



Orlando, FL
January 19-21
2023



CHARTIS

CLINICAL QUALITY
SOLUTIONS

FORMERLY KNOWN AS THE GREELEY COMPANY

PHYSICIAN & HOSPITAL LEADERSHIP SEMINAR

Well-Trained Leaders Drive Organizational Success

Developed and presented by nationally recognized physicians and other healthcare leaders, our educational offerings deliver cutting-edge, practical solutions to address the full spectrum of challenges facing physician and administrative leaders.

Register: events.greeley.com/Orlando2023
Tel: 800-807-9819
email: chartisquality@chartis.com

BUILDING UP LEADERS FOR THE FUTURE OF HEALTHCARE

High stakes, high complexity, and high volatility within the provider ecosystem push healthcare leaders to be much more than clinical experts. We educate and empower leaders to focus on cost effectiveness and clinical outcomes through transparency and accountability.

This one-stop education destination provides an idyllic setting for the exciting exchanges of ideas, strategies, and practical advice physician and hospital leaders need to succeed.

Programs are led by experienced physicians with insights on today's most pressing issues. Participants will:

IMPROVE AND LEARN CRITICAL
LEADERSHIP SKILLS

GAIN NECESSARY
UP-TO-DATE INFORMATION

INCREASE CONFIDENCE
FOR ADDRESSING
COMPLEX ISSUES

BECOME MORE EFFECTIVE
IN FULFILLING KEY ROLES
AND RESPONSIBILITIES

COME AWAY MOTIVATED TO
ENGAGE WITH MANAGEMENT
ON CRITICAL CHALLENGES



BONUS PLENARY SESSIONS

Two sessions covering today's top-of-mind issues for healthcare front runners

Quality, Safety and High Reliability Care

Thursday, January 18
8 a.m.

Highlighting:

- Utilization of data to reduce risk and enhance quality
- How to achieve zero harm through improved patient safety
- Achieving high reliability outcomes

Presented by:

Andrew Resnick
Director and Chief Medical and Quality Officer

9 a.m.

Session 2:

Join us for another engaging opportunity to enhance leadership effectiveness.

PROGRAMS at a GLANCE

Select from program options that best meet busy schedules and unique educational requirements.

PRE-CONFERENCE

WEDNESDAY, JANUARY 18

The Diagnosis and
Treatment of the
Physician Burnout
Epidemic

MAIN CONFERENCE

THURSDAY – SATURDAY, JANUARY 19 -21

Choose from one of these
popular 3-day seminar tracks

- Medical Executive
Committee Institute
- The Credentialing Solution
- Peer Review Boot Camp
- The Medical Director
Leadership Institute
- Quality, Safety and High
Reliability: Leading the
Transformation

POST-CONFERENCE

SATURDAY PM – SUNDAY AM, JANUARY 21-22

CMO/VPMA Retreat

GROUPS WELCOME

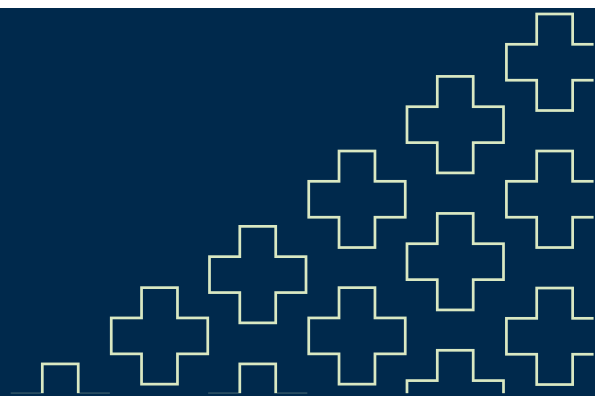
Ask us about group pricing and private
group consultations with the speakers.
Call 800.807.9819 for details.

REGISTER NOW

Early Bird discount pricing
available through November 10.

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PROGRAM OVERVIEWS

MAIN CONFERENCE: THURSDAY – SATURDAY, JANUARY 19-21

The Diagnosis and Treatment of the Physician Burnout Epidemic

Uncover Root Causes and Reverse the Effects

6.0 CME credits

Designed to uncover the root causes of burnout, this course also provides a deep dive into workable solutions for treating and preventing the spread of this epidemic. You will receive an outline for making the diagnosis, actionable treatment, and how to successfully reverse the effects of physician burnout.

