



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.



Sally J. Pelletier, CPMSM, CPCS
 Chief Credentialing Officer

Sally Pelletier is Chief Credentialing Officer with Greeley. She brings over three decades of credentialing and privileging experience to her work with healthcare organizations nationwide.

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 14-16, 2026

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 14, 2026

11:00 – 12:00 PM

Principles of Effective Credentialing & Privileging

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	Landmark Cases Establishing Legal Precedent A face with many names e.g., negligent credentialing, corporate negligence, negligent selection – Doctrine of charitable immunity professional reference requests – Duty to exercise due care – Protection from immunity – Grandfathering – friend or foe? – Responding to professional reference requests
12:30 – 12:45 PM	Break
12:45 – 1:15 PM	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?
1:15 – 2:00 PM	The Greeley Pyramid Keys to achieving great physician performance & accountability – Accountability of the medical staff
2:00 – 2:15 PM	Answering Questions from Participant

DAY 2 - FRIDAY, MAY 15, 2026

11:00 – 11:30 AM	If You Don't Ask, They Don't Have to Tell Obtaining the most value from verifications – leading practices – What to ask the applicant? – The who and the what for peer references – Removing invasive mental health questions from applications
11:30 – 12:30 PM	Practicing but Not Perfect National Landscape Case Studies: – The increasingly narrow practice – No current clinical activity – Returning from leave – Practitioner Re-entry – Not board certified
12:30 – 12:45 AM	Break
12:45 – 1:15 PM	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
1:15 – 2:00 PM	How to manage the expanding clinical role of APPs Addressing 'training up' in a non-traditional training environment – Determining organizational culture – Liability carrier considerations – Policy considerations – Privileging – Which comes first, the chicken or the egg?
2:00 – 2:15 PM	Answering Questions from Participant