

# CREDENTIALING FOR EXCELLENCE

*ADVANCED TOOLS & TECHNIQUES*

LAUREN MASSUCCI

CHARLES CHULACK

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

Faculty, Lauren Massucci and Charles Chulack, use a unique approach by combining “credentialing lessons” with active participation by attendees in solving challenging credentialing issues. *Credentialing for Excellence* includes the topics listed below and more.

## Join Our Credentials Committee Meeting

Attendees will participate in a mock meeting of a Credentials Committee in which they will learn how to use a number of credentialing skills and techniques in dealing with scenarios that they are likely to face, including:

- 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”

If you think that all medical staff bylaws documents are the same, your opinion will most likely change after you join us in playing a thought-provoking game about bylaws in which you see how the bylaws documents of two hospitals match up when put to the test of real-life scenarios. You will learn that medical staff bylaws documents can be your “best friend” or “worst enemy.” 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, privileges that cross-specialty lines, and telemedicine privileges.

## The Ever-Expanding Role of Advanced Practice Providers

Many states have expanded the scope of practice for advanced practice providers (APPs) to include more complicated procedures and more expansive responsibilities. Medical staff and hospital leaders are left with lots of questions: “How much responsibility should APPs be given?” “How much training is required first?” and “How much supervision is appropriate?” We’ll address these questions and provide practical guidance on credentialing APPs and the role of APPs 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 References

Speaking with references can uncover invaluable information that isn’t reflected in an applicant’s credentialing file. We will present best practices for 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.

## 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.

## Access to Credentials File

Managing requests from practitioners to view their credentials file can be tricky since the file contains both sensitive and non-sensitive information. We will provide you with guidelines as to how much information a practitioner should be able to review, where the review should take place and the rules that should apply to the review.

## System Credentialing

Many hospitals are now a part of a healthcare system and looking to coordinate their processes while developing rigorous, consistent standards that are applied across the system. We will provide you with tips and tools based on our work with health systems across the country in reshaping their credentialing and medical staff processes, such as moving to a system credentials committee. We will also provide you with policy language to address some of the problems systems face with respect to conflicting recommendations and decisions in credentialing matters.



# Faculty/Accreditation



## LAUREN MASSUCCI

Ms. Massucci is a partner with the law firm of Horthy, Springer & Mattern, P.C. in Pittsburgh, Pennsylvania. She works extensively with hospitals and their medical staffs in addressing a broad range of medical staff issues relating to practitioner credentialing, behavior, health and competence. She also assists them with peer review investigations, hearings, the development of medical staff governance documents and other related policies, and regulatory and compliance issues. In addition, she has assisted in litigation involving medical staff matters.

Ms. Massucci has served as an editor for the third, fourth and fifth editions of the American Health Law Association *Peer Review Guidebook* and the first edition of the American Health Law Association *The Complete Medical Staff, Peer Review, and Hearing Guidebook*. She is a member of the Allegheny County, Pennsylvania and American Bar Associations. Ms. Massucci has conducted several HorthySpringer audio conferences on various topics and is currently a faculty member of the HorthySpringer seminar *Credentialing for Excellence*.



## CHARLES CHULACK

Mr. Chulack is a partner with the law firm of Horthy, 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 *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 Law Association *Peer Review Guidebook* and the first edition of the American Health Law Association *The Complete Medical Staff, Peer Review, and Hearing Guidebook*. He has also published articles in the *Duquesne Law Review* and the Allegheny County Bar Association's *Lawyer's Journal*. He is currently a faculty member of the HorthySpringer seminar *Credentialing for Excellence*.

Mr. Chulack is a member of the Allegheny County Bar Association and the American Health Law 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.

## Accreditation Statement

### (Continuing Education Credit)

In support of improving patient care, this activity has been planned and implemented by the University of Pittsburgh and HorthySpringer 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 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 a highly qualified medical staff that will provide quality patient care. 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, VPMAs, CEOs
- Department Chiefs
- Medical Staff Professionals
- Management involved in credentialing
- Board members
- Medical Staff members who serve on Performance Improvement and Quality Committees

## 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](http://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](http://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

### 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

**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.)

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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:

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Attendee #2 First: MI: Last:

Title: Degree:

\*Email:

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Attendee #3 First: MI: Last:

Title: Degree:

\*Email:

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## ATTENDEE INFORMATION FORM 2023- PAGE 2

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

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Attendee #4 First: MI: Last:

Title: Degree:

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Attendee #5 First: MI: Last:

Title: Degree:

\*Email:

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Attendee #6 First: MI: Last:

Title: Degree:

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

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Attendee #7 First: MI: Last:

Title: Degree:

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

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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:

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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:

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

**Fax: 412-687-7692**