Who Should Attend

- Chief Executive Officers
- Chief Medical Officer/VPMA's
- Clinical Transformational Leaders
- Department Chairs
- Department Chiefs

What You'll Learn

- Understand the key drivers of physician burnout
- Describe new ways to reframe the causes of physician burnout that create new opportunities for intervening in the physician burnout epidemic
- Identify specific action plans to meaningfully improve physician burnout and distress

Agenda (subject to change)

DAY 1

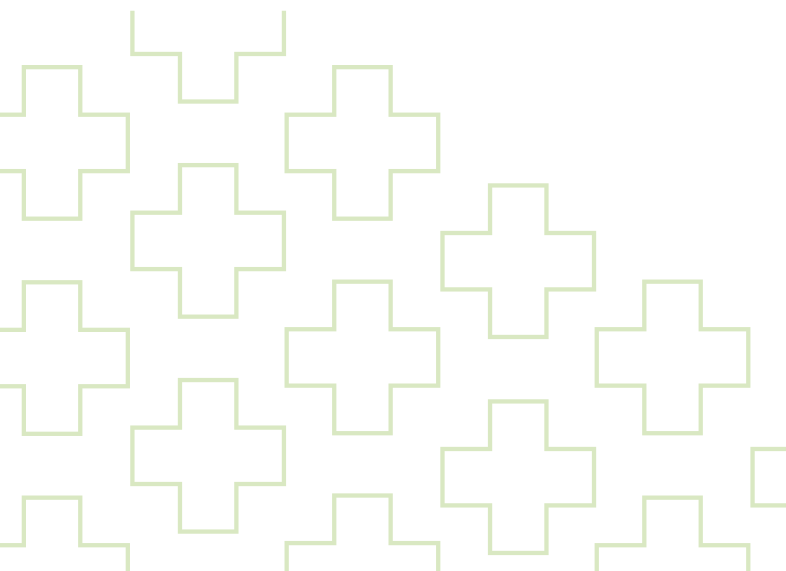
9:00 -12:00 PM Education Session

What is Clinician Burnout? Why Does it Matter?

Applying the Medical Model: Diagnosing the Root Causes of Clinician Burnout

12:00 - 1:00 PM Lunch

1:00 - 4:00 PM What Will It Take to Move the Needle on Burnout?



PROGRAM OVERVIEWS

MAIN CONFERENCE: THURSDAY – SATURDAY, JANUARY 19-21

Medical Executive Committee Institute

Essential Training for All Physician Leaders

11.75 CME credits

As healthcare pressures to improve quality and reduce cost continue to rise, healthcare organizations increasingly rely on their physician leaders to drive the change that is needed. Current leaders must keep apprised of new issues while physicians new to the role must develop skills essential to fostering transformation.

Who Should Attend

- Medical Staff Officers
- Department Chairs
- Service Line and Section Chiefs
- Medical Directors
- Other Healthcare Leaders

What You'll Learn

This session focuses on critical factors Medical Executive Committee members need to understand for effectively executing their leadership duties including key performance drivers, and how to assess and improve quality and reduce costs. An overview of the Chartis Practitioner Performance Pyramid approach, credentialing and peer review strategies, and healthcare law are additional focus areas.

Agenda (subject to change)

DAY 1		DAY 2		DAY 3	
7:00 - 8:00 AM	Registration & Breakfast	7:00 - 8:00 AM	Breakfast	7:00 - 8:00 AM	Breakfast
8:00 - 9:00 AM	Plenary Session 1	8:00 - 12:30 PM	Education Session	8:00 - 12:00 PM	Education Session
9:00 - 10:00 AM	Plenary Session 2		Essentials of Credentialing and Privileging for Physician Leaders (Part II)		Regulatory Compliance Made Simple
10:00 - 12:00 PM	Education Session		Make Peer Review Effective, Efficient, and Fair		Legal Issues: The Top 10 Things You Need to Know to Stay Out of Trouble
	What We're Doing in Healthcare Is Not Sustainable: Will you be part of the solution or part of the problem?		How to Manage Poor and Marginal Performance, Disruptive Behavior, and Impairment		Follow the Money: A crash course in healthcare finance for medical staff leaders
	Rethinking the Medical Staff		How to Manage a Fair Hearing and Investigation		I Want to Be Part of the Solution...Now What?
	Effective Medical Staff or Obsolete Medical Staff?	12:30 - 1:30 PM	Lunch		Putting It All Together to Leave a Legacy You Can Be Proud Of
12:00 - 12:30 PM	Lunch				
12:30 - 3:00 PM	Education Session Continued				

