CREDENTIALING FOR EXCELLENCE:
ENHANCING & OPTIMIZING CREDENTIALING PROCESSES FOR TODAY & TOMORROW

MAY 3-4, 2018
LeeAnne Mitchell
Rachel Remaley
AGENDA

THURSDAY, MAY 3

8:00 – 8:30
Credentialing Disasters (a.k.a., Why Excellence in Credentialing is a Must for Hospitals and Credentials Committees)

8:30 – 9:00
Who Wants to Be a Credentialaire?

9:00 – 10:00
Legal Protections for Credentialers and the Medical Staff – The Law is On Your Side
• The HCQIA & other legal immunities
• Bylaws & application forms
• Releases
• And More!

10:00 – 10:15
BREAK

10:15 – 12:00
Case Study: Getting the Most from Your Medical Staff Application
• Spotting and following up on “red flags” in an application

12:00 – 1:00
LUNCH

1:00 – 2:45
Excellence in Credentialing – Take Home Tips
• Tips and Tools for Initial Applicants
• The Perils of Negligent Credentialing
• Eligibility Criteria -- Raising the Credentialing Bar
• Case Study: Waivers – The Good, the Bad, the Ugly!
• Mastering the “Technique of the Incomplete”
• Recruitment and Credentialing Issues

2:45 – 3:00
BREAK

3:00 – 4:00
Case Study: Applicants with Health Issues
• Achieving fairness to the practitioner, without sacrificing patient safety
• What information should be gathered about the health issue – and when?
• Reasonable accommodations for disabled applicants

FRIDAY, MAY 4

8:00 – 9:15
Managing Tough Clinical Privileging Issues
• Privileging Basics
• New Procedures
• Privileges that Cross Specialty Lines
• A Whole New World: Advanced Practice Clinicians

9:15 – 9:45
Making Reappointment Meaningful
• Educational Opportunity
• Conditional Reappointments
• Low and No Volume Practitioners

9:45 – 10:00
BREAK

10:00 – 11:00
Giving and Getting Meaningful References
• Which types of references are helpful, which are not?
• Which evaluation forms are helpful, which are not?
• Making phone calls that are meaningful
• What if you have to give an unfavorable reference?

11:00 – 11:30
Confidentiality and Access to Records

11:30 – 12:00
Managing Conflict of Interest Issues
• A New Approach to Ensure Consistency and Fairness
**FACULTY/ACCREDITATION**

**LEEANNE MITCHELL**

LEEANNE MITCHELL-O’BRIEN is a partner with the law firm of Horty, Springer & Mattern, P.C. in Pittsburgh, Pennsylvania. She has worked extensively in medical staff matters including advising hospitals and their medical staffs on medical staff bylaws, credentialing and peer review matters, and medical staff due process hearings. She also works with hospitals on matters related to institutional review boards and research-related compliance issues. She has served as a faculty member on the HortySpringer seminar The Credentialing Clinic and the newest HortySpringer seminar, Strategies for Managing Physician Conduct, Health, Aging & Other Dilemmas for Leadership.

LeeAnne earned her J.D. from the University of Pittsburgh School of Law in 2000. While studying at Pitt, LeeAnne also completed the coursework towards a master’s degree in bioethics and was the recipient of the CALI Award for Excellence in Health Care Fraud and Abuse.

LeeAnne is a member of the American Health Lawyers Association, as well as the Allegheny County, Pennsylvania and American Bar Associations. She has served as a Community Member of the University of Pittsburgh Institutional Review Board since 2000 and is a member of the Board of Directors of the Carlynton School District.

**RACHEL REMALEY**

RACHEL REMALEY is a partner with the law firm of Horty, Springer & Mattern, P.C. in Pittsburgh, Pennsylvania. She has extensive experience working with hospitals and physician leaders to manage issues involving the clinical performance, professional conduct, and health of practitioners. In addition, she has assisted numerous hospitals and physician leaders with the development and revision of medical staff bylaws, credentialing policies and manuals, and other medical staff policies and procedures.

