



The Quality Management Consulting Group, Ltd.

Healthcare Education Institute

Innovative Education for Healthcare Leaders



The Quality Management Consulting Group, Ltd.

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The Quality Management Consulting Group, Ltd. (QMCG), recognizes that we are all seeking ways to cut back on expenses and still accomplish the important objectives we are tasked with daily. We understand that continuing education is a significant but necessary expense for hospitals, and in light of this, we have developed a professional healthcare in-service seminar that we would like to offer to you.

As part of our seminar, we will team with your hospital to provide the necessary education to your healthcare leaders in order to fulfill their continuing education requirements and/or to expand their field of knowledge. We will work with you to select topic areas that are timely and relevant for your particular hospital. The list of topics from which you may select can be found on the next page. Alternatively, we would be happy to develop a session specific to your unique educational needs.

We have developed the program so that, for a flat fee of \$7,500 for a half day or \$9,500 for one day, our speakers, selected from the diverse QMCG staff, will come to your location and present. We will provide a PowerPoint presentation and handout materials. While a seminar size of up to 30 individuals is ideal, class size is not limited. We will also work with you to provide the information you need to apply for continuing education credits.



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Healthcare Education Institute Program Overview

Please visit the Healthcare Education Institute link at www.qmcbg.com for more information.

Summary

The Healthcare Education Institute was created in an effort to address our clients' need for an affordable, high quality alternative to out-of-state continuing education programs in light of the current economic environment.

Audience

The Healthcare Education Institute is currently targeted to medical staff, board of directors, and other healthcare leader issues; however, additional topics are also included on the program list.

Program Content

Clients may either select a pre-set program agenda or develop a customized agenda for their organization. See education program list for program presentations.

Program Length

Programs are scheduled as either a four hour or eight hour education session. Each presentation is for two hours, unless otherwise noted.

Program Speakers

The set fee program rate includes speakers selected from the diverse Quality Management Consulting Group staff. Depending upon the topics chosen, healthcare professionals, administrators, and healthcare attorneys may be utilized.

Client Responsibilities

Clients will be responsible for obtaining the applicable continuing education credits, providing refreshments/lunch if desired, hosting the event (either on-site or off-site), and promoting the program to whomever they wish to attend.

Program Cost

The cost for a four hour program is \$7,500, which includes one speaker, PowerPoint presentation, and handout materials. The cost for an eight hour program is \$9,500, which includes up to two speakers, PowerPoint presentation, and handout materials. If presented in Ohio, this price also includes travel costs. If presented outside Ohio, travel costs will be added.

Questions

Contact Catherine Ballard, Bricker & Eckler, 100 South Third Street, Columbus, Ohio 43215, 614.227.8806, cballard@bricker.com to arrange for an in-service or to obtain additional information.

Leadership Education

Introduction and Orientation to Medical Staff Leadership

Learn the basics of what it means to be a Medical Staff leader. This session focuses on responsibilities and requirements of Medical Staff leaders and discusses the roles the leaders play vis a vis the Governing Board, Hospital Administration, and Medical Staff.

Effective Medical Staff Peer Review

This session discusses (1) what peer review is (internal and external), (2) the different scenarios in which peer review is utilized, (3) the goals of effective peer review, and (4) how to best utilize peer review in medical staff matters.

Effective Medical Staff Peer Review and FPPE/OPPE

This session discusses (1) what peer review is (internal and external), (2) the different scenarios in which peer review is utilized, (3) the goals of effective peer review, and (4) how to best utilize peer review in medical staff matters. This session also describes The Joint Commission requirements of focused professional practice evaluations (FPPE) and ongoing professional practice evaluations (OPPE) as components of the medical staff competency evaluation process.

Credentialing and Privileging for Medical Staff Leaders

Understand how both initial and renewal applications are structured, the credentialing processes and scrutiny applied for Medical Staff appointment and/or clinical privileges and, specifically, how medical staff leaders and the credentials committee oversee effective credentialing policy and procedure and apply discernment in application analysis.

