

CREDENTIALING FOR EXCELLENCE

ADVANCED TOOLS & TECHNIQUES

SUSAN LAPENTA

CHARLES CHULACK

THE CREDENTIALING CLINIC

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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Topics

Credentialing – making sure that only qualified, competent practitioners are granted initial and renewed appointment and clinical privileges – is a team effort in which all members play a vital role. A robust credentialing process is essential to a hospital’s primary mission of providing excellent care to the community. The credentialing process can be fraught with challenges and pitfalls that, if not handled effectively, could be disastrous.

Credentialing for Excellence – Advanced Tools & Techniques provides comprehensive training for those involved in all levels of the credentialing process. The seminar is designed for hospital and medical staff leaders, medical staff professionals, and Board members. Attendees will leave the three-day seminar with the skills and knowledge they need to manage the risks involved in credentialing and to use the credentialing process to establish excellence in the provision of care in their institution. The seminar is interactive, engaging and thought-provoking so that attendees will get the most out of their experience.

Faculty, Susan Lapenta and Charles Chulack, use a unique approach by combining “credentialing lessons” with active participation by attendees in solving challenging credentialing issues. The seminar includes:

Join Our Credentials Committee Meeting

Attendees will participate in a mock meeting of a Credentials Committee. The meeting agenda is full and includes:

- spotting red flags in an actual application;
- determining whether an applicant meets threshold eligibility criteria; and
- reappointing a low/no volume practitioner.

“I Wish I Had Your Bylaws”

Do you think all medical staff bylaws are the same? Then you’ll want to join us in playing a provocative game about bylaws. See how the bylaws of two hospitals match up when put to the test of real life scenarios. There’s a prize for everyone who plays: excellent bylaws language that you can take home with you.

Credentialing in an Employment World

The push by hospitals and affiliated entities to employ more physicians can cause headaches for those involved in the credentialing process, especially when employment decisions are made **before** the credentialing process has even begun. We’ll offer pointers on how to better align your employment and credentialing process and cover topics that are implicated by credentialing and employment, including sharing information within systems.

Clinical Privileges – Who Can Do What in Your Hospital?

Using interactive case studies, we’ll address difficult to manage clinical privileging issues, including requests to selectively resign privileges to limit call responsibility, privileges for new procedures, *locum tenens* privileges, assessing competency in an older practitioner, and telemedicine privileges.

The Ever-Expanding Role of Advanced Practice Clinicians

Many states have expanded the scope of practice for advanced practice clinicians (APCs) to include more complicated procedures and more expansive responsibilities. Medical staff and hospital leaders are left with lots of questions:

“How much responsibility should APCs be given?” “How much training is required first?” and “How much supervision is appropriate?” We’ll address these questions and provide practical guidance on common questions such as using APCs to respond to calls from the ED and round on patients, and the role of APCs on the medical staff.

Managing Behavior and Health Concerns

With patient safety being paramount in the delivery of care, hospitals often wrestle with how to address disruptive behavior that undermines the culture of safety in their organization and health concerns. Drawing on decades of experience, we’ll offer our favorite pearls of wisdom and provide advice on how to avoid the perilous pitfalls that lurk behind both the routine and the more exceptional behavioral and health challenges you may face.

Making the Most of Interviews and References

Conducting interviews and speaking with references can uncover invaluable information that isn’t reflected in an applicant’s credentialing file. We will present best practices for conducting interviews with applicants and reaching out to peers who provide references. We will also focus on tools for giving references and managing difficult issues like responding to a reference request when the subject of the request has had a checkered past at your hospital.

Documenting the Credentialing Process

Keeping good minutes for committees involved in credentialing is essential to establishing a record and providing justification for the decisions that are made. We’ll discuss the “dos and don’ts for meeting minutes.” And, you’ll get a chance to review and revise minutes and then explore the consequences of poorly drafted minutes.

Protecting Your Leaders and Your Organization

The law recognizes the importance of credentialing and provides significant legal protections. We’ll cover the protections available and review recommended best practices in credentialing to help ensure that the legal protections are available to your organization. You’ll also come away with important language to include in your policies and application forms.

Faculty/Accreditation



SUSAN LAPENTA

Susan is a partner in the law firm of Horty, Springer & Mattern. The firm represents institutional providers, such as hospitals, multihospital systems and health maintenance organizations, nationwide. Ms. Lapenta has worked extensively with hospitals and their medical staffs on peer review investigations and hearings. She has also 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 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. She is a member of the Allegheny County, Pennsylvania and American Bar Associations.



