

Education Without Borders

TMG 2024 Programs



TMG DELIVERS EXPERTISE AND EXCELLENCE

Whether you're planning a workshop, webinar series, or conference, Team Med Global has the expertise to deliver a stellar event that empowers and energizes your attendees. We have partnered with states, chapters, and organizations to present hundreds of online webinars, virtual conferences, and in-person workshops.

We invite you to review TMG's 2024 topics and select those that will have the most appeal to your attendees. If you aren't certain, rest assured that we can help you navigate the options and create the right-fit event that exceeds your expectations.

We look forward to learning more about your vision and partnering with you to present a program that builds skills, boosts confidence, and fuels motivation.





*CAREER CHEERLEADING

Across the arc of your career, chances are good that you've relied on a cheerleader, acted as a cheerleader for someone else, or both. Discover the four types of supporters who can advance your career and how to best leverage their help.

Objectives

- Explain 4 steps to take to be open to cheerleading
- Identify how each type of supporter can assist you
- Describe when to seek out each of the 4 types of career catalysts

*CAREER PIVOTS

Fear of change can prevent you from taking advantage of opportunities and achieving your career goals. Explore strategies to dismantle internal roadblocks, recognize opportunities, and develop a change mindset.

Objectives

- Explain 5 factors that may prevent you from moving forward in your career
- Describe how to pinpoint career goals and objectives
- Identify 6 steps to prepare for a career pivot

*RÉSUMÉ DEVELOPMENT

A powerful résumé blasts open doors of opportunity, but many don't know where to start - or when to stop. Get a roadmap to selling your skills and accomplishments, communicating your fit, and allowing your star to shine.

Objectives

- Explain the 3 goals of a résumé
- Describe the difference between a "kitchen sink" résumé and a targeted résumé
- Identify the 5 elements of a strong résumé

*INTERVIEWING

Everyone has butterflies before a job interview, but with the proper preparation you can gain an advantage over your competitors. Get the toolkit and tips to take your interviewing skills to the next level.

Objectives

- Explain how to prepare answers in advance of the interview using the SOAR framework
- Identify how to score a success within the first five minutes
- Describe the difference between skills questions and behavioral questions



*PERSONAL BRANDING

A holistic approach to career advancement takes more than a rock-solid resume. Developing a strong personal brand communicates and reinforces your value to a potential employer. Get insights into how to define and highlight your personal brand.

Objectives

- Explain self-presentation theory and its relationship to personal branding
- Describe how competencies are reflected in a personal brand
- Identify 8 personal branding social media do's and don'ts

*NEGOTIATION

Negotiation is key to creating a rewarding career, which is why it's important to understand the nuances before you've been offered that job, promotion, or raise, Discover how to prepare for negotiations and why you may need to redefine "winning."

Objectives

- Describe how to express your value to your employer
- Explain the right time and place to negotiate
- Identify 5 skills that are key to successful negotiations





*THE FUTURE OF CREDENTIALING

While technology has done much to streamline the credentialing process over the past 20 years, challenges persist. Envision the future of credentialing, the changing role of the MSP, and the tools needed to create a single source of credentialing truth.

Objectives

- Explain 3 advantages of a single credentialing database
- Identify 4 approaches to reducing credentialing
- Describe a framework where credentialing, privileging, and provider enrollment could be consolidated

*MERGERS & ACQUISITIONS

The push for cost containment and increased efficiency has fueled an uptick in healthcare mergers and acquisitions. Faced with consolidating practitioner-related data and concerned about their futures, MSPs are feeling the squeeze. Discover actionable solutions to common M&A challenges.

Objectives

- Describe how M&As affect MSPs
- Explain how to consolidate practitioner-related data after an M&A
- Identify technologies that support streamlined M&A processes





*INTEGRATED CREDENTIALING

As the healthcare landscape continues to evolve, integrated credentialing is on the horizon for Medical Staff Services. Define integrated credentialing, discuss the implications for MSPs, and outline how to design processes to ease the transition.

