

Tuesday, April 17 Session Description and Objectives

Time	Title	Session Description	Objectives
8:30 AM - 4:30 PM	CPCS/CPMSM Pre-Conference Study Group	View Agenda on Conference Materials Page	To introduce attendees to the CPCS and CPMSM exam content and provide resources for further preparation.
9:00 AM - 4:30 PM	Credentialing 101	View Agenda on Conference Materials Page	To provide guidance and assistance to new Medical Staff Services Professionals on credentialing processes following NCQA and Joint Commission requirements for file processing, appropriate verification sources, and standardized applications, committee review, and peer review.

Wednesday, April 18 Session Description and Objectives

Time	Title	Session Description	Objectives
8:30 AM - 10:00 AM	Keynote Workshop: "The Critical Thinking Advantage" with Professor Risa M. Mish	Mish serves as a keynote speaker and workshop leader at global, national, and regional conferences for corporations and trade associations in the consumer products, financial services, health care, high tech, media, and manufacturing industries, on a variety of topics, including critical thinking and problem solving, persuasion and influence, and motivating optimal employee performance.	At the conclusion of the "Critical Thinking Advantage" program, participants will have learned and practiced: 1. A framework for vetting the information currently available regarding a problem 2. A framework for systematically addressing complex, multi-faceted problems (including context evaluation, problem identification, root cause analysis, solution option generation, assessing the best option, considering constraints, identifying risks, and developing a risk mitigation strategy)
10:15 AM - 11:45 AM	Keynote Workshop Continued: "The Critical Thinking Advantage" with Professor Risa M. Mish		
1:00 PM - 2:00 PM	Provider Enrollment 101 for Medical Staff and Credentialing Professionals with Dawn Anderson, PESc, CPMSM	Provides an overview of provider enrollment basics for Medical Staff and Credentialing Professionals.	At the completion of this program, attendees will be able to: 1. Understand the difference between credentialing vs provider enrollment 2. Identify who is responsible for enrollment 3. Understand what the challenges for enrollment 4. Obtain strategies to align credentialing and enrollment and break down silos
2:00 PM - 3:00 PM	Back in the Saddle Again: Credentialing Conundrums Surrounding the Reentry Physician with Elizabeth J. Korinek, M.P.H.	Each year, large numbers of physicians decide they would like to return to practice after a voluntary absence for child-rearing or the pursuit of non-clinical careers. Others have not left practice, but find themselves wishing to resume an aspect of their practice that they previously gave up, such as inpatient care or obstetrics. These situations represent a career opportunity for the clinician and an opportunity to address staffing needs at the hospital. However, the reentry physician is often seen as a challenge rather than an asset to the medical staff professionals (MSPs) tasked with credentialing these clinicians. Returning to practice or reengaging in previously abandoned practice areas can be a complex and daunting process. In this session, Ms. Korinek will identify the unique challenges that MSPs must address when credentialing physicians who have a gap in patient care or in experience in specific procedures or services. The session will include a review of resources to facilitate an effective and safe transition onto the clinical staff, methods for monitoring to meet focused and ongoing practice evaluation expectations, and case studies.	At the completion of this program, attendees will be able to: 1. Understand the challenges faced by the medical staff when working with a physician who is returning to practice or resuming specific procedures after an absence. 2. Improve medical staff policies regarding credentialing physicians who have a 2+ year practice gap 3. Identify resources or processes to support the physician's return to direct patient care activities or to his/her original scope of practice.
2:00 PM - 3:00 PM	Breakout: Beyond the Basics of Provider Enrollment Session 1 with Dawn Anderson, PESc, CPMSM	Explore many aspects of the provider enrollment process.	At the completion of this program, attendees will be able to: 1. Understand the different types of enrollments 2. Understand contracts 3. Gain and share enrollment success tips