A significant portion of Ms. Remaley’s practice involves providing education to hospital and physician leaders. She frequently presents at hospital and medical staff retreats, as well as meetings of compliance, risk management, and medical staff service professionals. Ms. Remaley has served as a faculty member for HortySpringer’s Physician Employment Institute, The Credentialing Clinic and The Peer Review Clinic. Beginning in the fall of 2016, Ms. Remaley, along with LeeAnne Mitchell, will lead Strategies for Managing Physician Conduct, Health, Aging & Other Leadership Dilemmas, providing next-level education for experienced leaders who are called upon to tackle some of the most difficult leadership dilemmas.

**PRESENTER DISCLOSURE STATEMENT**

In accordance with the Accreditation Council for Continuing Medical Education requirements on disclosure, information about relationships of presenter with commercial interests (if any) will be included in materials, which will be distributed at the time of the conference.

**CONTINUING EDUCATION CREDIT**

This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the University of Pittsburgh School of Medicine and HortySpringer Seminars. The University of Pittsburgh School of Medicine is accredited by the ACCME to provide continuing education for physicians.

The University of Pittsburgh School of Medicine designates this live activity for Category 1 Credits™. The number of credits is to be determined. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Other healthcare professionals are awarded continuing education units (CEUs). The number of credits is to be determined.

**NAMSS ACCREDITATION**

This course has been approved for National Association of Medical Staff Services (NAMSS) continuing education credits. The number of credits is to be determined. Accreditation of this educational content in no way implies endorsement or sponsorship by NAMSS.

**Who Should Attend?**

- Medical Staff Officers
- Department Chairs
- CMOs and VPMAs
- Credentials and Medical Executive Committee Members
- Medical Staff Services Professionals

**WEDNESDAY MAY 2, 2018**

6:00 PM
- Meet and Greet
- Appetizers/Cocktails

**LOCATION**
- Cody Hotel
Hosted By: Yellowstone Insurance Exchange

**THURSDAY MAY 3, 2018**

7:00 - 7:45 AM
- Registration & Continental Breakfast

7:45 - 8:00 AM
- Doug McMillan, CEO, West Park Hospital

8:00 - 12:00 PM
- Seminar Session
  (1 - 15 min break)

12:00 - 1:00 PM
- Lunch

1:00 - 4:00 PM
- Seminar Session
  (2 - 15 min breaks)
- Dinner on own

**FRIDAY MAY 4, 2018**

7:00 - 8:00 AM
- Continental Breakfast and Networking

8:00 - 12:00 PM
- Seminar Session
  (2 - 15 min breaks)

12:00 PM
- Seminar Adjourns

(CME & CEU’s will be available)
REGISTRATION

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NAME __________________________________________________________

HOSPITAL NAME __________________________________________________

STREET ADDRESS _______________________________________________

CITY/STATE/ZIP _________________________________________________

PHONE # _________________________ FAX # _________________________

TITLE __________________________________________________________

E-MAIL _________________________________________________________

REGISTRATION & PAYMENT DEADLINE: APRIL 11, 2018

$700 - Individuals

$2,500 - Team of Four

$500 - Each additional registrant (after a team of four registration)

TO REGISTER

Fax: 307-578-2485

Phone: 307-578-2488

Mail: West Park Hospital - Administrator, 707 Sheridan Avenue, Cody, WY 82414

Email: kjacobs@wphcody.org

Please make checks payable to: West Park Hospital.

Seminar cancellations/refunds are subject to a $100 processing fee before April 15, 2018. Registration is not final until payment is received in full. Registered attendees will receive conference material via email prior to event.

PLEASE CHARGE MY CREDIT CARD FOR $ ________________

CREDIT CARD # _______________________________________________ EXP DATE __________

NAME OF CARDHOLDER (PLEASE PRINT) ___________________________________________

ADDRESS ___________________________________________________________

CITY _________________________ STATE ___________ ZIP __________

SIGNATURE _________________________________________________________ DATE __________

SIGNATURE OF CREDIT CARD HOLDER SUBJECT TO CREDIT APPROVAL

707 Sheridan avenue • Cody, WY 82414 • 1-800-654-9447 • (307) 527-7501

ACCOMMODATIONS

The Cody Hotel • 232 West Yellowstone Avenue • Cody, WY 82414 • (307) 587-5915

All registrants are responsible for making their own hotel reservations. Special group room rates have been established for Horty Springer registrants. Room reservations must be made by April 3, 2018 in order to receive the room block rate. After this date, you may not be able to get rooms or receive the special rate.