Medical Staff Oversight of Allied Health Professionals

This session discusses how the Hospital's Medical Staff credentialing and privileging processes apply to allied health professionals, and what roles and responsibilities Medical Staff leaders and members have in determining privileges (or position descriptions) and overseeing the practice of privileged allied health professionals.

Medical Staff Bylaws and Hospital Governance

Learn how Hospital and Medical Staff governance structures work. This session will focus on best practices for Medical Staff Bylaws format and content as well as provide tips for Medical Staff leaders as they manage the challenging issues of creating, building consensus, and implementing these documents.

Medical Staff Standards of The Joint Commission and Medicare Conditions of Participation

Understand the rules concerning the Medical Staff contained in The Joint Commission (TJC) standards and the Medicare Conditions of Participation. This session will explore the mandatory aspects of Medical Staff organization and functions and will cover how TJC and CMS enforce these requirements.

Medical Staff Standards of Healthcare Facilities Accreditation Program and Medicare Conditions of Participation

Understand the rules concerning the Medical Staff contained in the Healthcare Facilities Accreditation Program (HFAP) and the Medicare Conditions of Participation. This session will explore the mandatory aspects of Medical Staff organization and functions and will cover how HFAP and CMS enforce these requirements.

Corrective Action and Fair Hearings

This session provides an overview of the process of making the decision to take and apply corrective action against a Medical Staff

member. Learn when corrective action is legally defensible, what options are available and permissible before and during the process, what actions are reportable to the National Practitioner Data Bank, what actions give rise to hearing rights, and the role of Medical Staff leadership in planning and preparing for hearing.

Protections and Immunities: HCQIA and Other Peer Review Protections

Learn about the Health Care Quality Improvement Act (HCQIA) and what protections and immunities are afforded by these statutes. This session will discuss how to ensure the immunities apply and what to avoid that would jeopardize the application of these protections.

EMTALA and On Call Obligations

EMTALA obligations and on call obligations are not synonymous. A violation of one does not always mean that there has been a violation of the other. This session will review the basic principles underlying these two responsibilities and how to remain in compliance with both.

How to Bring Incident Reports Within the Scope of Ohio's Peer Review Privilege

A number of recent cases have limited the applicability of Ohio's peer review privilege to incident reports. Learn how to critique and/or restructure your current incident reporting process to assure that it comes within the scope of Ohio's peer review privilege.

Negligent Credentialing

Learn the law on negligent credentialing claims. This session covers tips for minimizing the risk of exposure to negligent credentialing lawsuits.

Legal Potpourri / Hot Topics

This session provides education on current medical staff and related healthcare issues to include federal and state laws that impact the Hospital and its Medical Staff.

Physician / Hospital Alignment

This session looks at current federal law (anti-kickback, referral prohibition, private inurement) and its impact on physician / hospital relationships. It also reviews what relationships support alignment.

Credentialing and the Employed Physician

Peer Review of patient care has traditionally been a protected medical staff process. This session discusses whether and how this information can/should be shared when a physician is employed by a hospital or a hospital controlled corporation.

Fundamentals of Healthcare Finance & Business

This session will provide insight into key factors healthcare executives and boards consider in their decision making process. Assist in understanding how and why various healthcare decisions are made.

Fundamentals of Working Through Major Transitions

This session will provide insight into key issues for working through consolidations, mergers, and other transitions. Transitions can be difficult but there are important ways to effectively manage through such a process.

Stark Law

An in-depth review of the Stark Law and the most common risk areas for hospitals and physician relationships.



Engaging Physicians in Quality and Safety Initiatives

It is essential that all Medical Staff become engaged in quality and safety initiatives, a prerequisite to alignment strategies between Medical Staff and administration. This session will provide the tools and practical examples to realize improvement in quality indicator compliance and increased patient safety.

Prevention and Management of Disruptive Behaviors

Development of a Medical Staff culture that encourages positive supportive relationships with key constituents is the result of consistent leadership and strategy. This session provides a pragmatic comprehensive approach for developing and sustaining a non-punitive, yet just culture.

