



Frances Ponsioen, CPMSM, CPCS
Senior Director

Frances Ponsioen is a Senior Director with Greeley. She brings more than 25 years of healthcare experience to the firm, particularly in the areas of accreditation, regulatory compliance, credentialing, privileging, medical staff services operations, and centralized credentialing operations.

Greeley has confirmed that none of the faculty/presenters or contributors has any relevant financial relationships to disclose related to the content of this educational activity.

COURSE DESCRIPTION

Manage Today's Most Difficult Credentialing and Privileging Issues. This education will provide credentials committee members, medical staff leaders, and medical services professionals with the skills and knowledge necessary to design a credentialing and privileging program that protects patients, is fair to physicians and clinicians, and complies with accreditation and regulatory requirements.

PROGRAM GOAL

Provide essential knowledge and skill sets to enhance medical staff leaders and medical services professionals' ability to effectively fulfill their credentialing- and privileging-related responsibilities.

LEARNING OBJECTIVES

Upon completion of this program, participants should be able to:

- Explain the implications of recent legal cases and landmark cases on credentialing practices today
- Set up effective strategies for minimizing the risk of negligent credentialing lawsuits
- Formulate options for how to credential and privilege various types of low- and no-volume practitioners
- Identify best practices for aligning privileges with competency
- Formulate options for managing dual (management, medical staff) responsibilities related to employed physicians

AGENDA

The Credentialing Solution | 2 Day Virtual Agenda

Live Virtual Sessions | May 15-16, 2025

TIME ZONE – START TIME CHART

11:00 AM Eastern Standard Time	9:00 AM Mountain Standard Time	7:00 AM Alaska Standard Time
10:00 AM Central Standard Time	8:00 AM Pacific Standard Time	5:00 AM Hawaii Aleutian

All times listed below are Eastern

DAY 1 - THURSDAY, MAY 15, 2025

Principles of Effective Credentialing & Privileging

11:00 – 12:00 PM

Controlling pressure to quickly credential from influential groups or individuals – Dealing with superb clinicians with suboptimal citizenship – Balancing patient care, physician success, and hospital success – Deciding who must be credentialed and privileged – Going beyond the traditional steps of credentialing – Managing unusual privileging requests – Obtaining the most value from peer references – Matching competency with clinical privileges

12:00 – 12:30 PM	<p>Landmark Cases Establishing Legal Precedent A face with many names e.g., negligent credentialing, corporate negligence, negligent selection – Doctrine of charitable immunity – Duty to exercise due care – Protection from immunity</p>
12:30 – 12:45 PM	<p>Break</p>
12:45 – 1:15 PM	<p>Current Legal Cases; Lessons Learned Grandfathering—friend or foe? – Responding to professional reference requests – Challenges to precautionary suspension</p>
1:15 – 2:00 PM	<p>Roles and Responsibilities in Credentialing Who owns credentialing and quality? – What is the department chair's role? – What is the credentialing committee's role? – What is the medical services professional's role?</p>
2:00 – 2:15 PM	<p>Applying the Four Steps of Credentialing to a Physician Applicant An exercise in red-flag management—4 Steps of Credentialing</p>
2:00 – 2:15 PM	<p>Answering Questions from Participant</p>

DAY 2 - FRIDAY, MAY 16, 2025

11:00 – 11:30 AM	<p>The Greeley Pyramid Keys to achieving great physician performance & accountability – Accountability of the medical staff</p>
11:30 – 12:30 PM	<p>How to Create Privileging Criteria from A To Z: New privileges, technology, services, specialties, expanding scopes of practice Case studies – 5 steps to successfully manage requests for new services and new technology – How to manage privileging turf battles</p>
12:30 – 12:45 AM	<p>Break</p>
12:45 – 1:15 PM	<p>Potpourri of competency assessment challenges for low and no volume practitioners 'Just in case' coverage – Single practitioners in a specialty – The increasingly narrow practice – No current clinical activity – Physician Re-entry</p>
1:15 – 2:00 PM	<p>Rapid Fire The Joint Commission Revised Reappointment Cycle Timeframes – Telemedicine: Credentialing by Proxy – Aging / Late Career Physicians – Removing Intrusive Mental Health Questions from Licensure and Credentialing Applications</p>
2:00 – 2:15 PM	<p>Answering Questions from Participant</p>

Greeley designates this educational activity for a maximum of 6 AMA PRA Category 1 Credit(s)[™]. Physicians should only claim credit commensurate with the extent of their participation in the activity. Greeley is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians.