2018 FALL CONFERENCE
Friday, November 2, 2018
Embassy Suites Columbus Airport
2886 Airport Drive, Columbus, Oh 43219

7:30 am – 8:00 am  Registration and Breakfast

8:00 am – 8:45 am  State Medical Board of Ohio Update
Joan Wehrle, CPMSM
Manager, Education and Outreach

DESCRIPTION: The presentation will address recent changes in licensure and renewal regulations impacting physicians, doctors in training and allied health professions regulated by the Medical Board.

Objectives:
- Understanding the changes in law regarding PA Supervision Agreements
- New CME changes for physicians
- Training certificate process improvements
- New and updated rules impacting Medical Board licensees
- Introducing the Medical Board’s new confidential monitoring program pertaining to mental/physical health issues

8:45 am – 10:00 am  Managing Emojis
Tami West, Ph.D.
Motivational Speaker & Author of “The Stress Club”

DESCRIPTION: Does this sound familiar? It makes me so mad when… My employees are so negative! My co-workers don’t pull their weight! Regulations change! On top of these issues, healthcare workers often deal with constant change, tight deadlines, and multiple personality types. Keeping these special circumstances in mind, Tami will teach you how to identify and overcome 4 emotional traps that may be keeping you from excelling at work while keeping your emotional health intact!
Objectives:
- Differentiate between basic emotions and learned emotions.
- Assess how identity leads to unknown emotional patterns that affect interactions with others.
- Monitor thought patterns that contribute to inappropriate emotional responses.
- Design a plan that integrates job duties with emotional well-being.

**10:15 am – 11:30am  
Break-Out Sessions: National Committee for Quality Assurance & The Joint Commission**

Timothy Sorg, MD, TJC Hospital Surveyor

DESCRIPTION: TJC presentation will be an overview of current topics and Joint Commission standards in the area of credentialing, privileging, and practice evaluation of licensed independent practitioners.

Objectives:
- Review the Joint Commission initiative for leading the way to Zero Harm and the important role of Medical Staff Professionals
- Review updates to Joint Commission standards
- Review requirements for primary source verification
- Review process for focused and ongoing professional practice evaluations

Frank Stelling, M.Ed., MPH, NCQA Consultant

DESCRIPTION: The presenter will provide a brief overview of the NCQA credentialing standards and an update of the Health Plan, MBHO and CR Accreditation pertaining to credentialing issues and standards

Objectives:
- Identify the parts of the NCQA standards and guidelines
- Pinpoint the critical documentation issues for accreditation submission
- Understand the changes in Health Plan and MBHO credentialing standards.
- Recognize the major changes to the Credentialing Accreditation program

**11:30am – 12:30 pm  
How to Manage the Alphabet Soup of Non-Physician Practitioners: AHPs? APPs? APCs? CAs? Non LIPs?  
AND**

3:00 pm – 3:45 pm  
Deeper Dive into Non-Physician Practitioners

Sally J. Pelletier, CPMSM, CPCS
Advisory Consultant & Chief Credentialing Officer
The Greeley Company

DESCRIPTION: More and more hospitals are experiencing an increase in the presence of non-physician practitioners within their organization. Despite the growth, hospitals continue to struggle with what to call them and how to appropriately manage the mechanics of proper authorization for services – Is it privileging? Is it a scope of practice? Is it HR or the MSSD’s responsibility? In addition, APRNs and PAs continue to advance in their delivery of healthcare and in their leadership roles within the organization. In two sessions, we will explore the accreditation and regulatory requirements, look at the changing roles and responsibilities of APPs within medical practices, hospitals, and systems and discuss various techniques,
approaches, and strategies available to effectively manage credentialing and privileging processes including their expanding scopes of clinical practice.

Objectives:
- Identify the types of practitioners who must be privileged through the medical staff vs. those who are authorized through an HR process
- Determine if there is a privileging model that provides for increasing specialization of APPs
- Evaluate a process that may be used to allow APPs to learn new skills
- Create a checklist of areas where bylaws, policies, and processes may need to be revised to deal with their changing non-clinical roles and responsibilities

1:30 pm – 2:45 pm  
**Credentialing Family Feud**  
Terri Coburn, CPMSM, CPHQ, CPCS  
Director of MSS, Easter Cooper Medical Center

**DESCRIPTION:** A game show presentation with audience participation and questions relative to NAMSS exam preparation and regulatory standards.

Objectives:
- Enhance credentialing knowledge through the experience of others
- Prepare for certification exams
- Review Joint Commission and NCQA regulatory requirements
- Increase understanding of different credentialing environments

3:45 pm – 4:30 pm  
**Developing an Orientation Program**  
Barb Warstler, MBA, CPMSM  
Director, UH Medical MSS & Credentialing

**DESCRIPTION:** This presentation will address the need for new provider orientation in hospitals and review best practices. We will discuss a variety of options for orientations and sample tools will be provided.

Objectives:
- Describe how to develop a new provider orientation program.
- List three (3) factors in determining what to cover during orientation.
- Discuss three (3) best practices in developing an orientation program.
- Describe why an effective orientation is an ongoing experience, rather than one finite session.

**BOOK YOUR HOTEL:** A block of rooms has been reserved at the Embassy Suites Columbus Airport. Room rates are $149.00 per night plus tax. Reservations can be made online at [http://group.embassysuites.com/OAMSS-Fall2018Conference](http://group.embassysuites.com/OAMSS-Fall2018Conference) or by calling the hotel directly at (614) 536-0500. **Hotel Reservations must be made by October 25, 2018.** RESERVE EARLY! You may book a room after the deadline at the conference rate if the hotel still has rooms available. Cancellations must be made by 4 p.m. the day prior to scheduled arrival date.

**CONTINUING EDUCATION UNITS:** This program has been approved by NAMSS for **9 CE credits**.

**TARGET AUDIENCE FOR ALL COURSES:** This program is designed for the following healthcare professionals: medical staff service professionals, provider credentialing specialists, managed care administrators, medical staff leaders, quality improvement professionals, healthcare administrators and consultants.