

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

7:00 TO 8:00 AM – BREAKFAST

8:00 AM TO 3:30 PM – SEMINAR SESSION

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

10:00 TO 10:15 AM – BREAK

PRIVILEGING DISASTERS & 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 procedures
- Privileges that cross specialty and disciplinary lines
- Privileges for Advanced Practice Professionals

12:00 TO 1:00 PM – 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
- 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 person for the job
- Heading off retaliation against those who report conduct
- When to consider a psychiatric evaluation
- When the physician perceives themselves 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

3:30 PM – DAY 1 ADJOURNS

DAY 2 – PEER REVIEW STRATEGIES

6:00 TO 7:00 AM – BREAKFAST

6:30 TO 7:00 AM – Q&A SESSION (OPTIONAL)

7:00 TO 11:00 AM – SEMINAR SESSION

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

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

9:00 TO 9:15 AM – BREAK

BULLETPROOF INVESTIGATIONS AND THOUGHTFUL, FAIR, & DEFENDABLE ADVERSE ACTION

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

11:00 AM – SEMINAR ADJOURNS

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