Objectives

- Describe the ways in which the responsibilities of MSPs have shifted over time
- Explain how integrated credentialing differs from standalone credentialing
- Identify 5 ways to prepare for integrated credentialing

CREDENTIALING RED FLAGS

When a credentialing specialist discovers an anomaly in a provider's application – such as time gaps, malpractice issues, and reporting inconsistencies – it sends up a red flag. Learn how to handle areas of concern that surface in applications for membership and privileges.

Objectives

- Explain the concept of negligent credentialing
- List 5 types of issues flagged by credentialing specialists
- Describe 4 steps to take when red flags surface

CREDENTIALING BEST PRACTICES

Verifying and evaluating practitioner credentials is critical, but so is managing decision makers' expectations and circumventing misunderstandings. Learn how to lay the groundwork for informed discussions about competency measurements among medical staff leaders, administrative leaders, and MSPs.

Objectives

- Identify 20 key elements of credentialing verification
- Describe the differences between standard practices and best practices
- Explain a standardized process for performing credentialing verification

DELEGATED CREDENTIALING

Delegated credentialing streamlines processes, but the delegator still must ensure that the delegated work conforms with industry standards. Learn winning negotiation tactics, accepted auditing standards and practices, and keys to relationship management.

Objectives

- Describe the 3 primary responsibilities of delegates
- Identify 6 standards involved in the auditing process
- Explain 4 strategies that support strong partnerships



TELEMEDICINE & CREDENTIALING BY PROXY

Telemedicine providers may never set foot in a facility, yet they're held to some of the same standards as onsite physicians. Up your knowledge of Medicare CoPs and other telemedicine accreditation standards, and how to onramp telemedicine credentialing and privileging into existing processes.

Objectives

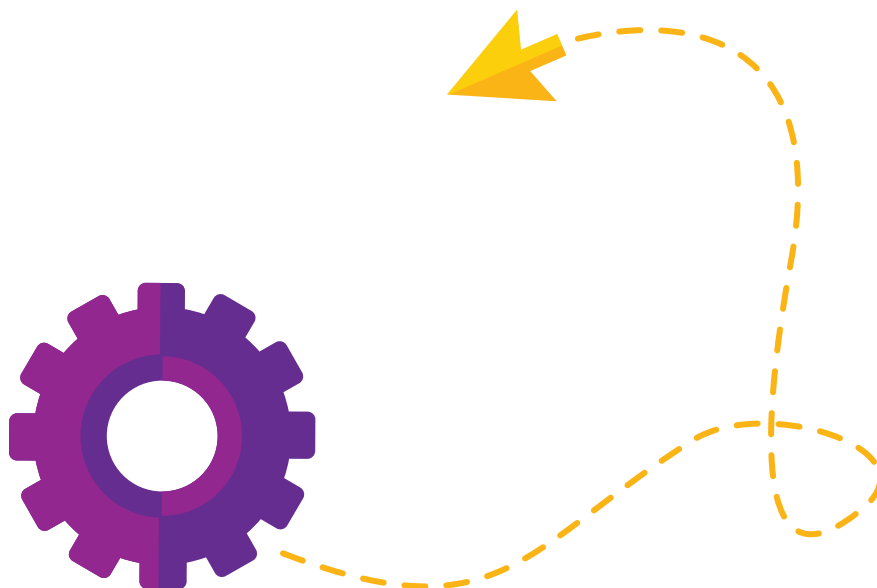
- Explain telemedicine standards across regulatory agencies and accrediting bodies
- Identify 5 telemedicine credentialing challenges
- Describe 3 strategies to more quickly onboard telemedicine providers

MERGING CREDENTIALING & PROVIDER ENROLLMENT

Increasingly, healthcare organizations are combining provider enrollment and credentialing. This integration is occurring in environments ranging from hospital systems to managed care, often as a result of organizational mergers and acquisitions or departmental consolidations. Discover the functions of this new frontier, which include credentialing, billing, and contracting.

Objectives

- Identify 5 parallels in provider enrollment and credentialing processes
- Describe 3 reasons to merge credentialing and provider enrollment functions
- Explain the 8 steps of the pre-enrollment process and the four steps of the post-enrollment





*MEDICAL STAFF BYLAWS

As the foundation of quality patient care, medical staff bylaws and rules and regulations are ever-evolving. It's crucial that MSPs understand what amendments may arise in their organization's bylaws and how they may impact the medical staff organization and the Medical Staff Services Department. Discover emerging issues and trends in medical staff bylaws.

