



# External Peer Review SOLUTIONS



When you need external peer review, the stakes are high

Whether it's today or sometime in the future, you will one day need external peer review for any number of reasons including:

- Lack of needed expertise on your medical staff
- Irreconcilable conflicts of interest
- FPPE and OPPE
- Help with deciding whether to take corrective action
- Fair hearings
- Improvement opportunities or assessments of entire departments or service lines

Regardless of the reason, when you need external peer review, you need it now and you need it done right. Your physician performance, legal risk, quality of care, reputation, and accreditation are at stake.

Turn to **The Greeley Company**, the most respected name in peer review, as your responsive, reliable external peer review partner. Our nationwide panel of physician reviewers and experienced peer review experts can meet all of your needs.

### Avoid fair hearings

Often Greeley's external peer review reports are so clear, concise, and convincing, they cause physicians under review to settle their concerns and avoid or abort a fair hearing

How we solve problems and deliver results

With our depth, expertise, and flexibility **The Greeley Company** is uniquely qualified to:

- **Match credible, board-certified, actively practicing physician experts** with all types and volumes of case review needs, including individual, surveillance, medical necessity, and federally mandated Independent Review Organization reviews as well as departmental and service line assessments
- **Help select the number and types of cases to review** to ensure adequate evaluation—and spare you unnecessary time and expense
- **Provide onsite or virtual proctoring** of practitioner technique, skill, or knowledge
- **Deliver professional, easy-to-interpret reports** containing criteria-based ratings, definitive findings, clear measurement and feedback of physician performance issues, and identification of opportunities for improvement
- **Provide post-review support**, such as conference calls to clarify findings and determine next steps
- **Defend and support findings**—providing expert witness testimony as necessary—if subsequent corrective action, fair hearing, or litigation ensues

## Typical client benefits and outcomes

- Resolve conflicting internal peer review findings
- Diffuse or resolve conflicts of interest and politically sensitive situations
- Measure, improve, and demonstrate quality patient care
- Comply with OPPE, FPPE, and other accreditation/regulatory requirements
- Take appropriate actions for cases at risk of fair hearing or litigation
- Validate the credibility of your peer review program

## The Greeley Difference

### Objective & Credible

The Greeley Company is a credible, objective third party, trusted by both physicians and hospital leaders.

### Transparent & Competitive Pricing

Rather than per-page or hourly fees, we provide fixed pricing that factors in specialty, complexity, length of stay, and number of cases.



### Confident & Secure

We commit to maintain confidential, secure, HIPAA compliant communications with our partners through our online case review portal, Greeley Secure®.

### High Value

We provide a report that helps solve your problem.

### Flexible

We provide timely, customized services and solutions regardless of EMR technology, case review needs, internal resources, and challenges.

## Related peer review services

When external peer review needs stem from problems with internal peer review processes, Greeley offers the following consulting services to help achieve peer review that is fair, efficient, and effective:

- Internal peer review and OPPE & FPPE program assessment, implementation, and redesign—including policy and procedure development
- Credentialing and privileging file evaluation
- Solutions for managing disruptive physician behavior
- Evaluation of department-wide quality—both physicians and department staff
- Education and training on peer review and credentialing



## The Greeley Company

The Greeley Company serves hundreds of healthcare organizations nationwide each year. In addition to external peer review services, we provide innovative consulting, education, credentialing management solutions, and interim staffing. We focus on contemporary needs and challenges related to medical staff optimization & physician engagement; accreditation & regulatory compliance; quality, performance & safety; and credentialing & privileging.

## Our mission

Our mission is to help healthcare organizations improve efficiency, comply with regulations and standards, achieve practitioner engagement and alignment, and excel in delivering high-quality, cost-effective patient care.

## Our clients

Our clients include healthcare organizations of all sizes and types—from large, multi-setting healthcare systems and academic medical centers to critical access rural hospitals. We work with clinical and administrative individuals and teams across the entire organization including physicians, executives, directors, managers, and frontline staff.

## Our advisors and staff

Our dedicated advisors have valuable experience and rich backgrounds as former hospital, nurse, and physician executives and as former regulatory surveyors. They understand your pain and provide the preparation, training, and education needed to drive success. In addition to our advisors, our talented management and support staff are committed to ensuring the highest level of customized attention and client fulfillment.

## Contact us

Please contact us at 888/749-3054 or [info@greeley.com](mailto:info@greeley.com) for more information on how The Greeley Company can help you meet your challenges and goals.



Consulting



External Peer Review



Interim Staffing



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Credentialing Management Solutions