With a dynamic learning structure, first-class faculty, and an unparalleled platform for networking with peers, the 2017 CRC Symposium is unlike any other industry event!
In a volatile healthcare environment, excellent credentialing is more critical than ever. But best practices are changing, and liability for getting credentialing wrong is going through the roof. It has never been more important for MSPs and medical staff leaders to be at the top of their credentialing game,” says Todd Sagin, MD, JD, president and national medical director of Sagin Healthcare Consulting, LLC, and veteran CRC Symposium speaker.

We bring physician leaders and medical services professionals together to gain new insight into developing and maintaining credentialing, privileging, and competence assessment processes fit for the modern medical staff.”

Who Should Attend

★ Medical staff coordinators
★ Medical staff professionals
★ Medical staff services directors and managers
★ Credentialing professionals
★ Medical staff leaders and committee members
★ Quality directors and managers
★ Chief medical officers, vice presidents of medical affairs, and other physician leaders
★ Department chairs

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

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Sally Pelletier, CPMSM, CPCS
Advisory Consultant, Chief Credentialing Officer
The Greeley Company
At the conclusion of the 2017 CRC Symposium, you will be able to:

✔ Identify common FPPE compliance lapses and develop strategies for addressing specific focused review situations

✔ Create an OPPE process that accommodates difficult competence evaluation scenarios, renders audit-ready documentation, and promotes compliance with regulatory and accreditation standards

✔ Analyze the similarities and differences in best-practice vetting for employed and contracted physicians

✔ Adopt sound credentialing, privileging, and competence assessment strategies for emerging specialties, nonphysician practitioners, low-volume applicants, temporary and locum tenens privileges, telemedicine, and other tricky vetting scenarios

✔ Custom-fit scopes of practice, OPPE, FPPE, and related medical staff processes for advanced practice professionals

✔ Navigate the challenges and opportunities in recruiting, retaining, and fostering harmony among practitioners of all ages

✔ Align the credentialing, delegation, and provider enrollment processes to maximize efficiency, uphold quality, and invigorate the revenue cycle

✔ Learn strategies for effective collaboration with credentialing and competence assessment stakeholders across a wide range of disciplines and settings, such as quality, risk management, HR, HIM, IT, and provider enrollment

✔ Avoid negligent credentialing lawsuits by identifying common triggers and developing solid policies

✔ Develop full-bodied credentialing and privileging processes for healthcare entities beyond the traditional hospital, such as health systems, health plans, CVOs, and ambulatory centers

Continuing education credits available

The Credentialing Resource Center Symposium offers continuing education credits from a variety of professional healthcare organizations. Please check out hcmarketplace.com/2017CRCSYMPOSIUM for up-to-date information.
Agenda
Day 1

Track 1: Credentialing and Privileging

Track 2: Practitioner Performance and Peer Review

7–8 a.m.  Registration & Continental Breakfast

8–8:15 a.m.  Welcome and Introductions

8:15–9 a.m.  Keynote: Practitioner Credentialing and Onboarding in an Evolving Health System

As diversifying healthcare models, settings, and practitioners introduce ever-more complexity to credentialing, those on the receiving end often experience greater difficulty in navigating the process. Join Dr. Smith on a tour through a broken and exhausting onboarding and credentialing process at ABC Hospital, the facility where he’s just been hired, granted privileges, and appointed to the medical staff. In witnessing Dr. Smith’s growing frustration, attendees will learn the importance of user-friendly practitioner onboarding in an era of increasingly difficult physician recruitment and retention. This keynote will set the stage for the Symposium as expert faculty introduce key concepts in modern onboarding, credentialing, privileging, and peer review, each of which attendees will explore in more depth throughout the Symposium.

9:15–10:30 a.m.  Credentialing Advancements in a New Delivery Era: Real Results in Alignment Between Credentialing, Provider Enrollment, and Delegation

In today’s integrated healthcare environment, credentialing has evolved into a mega process with far-reaching implications, and the MSP’s job holds greater—and more expansive—significance than ever before. In this session, attendees will learn how MSPs can play an instrumental role in maximizing an organization’s financial position; how the efficiency of credentialing has a direct impact on revenue enhancement; and how effective alignment between credentialing, provider enrollment, and delegation can benefit the organization.

Addressing Issues Related to Employed Physicians

As physician employment picks up speed in hospitals across the country, medical staffs face new challenges and incentives in adapting traditional processes for a diversifying membership and leadership pool. In this session, attendees will learn to address conflicts of interest and turf battles created by physician employment, to execute effective peer review and corrective action for employed practitioners, and to foster coordination in medical staff office and HR vetting processes.