CHARLES CHULACK

B.S., University of Pittsburgh (*cum laude*); M.S.W., New York University; and J.D., Duquesne University School of Law (*magna cum laude*). Mr. Chulack is a partner with Horty, Springer & Mattern, P.C. in Pittsburgh, Pennsylvania, where his work is devoted exclusively to advising hospitals and physician leaders on a wide range of topics, including medical staff issues, medical staff bylaws and associated documents, compliance with federal and state law and regulations and accreditation standards, and employment matters. Mr. Chulack is an editor of the firm's *Health Law Express*, a free weekly e-mail on the latest health law developments. Mr. Chulack also served as an editor for the fourth and fifth editions of the American Health Lawyers Association *Peer Review Guidebook* and has published articles in BNA's *Health Law Reporter*, the *Duquesne Law Review* and the Allegheny County Bar Association's *Lawyer's Journal*.

Continuing Education Credit

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint provider-ship of the University of Pittsburgh School of Medicine and HortySpringer Seminars. The University of Pittsburgh School of Medicine is accredited by the ACCME to provide continuing medical education for physicians.

The University of Pittsburgh School of Medicine 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.

Other healthcare professionals are awarded 1.125 continuing education units (CEUs) which are equal to 11.25 contact hours.

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.

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.

EDUCATIONAL INTENT

This program is intended for individuals who are responsible for credentialing and recredentialing. Upon completion of this program, participants should be able to identify legal issues that affect credentialing and should be able to define the benefits of having policies and procedures to address problem practitioners. Participants should also gain insight into the process and procedure for the credentialing and recredentialing of physicians and allied health professionals.

WHO SHOULD ATTEND?

- Credentials Committee and MEC members
- Medical Staff Officers
- CMOs, VPMA, CEOs
- Department Chiefs
- Medical Staff Professionals
- Management involved in credentialing
- Board members
- Medical Staff members who serve on Performance Improvement or Quality Committees

Seminar Schedule

Day One

6:30 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
\$950 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 800-245-1205

Mail HortySpringer Seminars
4614 Fifth Avenue
Pittsburgh, PA 15213

Online www.hortyspringer.com

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.

2019

SEMINARS

This schedule is subject to change.

January 24-26, 2019

The Ritz-Carlton | Naples

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

For reservations at the Beach Resort, please call 1-877-590-8187. Room Rate: \$499

For reservations at the Golf Resort, please call 1-877-557-3092. Room Rate: \$499

March 7-9, 2019

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

For reservations, please call 407-939-4686. Room Rate: \$325

April 11-13, 2019

The Ritz-Carlton | New Orleans

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

For reservations, please call 800-826-8987. Room Rate: \$359

November 21-23, 2019

Bellagio | Las Vegas

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

Attendees have the option of booking reservations via the Contact Center or a Custom-Built

Passkey Website. Contact Center: 1-888-987-6667 or Passkey: <https://book.passkey.com/e/49813765>

Room Rates: Tuesday/Wednesday, November 19-20: \$219

Thursday/Friday/Saturday, November 21-23: \$199

Hotel Reservations

All registrants are responsible for making their own hotel reservations. Special group room rates have been established for HortySpringer registrants. The special group rate rooms are available until 30 days from the seminar date, or until the room block sells out, whichever comes first. Within 30 days of the program, you may not be able to get rooms or receive the special rate.

CREDENTIALING FOR EXCELLENCE

Hospital Name _____
Street Address _____
City/State/Zip _____
Phone # _____ Fax # _____
Contact Person _____
Title _____
E-Mail _____

NAMES OF REGISTRANTS

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

1. Name/Degree/Title _____
E-Mail _____
Date Attending _____
2. Name/Degree/Title _____
E-Mail _____
Date Attending _____
3. Name/Degree/Title _____
E-Mail _____
Date Attending _____
4. Name/Degree/Title _____
E-Mail _____
Date Attending _____

PAYMENT

(\$1,595 Individual; \$4,950 for a team of four, \$950 for each additional registrant after a team of four registration)

Visa Mastercard American Express
Card Number _____ Security Code _____ Exp. _____
Name on Card _____

Check enclosed. *(Please make payable to HSM Enterprises)*

Please bill.

How did you hear about this HortySpringer seminar?

E-Mail Marketing Brochure Colleague Other _____

HOW TO REGISTER

Fax 412-687-7692

Phone 800-245-1205

Mail HortySpringer Seminars, 4614 Fifth Avenue, Pittsburgh, PA 15213

Online www.hortyspringer.com