3:15 PM - 4:15 PM	Quality and File Auditing: How to Showcase Your Successes with Tawna Miles Knight, CPCS, CVO Director	Performing quality and file auditing can be a solution for achieving audit ready files, uniform standards of quality, measures for performance and productivity, methods for staff education and performance improvement and improved data integrity.	At the completion of this program, attendees will be able to: 1. Understand how to set-up and implement Quality monitoring, matrix and reporting in your Credentialing processes 2. Learn how to sell your successes
3:15 PM - 4:15 PM	Breakout: Beyond the Basics of Provider Enrollment Session 2 with Dawn Anderson, PESC, CPMSM	Explore many aspects of the provider enrollment process	At the completion of this program, attendees will be able to: 1. Understand the provider enrollment application data elements and submission process 2. Understand special challenges to getting a provider onto a narrow or closed panel 3. Gain and share enrollment success tips
4:15 PM - 5:05 PM	This is Your Life "How Can We Help You" Clinics, Health Plans, Provider Enrollment, Hospitals, CVO	Group discussion of issues, suggestions, best practices, and current topics in Clinics, Health Plans, Provider Enrollment, Hospitals, CVO	1. Share experiences around current issues in credentialing 2. Solicit feedback for solving specific problems related to credentialing 3. Share best practices and tips

Thursday, April 19 Session Description and Objectives

Time	Title	Session Description	Objectives
8:30 AM - 9:30 AM	Telehealth: Credentialing, Privileging and Quality Oversight Issues with Jonathan Burroughs, MD, MBA, FACHE, FAAPL	Telehealth represents a significant part of our emerging 21st century healthcare delivery system with over 100 million tele-health visits in 2017 alone. Urgent, primary, post-operative, consultative, home health, and behavioral care can all be performed safely and efficiently through telehealth services. The explosive growth of these modalities requires a robust credentialing and privileging approach that balances safety with efficiency and compliance with pragmatism.	1. Understand the range of telehealth services and the impact that they are having on our evolving healthcare system 2. Review the fundamentals of tele-health credentialing and privileging and the potential pitfalls of regulatory and accreditation compliance 3. Understand the current WA DOH requirements and current legislative initiatives 4. Learn 'best practices' approach in your credentialing, privileging, OPPE, and FPPE of tele-health services
9:30 AM - 10:30 AM	Synchronizing Provider Data Sharing Between Organizations (AKA "Warm Hand-Off") with Matt Thomas and Jessica Gleason	Symplr as Cactus Software has joined with Signal Health to create and pilot the Symplr Exchange, a data exchange environment designed to assist hospitals, health plans, physician groups, payers and other health care organizations overcome the obstacles of sending and receiving provider data. The collaborative effort will be led by Matt Thomas, Symplr's product manager and Jessica Gleason principle data scientist at Signal Health, a clinically integrated network based in Yakima Washington. The goal for the Symplr Exchange is to offer opportunities for health care organizations to share data with one another using proven innovations, tools, and resources to stimulate accelerated and efficient implementation into practice settings. The initial target audience will be health care organizations participating in the WAMSS delegated roster program, with a focus on data integrity, standardization, an accelerated frequency of data sharing and most importantly, with minimal manual interaction past initial setup. The program plans to expand to other states, regions and nationally in the months to follow.	At the completion of this program, attendees will be able to: 1. Describe what the Symplr Exchange is and what it's goals are 2. Understand how the Symplr Exchange can benefit healthcare organizations 3. Understand how to involve Symplr Exchange in your facilities existing workflow and interoperability initiatives.
10:45 AM - 11:45 AM	The Legislative Landscape for Health Care in Washington with Katie Kolan, JD	The Washington State Legislature makes changes to laws that impact the clinical practice of medicine as well as the practice operations of clinics and facilities in Washington state. These changes can impact administrative burden in day-to-day practice as well as change the statewide healthcare delivery 'landscape'. As the	At the completion of this program, attendees will be able to: 1. Understand the major actions taken by the state legislature in 2018 that can have an impact on the practice of medicine and the delivery of care 2. Learn about certain regulatory changes that may come

