

## MEDICAL STAFF LEADERSHIP AND EMPOWERMENT RETREAT

Time	Topic
9:00 to 9:40 am	<p><b><i>Giving Confidence to Become Great Leaders – Despite What You May Hear, The Law Is On Your Side!</i></b></p> <ul style="list-style-type: none"> <li>• Medical Staff Law 101</li> <li>• Legal and Practical Protections When Serving as a Leader</li> <li>• Incorporate One of the Strongest Legal Protections Available into your Bylaws!</li> <li>• Focus on the Patients, Not on the Lawyers</li> </ul> <p><b><i>But Protection Is Not Automatic – Follow Your Bylaws and Policies!</i></b></p>
9:40 to 10:45 am	<p><b><i>Foundation for Quality and Safety – Everything You Wanted to Know about Credentialing, But Were Afraid to Ask</i></b>, includes:</p> <ul style="list-style-type: none"> <li>• Threshold Credentialing Criteria – Raise the Bar...High!</li> <li>• Are Waivers Ever Allowed?</li> <li>• References Are Now More Important Than Ever:               <ul style="list-style-type: none"> <li>• Which Types of References are Helpful, Which are Not?</li> <li>• Which Evaluation Forms are Helpful, Which are Not?</li> <li>• Welcomed Development with Residency Training Programs!</li> <li>• Making Phone Calls That Are Meaningful</li> </ul> </li> <li>• What If <b><i>You</i></b> Have to Give an Unfavorable Reference?</li> <li>• Mastering the Technique of Incompleteness When Red Flags or Your Sixth Sense Is Telling You “No!”</li> <li>• Setting Expectations at the Time of Appointment and Reappointment So That Your Colleagues Can Be Successful!</li> </ul>
10:45 to 11:00 am	<p><b><i>Break</i></b></p>
11:00 to Noon	<p><b><i>Stuff Happens on the Very Best of Medical Staffs! Whether It Is a Clinical Concern, a Behavior Concern, or Just a Colleague’s Reluctance to Follow the Rules of Modern Hospital Practice – What Do You Do First?</i></b></p> <ul style="list-style-type: none"> <li>• Overview of the <b><i>Progressive Steps Continuum</i></b></li> <li>• How to Conduct an Effective “<b><i>Collegial Intervention</i></b>” – Four Critical Steps to Success</li> <li>• <b><i>Case Studies – Let’s Watch One, Let’s Do One!</i></b> <ul style="list-style-type: none"> <li>• Is Dr. Van Winkle Asleep at the Switch?</li> <li>• Dr. Nicholas Pierce, Laparoscopic Guru</li> </ul> </li> <li>• How to Appropriately Document These Interventions – Tone and Content! And Where Is It Kept?</li> </ul>
Noon to 12:45 pm	<p><b><i>Lunch</i></b></p>

12:45 to 1:45 pm	<p><b><i>The Physician Behavior/Patient Safety Connection – Does Any Doubt Remain?</i></b></p> <ul style="list-style-type: none"> <li>• There Has Been a Sea Change in our Industry!</li> <li>• Those Medical Staff Approaches That Work, Those That Don't</li> <li>• Wisdom of a "Leadership Council"</li> <li>• Review the Essential Elements of Your Medical Staff Professionalism Policy</li> <li>• Effective PIP Options for Conduct – Different Than for Clinical Issues!</li> </ul>
1:45 to 2:15 pm	<p><b><i>Top 10 Reasons Why "Peer Review" for Clinical Issues Generally Doesn't Work</i></b></p> <ul style="list-style-type: none"> <li>• Traditional and Common Problems with Peer Review for Clinical Issues</li> <li>• Self-Assess and Compare to Your Current Processes</li> </ul>
2:15 to 2:30 pm	<p><b><i>Break</i></b></p>
2:30 to 3:30 pm	<p><b><i>So What Does Work? Creating an Effective, Educational, and Constructive Peer Review Process for Clinical Issues – Yes, It Can Be Done!</i></b></p> <p>Includes:</p> <ul style="list-style-type: none"> <li>• R.I.P. "Peer Review"...and Viva "PPE!"</li> <li>• Increase the Focus on Sharing Educational "Lessons Learned for All" and "System" Issues</li> <li>• Benefits of Utilizing "Informational" Letters</li> <li>• Options for Conducting <i>Effective</i> Specialty Reviews</li> <li>• Obtaining Meaningful Input from Those Under Review</li> <li>• Modern Interventions that Work to Keep Patients Safe and Help Colleagues Be Successful!</li> <li>• One Essential Key and Foundation for an Effective Process – Multi-Specialty Review Committee!</li> </ul>
3:30 to 3:50 pm	<p><b><i>Conflicts of Interest Issues Arise Routinely in Credentialing and Peer Review Matters – Do You Know How to Handle Them?</i></b></p> <ul style="list-style-type: none"> <li>• The "Traditional" Way Simply Does Not Work!</li> <li>• Utilize and Manage These Difficult Situations in a Modern, Practical, Consistent, and Fair Manner</li> </ul>
3:50 to 4:00 pm	<p><b><i>Anything Goes Q&amp;A! Smoke 'Em If You Got 'Em!</i></b></p>
<p><b><i>Retreat Concludes</i></b></p>	