON

Mr. Donaldson is a partner with the law firm of Horty, Springer & Mattern in Pittsburgh, Pennsylvania. He devotes his practice entirely to health care law, working extensively with hospitals and physician leaders on various medical staff issues including credentialing and peer review matters. Ian is an Editor of the *Health Law Express*, a weekly e-newsletter on the latest health law developments. He previously served as a faculty member of the HortySpringer seminar *The Credentialing Clinic* and is a current faculty member of *The Complete Course for Medical Staff Leaders*. Ian currently serves on the faculty of ACOG's (The American Congress of Obstetricians and Gynecologists) *Quality and Safety for Leaders in Women's Health Care* postgraduate course.

PRESENTER DISCLOSURE STATEMENT

All individuals in a position to control the content of this education activity are required to disclose all relevant financial relationships with any proprietary entity producing, marketing, re-selling, or distributing health care goods or services, used on, or consumed by, patients.

Accreditation Statement

(Continuing Education Credit)

In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and HortySpringer Seminars. The University of Pittsburgh is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

This activity is approved for the following credit: *AMA PRA Category 1 Credit™*. Other health care professionals will receive a certificate of attendance confirming the number of contact hours commensurate with the extent of participation in this activity.

The University of Pittsburgh designates this live activity for a maximum of 11.25 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

NAMSS Accreditation

This course has been approved for National Association of Medical Staff Services (NAMSS) continuing education credit. Accreditation of this educational content in no way implies endorsement or sponsorship by NAMSS. This program is hereby awarded 11 NAMSS continuing education credits.

EDUCATIONAL INTENT

Credentialing, privileging, peer review, managing issues of behavior and health...and that's just the beginning. Yet, none of this is taught in medical school or residency. *The Complete Course for Medical Staff Leaders* is a program designed to equip you with the tools you will need to hit the ground running as a new leader! Together, using interactive real-world case studies and role plays, we'll help you develop your skills and provide practical take-home tips and resources.

WHO SHOULD ATTEND?

- Medical Staff Officers
- Department Chiefs
- Credentials Committee Members
- MEC Members
- Bylaws Committee Members
- VPMAs, CMOs, and Medical Directors
- Medical Staff Services Professionals
- Quality/Performance Improvement Directors
- Hospital Management
- Hospital Counsel

Participation by all individuals is encouraged. Advance notification of any special needs will help us provide better service. Please notify us at least **two weeks** in advance of the program.

SEMINAR SCHEDULE

Day One

7:00 TO 8:00 AM –

Registration & Continental Breakfast

8:00 AM TO NOON – Seminar Session

9:45 TO 10:00 AM – Break

NOON – Day 1 Adjourns

5:30 TO 6:30 PM – Informal Reception

Day Two

7:00 TO 8:00 AM –

Continental Breakfast

8:00 AM TO NOON – Seminar Session

9:45 TO 10:00 AM – Break

NOON – Day 2 Adjourns

Day Three

7:00 TO 8:00 AM –

Continental Breakfast

8:00 AM TO NOON – Seminar Session

9:45 TO 10:00 AM – Break

NOON – Seminar Adjourns

REGISTRATION

\$1,595 Individual

\$4,950 for team of four

\$1,195 for each additional registrant
after a team of four registration

HOW TO REGISTER

(Registration form can be found online at
www.hortyspringer.com)

Fax 412-687-7692

Phone 412-687-7677

Mail HortySpringer Seminars
20 Stanwix Street, Suite 405
Pittsburgh, PA 15222

Online www.hortyspringer.com

2021/2022

UPCOMING NATIONAL SEMINARS — ON LOCATION

This schedule is subject to change.

September 19-21, 2021

Disney's Yacht and Beach Club Resort | Orlando

- The Complete Course for Medical Staff Leaders
- The Peer Review Clinic
- Credentialing for Excellence
- Strategies for Managing Physician Health and Disruptive Conduct

November 18-20, 2021

JW Marriott Desert Ridge Resort and Spa | Phoenix

- The Complete Course for Medical Staff Leaders
- The Peer Review Clinic
- Credentialing for Excellence
- Strategies for Managing Physician Health and Disruptive Conduct

January 27-29, 2022

The Ritz-Carlton | Naples

- The Complete Course for Medical Staff Leaders
- The Peer Review Clinic
- Hospital-Physician Contracts and Compliance Clinic
- Strategies for Managing Physician Health and Disruptive Conduct

April 7-9, 2022

The Ritz-Carlton | New Orleans

- The Complete Course for Medical Staff Leaders
- The Peer Review Clinic
- Credentialing for Excellence

ON LOCATION REGISTRATION 2021/2022

Hospital Name: City: State:
Address: Zip Code:
Contact Person: Email:
Title: Phone:

LOCATION - please fill out a registration form for each location requested

PAYMENT

\$1,595 Individual; \$4,950 for a team of four* - \$1,195 for each additional registrant after the fourth registration

*Your team must attend the same seminar location to receive the team rate. Split locations cannot receive this rate.

Credit Card: (HSME will contact you via phone for CC information.) Check Enclosed: (Please make check payable to HSM Enterprises.)

Please invoice: (You will be sent an invoice within 10 days to the email listed above.)

How did you hear about this HortySpringer seminar?

E-Mail Marketing Brochure Colleague Other

ATTENDEE INFORMATION FORM 2021/2022

(Please give full names and titles as you would like them to appear on name tags.)

Attendee #1 First: MI: Last:

Title: Degree:

*Email:

**This email address will receive pre and post course materials and will be used to access CME credits*

Seminar:

Attendee #2 First: MI: Last:

Title: Degree:

*Email:

**This email address will receive pre and post course materials and will be used to access CME credits*

Seminar:

Attendee #3 First: MI: Last:

Title: Degree:

*Email:

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Seminar:

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(Please give full names and titles as you would like them to appear on name tags.)

Attendee #4 First: MI: Last:

Title: Degree:

*Email:

**This email address will receive pre and post course materials and will be used to access CME credits*

Seminar:

Attendee #5 First: MI: Last:

Title: Degree:

*Email:

**This email address will receive pre and post course materials and will be used to access CME credits*

Seminar:

Attendee #6 First: MI: Last:

Title: Degree:

*Email:

**This email address will receive pre and post course materials and will be used to access CME credits*

Seminar:

Attendee #7 First: MI: Last:

Title: Degree:

*Email:

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Seminar:

Attendee #8 First: MI: Last:

Title: Degree:

*Email:

**This email address will receive pre and post course materials and will be used to access CME credits*

Seminar:

Attendee #9 First: MI: Last:

Title: Degree:

*Email:

**This email address will receive pre and post course materials and will be used to access CME credits*

Seminar:

Please fill out a second form if additional attendee information is needed

Fax: 412-687-7692