2019 Spring Conference
April 5, 2019

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Credentialing Basics, A Mini Course
April 6, 2019

4340 E. Cotton Center Blvd.
Phoenix, Arizona 85040
602–431-0001
## AGENDA – Friday, April 5, 2019

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:30 am - 8:00 am</td>
<td>Registration</td>
<td>Main Lobby</td>
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<tr>
<td>7:30 am – 8:00 am</td>
<td>Buffet Breakfast</td>
<td>Dining Room</td>
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<tr>
<td>8:00 am – 8:15 am</td>
<td>Welcome Announcements</td>
<td>Cottonwood Room</td>
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<tr>
<td>8:15 am – 9:15 am</td>
<td>Arizona Board of Nursing Comedy, Investigations, and Compliance</td>
<td>Cottonwood Room</td>
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<tr>
<td></td>
<td>Janeen Dahl, PhD, RN, FNP</td>
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<tr>
<td>9:15 am – 10:15 am</td>
<td>Campbell, Yost, Clare &amp; Norell, P.C.</td>
<td>Cottonwood Room</td>
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<tr>
<td></td>
<td><em>A Brave New Med Mal World</em></td>
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<td></td>
<td>Kari B. Zangerle</td>
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<tr>
<td>10:15 am – 10:30 am</td>
<td>Morning Break</td>
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<tr>
<td>10:30 am – 11:30 am</td>
<td>Arizona Board of Pharmacy Prescription Monitoring Program-Impact &amp; Overview</td>
<td>Cottonwood Room</td>
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<td></td>
<td>Lynn Curtis</td>
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<tr>
<td>11:30 am – 12:00 pm</td>
<td>AAMSS Business Meeting</td>
<td>Cottonwood Room</td>
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<tr>
<td>12:00 pm – 1:00 pm</td>
<td>Buffet Lunch</td>
<td>Dining Room</td>
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<tr>
<td>1:00 pm – 2:30 pm</td>
<td>Keynote Speaker</td>
<td>Cottonwood Room</td>
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<td><em>Channel your Super Powers: Everyone Can Be a Great Leader and Manager</em></td>
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<td>Wendy McLellan, <em>Structure for Success</em></td>
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<td>2:30 pm – 2:45 pm</td>
<td>Afternoon Break</td>
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<td>2:45 pm – 3:45 pm</td>
<td>CAQH Provider Data: Responding to the Demands</td>
<td>Cottonwood Room</td>
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<td>Jyoti Jalali</td>
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<tr>
<td>3:45 pm – 4:00 pm</td>
<td>Closing Announcements</td>
<td>Cottonwood Room</td>
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## Who Should Attend?

*Medical Staff Professionals and Payer Enrollment Professionals who are new to the field or those looking for a refresher course in credentialing basics*

Submitted for 6.5 NAMSS Education Credits
Complainants, Investigations and Compliance - Arizona Board of Nursing

This session will include a Board of Nursing overview of the investigative process from receipt of a complaint against a nurse’s license/certificate or privilege to practice, the investigation of the complaint, and the components of monitoring either of a Board order or through the Alternative to Discipline (ATD) program. This discussion will include information about the Board’s jurisdiction, the investigative process, the Board meeting, administrative hearings, monitoring and compliance of a Board order or ATD Stipulated Agreement. We will also provide an update to new policies in the ATD program and an introduction to the 5 pathways available in the Alternative to Discipline program, including eligibility and noncompliance consequences of a Board Order or Stipulated Agreement.

At the end of this presentation, attendees will be able to:

1. Explain the process when a complaint is received by the Arizona State Board of Nursing;
2. Discuss the investigative process of an allegation made against a nurse’s license or certificate, or privilege to practice;
3. Explore the consequences of noncompliance of a Board Order or Stipulated Agreement;
4. Explore the policies related to the 5 pathways available in the Alternative to Discipline Program.

A Brave New Med Mal World – Campbell, Yost, Clare & Norell, P.C.

This session will focus on the new rules adopted by the Arizona Supreme Court related to medical negligence claims. The new rules will require much quicker work up of claims and require facilities/providers to rapidly respond to document requests and records. The presentation will discuss how facilities and their staffs can be best prepared to assist counsel litigation.

