

CITY OF HOPE NATIONAL MEDICAL CENTER
Medical Staff Leadership Training
March 5, 2025

Presenter: Charles J. Chulack, Esquire

Time	Topic
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

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