

CREDENTIALING FOR EXCELLENCE

ADVANCED TOOLS & TECHNIQUES

LAUREN MASSUCCI

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.

The University of Pittsburgh is an affirmative action, equal opportunity institution.

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



LAUREN MASSUCCI

Ms. Massucci is a partner with the law firm of Horty, Springer & Mattern, P.C. in Pittsburgh, Pennsylvania. She works extensively with hospitals and their medical staffs on peer review investigations, hearings, the development of medical staff bylaws and other related policies and projects. She has also worked on the license applications and development of managed care entities in various states. She is a member of the Allegheny County, Pennsylvania and American Bar Associations. She is currently a faculty member of the *HortySpringer* seminar *Credentialing for Excellence*. Prior to joining Horty, Springer & Mattern, Lauren obtained her undergraduate degree from Allegheny College. She then obtained her *Juris Doctor* degree from the University of Pittsburgh School of Law.



CHARLES CHULACK

Mr. Chulack is a partner with the law firm of 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. In addition, he represents hospitals in litigation on topics such as contractual disputes, physician hearing and appeal rights, and immunity under state and federal law. Mr. Chulack is an Editor of the firm's *The Health Law Express*, a weekly e-newsletter 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 also published articles in the *Duquesne Law Review* and the Allegheny County Bar Association's *Lawyer's Journal*. He is a frequent presenter for the Pennsylvania Bar Institute, has conducted numerous audio conferences on topics ranging from the Medicare Conditions of Participation to antitrust in the health care arena, and is currently a faculty member of the *HortySpringer* seminar *Credentialing for Excellence*. Mr. Chulack is a member of the Allegheny County Bar Association and the American Health Lawyers Association and is admitted to practice in front of the Pennsylvania Supreme Court and the United States District Court for the Western District of Pennsylvania.

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 for Excellence provides comprehensive training for those involved in all levels of the credentialing process, including medical staff professionals, medical staff leaders, committee members, board members, and legal counsel. 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 institutions. The seminar is designed to be interactive, engaging and thought-provoking so that attendees will get the most out of their experience.

WHO SHOULD ATTEND?

- Credentials Committee and MEC members
- Medical Staff Officers
- CMOs, VPMAAs, 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

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

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.

2021

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

ON LOCATION REGISTRATION 2021

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

PAYMENT

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

*Offer expires May 31, 2021. Limit 1 free registration per organization.

Pay by 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

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

ATTENDEE INFORMATION FORM 2021 - PAGE 2

(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:

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

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