		adage goes in the legislative world, if you're not at the table, you're on the menu!	about as a result of legislation passed during the 2018 legislative session
1:00 PM - 2:00 PM	Recognize, Respond and Resolve with Elizabeth J. Korinek, M.P.H.	When there are patterns of poor surgical outcomes, staff complaints about communication issues, or colleague concerns about skill deterioration, how do you know whether to take action or to wait? Medical staff professionals have better access to information about physician performance than ever before. Yet, when faced with performance concerns, medical staff leaders struggle with knowing when to intervene and how to do so effectively. The safety of patients, the reputation of the hospital, and the physician's own career and livelihood can be impacted by their decisions. This is a challenge faced by medical staff professionals and physician leaders in both large urban facilities and small rural communities. Ms. Korinek will review a wide range of resources from progressive feedback and FPPE processes to intensive skill-building educational courses and comprehensive assessment programs. Relevant case studies will be presented. Don't wait until it's too late. Learn how to recognize red flags and create effective proactive intervention strategies. By increasing your knowledge of the resources available, you can increase your effectiveness and ultimately help retain valued physicians on the medical staff while ensuring patient safety.	At the completion of this program, attendees will be able to: 1. Recognize red flags or performance patterns that can be early indicators of poor or declining clinical performance 2. Identify approaches to respond to concerns and support early intervention 3. Identify resources to resolve concerns and effectively support skill remediation or performance improvement
1:00 PM - 2:00 PM	Breakout: Best Practices in Provider Enrollment and this year's Trends in the Industry with Dawn Anderson, PES, CPMSM	Explore this year's Provider Enrollment trends as revealed in our annual survey	At the completion of this program, attendees will be able to: 1. Understand why Provider Enrollment is in the spotlight 2. Understand what the Major Challenges in Provider Enrollment 3. Compare how their organization compares to the respondents of the survey 4. Use the Provider Enrollment annual survey to help tell their story 5. Describe why maintenance of information and re-credentialing are important
2:00 PM - 3:00 PM	Re-Designing Medical Staff Model with Jonathan Burroughs, MD, MBA, FACHE, FAAPL	The rapidly evolving 'value' based healthcare system requires a very different kind of organized medical staff that is more agile, collaborative, and responsive to rapid changes. The presentation covers the 'best practices' that are commonly utilized by most top performing medical staffs throughout the country and that support a higher level of clinical and business performance.	1. Understand the necessity to redesign the medical staff so that it can support organizational success in an increasingly 'pay for value' era 2. Learn 'best practices' that most top performing medical staffs utilize to achieve optimized clinical and business performance 3. Learn what physician engagement and alignment truly means and how you can achieve it
2:00 PM - 3:00 PM	Breakout: How to Navigate ProviderSource for 2018, Washington State with Robert Alexander, Ross Felix and Teresa D. Davis, RN	Effective June of 2018 all practitioners and Payers will have to use Provider Source for credentialing. The goal is to provide education on how to navigate Provider Source to ensure a smooth rollout and better user experience.	At the completion of this program, attendees will be able to: 1. Be able to navigate Provider Source and advise Practitioners on use. 2. Solicit feedback for solving specific problems related to system. 3. Share best practices and tips.
3:15 PM - 4:15 PM	The Old, The New & The Strange: Challenging Case Studies for the MSP with Erin Muellenberg, Principal	Join this interactive session where you will be challenged to work with your peers to identify solutions to issues MSPs often confront. These case studies are based on real life incidents and take into consideration the practical, legal, administrative and medical components that we deal with on a daily basis. By analyzing and dissecting real issues, we learn together and jointly develop strategies for managing matters that challenge us to step outside the box.	At the completion of this program, attendees will be able to: 1. Recognize when a routine peer review matter is not "routine" and needs to be elevated to leadership 2. State alternative approaches to managing missed reappointments 3. List at least two alternative strategies to managing impairment or aging issues