PROGRAM OVERVIEWS

MAIN CONFERENCE: THURSDAY – SATURDAY, JANUARY 19-21

The Credentialing Solution

Everything Medical Staff Leaders and Medical Services Professionals Need to Know

11.75 CME credits

Sound credentialing and privileging is vital to every organization. Challenges like negligent credentialing, matching competency to privileges, new technology battles, low/no volume practitioners and aging physicians can undermine policies and practices. A credentialing and privileging program that protects patients, is fair to physicians and clinicians, and complies with accreditation and regulatory requirements is possible with the right skills and knowledge.

Who Should Attend

- CMO/VPMA
- Department Chairs & Chiefs
- Chief Strategy Officer
- Medical Directors
- Service Line Leaders & Dyad Managers

What You'll Learn

This session offers practical approaches to Focused Professional Practice Evaluation including competency-based guidelines, high-risk credentialing management and how to design a credentialing and privileging program that addresses complex situations. Take-away tools include a professional reference questionnaire, an expanded scope/train-up policy for APPs and a low/no-volume policy.

Agenda (subject to change)

DAY 1		DAY 2		DAY 3	
7:00 - 8:00 AM	Registration & Breakfast	7:00 - 8:00 AM	Breakfast	7:00 - 8:00 AM	Breakfast
8:00 - 9:00 AM	Plenary Session 1	8:00 - 12:30 PM	Education Session	8:00 - 12:00 PM	Education Session
9:00 - 10:00 AM	Plenary Session 2		The Chartis Pyramid		Performance Monitoring to Cover All the Bases
10:00 - 12:00 PM	Education Session		How To Create Privileging Criteria from A To Z: New Privileges, Technology, Services, Specialties, Expanding Scopes of Practice		How to Manage Temporary Privileges to Mitigate Risk and Protect Patients
	Principles of Effective Credentialing and Privileging		Employed Physicians: Who is Responsible—Management or the Medical Staff?		Potpourri of Competency Assessment Challenges Due to Low- and No-Volume –
	Roles and Responsibilities in Credentialing		APP Conundrum: How to manage their expanding role		Rapid Fire: Integrational Systemness, APP Quality data, APPs in leadership roles
	Landmark Cases Establishing Legal Precedent		How to Run a Meeting		
	Current Legal Cases, Lessons Learned				
12:00 - 12:30 PM	Evolving Credentialing Standards (Initial & Reappointment)	12:30 - 1:30 PM	Lunch		
12:30 - 3:00 PM	Applying the “Four Steps” to a Physician Applicant Lunch				
	Education Session Continued				

PROGRAM OVERVIEWS

MAIN CONFERENCE: THURSDAY – SATURDAY, JANUARY 19-21

Peer Review Boot Camp

Performance Improvement-Driven Peer Review

11.75 CME credits

While often viewed as punitive, peer review can actually be a positive force for practitioner improvement. Practical, in-depth knowledge, tools and best practices for fair and efficient case review and Ongoing Professional Practice Evaluation and Focused Professional Practice Evaluation methods can add value by utilizing data-based, competency indicators for a more equitable, collegial culture and process.

Who Should Attend

- CMO/VPMA
- Department Chairs
- Peer Review Committee Chair & Members
- Quality Committee Chair

What You'll Learn

This session provides an overview of peer review duties along with the tools needed to perform objective and efficient case review utilizing data-driven standards. Indicators to measure six core competencies and steps to developing an effective action plan are included.

