

Credentialing and Privileging Webinar Series

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All times listed are Central time.

Registration

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All North Dakota Critical Access Hospitals (CAHs) receive a complimentary registration for the entire series.

Other organizations (non ND-CAH) can register for a fee of \$350 for the entire series, or \$75 per individual webinar. These are “per facility” registration fees, however a limit of 4 individual attendees per facility.

Contact Pam Cook at 701-204-7119 or pcook@ndha.org if you have any questions.

Sessions 1 and 2: Credentialing Basics

- **April 9, 2024**
 - **Part 1: 10:30 a.m. – Noon**
 - **Part 2: 1:00 – 2:30 p.m.**

This program provides an in-depth overview of basic aspects of credentialing including primary source verification, applying criteria for appointment, reviewing the application for completeness, and roles in the review and approval process.

At the completion of this program the participant will be able to:

- Track the credentialing process from application through governing body approval.
- Define what constitutes a “complete” application.
- Recognize the roles of various persons involved in the review and approval process.
- Discuss primary source verification and which and which sources are appropriate.
- Determine sources other than primary that can be utilized.

Sessions 3: Privileging

- **April 11, 2024**
 - **10:30 a.m. - Noon**

Having a comprehensive, criteria-based privileging system is an essential element of the medical staff's role. The increased focus on quality by accrediting organizations, the government, and the public, emphasizes the need for continual monitoring of the quality of services provided as well as having a strong privileging system.

At the completion of this program, participants will be able to:

- Recognize the importance of acquiring evidence to document competency.
- Discuss the CMS and Joint Commission requirements for privileging and documenting competency for privileges.
- Discuss CMS regulations and Joint Commission requirements for credentialing telemedicine practitioners in both acute care and critical access hospitals.

Session 4: Identifying Red Flags in the Credentialing and Privileging Processes

- **April 16, 2024**
 - **10:30 a.m. - Noon**

Identification of "red flags" or information that indicates that there may be a problem that should be noticed or dealt with, is an important step in the application process. Some red flags are easy to identify, and others are more subtle. This program will discuss how to identify potential red flags, follow-up of these issues, and appropriate documentation of this follow-up.

At the completion of this program, the participant will be able to:

- Discuss today's "red flags" and how they differ from those of the past.
- Discuss appropriate follow-up of information received in the application process.
- Determine how to document medical staff evaluation of red flags.

Session 5: Understanding Negligence in Credentialing

- **April 18, 2024**
 - **10:30 a.m. - Noon**

This program will discuss the concept of negligence as it relates to credentialing and privileging. Past and recent negligent credentialing lawsuits and their impact on the credentialing practices of the hospital will be discussed.

At the completion of this program the participant will be able to:

- Define negligence as it relates to credentialing and privileging.
- Recognize an organization's duty to exercise due care in credentialing.
- Discuss processes that may help to reduce the chance of a finding of negligence in credentialing.