

SOUTHCOAST HEALTH SYSTEM
February 9-10, 2024
Medical Staff Leadership Training Agenda

FRIDAY – FEBRUARY 9, 2024	
Time	Topic
8:00 – 8:20 a.m.	Introduction and Medical Staff Jeopardy
8:20 – 10:00 a.m.	Credentialing for Excellence – Tools, Tips, and Tactics <ul style="list-style-type: none"> • Dr. Sconder case study • Good policies and procedures – the road map for everything you do! • Use your threshold eligibility criteria • Don’t process incomplete applications • Avoid unnecessary “denials” • Align recruitment and credentialing • Respond effectively to reference requests
10:00 – 10:15 a.m.	Break
10:15 – 11:15 a.m.	Privileging Challenges and Solutions <ul style="list-style-type: none"> • Privileging principles • Criteria for clinical privileges – Angie O. Graham, M.D. • Privileges for new procedures – Walt Wiley, M.D. • Dealing with turf battles – Agnes Giles, NP • Privileges for APPs – DeeDee Doppler, PA
11:15 a.m. – Noon	Effective Peer Review of Clinical Concerns <ul style="list-style-type: none"> • Obstacles to effective reviews • Increasing the focus on sharing educational lessons learned and fixing “system” issues • Obtaining meaningful input from those under review • Review of Southcoast PPE Policy
Noon – 1:00 p.m.	Lunch
1:00 – 1:45 p.m.	Collegial Counseling and Other Progressive Steps <ul style="list-style-type: none"> • Using the “progressive steps continuum” • How to conduct an effective collegial counseling session • Documentation – tone and content, and where is it kept?
1:45 – 2:30 p.m.	Performance Improvement Plans for Clinical Concerns <ul style="list-style-type: none"> • Best practices for effective plans • Case studies
2:30 – 2:45 p.m.	Break

2:45 – 3:30 p.m.	Practitioner Health <ul style="list-style-type: none"> • How common are health concerns? • Best practice tips for reviewing health issues using the Southcoast Practitioner Health Policy • What to do about late career practitioners
3:30 – 4:00 p.m.	Conducting Effective Investigations (with a Capital “I”) <ul style="list-style-type: none"> • When does an Investigation begin? • Selecting an Investigating Committee • Sources of clinical expertise • Preparing the Investigation Report
4:00 p.m.	<ul style="list-style-type: none"> • Adjournment

SATURDAY – FEBRUARY 10, 2024	
Time	Topic
8:00 – 8:45 a.m.	Dealing with Behavior that Undermines a Culture of Safety <ul style="list-style-type: none"> • Classic characteristics of disruptive practitioners • Yes, the literature demonstrates that disruptive behavior undermines a culture of safety! • Examples of behaviors that undermine a culture of safety • Best practices in dealing with disruptive behavior under the Southcoast Professionalism Policy
8:45 – 9:15 a.m.	Meeting Minutes <ul style="list-style-type: none"> • Review meeting minutes • Tips and techniques for drafting effective minutes
9:15 – 9:45 a.m.	Conflicts of Interest <ul style="list-style-type: none"> • Can a partner be involved in a review? What about a competitor? • Case study
9:45 – 10:00 a.m.	Break
10:00 – 10:45 a.m.	Legal Protections for Medical Staff Leaders <ul style="list-style-type: none"> • The Health Care Quality Improvement Act • State peer review protections • Protections in your application and policies
10:45 – 11:00 a.m.	Precautionary Suspensions <ul style="list-style-type: none"> • Suspending only as a last resort • Best practices to minimize risk
11:00 – 11:45 a.m.	I Wish I Had Your Bylaws
11:45 a.m. – Noon	Attracting and Preparing Medical Staff Leaders
Noon	Adjournment