Orientation for Medical Staff

Orientation of all new Medical Staff to the organization is standard fare. The highly functional and successful organization optimizes this pro-

cess to provide education to the culture, expectations, prerogatives and opportunities awaiting the new physician. Orientation is the first step to leadership training and development for the future of the organization. The second part of the session focuses on development of the leader by orienting physicians to each new committee/leadership position to which they are elected/assigned.

Fundamentals of Medical Staff Relationships

This session will provide management individuals with the basics necessary to realize solid Medical Staff relationships. Often, the fundamentals are overlooked, but are critical to having a positive relationship with the Medical Staff.

Fundamentals of Management

An overview of the key aspects of management will be provided in this session. In the fast paced healthcare industry, it is easy to overlook some of the important management principles that are critical to success.



Additional Topics of Interest

Recovery Audit Contractor (RAC) Program

Understand the RAC program and how the reviews conducted by a RAC contractor could recoup money that was determined to be overpaid by Medicare from your practice. The RAC program affects every provider submitting claims to Medicare and is effective nationwide, January 1, 2010.

Provider Based Departments

Understand the requirements of the Medicare provider based rule and what is required to establish and bill for an outpatient department of a hospital. Learn how to draft a voluntary attestation to submit to CMS.

The Nurse Practice Act in Ohio

A review of the nurse practice act and the relevant regulations designed to meet Category A continuing education requirement for nurses. (1 hour)

The Employee Free Choice Act—Changing the Playing Field

Learn how the Employee Free Choice Act and RESPECT Act would significantly change the current organizational and collective bargaining process and definitions of supervisor for private sector employers.

Are you Prepared for a Union Knocking at Your Door?

Learn the signs of organizational activity; the conduct in which managers and supervisors can and can't engage; and what steps to take now to remain union free. Participants will develop individual and group action item lists to implement.

Harassment

Every employer needs to educate its management staff on unlawful harassment—what it is and how to address unprofessional conduct in the workplace as an element of its affirmative defense in a lawsuit. Supervisors and managers need to understand their responsibility to enforce and model the employer's behavior expectations and how to address inappropriate employee workplace conduct.

The New Family and Medical Leave Act

Understand the significant changes in compliance requirements effected by the Family and Medical Leave Act's new regulations, which

impact not only employers but also individual supervisors, because the FMLA provides for individual liability for decision-making supervisors. This session will discuss the new exigency and military family leave entitlements, changes to the continuing treatment definition of a serious health condition, impact on payment of bonuses, contact with the employee's healthcare provider, waivers, handbook notice requirements, and the new forms.

The New Americans with Disabilities Act: ADAAA

Learn about the 2008 Amendments to the ADA that dramatically expanded the definition of disability, including new "major life activities," and the greatly expanded definitions of "regarded as." Additionally, understand the disability analysis without the benefit of medication or other assistive devices. We will also cover the issues of how to address reasonable accommodation requests and how to avoid claims.

Federal Employment Legislative Watch

Congress and the new Administration have articulated a lengthy agenda for employment related legislation. This session will cover proposed changes to NLRA regarding union organizing, collective bargaining, employer penalties for ULPs, and who is a supervisor; proposed changes to expand employee claims and increase employer damages for pay discrimination and equal pay claims; proposed changes to require paid sick time and family flex time as well as practical tips on how to prepare now.

Are Your Wage and Hour Practices Compliant?

The new Secretary of Labor has elevated the priority of compliance and enforcement activities. At the same time, unions have challenged wage and hour practices as an organizing tactic. Learn the elements necessary for positions to be exempt from overtime obligations, review rounding practices, break and meal period rules and other compliance hot spots.

Reimbursement Appeals

The Medicare program has an extensive and recently-overhauled regulatory system for challenging payment determinations that are adverse to providers. There are also rules for stopping recoupment efforts and for recovering underpayments. This program will look at the procedures and highlight issues being appealed by other providers, locally and nationally.