# HORTY > SPRINGER

# CUSTOMIZED ON-SITE DEDUCATION

We'll come to you.

And build a physician leadership program around your needs.



The best legal service we can give is to put our clients in a position to conduct their affairs in a way that empowers them to identify and act on credentialing, peer review, and other matters, in a way that allows them to achieve their aim (protecting patient safety and quality care), while also providing fundamental fairness to practitioners and minimizing legal risk.

### Education is key.

At the request of our clients, we often make onsite visits to provide education, consulting, and/or legal services. Through these visits, we are able to deliver one of our national seminars to an individual health system or hospital. We also use onsite visits to provide education that is tailored to meet the request of the individual client and/or to address the need for education that we have identified during the course of working with the client.

We offer our clients a high-level partnership. We know your industry and get inside your organization to help you achieve your goals. We create connections, identify opportunities, and minimize risk, all resulting in your organization's success.

# SAMPLE PROGRAM OPTIONS

# OPTION 1 Full-Day Program

#### SEMINAR TOPICS—

Choose 6-8 of the topics listed on the Seminar Topics page (or let us customize a program for you). Plan on approximately six hours for the program, excluding meals and breaks.

#### FACULTY—

One or two HortySpringer attorneys.

# OPTION 2 Half-Day Program

#### SEMINAR TOPICS—

Choose 3-4 of the topics listed on the Seminar Topics page (or let us customize a program for you). Plan on approximately three hours for the program, excluding meals and breaks.

#### FACULTY—

One HortySpringer attorney.

# OPTION 3 Customized Physician Leadership Series

This option is designed to best meet your educational needs over the course of a one-year period. Contact us to discuss and design your Leadership Series.

Please contact us at 412–687–7677 for your customized program pricing. Pricing may vary depending on travel, length of program, and topics.



# **TOPICS**

HortySpringer specializes in all aspects of physician/hospital/system relationships. A program can be designed to meet your needs around any of those issues, including\*:

#### Legal Principles and Protections for Medical Staff Leaders

- Legal and practical protections
- Steps to qualify for immunity
- Protections for patients
- Creating and protecting the record

#### Tips on Effective Credentialing

- Threshold criteria raising the credentialing bar
- Incomplete applications
- Aligning recruitment and credentialing
- Giving and getting references
- Low-volume/no-volume practitioners
- Conditional reappointment

#### **Privileging Challenges**

- Privileges that cross specialty lines
- Privileges for new procedures
- Privileging for advanced practice clinicians
- Privileging for telemedicine

#### Peer Review Continuum

- FPPE and OPPE
- Avoiding traditional and ineffective review elements
- Core recommendations for an effective process
- Efficient, effective and constructive best practices
- Keeping the physician in the loop
- Information-sharing

#### Collegial Intervention

- Who should do it? How far can you go?
- Tips, tools and implementation
- Documentation

#### Conducting Effective Investigations

- Initiating investigations
- Use of investigation checklist
- Use of outside experts
- Recognizing and managing conflicts of interest

#### **Precautionary Suspension**

- When to use suspension and when not to
- Identifying non-suspension options
- Reporting suspension

#### Practitioner Health and Wellness Issues

- Is collegial intervention an option?
- Progressive steps and accommodations
- Practitioner Health Policy
- Realities concerning aging practitioners
- Reinstatement: a delicate balance
- Burnout

#### National Practitioner Data Bank

- What is and is not reportable?
- Best tips for drafting a report
- Employment actions and reports to the NPDB
- Determining and reporting "surrenders"

#### **Managing Conflicts of Interest**

- Competing economic interests
- Does employment create an absolute conflict?
- Identifying and managing common conflicts

#### ER Call & EMTALA

- EMTALA hot spots
- Dealing with difficult on-call issues
- Role of advanced practice clinicians
- Selective resignation of limited privileges

#### Medical Staff Bylaws

- New staff categories for a new era
- Strengthening appointment criteria
- A fresh look at attendance, voting and quorum requirements
- How many committees are too many?
- Designing a manageable and fair hearing process

#### HIPAA & Social Media

- Should HIPAA breaches be handled differently for hospital employees and members of the Medical Staff?
- Education to minimize risk

#### Confidentiality/Documentation/Access to Files

- Policies and agreements
- What should be in minutes?
- Confidentiality in the electronic age
- Physician access to information

<sup>\*</sup>If there are topics not listed that you would like us to cover, we're happy to work with you to customize a program to specifically address your needs.



#### Dealing with Behavior That May Undermine a Culture of Safety

- Steps to take and missteps to avoid
- Anticipating a self-proclaimed "whistleblower"

#### Harassment

- Understanding the organization's legal duty
- What about discrimination, harassment and retaliation?
- What constitutes sexual harassment and how should it be addressed?

#### **Attracting and Preparing Medical Staff Leaders**

- Culture does matter
- Leadership orientation program is a priority
- Grooming through mentoring and succession planning

#### **Employment Issues**

- Acceptable pre-employment communications
- Is credentialing an HR or Medical Staff responsibility?
- Criminal background checks
- Employment of APCs
- FPPE, OPPE and collegial intervention
- Termination vs. revocation of employment

#### Patient Safety Organizations ("PSO")

- What is a PSO?
- Why participate in a PSO?
- PSO mandate under the ACA
- How PSOs can and cannot help with peer review protections
- Managing confidentiality and privilege protections

# **CME CREDITS**

CME is available upon request, for an additional fee. Four weeks' advance notice is required.

Recording is not permitted.