Agenda (subject to change)

DAY 1		DAY 2		DAY 3	
7:00 - 8:00 AM	Registration & Breakfast	7:00 - 8:00 AM	Breakfast	7:00 - 8:00 AM	Breakfast
8:00 - 9:00 AM	Plenary Session 1	8:00 - 12:30 PM	Education Session	8:00 - 12:00 PM	Education Session
9:00 - 10:00 AM	Plenary Session 2		OPPE and FPPE: Using aggregate data for peer review		Case Review: Step-by-Step to Getting It Right
10:00 - 12:00 PM	Education Session		Running an Effective Peer Review Committee Meeting		Peer Review in Action: Discussion of sample clinical cases
	Contemporary Peer Review in a Changing Healthcare Environment				
	Creating Performance-Improvement Focused Peer Review	12:30 - 1:30 PM	Lunch		Bringing It Back Home: Next steps for your peer review program
	The Chartis Pyramid				
	Creating a Sound Structure for Effective Peer Review				
12:00 - 12:30 PM	Lunch				
12:30 - 3:00 PM	Education Session Continued				

PROGRAM OVERVIEWS

MAIN CONFERENCE: THURSDAY – SATURDAY, JANUARY 19-21

The Medical Director Leadership Institute

Tools to Succeed and Deliver the Value Your Health System Requires

11.75 CME credits

Hospitals, healthcare systems, and physician group practices face mounting pressures to improve quality, reduce costs and enhance value. Increasingly they look to paid medical directors to help achieve these goals. Understanding the fundamentals of the medical director role, the business of healthcare, and the practical skills and knowledge needed to lead high-functioning teams ensures value-based outcomes.

Who Should Attend

- CMO/VPMA
- Department Chairs & Chiefs
- Medical Directors
- Physicians

What You'll Learn

This program provides strategies to link performance and accountability with system goals along with an approach for developing ROI for physician leaders. Keys to utilizing financial statements, back period and net present value are included.

Agenda (subject to change)

DAY 1		DAY 2		DAY 3	
7:00 - 8:00 AM	Registration & Breakfast	7:00 - 8:00 AM	Breakfast	7:00 - 8:00 AM	Breakfast
8:00 - 9:00 AM	Plenary Session 1	8:00 - 12:30 PM	Education Session	8:00 - 12:00 PM	Education Session
9:00 - 10:00 AM	Plenary Session 2		Getting the Work Done		Polarity Management™
10:00 - 12:00 PM	Education Session		How to Make Sound Financial Decisions		Applying Your New Tools to Move the Needle on Value Based Care
	Physician Leadership Job Descriptions, Performance Expectations and Accountability		How to Negotiate and Mediate Successfully		Putting it All Together to Leave a Legacy you can be Proud Of
	Getting the Work Done		Moving from Strategy to Implementation		
	How to Understand and Work with Power and Influence		How to Lead Change that Works		
	How to Lead a Great Meetings	12:30 - 1:30 PM	Lunch		
12:00 - 12:30 PM	Lunch				
12:30 - 3:00 PM	Education Session Continued				

PROGRAM OVERVIEWS

MAIN CONFERENCE: THURSDAY – SATURDAY, JANUARY 19-21

Quality, Safety and High Reliability: Leading the Transformation

High Reliability as an Operating Model for Quality and Safety

11.75 CME credits

The essential promise of healthcare—helping people at their most vulnerable – has never been more challenging to deliver. Since the release of *To Err is Human* and *Crossing the Quality Chasm* over two decades ago, many organizations have pursued programs to achieve higher levels of performance, reduce harm, and evolve their cultures of safety. While such initiatives help promote quality and safety improvement, they lack a comprehensive, integrated view of whole-hospital care. Building true reliability that is sustainable over time requires a deliberate, coordinated, organization-wide approach. What is required is not a “program,” but a comprehensive operating model. Our approach to high reliability offers a path forward for healthcare organizations who aspire to provide consistently excellent, equitable care, supported by hardwired capabilities to detect and avoid harm. Achieving high reliability will result in more equitable clinical outcomes and greater patient and employee engagement. And, by extension, it will also improve public rankings and pay for performance program outcomes and produce significantly greater financial return.