Objectives

- Explain the lasting impacts of modifications to disaster privileges
- Identify new medical staff membership qualifications being implemented around the country
- Describe when bylaws should include a provision regarding confidentiality

*REPORTING PROVIDER BEHAVIOR

MSPs play a key role in ensuring that poor provider behavior is handled in accordance with policies, medical staff bylaws, and the law. Consider hypothetical cases and the MSP's legal and professional responsibilities in each.

Objectives

- Describe 3 strategies to work in alignment with the organization's/medical staff legal counsel
- Confirm behavior types that require a report to the NPDB
- Identify how an MSP can protect the integrity of the reporting process

DUE PROCESS AND FAIR HEARING

When a problem surfaces that could impact a practitioner's membership or privileges, MSPs play a crucial role in the notification and due process steps. Develop a roadmap for ensuring due process, tracking fair hearing progression, and working in tandem with legal teams.

Objectives

- Describe the role of governance documents in the fair hearing
- Explain 3 methods to track fair hearing deadlines
- Identify effective ways for MSPs to raise concerns with committee members

LEGAL COMPLIANCE

While risk managers are responsible for overseeing a healthcare organization's liability exposure, MSPs are the sentinels of patient safety. Discover the broad picture of legal compliance, the critical role MSPs play in risk management, and the best credentialing practices to mitigate risk.

Objectives

- Describe the role that the MSP plays in risk management
- Explain 4 primary areas of legal compliance
- Identify 5 credentialing best practices to mitigate legal risk



*MANAGED CARE CREDENTIALING STAKEHOLDERS

It's crucial to have a solid grasp of the basics before diving into the deeper issues surrounding managed care credentialing. Explore the roles and responsibilities of stakeholders in managed care and how the pieces of managed care fit together.

Objectives

- Identify the regulatory and accreditation bodies that oversee managed care
- Explain the types of organizations that are accredited by CMS, NCQA, and URAC
- Describe which environments perform credentialing under CMS, NCQA, and URAC standards

*MANAGED CARE GOVERNANCE & POLICY

Regulators and accrediting bodies are prescriptive about managed care committee responsibilities and governance policy language. Explore the necessary governance structure needed to successfully navigate the managed care landscape.

Objectives

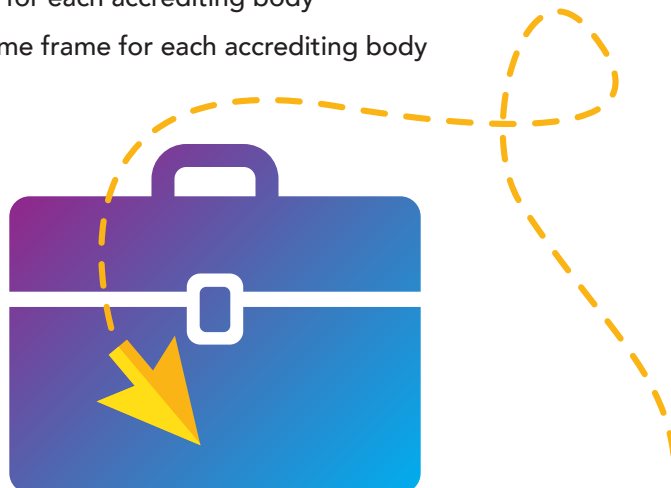
- Explain committee structure, responsibilities, and authorizations in the managed care environment
- Identify 4 provisions that must be included in managed care governance documents
- Describe 5 required managed care procedures for proper documentation and decision making

*MANAGED CARE COMPLIANCE ACROSS ACCREDITORS

There are subtle and not-so-subtle differences among CMS, NCQA, and URAC verification standards. Understand the nuances of the information that needs to be verified, acceptable sources outside of the primary source, required documentation, and verification/attestation time frames.