10:30–10:45 a.m.  Networking & Refreshment Break

REGISTER TODAY! Call 800-650-6787, or visit hcmarketplace.com/2017CRCSYMPOSIUM
10:45 a.m.–12 p.m. **Making Peer Review Actionable**

Shortcomings in peer review systems can undermine their primary purpose: *improving patient care and safety*. This session will provide strategies for identifying and conquering systemic limitations that threaten the translation of peer review findings into demonstrable care improvements. Our expert faculty will define roles and responsibilities for fostering performance improvement through the peer review process and discuss high-caliber peer review systems that benefit from collaboration and excellent design. Attendees will examine the elements of a sound peer review system, including case review, aggregate data collection, effective transmission of key information throughout the organization, and development of a successful performance improvement plan.

12–1:15 p.m. **Lunch (provided)**

1:15–2:30 p.m. **Medical Staff Applications: Pink Flags versus Red Flags**

Mishandling or overlooking warning signs at initial appointment can lead to the hiring and/or appointment of undesirable candidates to the medical staff. In this session, attendees will learn to identify, investigate, and report the subtler “pink flags” on medical staff applications and peer references—a practice that fosters informed decision-making during medical staff deliberations, diminishes medical and legal risk to the organization, and promotes patient safety. Our expert faculty will provide guidance on bringing physician competence issues to the surface, dissecting peer references, and creating a plan to further investigate physician competence issues.

2:30–2:45 p.m. **Networking & Refreshment Break**

2:45–3 p.m. **Awards: Round 1**

3–4:30 p.m. **Rapid Fire**

Our expert faculty will provide high-level overviews and quick tips for today’s hottest topics in medical staff and credentialing, such as telemedicine; privileging dietitians, neuromonitoring physicians/technicians, and other healthcare providers; verification strategies for applicants with numerous affiliations; and the advantages of delegation.

**See who wins the 2017 CRC Achievement Awards.**
Bridging the Gap and Addressing the Attribution Problem: Measuring Team Performance vs. Individual Performance

As consolidation and integration sweep the healthcare industry, interdisciplinary clinical teams are reshaping conventional approaches to care delivery and competence assessment. This session will explore the impact of healthcare teams on modern medical staff considerations and structures. Attendees will learn to identify members of these teams, to discern their place in the classic peer review model, and to adapt traditional methods of performance measurement. Faculty will also discuss population health, including its evolving definition, its effect on individual and team-based performance measurement, and its real-world applications.

Credentials Committee Live in Action

If you've ever sat through your credentials committee meeting and shuddered at something that was said or a decision that was made, you are not alone. During this session, speakers and audience members will “participate” in a credentials committee meeting rife with cringeworthy moments. Attendees will come away with fresh insight on correcting these mistakes and strategies for avoiding them in the first place.

Networking & Refreshment Break

Privileging Conundrums

The session will explore current challenges in privileging driven by changes in healthcare delivery. The speakers will explain differing approaches to the privileging of telemedicine practitioners, articulate the necessary steps in achieving a criteria-based privileging methodology for a healthcare system, and describe an ideal privilege delineation design.

APP Challenges: Competence Assessment and Expanding Scopes of Practice

This session focuses on two problematic areas for advanced practice professionals (APP): creating meaningful OPPE/FPPE processes and managing expanding scopes of practice. Faculty will explain the similarities and differences between physician- and APP-facing OPPE/FPPE processes and identify resources for criteria development. Attendees will learn how to create a mechanism that supports legal expansion of an APP’s scope of practice and privileges, gain insight into the potential benefits of an APP interdisciplinary committee, and receive sample criteria and policy language.
11:45 a.m.–1 p.m. Lunch (on your own)

1-2:15 p.m. **The Growing Threat of Negligent Credentialing Litigation**
Why has there been a rapid rise in negligent credentialing lawsuits? This session will explain the nature of negligent credentialing lawsuits, the forces that have driven their proliferation, and their most common triggers. Through analysis of landmark court cases, our expert faculty will identify key legal terms and concepts that underpin negligent credentialing claims, provide best practices and discipline-specific strategy for avoiding litigation landmines, and offer guidance on how to prepare for such lawsuits once they're initiated.

2:15–2:30 p.m. Networking & Refreshment Break

2:30–2:45 p.m. **Awards: Round 2**

2:45–4 p.m. **Credentialing at the Extremes of the Age Spectrum: Challenges Posed by Young and Old Practitioners**
Both new and seasoned physicians raise a unique set of competency concerns. For physicians straight out of training, there is a growing concern about their readiness to practice without additional proctoring or mentoring. For older physicians, questions regarding fitness for duty start to emerge. In this session, faculty will review policies and procedures that are widely used to address the competency of older practitioners and will address the related legal concerns. They will also highlight various resources that can assist in the evaluation of competency concerns involving young or late-career practitioners.