At the end of this presentation, attendees will be able to:

1. Identify changes to the litigation rules;
2. Identify changes in responding to records requests;
3. Scope of documents that are discoverable.

Prescription Monitoring Program ~ Impact and Overview – Arizona Board of Pharmacy

The Prescription Monitoring Program plays an important role in the State’s fight against the Opioid Overdose Epidemic and yet less than half of all prescribers/pharmacists are using it. This presentation will touch on a variety of topics including the law requirements of using the tool, recent legislative updates, proper registration, setting up delegates, sample reports, integration and Electronic Prescribing of Controlled Substances.

At the end of this presentation, attendees will be able to:

1. Demonstrate the important part the PMP tool plays in combating the opioid overdose crisis;
2. Demonstrate the registration and delegate process;
3. Preview various reports available in the tool;
4. Clarify appropriate uses and requirements of the law;
5. Explain Electronic Prescribing of Controlled Substances (EPCS) and Integration/Gateway access.
Channel your Super Powers: Everyone Can be a Great Leader & Manager – Structure for Success

We've all seen the movies and know what it takes to be a super hero (and a super leader). The hero is given a super power, whether by the gods or fate or even a scientific accident, and then must learn to harness and channel it for the good. The point is, the gift is external, an accident, it's something no “ordinary” person can hope to receive.

For leadership expert Wendy McClellan, however, effective leadership is no accident. Real super powers are not imposed from without—they arise from within. Whether we are trying to lead ourselves, a small work team, or thousands of people around the world, we already have the power—we simply have to nurture and channel it.

With her common-sense philosophy and practical tips from over twenty-five years of leadership roles, Wendy will show us how ordinary people thrust into extraordinary circumstances can wield their super powers to become effective leaders. An important component of effective leadership is effective management. Wendy will discuss the difference between the two, and show how to use them hand in hand to become not just a good but great leader in our lives and careers.

At the end of this presentation, attendees will be able to:
1. Participants will learn what some aspects of everyday leadership are and how to implement them.
2. Participants will understand the difference between management and leadership and how it applies to them.
3. Participants will learn how management is an important part of leadership.

Provider Data: Responding to the Demands – CAQH

Compiling, validating and maintaining high quality provider data essential to keep the healthcare system running smoothly is most often the responsibility of medical staff and credentialing services professionals. Accurate provider information facilitates business and regulatory processes, including claims, credentialing, contracting and licensing, and patient access to care. Yet, in Arizona and across the nation, maintaining high quality provider data continues to present many challenges for both those submitting and collecting provider information.

In this presentation, you'll learn provider data insights from CAQH, a non-profit organization committed to improving data quality while reducing the administrative burden of managing provider information. The presenter will review provider data needs in Arizona and summarize recent changes and planned enhancements to the CAQH ProView platform, used by more than 1.4 million providers to share professional and demographic information through a single secure, online process with multiple health plans. CAQH subject matter experts will elaborate on why certain CAQH ProView updates were prioritized and explain how they impact the process of supplying, utilizing and sharing provider data.

At the end of this presentation, attendees will be able to:
1. List recent and upcoming CAQH ProView enhancements and understand how the data is being used by different organizations.
2. Explore how your role in keeping updated, accurate provider profiles can reduce costly outreaches and follow-ups from health plans and other organizations.
3. Identify key data elements that change frequently and should have the highest priority for review and updates to decrease overall industry burden.
4. Assess the value of a collaborative effort to effectively address current challenges with provider data.

