

2026 Credentialing Webinar Series



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

- **Registration signs you up for all webinars. Other organizations (non ND-CAH) can register for a fee of \$450 for the entire series, or \$150 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.**

May 5, 2026 | 11:00 a.m. – Noon CT

Need to Know v. Good to Know - What Must Be Verified and What Could/Should Be Verified in the Credentialing Process

Presented by: Cris Mobley, CPMSM, CPCS

Between accreditation standards, industry practice, state statutes and company policy, it's often confusing to know what has to be verified and where everything else comes from. Frequently, when asking people why they do something, it's either "because Joint Commission says so" or "because we've always done it that way." Both can be true OR maybe not. This session will discuss what the standards and regulations require in the credentialing process, with very few outliers, and what may be optional as well as make sense as our industry strives to check every nook and cranny to find out as much as possible about a new applicant.

May 7, 2026 | 11:00 a.m. – Noon CT

Ignore, Manage, Report? Addressing Physicians Who Resign with Red Flags

Presented by: Janet Wilson, FMSP, CPMSM, CPCS

Do you have physicians who resign with red flags in their file you are tracking/trending? Do you have a policy that requires you review/address red flags before allowing the physician to resign? Is there language in policy or bylaws that will not allow a practitioner to reapply for membership/privileges if they resigned with outstanding red flags in their file? Let's discuss best practices to consider.

May 12, 2026 | 11:00 a.m. – Noon CT

Reducing Organization Exposure through Smarter Credentialing Practices

Presented by: Chris Giles

This program will assist in recognizing the relationship between credentialing and risk management and how that relationship affects patient safety. Risk Management is the basic safety process utilized by healthcare facilities to ensure quality and safe patient care; this program will provide an opportunity to better understand how a risk management approach utilized in the credentialing process will help a facility achieve its patient safety goals.

May 15, 2026 | 11:00 a.m. – Noon CT

Finding Your Voice - Crucial Credentialing Discussions

Presented by: Janet Wilson, FMSP, CPMSM, CPCS

In our role as medical services professionals, we are sometimes faced with the responsibility of initiating a crucial conversation with hospital leaders and medical staff leaders regarding problematic findings identified during the credentialing or peer review process. In this program we will share scenarios on how to prepare for crucial conversations, how to relay important information necessary to support an educated, not emotional decision by the hospital or medical staff leader and also how to be persuasive and provide influence, if necessary, to succeed in conversations with leaders.

Speakers Bios

Cris Mobley

Chris is a well-known and popular national speaker providing educational sessions to national, state, and local groups of medical staff services and credentialing professionals, physicians, administrators, and board members from hospitals, managed and ambulatory care organizations, and CVOs (credentialing verifications organizations). She presents topics related to all aspects of medical staff governance, credentialing, privileging, accreditation, and management, as well as motivational topics. [Read more.](#)

Chris Giles

Christina W. Giles, MS, has been a consultant and speaker for over 30 years. She specializes in education/training of credentialing personnel and orientation/training of medical staff leaders and medical staff professionals. She has presented nationally on topics such as accreditation preparation, credentialing, privileging and medical services management, performance improvement, development of a centralized credentialing function and motivational topics. [Read more.](#)

Janet Wilson

Janet L Wilson, BS, FMSP, CPMSM®, CPCS® has been involved in the medical staff services, quality, and credentialing industry for the past 40 years. Her healthcare experience extends to hospitals, ambulatory care, quality/peer review, managed care, and the CVO environment. [Read more.](#)