Who Should Attend

- Chief Executive Officer
- Chief Legal Officer
- CMO/VPMA
- Chief Operating Officer
- Chief Quality Officer
- Clinical Transformational Leader
- Compliance Officer
- Patient Safety Officer
- Risk Manager

Agenda (subject to change)

DAY 1		DAY 2		DAY 3	
7:00 - 8:00 AM	Registration & Breakfast	7:00 - 8:00 AM	Breakfast	7:00 - 8:00 AM	Breakfast
8:00 - 9:00 AM	Plenary Session 1	8:00 - 12:30 PM	Education Session	8:00 - 12:00 PM	Education Session
9:00 - 10:00 AM	Plenary Session 2		Developing a Comprehensive Approach to Quality		High Reliability People Management – HR and the Medical Staff Office
10:00 - 12:00 PM	Education Session		Developing a Comprehensive Approach to Patient Safety		Health Equity – an Essential Part of Quality and Safety Improvement
	The Healthcare Crisis and Why Change Can't Wait		Managing Measures – Reimbursement, Ratings, and Rankings		Doing the Right Thing – Disclosure and Apology with Peer Support Programs
	What is a High Reliability Healthcare Organization?		Ambulatory Quality and Safety		Advanced Technology for Improving Quality and Safety
	Aligning Quality, Safety, and Operations Through an Intentional Structure				Creating an Action Plan – Making the Case for Investing in High Reliability
12:00 - 12:30 PM	Lunch	12:30 - 1:30 PM	Lunch		
12:30 - 3:00 PM	Education Session Continued				

PROGRAM OVERVIEWS

MAIN CONFERENCE: THURSDAY – SATURDAY, JANUARY 19-21

CMO/VPMA Retreat

How To Succeed In the Toughest Job In Healthcare

7.5 CME credits

If you are a CMO or VPMA or are considering this role, join us for the CMO/VPMA Retreat, designed to provide you with management skills and knowledge, realistic perspectives on the role of CMO/VPMA, and the peer-to-peer networking that are all necessary for you to excel in resolving the challenges that arise from having one foot in the hospital management world and one foot in the clinical world.

Who Should Attend

- CMO/VPMA
- Department Chairs & Chiefs
- Chief Strategy Officer
- Medical Directors
- Service Line Leaders & Dyad Managers

What You'll Learn

This program will provide a framework and tools to foster the vision necessary to lead and inspire innovation through a force multiplier culture. Participants will learn how to manage the “vital few” to engender trust and drive value-based results.

Agenda (subject to change)

DAY 1

12:00 - 12:30 PM Lunch

12:30 - 12:35 PM	Welcome and Introductions
12:35 - 4:30 PM	Education Session
	The Unique Challenges of the CMO/VPMA Role – Case Study #1: The CMO Role and Physician Employment
	The Unique Challenges of the CMO/VPMA Role (continued) – Case Study #2: Clinical Integration as a Moving Target

DAY 2

6:30 - 7:00 AM Breakfast

7:00 - 11:00 AM Education Session

The Unique Challenges of the CMO/VPMA Role (continued from day one) – Case Study #3: Rebuilding Trust Once It's Broken

The Unique Challenges of the CMO/VPMA Role (continued) – Challenges and Opportunities In the Career Path for CMOs/ VPMAs: What Will Be Your Action Plan for Enhancing Your Effectiveness As a CMO/VPMA When You Get Home?

PRICING

Pre-Conference

Wednesday, January 19

- The Diagnosis and Treatment of the Physician Burnout Epidemic

\$975 per attendee

Main Conference

Thursday to Saturday, January 19-21

Choose from one of these popular 3-day seminar tracks

- Medical Executive Committee Institute
- The Credentialing Solution
- Peer Review Boot Camp
- The Medical Director Leadership Institute
- Quality, Safety and High Reliability: Leading the Transformation

\$1,995 per attendee

Post-Conference

Saturday P.M. to Sunday A.M., January 21-22

- CMO/VPMA Retreat

\$1,295 per attendee

Early Bird Special

Promo code: early2fl

Valid until November 10, 2022

REGISTER NOW!

