

THE COMPLETE COURSE^{FOR} MEDICAL STAFF LEADERS

LEEANNE MITCHELL

RACHEL REMALEY

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

DAY 1 – CREDENTIALING AND PRIVILEGING TIPS & TOOLS

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
- Spotting red flags
- Giving and getting references
- Managing incomplete applications
- Addressing misrepresentations administratively
- Aligning recruitment and credentialing

PRIVILEGING DISASTERS: WHAT COULD GO WRONG?

MANAGING PRIVILEGING CHALLENGES

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

DAY 2 – PEER REVIEW STRATEGIES

REMEMBER DR. EMBER? HE'S BACK, ON STAFF, AND ON YOUR AGENDA (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
- Planning a collegial meeting to discuss clinical concerns
- Formulating a performance improvement plan for a colleague with clinical performance issues
- Addressing conflicts of interest in credentialing and peer review matters

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 (The wellness committee? The Professional Practice Evaluation Committee? A Leadership Council? The MEC? The Board?)

- 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 (e.g. refusal to attend a meeting) 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
- Unique concerns when unprofessional conduct involves sexual harassment

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

DAY 3 – PEER REVIEW STRATEGIES, CONTINUED. PLUS, GAMES OF RISK!

NAVIGATING PRACTITIONER HEALTH ISSUES DURING CREDENTIALING AND PEER REVIEW ACTIVITIES

- What – and when – to ask about health issues during the credentialing process
- Types of impairment that should be on your radar
- The warning signs of addiction
- 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 (OR AT LEAST SURVIVABLE) HEARINGS

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

TAKEAWAY TIPS AND 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

FACULTY/ACCREDITATION



LEEANNE MITCHELL

Ms. Mitchell is a partner with the law firm of Horty, Springer & Mattern, P.C. in Pittsburgh, Pennsylvania. She has worked extensively on medical staff matters, including working with hospitals and their medical staffs on the development of new medical staff bylaws, credentials policies, and other medical staff related policies and procedures, advising on practitioner-specific credentialing, privileging, and peer review matters, and working with medical staff leaders involved in formal investigations and medical staff due process hearings. She also works with hospitals on matters related to institutional review boards and research-related compliance issues. She has served as a faculty member on the HortySpringer seminars *Strategies for Managing Physician Health and Disruptive Conduct*, *The Credentialing Clinic*, and, along with Rachel Remaley, she currently leads the *The Complete Course for Medical Staff Leaders*.

LeeAnne earned her J.D. from the University of Pittsburgh School of Law. While in law school, she also completed the coursework toward a master's degree in bioethics and was the recipient of the CALI Award for Excellence in Health Care Fraud and Abuse.

LeeAnne has served as a Community Member of the University of Pittsburgh Institutional Review Board since 2000 and is a member of the Board of Directors of the Carlynton School District. She is also a member of the American Health Lawyers Association, as well as the Allegheny County, Pennsylvania and American Bar Associations.



RACHEL REMALEY

Ms. Remaley joined the law firm of Horty, Springer & Mattern, P.C. in 2000 and is a partner in the firm. Often described as genuine and “real,” Rachel has an easy-going demeanor balanced with a detail-oriented approach. She tends to be a creative thinker, helping clients and colleagues to fashion new methods for addressing old problems. She has helped countless clients manage difficult credentialing and peer review issues and frequently works with hospital and physician leaders to review and revise Medical Staff documents. When she's not at work, Rachel enjoys the culinary arts, traveling, and conquering her bucket list (marathon running, skydiving, and climbing Mt. Kilimanjaro included), though in recent years, she has largely devoted her time to raising a family.

Beginning in the fall of 2022, Ms. Remaley will be serving as a faculty member for HortySpringer's *The Complete Course for Medical Staff Leaders*. She has previously served as a faculty member for a number of other HortySpringer Seminars, including *The Physician Employment Institute*, *The Credentialing Clinic*, *The Peer Review Clinic*, and *Strategies for Managing Physician Health and Disruptive Conduct*.

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.

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

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

REGISTRATION

\$1,695 Individual
\$5,580 for team of four
\$1,270 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.

SEMINAR SCHEDULE Orlando

Day One

7:00 TO 8:00 AM – 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 – 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 – Breakfast
8:00 AM TO NOON – Seminar Session
9:45 TO 10:00 AM – Break
NOON – Seminar Adjourns

SEMINAR SCHEDULE Nashville

Day One

7:00 TO 8:00 AM – Breakfast
8:00 AM TO NOON – Seminar Session
9:45 TO 10:00 AM – Break

NOON TO 12:30 PM – Lunch (Provided)

12:30 TO 4:30 PM – Seminar Session
2:45 TO 3:00 PM – Break
4:30 PM – Day 1 Adjourns

Day Two

7:00 TO 8:00 AM – Breakfast
8:00 AM TO NOON – Seminar Session
9:45 TO 10:00 AM – Break
NOON – Seminar Adjourns

HORTY SPRINGER 2023

UPCOMING SEMINARS

This schedule is subject to change.

January 26, 2023 (8am-3pm EST)

The Virtual Experience

- The Medical Staff Leader Orientation & Toolkit
(Recording will be available for 30 days after the live program)

March 2-4, 2023 (*Three Half-Day format*)

JW Marriott Orlando, Grande Lakes | Orlando

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

April 13-14, 2023 (*One-and-a-Half-Day format*)

Grand Hyatt Nashville | Nashville

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

November 16-18, 2023 (*Three Half-Day format*)

JW Marriott Desert Ridge Resort and Spa | Phoenix

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

ON LOCATION REGISTRATION 2023

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

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

PAYMENT

\$1,695 Individual; \$5,580 for a team of four - \$1,270 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 HorthySpringer seminar?

E-Mail Marketing Brochure Colleague Other

ATTENDEE INFORMATION FORM 2023

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

Attendee #1 First: MI: Last:
Title: Degree:

*Email:

**E-mail address will be used to access our conference app, and to receive pre and post course materials*

Seminar:

Attendee #2 First: MI: Last:
Title: Degree:

*Email:

**E-mail address will be used to access our conference app, and to receive pre and post course materials*

Seminar:

Attendee #3 First: MI: Last:
Title: Degree:

*Email:

**E-mail address will be used to access our conference app, and to receive pre and post course materials*

Seminar:

ATTENDEE INFORMATION FORM 2023- 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:

**E-mail address will be used to access our conference app, and to receive pre and post course materials*

Seminar:

Attendee #5 First: MI: Last:

Title: Degree:

*Email:

**E-mail address will be used to access our conference app, and to receive pre and post course materials*

Seminar:

Attendee #6 First: MI: Last:

Title: Degree:

*Email:

**E-mail address will be used to access our conference app, and to receive pre and post course materials*

Seminar:

Attendee #7 First: MI: Last:

Title: Degree:

*Email:

**E-mail address will be used to access our conference app, and to receive pre and post course materials*

Seminar:

Attendee #8 First: MI: Last:

Title: Degree:

*Email:

**E-mail address will be used to access our conference app, and to receive pre and post course materials*

Seminar:

Attendee #9 First: MI: Last:

Title: Degree:

*Email:

**E-mail address will be used to access our conference app, and to receive pre and post course materials*

Seminar:

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

Fax: 412-687-7692