4:15 PM - 5:05 PM	Paperless Credentialing with Debbie Pickett, BA, CPMSM	Embracing paperless credentialing can enhance your medical staff office by automating many daily tasks, increase efficiency, increase accessibility to credentialing files and other documents and even increase your office space by eliminating all of those paper files housed in filing cabinets! Evergreen Health has successfully transitioned from a paper based credentialing and privileging process to a paperless process.	At the completion of this program, attendees will be able to: 1. Perform an assessment to determine if existing software will work in a paperless environment 2. Identify key factors in selecting new software, if needed 3. Determine minimum software and hardware requirements 4. Develop a plan and timeline for scanning existing paper files, and for deployment of additional software modules (i.e., electronic applications, electronic committee review)
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Friday, April 20 Session Description and Objectives

Time	Title	Session Description	Objectives
8:00 AM - 9:00 AM	Ambulatory Credentialing with Jonathan Burroughs, MD, MBA, FACHE, FAAPLE	Healthcare is rapidly moving from the inpatient to ambulatory setting and the medical staff must move with it to become 'system' and not 'hospital' based. Top performing healthcare systems now credential and privilege for ambulatory services and create robust OPPE/FPPE programs that are in alignment with payer 'pay for value' contracts. This presentation guides you in the creation of an ambulatory credentialing and privileging program that will drive optimized clinical and business outcomes in an increasingly 'pay for value' era and enable you to monitor the provision of healthcare services across the entire continuum of care.	1. Understand why ambulatory privileging is an increasingly important area of focus and what payers are doing to incentivize organizations that can do it well. 2. Learn the common National Committee for Quality Assurance (NCQA) measures for ambulatory services and what accreditation requirements pertain to ambulatory credentialing and privileging. 3. Learn how to utilize competency clusters and a robust OPPE and FPPE program with ambulatory privileges
9:00 AM - 10:00 AM	Incentivizing Your Medical Staff to Engage in Peer Review: Immunities and Protections with Erin Muellenberg, Principal	This session will address the barriers to peer review through understanding and overcoming those barriers. Acknowledging that all peer review is focused on education and remediation MSPs can incentivize their medical staffs to engage in thoughtful and reasoned peer review when they are assured of the protections and immunities available. We all discuss the protections and immunities shielding this process including the Washington peer review statutes, Health Care Quality Improvement Act, Patient Safety Quality Improvement Act and relevant legal cases.	At the completion of this program, attendees will be able to: 1. State at least two ways in which peer review activities are protected from discovery in medical malpractice actions 2. Identify at least three barriers to peer review 3. List three strategies for overcoming the barriers to peer review
10:30 AM - 11:30 AM	New Pharmacy Laws: Credentialing Pharmacists and Single PDL with Jeff Rochon, Pharm. D.	In 2015, ESSB 5557 was passed by the Washington State Legislature clarifying the inclusion of pharmacists in the "Every Category of Healthcare Providers" insurance laws. As a result, pharmacists are enrolling in provider networks. This presentation will offer explanation of best practices for credentialing pharmacists including how they are licensed, trained, scope of practice and what medical services they can provide. In addition to ESSB 5557, we will discuss SSB 5883 and the creation of a single preferred drug list by the Washington State Health Care Authority.	At the completion of this program, attendees will be able to: 1. Describe ESSB 5557 and how it includes pharmacists in provider networks 2. Discuss the best practice guidance of the ESSB 5557 Advisory Workgroup 3. Outline the scope of pharmacy practice and role of the healthcare team 4. Describe SSB 5883 and Health Care Authority's plan to implement a single PDL
11:30 AM - 12:20 PM	This is Your Life "How Can We Help You" Clinics, Health Plans, Provider Enrollment, Hospitals, CVO	Group discussion of issues, suggestions, best practices, and current topics in Clinics, Health Plans, Provider Enrollment, Hospitals, CVO	1. Share experiences around current issues in credentialing 2. Solicit feedback for solving specific problems related to credentialing 3. Share best practices and tips