4–4:30 p.m. **ABC Hospital’s Evolution to a Collaborative Environment**
Check back in with the medical staff and MSPs at ABC Hospital to see how they’ve translated lessons learned during the 2017 CRC Symposium into tangible improvements in their onboarding and credentialing processes. Have their efforts restored Dr. Smith’s faith in his new hospital?

*Agenda subject to change for both days*
Learn from the industry’s top credentialing and medical staff experts

Carol S. Cairns, CPMSM, CPCS
Advisory Consultant
The Greeley Company, Danvers, MA
President
PRO-CON, Plainfield, IL

Cairns has more than 40 years of experience in the medical staff services profession. She is the president of PRO-CON, and an advisory consultant and frequent presenter with The Greeley Company. A recognized expert in the field, Cairns has been a faculty member with the National Association Medical Staff Services since 1990. She presents frequently at state and national seminars on subjects such as basic and advanced credentialing and privileging, core privileging, AHP credentialing, CMS’ Conditions of Participation, and the standards of—and survey preparation for—The Joint Commission, NCQA, HFAP, and DNV GL. For the past 18 years, Cairns has been an advisor to healthcare attorneys, including providing expert witness testimony regarding credentialing and privileging issues. She has conceptualized and written all six versions of Verify and Comply, an industry textbook and favorite since 1999.

Sally Pelletier, CPMSM, CPCS
Advisory Consultant, Chief Credentialing Officer
The Greeley Company, Danvers, MA

Pelletier is an advisory consultant and chief credentialing officer with The Greeley Company. She brings nearly 25 years of credentialing and privileging experience to her work with medical staff leaders and MSPs across the nation. Pelletier advises clients in the areas of accreditation and regulatory compliance; credentialing redesign, including change management, standardization, and centralization; medical services department operations; privileging redesign; and leadership and development training for MSPs.

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Dr. Sagin is a physician executive recognized across the nation for his work with hospital boards, medical staffs, and physician organizations. He is the national medical director of Sagin Healthcare Consulting, LLC, and HG Healthcare Consultants, LLC, which provide guidance on a wide range of healthcare issues. He served for more than half a decade as the vice president and national medical director of The Greeley Company, Inc. Dr. Sagin is a practicing family physician and geriatrician who has held executive positions in academic and community hospitals and in organized medicine. He frequently lectures and facilitates retreats on medical staff affairs, physician leadership skills, relationships between hospitals and doctors, strategic healthcare planning, governance, and related topics.

Dr. Smith is a senior consultant with HG Healthcare Consultants, LLC, a healthcare consulting firm, and the chief medical officer for MorCare LLC. He brings 30 years of clinical practice and hospital administration experience to his work with physicians and hospitals across the United States, where he provides expertise in system quality and performance improvement, peer review, ongoing and focused professional practice evaluation, management of deficient practitioner performance, criteria-based privileging, low-volume practitioners, population health management, and external focused review. Dr. Smith is a board-certified surgeon who practices part time as a clinical assistant professor of surgery in the vascular and endovascular surgery section at the University of California, Irvine Medical Center. Previously, he practiced general and vascular surgery in a private practice setting.

*Speakers subject to change
Attend the 2017 CRC Symposium for answers to your burning medical staff and credentialing questions

- What is population health, and how is it affecting traditional peer review systems?
- In an era of increasingly difficult physician recruitment and retention, how can my organization develop a “user-friendly” practitioner onboarding process?
- Can team performance measurements be used in individual physician competency assessments?
- Credentialing, provider enrollment, and delegation: What do each of these terms actually mean, and what is the relationship between them?
- Who’s involved in fostering performance improvement through the peer review process?
- What is a pink flag on a medical staff application, and how should my team go about investigating it?
- How can my organization develop OPPE and FPPE processes and indicators that are relevant to APPs?
- How can my organization ensure that both new physicians and late-career physicians are competent and able to practice independently?
- What approach should my organization take to privilege telemedicine providers?
- How can my organization’s credentials committee revise its processes to reflect a modern approach to vetting practitioners?
- What are the best methods for reporting FPPE results?
- Should my organization take a different approach when conducting FPPE for initial privileges vs. FPPE for cause?
- Can the traditional OPPE process be used for low-volume practitioners, telemedicine providers, and APPs?
- What should my organization do if faced with a negligent credentialing legal claim?
- How has hospital employment of physicians impacted the traditional organized medical staff model?

Case Study Insights
NEW this year, discover how one highly effective team is coping with today’s credentialing challenges

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