Speaker Bio’s

Janeen Dahn PhD, FNP-C has worked for the Arizona State Board of Nursing (AZBN) as a Nurse Consultant since 2008 investigating complaints against nurses. In 2015, Dr. Dahn was promoted to Associate Director of Investigations and Compliance and is responsible for the oversight of investigations, monitoring and the alternative to discipline program. and serves as an expert in nursing regulation and role. Before her current role at the AZBN, Dr. Dahn served as the Program Dean of Graduate Studies Nursing and Director of the Family Nurse Practitioner Program for the University of Phoenix and served as adjunct professor in nurse practitioner programs at three different universities. Dr. Dahn has had many speaking engagements at universities, healthcare facilities, and national conferences covering topics such as chronic pain management, safe prescribing, scope of practice, and other regulatory issues.
Kari B. Zangerle, Esq. is a Senior Director at Campbell, Yost, Clare & Norell, P.C. with twenty-nine years of litigation and health law experience. Ms. Zangerle has substantial trial experience in representing health care institutions of all sizes and practitioners in medical and general negligence, commercial and employment matters. She works as local operations counsel for a number of facilities without in-house counsel and with national counsel for a variety of health systems. Ms. Zangerle has experience in coordinating crisis response teams and working with local, state and federal authorities. Ms. Zangerle has experience in credentialing matters and has represented hospitals and practitioners in fair hearings and acted as a hearing officer. She represents physicians and entities in medical research matters and served as a chair for IRBs for over twenty years. Ms. Zangerle also has experience in representing facilities in managed care disputes, and health plans in bad faith litigation. She is a member of the American Health Lawyers Association, Health Law Section of the American Bar Association, Arizona Association of Health Care Lawyers, and a past member of the Sandra Day O'Connor American Inns of Court. She received her degree from the University of Arizona, 1987, B.A, Political Science; Arizona State University College of Law, 1990.

Lynn Curtis is a marketing specialist for the Controlled Substances Prescription Monitoring Program at the Arizona Board of Pharmacy. Though new to this role, he understands the important role the tool plays in public safety and in the fight against the Opioid Overdose Epidemic. He works with groups across the state, including state and county agencies, law enforcement and educational institutions. His experience includes work in advertising and the insurance industries in roles as instructor/coach, media producer, and technical specialist.

Wendy McClellan is the founder and CEO of Structure for Success, an HR consulting firm that puts the human back in Human Resources. Structure for Success works with businesses that don’t have their own HR team, assisting them with hiring and employee support. With more than 25 years’ experience in executive leadership, Wendy’s forte is hiring the right person for the right job and turning employees into managers, and managers into leaders. She removes uncertainty from the workplace, and believes that strong relationships and communication are the keys to successful leadership. Wendy regularly speaks on leadership, communication, personal empowerment, employee support, and business development. She is a Kolbe-certified consultant and an instructor at ASU's Lodestar Center.

Jyoti Jalali has an undergraduate degree in Economics from the University of Maryland and a Master’s in Public Health from George Washington University. With over 15 years of experience in healthcare, she began her healthcare career in the pharmaceutical industry. After completing 9 years in pharma, she pursued her graduate education in Washington, DC which included internships for the Agency for Healthcare Research & Quality, America's Health Insurance Plan, and working on an NICHD funded study on adolescent physical activity and sleep monitoring. After completing her graduate studies, she has been working in the health IT industry starting with a position at an e-Prescribing/HIT company, DrFirst, for 1.5 years and now working at CAQH for over four years.
CREDENTIALING BASICS – A MINI COURSE
Speaker: Christine Mobley, CPMSM, CPCS

Join us for a 1 day Credentialing Mini Course. This presentation will address the basic components of credentialing and privileging physicians and other healthcare practitioners who are licensed to provide care. The on-going process of how organizations monitor care given throughout a practitioner’s tenure with an organization will be addressed. In addition, a brief history of negligence in credentialing and some of the legal cases that have occurred will be discussed as well as how some of these cases could have been avoided.

Desert Willow Conference Center
4340 E. Cotton Center Boulevard, Suite 100
Phoenix, AZ 85040

7:30 am - 8:00 am Registration Main Lobby
7:30 am – 8:00 am Buffet Breakfast Dining Room
8:00 am – 10:00 am Credentialing Basics, A Mini Course Ocotillo Room
10:00 am – 10:10 am Morning Break
10:10 am – 12:00 pm Credentialing Basics (continued) Ocotillo Room
12:00 pm – 1:00 pm Buffet Lunch Dining Room
1:00 pm – 2:30 pm Credentialing Basics (continued) Ocotillo Room
2:30 pm – 2:40 pm Afternoon Break
2:40 pm – 4:00 pm Credentialing Basics (continued) Ocotillo Room

Program Content Outline:

1. Describe the steps involved in credentialing and privileging of healthcare practitioners
2. Define the accreditation standards and federal/state regulations related to credentialing and privileging
3. Explain the focused and on-going evaluation of practitioners to monitor the care they are giving
4. Define “negligent credentialing” and some of the related legal cases and how to avoid this happening in your organization

Who Should Attend?