Objectives

- Describe the difference in verification requirements between physicians and APPs
- Explain accepted verification sources for each accrediting body
- Identify the verification/attestation time frame for each accrediting body





*ONGOING MONITORING & SYSTEM CONTROLS

Ongoing monitoring and credentialing system controls are increasingly important in the managed care environment. Explore requirements for the frequency of monitoring, acceptable sources, and credentialing system controls monitoring and reporting requirements to ensure the accuracy, completeness, and confidentiality of credentialing information.

Objectives

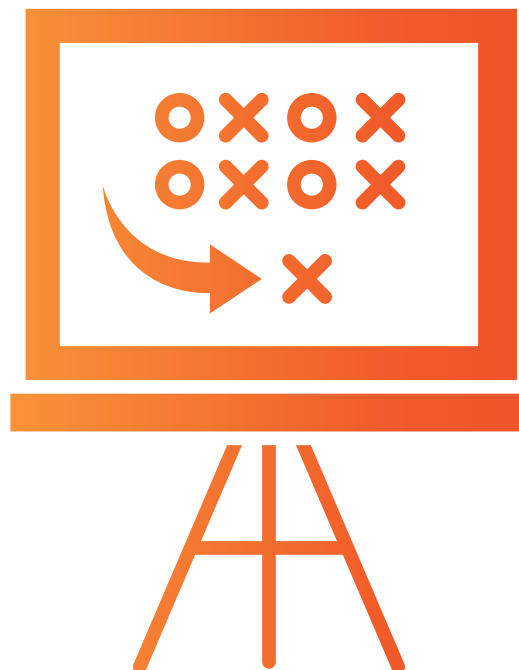
- Explain the 3 factors for ongoing monitoring compliance
- Identify acceptable sources and frequency for ongoing monitoring
- Define the 5 factors for credentialing system controls monitoring and reporting

*DELEGATED CREDENTIALING

Delegated credentialing can feel intimidating to both new and seasoned MSPs in the managed care environment. Explore the foundations of the delegated credentialing process, the elements of the delegation agreement, and the requirements for annual delegation oversight.

Objectives

- Explain 3 benefits of delegated credentialing to health plans and provider networks
- Identify 6 steps necessary for successful delegated credentialing
- Describe the the pre-delegation/annual oversight audit process





*REVENUE LIFE CYCLE

As provider enrollment specialists are increasingly asked to perform functions like billing, it's important to understand every step of the revenue cycle. Discover each role in revenue cycle management and how to be successful without changing your scope of responsibilities.

Objectives

- Identify 7 points in the revenue cycle
- Explain the different hats provider enrollment specialists are asked to wear
- Describe 4 pitfalls to avoid when assuming additional responsibilities



*PECOS 2.0

CMS is expected to launch PECOS 2.0 in June 2023, saying it will "revolutionize Medicare enrollment." Take a fresh look at PECOS 2.0 features that save time, tailor the application process, and deliver real-time status tracking for submitted applications.

Objectives

- Describe how PECOS 2.0 enables multiple enrollments with one application
- Identify 5 improvements impacting the enrollment and revalidation processes
- Explain how to get the most out of PECOS 2.0

*CAQH PROVIEW PRACTICE MANAGER MODULE

CAQH tracks more than 2 million practitioners, and the CAQH ProView Practice Manager Module can be leveraged to eliminate the need to duplicate information common to providers. Get next-level insights into how mid-size and large organizations can create efficiencies with this tool.

Objectives

- Explain 4 benefits of using the CAQH ProView Practice Manager Module
- Identify when to use 5 key CAQH Module features
- Describe the steps involved in exporting provider information

*PROVIDER ENROLLMENT BACKLOGS

At some point in their careers, most provider enrollment specialists will face a backlog that feels like a tidal wave. Instead of drowning, arm yourself with a timeline and an action plan. Receive a primer on turning the tide and recouping pending revenue while maintaining your equilibrium.

Objectives

- Describe how to prioritize applications for short-term revenue
- Explain 7 steps to take when tackling a backlog of applications
- Identify how to develop the soft skills that will see you through a crisis



*REPORTING EFFICIENCIES

Whether you're working out of a credentialing database or maintaining information in an Excel tracker, it's critical to develop meaningful provider enrollment reporting. Explore what to track and how to frame reports for results-driven provider enrollment.