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Email: chartisquality@chartis.com or call 800-807-9819



HOTEL INFORMATION

JW Marriott Orlando Grande Lakes
4040 Central Florida Pkwy, Orlando, FL 32837, USA

Make your Florida escape an extraordinary one at JW Marriott Orlando, Grande Lakes. This luxury resort at Grande Lakes is located on a lush, 500-acre property and is ideal for exploring the Orlando area – or for relaxing poolside in the Florida sunshine. Select from enticing in-house dining options, from luxury Italian fare at Primo to a farm-to-table menu and craft beer at Whisper Creek Farm. Take advantage of this hotel's excellent location to explore gorgeous Central Florida.

DISCOUNTED ROOM RATE: \$379 per night
HOTEL CUTOFF DATE: December 27, 2022

For the discounted room rate, reservations must be made by the hotel cutoff date. Be sure to mention Chartis Clinical Quality Solutions to receive the discounted room rate. Rooms are available on a first-come, first-served basis and sell out quickly.

IMPORTANT SAFETY INFORMATION

The health and safety of conference participants remains Chartis Clinical Quality Solutions' top priority. As CDC and local recommendations remain fluid, please visit our website for the most current information on safety guidelines and attendance requirements.

MEET the SPEAKERS

Jen Beloff, RN, MSN, APN

Jennifer is a Principal and VP of Quality, Safety, High Reliability for Chartis Consulting and Chartis Clinical Quality Solutions. She brings more than 20 years of healthcare experience to the firm and is a nationally recognized leader in quality, including performance improvement, pay-for performance, measurement/ rankings/ratings, and clinical documentation integrity (CDI).

Joseph D. Cooper, MD

Joe is a senior consultant with Chartis Clinical Quality Solutions and a practicing board-certified ophthalmologist, based in Ohio.

Christian Dankers, MD, MBA

Christian is an Associate Chief Medical Quality Officer at The Chartis Group whose career spans 12 years working as a leader in clinical quality and high reliability care.

Chad Eckhardt, JD

Chad is a senior consultant with Chartis Clinical Quality Solutions and a partner and chair of the healthcare practice group in the law firm of Frost Brown Todd, LLC, in Cincinnati.

Mary Hoppa, MD, MBA

Mary is the Vice President of Bylaws and Governance with Chartis Clinical Quality Solutions, focusing on medical staff operations, bylaws, peer review, and accreditation.

Sally J. Pelletier, CPMSM, CPCS

Sally is an Advisory Consultant and the Chief Credentialing Officer with Chartis Clinical Quality Solutions. She brings over two decades of credentialing and privileging experience.

Andrew Resnick, MD

Andrew serves as a Director and the Chief Medical and Quality Officer, leading Clinical Quality, Safety, and High Reliability efforts in a role that spans both Chartis Consulting and Chartis Clinical Quality Solutions.

Laura Rife, MD, MBA

Laura is a consultant with Chartis Clinical Quality Solutions and is board certified by the American Board of Family Practice.

Rick A. Sheff, MD

Rick serves as Chief Medical Officer with Chartis Clinical Quality Solutions. He brings more than 30 years of healthcare management and leadership experience.

Mark Wenneker, MD

Mark is a Principal with The Chartis Group and leader of the Chartis Behavioral Health Service Line segment and supports physician alignment engagements through his leadership in the Chartis Physician Leadership Institute.

Sheri Winsper, RN, MSN, MHA

Sheri is Vice President of External Peer Review and Clinical Quality/High Reliability at Chartis Clinical Quality Solutions.

Raúl Zambrano, MS, MD, FAAFP

Raúl is a senior consultant with Chartis Clinical Quality Solutions. He brings years of healthcare leadership experience to his work with physicians, hospitals and healthcare systems nationwide.



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The choice is yours! Learn from the experts
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in Orlando **or in one of these other
fine destinations:**



**BELLAGIO HOTEL
& CASINO
LAS VEGAS, NV
MARCH 2-4, 2023**



**HILTON LA JOLLA
TORREY PINES
LA JOLLA, CA
OCTOBER 12-14, 2023**

We're here to help.

For more information or to answer your questions,
contact us at 800-807-9819 or chartisquality@chartis.com.