

## What Today's Medical Staff Leaders and Medical Services Professionals Need to Know about Credentialing and Privileging

### Faculty



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Sally Pelletier, CPMSM, CPCS, is Chief Credentialing Officer with The Greeley Company. She brings over two decades of credentialing and privileging experience to her work with healthcare organizations nationwide.



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Dr. Sheff is CMO with The Greeley Company. He brings more than 25 years of healthcare management and leadership experience to his work with physicians, hospitals, and healthcare organizations nationwide.

### Agenda - *subject to change*

October 2-3, 2020

#### Day 1

10 - 10:05 AM	<b>Welcome and Introduction</b>
10:05 - 11 AM	<b>Education Session</b> <b>Principles of Effective Credentialing &amp; Privileging</b> - Controlling pressure to quickly credential from influential groups or individuals - Dealing with superb clinicians with suboptimal citizenship - Balancing patient care, physician success, hospital success - Deciding who must be credentialed and privileged - Going beyond the traditional steps of credentialing - Managing unusual privileging requests - Obtaining the most value from peer references - Matching competency with clinical privileges
11 - 11:10 AM	<b>Break</b>
11:10 - 11:40 AM	<b>Education Session</b> <b>Legal Cases (Landmark Cases Establishing Legal Precedent and Current Legal Cases, Lessons Learned)</b> - A face with many names e.g., negligent credentialing, corporate negligence, negligent selection - Doctrine of charitable immunity - Duty to exercise due care
11:40 - 11:55 AM	<b>Education Session</b> <b>Roles and Responsibilities in credentialing</b> - Who owns credentialing and quality? - What is the Medical Executive Committee's role? - What is the Department Chair's role? - What is the credentialing committee's role? - What is the medical services professional's role?
11:55 AM - 12:05 PM	<b>Break</b>
12:05 - 12:35 PM	<b>Education Session</b> <b>Applying the Four Steps to a Physician Applicant</b> - An exercise in red flag management utilizing the Four Steps of Credentialing
12:35 - 1 PM	<b>Answering Questions from Participants</b>

#### Day 2

10 - 10:20 AM	<b>Education Session</b> <b>The Greeley Pyramid</b> - Keys to achieving great physician performance - Accountability of the medical staff
10:20 - 11 AM	<b>Education Session</b> <b>Privileging: How to create privileging criteria from A to Z (new privileges, technology, services, specialties, expanding scopes of practice)</b> - Case Studies - Five steps to successfully managing requests for new services and new technology - How to manage privileging turf battles
11 - 11:10 AM	<b>Break</b>

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## Agenda *(Continued)* - subject to change

### Day 2

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11:10 - 11:40 AM	<b>Education Session</b> <b>APP Conundrum: How to manage their expanding role</b> - Addressing the expanding roles or scope creep in a non-traditional training environment - Determining organizational culture - Liability carrier considerations - Policy considerations
11:40 - 11:55 AM	<b>Education Session</b> <b>Potpourri of competency assessment challenges for low and no volume practitioners</b> - 'Just in case' coverage - Single practitioners in a specialty - The increasingly narrow practice - Policy considerations - No current clinical activity - Physician Re-entry
11:55 AM - 12:05 PM	<b>Break</b>
12:05 - 12:30 PM	<b>Education Session</b> <b>The Aging Physician</b> - Will you treat physicians differently as they age? - If yes, how will you treat them differently? - How do you respond to charges of age discrimination?
12:30 - 12:45 PM	<b>Answering Questions from Participants</b>
12:45 - 1 PM	<b>Wrap Up/To Do List</b>

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