Objectives

- Explain 4 goals of provider enrollment reporting
- Identify 7 key data elements for tracking and reporting
- Describe 3 ways to create efficiencies in reporting

*PROVIDER ENROLLMENT BASICS

For MSPs experienced in credentialing, provider enrollment can feel like the Wild West. The truth is, there is incredible opportunity for career advancement in the provider enrollment field. Discover basic provider enrollment frameworks, stakeholders, and career trajectories.

Objectives

- Identify each step in the provider enrollment cycle
- Describe technologies that assist provider enrollment specialists
- Explain how to best transition to the provider enrollment field

*PROVIDER ENROLLMENT FOR DELEGATED PROVIDERS

Provider enrollment for delegated providers provides opportunities to create efficiencies within the enrollment process, as well as in other essential business functions. Learn how to enter into delegated agreements with payers, navigate provider reviews, and streamline submission, tracking, and reconciliation.

Objectives

- Explain the advantages of combining delegated providers on a single roster
- Identify 3 methods of streamlining tracking and reconciliation
- Describe how to ensure provider data accuracy and directory compliance

*PROVIDER ENROLLMENT FOR DME PROVIDERS

Provider enrollment processes for DME providers are substantially different than for practitioners. Discover payer challenges and solutions for DME providers, including enrollment requirements, processing times, and technology options. In addition, understand the nuances of closed or narrow payer panels, required screenings, and licensing requirements.

Objectives

- Identify 5 common challenges when enrolling DME providers
- Explain the steps involved in screening DME providers
- Describe the licensing requirements for each type of DME provider



*SETTING UP NPPES & CAQH

NPPES and CAQH are the building blocks of successful provider enrollment, and nine out of ten private insurers use CAQH for certain provider types. Discover challenges and best practices for setting up NPPES and CAQH. Then, discover streamlined processes for keeping provider information up to date.

Objectives

- Explain the application process for an NPI
- Identify 3 processes that expedite CAQH configuration and set-up
- Describe when and how to set up surrogacy to perform application functions

STREAMLINING PROVIDER ENROLLMENT

The key to timely provider enrollment and reimbursement is gathering a complete package of information from the practitioner. The challenge is that different payers have diverse enrollment requirements. Discover the ideal roadmap for streamlined provider onboarding.

Objectives

- Explain the types of information required by payers
- Identify the elements of the ideal provider packet
- Describe the research needed for successful onboarding

PROVIDER ENROLLMENT METRICS

Because provider enrollment professionals are the gatekeepers of revenue, metrics are the key to judging success. Understand the reports needed to determine whether payers are adhering to their contracts and whether internal processes are producing the desired results.

Objectives

- Identify 6 key performance indicators for provider enrollment
- Explain why turnaround time reports are important
- Describe the knock-on effect of delayed enrollment

MAPPING THE PROVIDER ENROLLMENT PROCESS

Whether you're new to provider enrollment or a seasoned veteran, it's important to map the enrollment process. Understand the big picture of provider enrollment and then drill down to actionable steps involved in pre-enrollment and post-enrollment success.

Objectives

- Identify 3 types of payers
- Describe the 8 steps of the pre-enrollment process
- Explain the 4 steps of the post-enrollment process





PROVIDER ENROLLMENT SCRIPTS

While provider enrollment specialists excel in keeping an organization's revenue streams flowing, they may be less skilled at communicating with stakeholders. Discover how to develop scripts for working with payers and communicating with leadership.

Objectives

- Explain the link between provider enrollment effectiveness and communication
- Describe 4 scripts that can overcome common payer roadblocks
- Identify provider enrollment workflow talking points to explain value to leadership

OUT-OF-STATE PROVIDER ENROLLMENT

When an insured patient from out of state receives emergency services, payment can fall through the cracks. Learn efficient processes for enrolling a provider after services have been rendered and provide tips on communicating with payers.

Objectives

- Explain payer caveats that allow for post-service enrollment
- Identify efficient processes for post-service enrollment
- Describe 5 steps to ensure timely payment

PROVIDER ENROLLMENT OVERSIGHTS

When we focus on capturing waterfalls of revenue, the smaller streams can escape our attention. Uncover common oversights that leave money on the table. Learn everything from technical pointers to stakeholder strategies to tools and technologies.

