

**CITY OF HOPE NATIONAL MEDICAL CENTER
Medical Staff Leadership Training
January 16, 2025**

Presenter: Charles J. Chulack, Esquire

| Time | Topic |
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| 8:00 – 8:30 a.m. | Introduction – Challenges of Leadership: Patient Safety Starts with You! |
| 8:30 – 9:45 a.m. | Credentialing for Excellence – Tools, Tips, and Tactics <ul style="list-style-type: none"> • Credentialing 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 |
| 9:45 – 10:00 a.m. | Break |
| 10:00 – 10:45 a.m. | Practitioner Health <ul style="list-style-type: none"> • How common are health concerns? • Best practice tips for reviewing health issues and processes for inclusion in a health policy • What to do about late career practitioners? |
| 10:45 – 11:30 a.m. | Medical Staff Potpourri <ul style="list-style-type: none"> • National Practitioner Data Bank reporting • The Keys to Confidentiality • Investigations |
| 11:30 a.m. – Noon | The Peer Review Challenge <ul style="list-style-type: none"> • OPPE, FPPE, and PIPs • Keeping the physician in the loop • Interventions that work |
| Noon – 1:00 p.m. | Lunch |
| 1:00 to 1:45 p.m. | 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 |

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| 1:45 – 2:15 p.m. | Collegial Counseling and Other Progressive Steps in the Peer Review Process <ul style="list-style-type: none"> • Using the “progressive steps continuum” • How to conduct an effective collegial counseling session? • Case studies: <ul style="list-style-type: none"> • Is Dr. Van Winkle asleep at the switch? • Dr. Y. Buck, decisive or dangerous? • Documentation – tone and content, and where is it kept? |
| 2:15 – 2:30 p.m. | Break |
| 2:30 – 3:15 p.m. | Collegial Counseling and Other Progressive Steps (cont.) |
| 3:15 – 4:00 p.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 |
| 4:00 p.m. | Q & A and Adjournment |
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