

**DAY 1 –
CREDENTIALING AND PRIVILEGING TIPS & TOOLS**

7:00 TO 8:00 AM – BREAKFAST

8:00 AM TO 4:30 PM – SEMINAR SESSION

MEDICAL STAFF BYLAWS: FRIEND OR FOE?

MEET DR. ELLIOTT EMBER! (INITIAL APPLICANT CASE STUDY)

TIPS FOR EFFECTIVE CREDENTIALING

- Establishing detailed threshold criteria
- Appropriately considering waivers
- Giving and getting references
- Managing incomplete applications
- Addressing misrepresentations administratively
- Aligning recruitment and credentialing

9:45 TO 10:00 AM – BREAK

PRIVILEGING DISASTERS: WHAT COULD GO WRONG?

MANAGING PRIVILEGING CHALLENGES

- Delineating Privileges: Core privileges, special privileges, and how to decide who is granted what
- Low and no volume
- Privileges for new treatments and procedure
- Privileges that cross specialty and disciplinary lines
- Privileges for Advanced Practice Professionals

12:00 TO 12:30 PM – LUNCH (BOXED LUNCH PROVIDED)

REMEMBER DR. EMBER? (PEER REVIEW OF CLINICAL CONCERNS CASE STUDY)

TIPS FOR NAVIGATING THE PROGRESSIVE STEPS OF PEER REVIEW

- When and how to notify a practitioner that clinical concerns have been raised through the peer review process
- Deciding if precautionary suspension is appropriate – and acting on that decision
- Obtaining practitioner input
- Formulating a performance improvement plan for a colleague with clinical performance issues
- Addressing conflicts of interest in credentialing and peer review matters

2:15 TO 2:30 PM – BREAK

GETTING DISRUPTIVE BEHAVIOR UNDER CONTROL BEFORE IT RUINS YOUR CULTURE AND JEOPARDIZES PATIENT CARE

TIPS FOR NAVIGATING THE PROGRESSIVE STEPS OF PEER REVIEW WHEN UNPROFESSIONAL CONDUCT IS AT ISSUE

- Choosing the best man for the job
- Heading off retaliation against those who report conduct
- When to consider a psychiatric evaluation
- When the physician perceives herself as the lone champion of quality
- Managing avoidance tactics swiftly, administratively, and without breaking a sweat
- Stay on track! How to avoid distractions, deflections, and threats raised by the practitioner
- Drafting – and monitoring – performance improvement plans for a colleague with conduct issues

PLANNING A COLLEGIAL MEETING TO DISCUSS A BEHAVIORAL CONCERN – A VARIATION ON A FAMILIAR THEME!

4:30 PM – DAY 1 ADJOURNS

**DAY 2 – PEER REVIEW STRATEGIES, CONTINUED.
PLUS, GAMES OF RISK!**

7:00 TO 8:00 AM – BREAKFAST

8:00 AM TO 12:00 PM – SEMINAR SESSION

NAVIGATING PRACTITIONER HEALTH ISSUES

- What – and when - to ask about health issues during the credentialing process
- Types of impairment that should be on your radar
- Requesting that a practitioner undergo a health evaluation – a few preparatory steps can improve your chances of getting helpful information
- Drafting – and monitoring – performance improvement plans for a colleague with a health impairment
- Managing leaves of absence and reinstatement

BULLETPROOF INVESTIGATIONS & MANAGEABLE HEARINGS

MAXIMIZING LEGAL PROTECTIONS FOR MEDICAL STAFF LEADERS, UNDER THE LAW AND IN ORGANIZATIONAL DOCUMENTS

10:00 TO 10:15 AM – BREAK

TAKEAWAY TIPS & HOT TOPICS - MEDICAL STAFF BYLAWS EDITION

LET'S GET QUIZZICAL!

- The National Practitioner Data Bank (NPDB) – What's Reportable? What's Not?
- Managing Conflicts of Interest in Credentialing and Peer Review
- EMTALA and On-Call Obligations

12:00 PM – SEMINAR ADJOURNS

Please Note: The attire for the seminar sessions is casual and comfortable.