Objectives

- Explain 3 critical technological tools that help maximize revenue
- Identify 4 often-overlooked ways to incrementally increase revenue
- Describe 3 strategies to get stakeholders to work for you

MERGING CREDENTIALING AND PROVIDER ENROLLMENT

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PROVIDER ENROLLMENT FOR BEHAVIORAL HEALTH

The demand for mental health services has never been greater, yet enrolling behavioral health providers poses unique challenges. Commercial insurance plans may have separate networks for behavioral health providers and requirements for Medicaid enrollment vary by state. Discover how to dismantle the roadblocks to successful provider enrollment for behavioral health providers.

Objectives

- Explain the elements of a typical behavioral health provider enrollment checklist
- Identify 5 primary provider types and services
- Describe the appeals process for denials

PROVIDER ENROLLMENT FOR LARGE HEALTH SYSTEMS

Timely provider enrollment is the cornerstone of revenue management for large health systems, yet provider enrollment specialists can face challenges gathering complete packages of information from practitioners. Learn how to scale provider enrollment processes to achieve revenue management goals.

Objectives

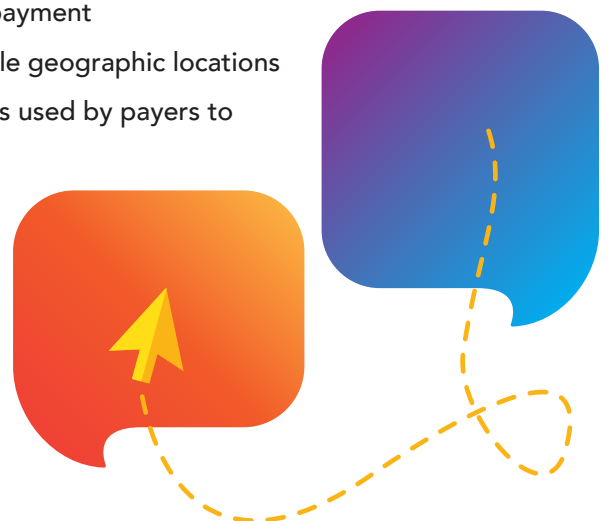
- Describe 3 strategies to master varying state requirements
- Explain the importance of managing timeline expectations
- Identify processes to ensure provider CAQH entries are accurate

PROVIDER ENROLLMENT FOR MULTI-SPECIALTY GROUPS

Multi-specialty groups face unique provider enrollment perils, ranging from payments that are sent to a physician's primary practice to inadvertently changing a new practitioner's existing CAQH profile. Learn how to build effective relationships with stakeholders to manage a dynamic environment. Then, discover how to create robust internal processes to identify provider enrollment issues.

Objectives

- Explain the impact of primary and secondary taxonomy codes on payment
- Identify solutions that allow groups to operate effectively in multiple geographic locations
- Describe how to best utilize national and state credentialing portals used by payers to maintain current information





*CULTIVATING CONNECTION & COMPASSION

Developing empathy is key to building bridges, fostering understanding, and creating a more compassionate and inclusive workplace. Explore strategies to increase empathy through active listening, emotional intelligence, and perspective-taking.

Objectives

- Explain cognitive, emotional, and compassionate empathy
- Identify the role of empathy in resolving conflicts, promoting inclusivity, and creating a positive workplace
- Describe self-empathy and its role in developing a compassionate mindset and self-care practices

*RELIEVING ANXIETY

When anxiety takes hold, our bodies respond as if we are facing a life-threatening situation, triggering the fight, flight, freeze, or fawn response. Explore the physiological and psychological aspects of anxiety, as well as strategies to effectively manage anxiety.

Objectives

- Explain the fight, flight, freeze, and fawn responses
- Identify 5 techniques for quelling anxiety
- Describe 3 strategies for embracing calm and building resilience

*CRITICAL THINKING

The ability to think critically, analyze complex situations, and make informed choices can propel us toward our goals. Explore the fundamental principles of decision making and delve into various approaches for enhancing critical thinking.

