General Session

**Keynote: Practitioner Credentialing and Onboarding in an Evolving Health System (Zilker 3/4)**

Carol S. Cairns, CPMSM, CPC; Sally J. Pelletier, CPMSM, CPC; Todd Sagin, MD, JD; Mark A. Smith, MD, MBA, FACS

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 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 event.

**Track 1: Credentialing and Privileging**

**Credentialing Advancements in a New Delivery Era: Real Results in Alignment Between Credentialing, Provider Enrollment, and Delegation (Zilker 3/4)**

Sally J. Pelletier, CPMSM, CPC; Mark A. Smith, MD, MBA, FACS

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.

**Track 2: Practitioner Performance and Peer Review**

**Addressing Issues Related to Employed Physicians (Zilker 2)**

Carol S. Cairns, CPMSM, CPC; Todd Sagin, MD, JD

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 services and HR vetting processes.

**General Session**

**Making Peer Review Actionable (Zilker 3/4)**

Mark A. Smith, MD, MBA, FACS

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.

**General Session**

**FPPE: Lessons Learned (Zilker 2)**

Sally J. Pelletier, CPMSM, CPC; Mark A. Smith, MD, MBA, FACS

Focused professional practice evaluation (FPPE) has been in play for a decade, but it’s still far from second nature for many medical staff leaders, MSPs, and quality professionals. In this session, our expert faculty will illustrate lessons learned since the Joint Commission standards first took effect, walk through developing an FPPE policy, and provide precise guidance on conducting FPPE under a variety of circumstances, such as when new technology is involved or FPPE needs to be conducted on advanced practice professionals. The speakers will also provide methods for reporting findings and strategies for integrating FPPE and ongoing professional practice evaluation (OPPE).
### 2:30 P.M.– 2:45 P.M.
**Networking & Refreshment Break (Zilker 1)**

### 2:45 P.M.– 3:00 P.M.
**2017 CRC Achievement Awards, First Ceremony (Zilker 3/4)**

### 3:00 P.M.– 3:45 P.M.
**General Session**

**Case Study: Successful Alignment and Integration of Credentialing Activities (Zilker 3/4)**

Heather M. Johnson, CPC; Traci May Shreiber

The winners of the first-ever CRC Symposium Case Study Competition will take the podium to share their field-tested strategies for centralizing, standardizing, and integrating key credentialing processes. Hand-selected by a panel of esteemed industry experts, this case study traces PinnacleHealth’s journey toward cohesion across a patchwork of practitioner vetting practices. The Harrisburg, Pennsylvania, organization’s sweeping initiative included moving medical staff credentialing and provider enrollment activities under one roof; ramping up coordination with the recruitment department for a smoother practitioner onboarding experience; creating a CVO to standardize the appointment process across three local facilities; and implementing a new software system for tracking onboarding progress on multiple fronts.

### 3:45 P.M.– 4:30 P.M.
**General Session**

**Rapid Fire (Zilker 3/4)**

Carol S. Cairns, CPMSM, CPC; Sally J. Pelletier, CPMSM, CPC; Todd Sagin, MD, JD; Mark A. Smith, MD, MBA, FACS

Our expert faculty will provide high-level overviews and quick tips for today's hottest topics in medical staff and credentialing.

### 4:30 P.M.
**Adjourn**

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### Friday, April 7, 2017

### 7:00 A.M.– 8:00 A.M.
**Continental Breakfast (Zilker 1)**

Raffle giveaway at 7:45 A.M.: 1 seat to the 2018 Credentialing Resource Center Symposium

*Must be present to win*

### 8:00 A.M.– 9:15 A.M.
**General Session**

**Bridging the Gap and Addressing the Attribution Problem: Measuring Team Performance vs. Individual Performance (Zilker 3/4)**

Mark A. Smith, MD, MBA, FACS

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.

### 9:15 A.M.– 10:15 A.M.
**General Session**

**Credentials Committee Live in Action (Zilker 3/4)**

Carol S. Cairns, CPMSM, CPC; Sally J. Pelletier, CPMSM, CPC; Todd Sagin, MD, JD; Mark A. Smith, MD, MBA, FACS

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.

### 10:15 A.M.– 10:30 A.M.
**Networking & Refreshment Break (Zilker 1)**

### 10:30 A.M.– 11:45 A.M.
**Track 1: Credentialing and Privileging**

**Privileging Conundrums (Zilker 3/4)**

Sally J. Pelletier, CPMSM, CPC; Todd Sagin, MD, JD

This 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.

**Track 2: Practitioner Performance and Peer Review**

**APP Challenges: Competence Assessment and Expanding Scopes of Practice (Zilker 2)**

Carol S. Cairns, CPMSM, CPC; Mark A. Smith, MD, MBA, FACS

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, decide who can and how to assess APP competency, and receive sample criteria and policy language.
The Growing Threat of Negligent Credentialing Litigation (Zilker 3/4)
Carol S. Cairns, CPMSM, CPCS; Todd Sagin, MD, JD
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.

OPPE: Lessons Learned (Zilker 2)
Sally J. Pelletier, CPMSM, CPCS; Mark A. Smith, MD, MBA, FACS
Even if your organization is not required to complete OPPE, it should have a physician competency evaluation plan in place. Our expert speakers will address the issues that make competency assessment a struggle, identify different types of performance metrics, discuss who should be involved in the various parts of OPPE, and explain how to leverage existing data systems to complete OPPE.

Credentialing at the Extremes of the Age Spectrum: Challenges Posed by Young and Old Practitioners (Zilker 3/4)
Todd Sagin, MD, JD
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.

An Evolved Collaborative Onboarding Process (Zilker 3/4)
Carol S. Cairns, CPMSM, CPCS; Sally J. Pelletier, CPMSM, CPCS; Todd Sagin, MD, JD; Mark A. Smith, MD, MBA, FACS
Check back in with Dr. Smith as he joins a new hospital that has recently improved its provider recruitment, enrollment, and credentialing approaches to streamline the onboarding process. Have their efforts restored Dr. Smith’s faith in physician onboarding?