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Submitted for 8.0 NAMSS Education Credits
**Speaker Bio**

**Christine Mobley** is a well-known and popular national speaker providing educational sessions to national, state, and local groups of medical staff services and credentialing professionals, physicians, administrators, and board members from hospitals, managed and ambulatory care organizations, and CVOs (credentialing verifications organizations). She presents topics related to all aspects of medical staff governance, credentialing, privileging, accreditation, and management, as well as motivational topics.

She is:

• Both a co-author and editor for The Credentialing Handbook and Medical Staff Management: Forms, Policies and Procedures for healthcare professionals (Aspen)
• NCQA’s CVO Certification Program Surveyor (1996 - 2014)
• Founder and primary faculty for The Credentialing School - The Basics and Beyond the Basics
• Active member and past facilitator, National Credentialing Forum
• President of C Mobley & Associates, LLC, Colorado Springs, Colorado, a national healthcare consulting company in business since 1989 with over 30 thirty years’ experience

Website: [www.cmobley.com](http://www.cmobley.com)

**Hotel Information**

<table>
<thead>
<tr>
<th>Hotel</th>
<th>Address</th>
<th>Reservations:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comfort Suites (2.2 mi.)</td>
<td>1625 South 52nd Street, Tempe, Arizona, 85281</td>
<td>(480) 446-9500</td>
</tr>
<tr>
<td>*Courtyard Phoenix Airport (2.4)</td>
<td>2621 South 47th Street, Phoenix, Arizona 85034</td>
<td>(480) 966-4300</td>
</tr>
<tr>
<td>Double Tree Hilton (2.2 mi.)</td>
<td>2100 S. Priest Drive, Tempe, AZ 85281</td>
<td>(480) 967-1441</td>
</tr>
<tr>
<td>*Green Tree Inn &amp; Suites (1.9 mi)</td>
<td>4234 South 48th Street, Phoenix, Arizona 85040</td>
<td>(602) 438-8688</td>
</tr>
<tr>
<td>*Homewood Suites by Hilton Phoenix Airport South (0.8 mi.)</td>
<td>4750 East Cotton Center Boulevard, Phoenix, Arizona 85040</td>
<td>(602) 470-2100</td>
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*Ask for the Desert Willow Conference Center preferred rate

- Conference materials will be available one week before the conference.
- Instructions for accessing handouts will be emailed to conference registrants.
- If you prefer to bring handouts to the conference, you may print or download them to your computer or other device.
- Handouts for the conference will **NOT** be available onsite.
REGISTRATION FORM & INFORMATION

Registration:
E-mail a copy of registrations forms to tina.england@abrazohealth.com by March 15, 2019. Registrations will be considered pending until your mailed original confirmation and payment is received. Payments need to be received no later than March 22, 2019.

Payments:
Mail your original registration form along with your check made payable to:

AAMSS
Education Committee
PO Box 5157 Phoenix, AZ 85010

If your check is for more than one person, please indicate all names either on the check or a note sent with the check.

Cancellations/Refunds:
All cancellations and refund requests must be received in writing by email to tina.england@abrazohealth.com by March 22, 2019. All requests must include the name of person requesting the refund, the name of organization/person that paid the registration, address where the refund is to be mailed and a detailed reason for the refund request. Any cancellations after March 22, 2019 will be charged a $54 processing fee for each day of cancellation to cover our costs. No telephone cancellations will be accepted. All approved refunds will be processed after conclusion of the Symposium.

No refunds will be provided for cancellations emailed after April 3, 2019 or for no shows. In lieu of a refund, you may send an alternate provided you notify registrar by April 3, 2019.

REGISTRATION FEES:
Registration Fees include Continental Breakfast and Buffet Lunch

Date/Time
Friday, April 5, 2019
Spring Conference

☐ Attending in Person  ☐ Attending by Webinar
☐ $100 AAMSS Members
☐ $130 Non-Members

Saturday, April 6, 2019
Credentialing Basics, A Mini Course
In Person Only, No Webinar Available
☐$100 AAMSS Members
☐ $130 Non-Members

Total Due: $ __________

QUESTIONs?
Please contact Diana Adams, dadams@adelantehealthcare.com or Toni DeZorzi, tdezorzi@clinpath.com