Objectives

- Explain 3 key components of critical thinking and its role in decision-making
- Describe strategies to overcome cognitive biases, analyze risks and benefits, and consider multiple perspectives

*EMOTION-DRIVEN BEHAVIOR

We may think of ourselves as rational, but intense physical and emotional states - think anger, hunger, and pain - can lead to emotion-driven behavior. Explore the "empathy gap" and reveal techniques for regaining emotional balance.

Objectives

- Explain the difference between hot states and cold states
- Describe the impact of the empathy gap in the workplace
- Identify 5 techniques for regulating your nervous system





*THE VALUE OF REGRET

A "no regrets" philosophy robs us of the opportunity for reflection and learning. Explore how to acknowledge our regrets with compassion rather than contempt, and the valuable ways that our failures reveal our values.

Objectives

- Explain the difference between bad decisions and bad outcomes
- Describe 5 ways regret can lead to wisdom
- Identify 4 elements of a "failure resume"

*DISAGREEING UP THE LADDER

Voicing disagreement to someone senior can feel risky, but the risks of not speaking up can be greater. Examine how to accurately gauge your risk and how to put guardrails in place when asserting your opinion.

Objectives

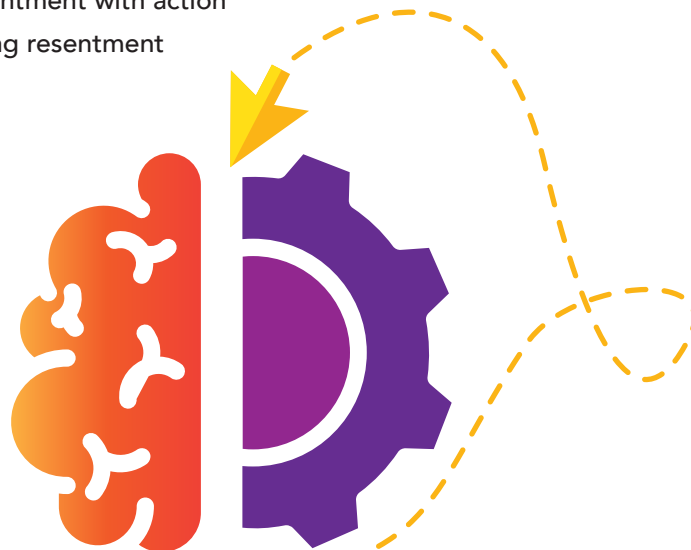
- Identify 3 reasons why a "going along to get along" philosophy is misguided
- Explain the 4 types of power in the workplace
- Describe the 6 steps of strategic disagreement

*LETTING GO OF RESENTMENT

Workplace resentment leads to job burnout. Advice columnist Ann Landers wrote, "Hanging onto resentment is letting someone you despise live rent-free in your head." Explore the root causes of resentment and how to show it the door.

Objectives

- Identify 5 causes of workplace resentment
- Explain the power of replacing resentment with action
- Describe 8 strategies for overcoming resentment





*THE ILLUSION OF CONTROL

In the healthcare workplace, the stakes are high and the pressure is on to get it right. But when we overestimate how much control we have, our decisions can suffer. Discuss how adjusting our perceptions of control can lead to better judgment and greater well-being.

Objectives

- Explain 5 causes of the illusion of control
- Identify 3 implications of the illusion of control
- Describe areas that are in your control and outside of your control

MANAGING A HEAVY WORKLOAD

Whether due to staffing shortages, increased responsibilities, or an organizational quest to maximize productivity, there may be times when your workload feels overwhelming. Discover strategies for communicating staffing needs, setting workplace boundaries, and avoiding burnout.

Objectives

- Identify 5 techniques for planning and prioritization
- Outline 3 strategies for framing staffing needs
- Explain 4 approaches to managing stress and developing resilience

BOOSTING EFFECTIVENESS WITH SELF-CONFIDENCE

Virtually everyone harbors self-doubt. Slaying that dragon can result in increased confidence, effectiveness, and happiness. Discover a roadmap for erasing your doubts, boosting your confidence, and achieving your goals.

