

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

**7:00 TO 8:00 AM – BREAKFAST**

**8:00 AM TO 12:00 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 PM – DAY 1 ADJOURNS**

**DAY 2 – PEER REVIEW STRATEGIES**

**7:00 TO 8:00 AM – BREAKFAST**

**7:30 TO 8:00 AM – Q&A SESSION (OPTIONAL)**

**8:00 AM TO 12:00 PM – SEMINAR SESSION**

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

**10:00 TO 10:15 AM – 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

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

**12:00 PM – DAY 2 ADJOURNS**

**DAY 3 –  
PEER REVIEW STRATEGIES, CONTINUED**

**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**

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 AND THOUGHTFUL, FAIR, & DEFENDABLE ADVERSE ACTION

**9:00 TO 9:15 AM – BREAK**

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

MITIGATING LEADERSHIP MISTAKES

- This case-study-focused session will discuss a number of scenarios where the process has gone awry – and postulate whether a “fix” may save the day.

**11:00 AM – SEMINAR ADJOURNS**

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