Objectives

- Describe the ways that lived experience informs and defines confidence
- Identify 7 steps to counteracting self-doubt
- Explain 5 indicators of workplace confidence

EMOTIONAL DEXTERITY

Work and life can throw curveballs. Whether you crumble or thrive depends upon your emotional dexterity. Discover how to align your values and actions to better navigate change, and provide tools that lay the groundwork for personal and professional growth.

Objectives

- Explain the 5 hallmarks of emotional dexterity
- Identify the 4-stage stress continuum and its impact on performance
- Describe 3 exercises designed to enhance emotional dexterity



REDEFINING SELF-CARE

Self-care is a buzzword that represents escape from an overwhelming life. But self-care isn't a mani-pedi, a massage, or a round of golf. It's building a life from which you don't need to escape. Learn to redefine self-care and find strategies for making choices that nourish your mind, body, and spirit.

Objectives

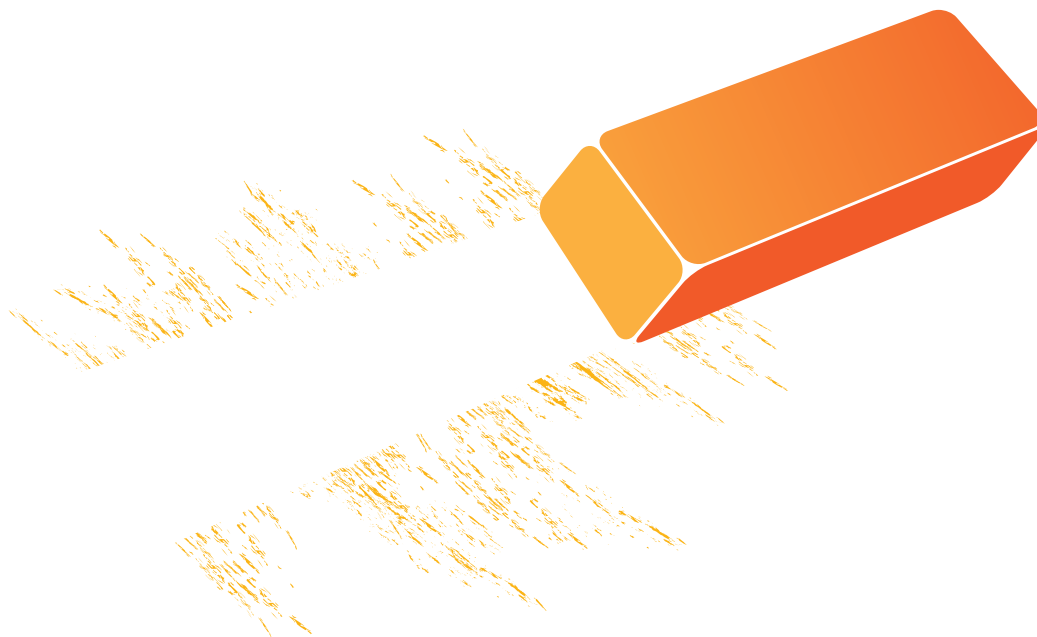
- Explain the difference between consumer self-care and actual self-care
- Identify 3 unreasonable expectations you have of yourself and strategies for letting them go
- Describe how better caring for yourself can improve your relationships with your team

HANDLING WORKPLACE MISTAKES

A workplace mistake can leave you feeling anxious, scared, or ashamed. Depending on the severity of the error, it might even jeopardize your position. Discover the toxicity of perfectionism, strategies for communicating errors, and accountability practices for a healthy workplace.

Objectives

- Identify 6 steps to handling emotional charge around mistakes
- Describe 3 accountability practices to support individual and team growth
- Explain effective management strategies for team member mistakes





*PEER REFERENCES & REVIEW

Because peer references are crucial in gauging a provider's clinical competency, accreditation bodies and medical staff bylaws have stringent standards. Understand compliance considerations and best practices for peer references and the review process.

Objectives

- Describe when, how, and why peer references are used
- Explain peer reference standards from 5 accreditation bodies
- Identify 6 best practices for peer reference review

*PEER REVIEW PROCESS IMPROVEMENTS

Efficient and effective peer reviews play a vital role in ensuring the highest standards of patient care, but the peer review process can be cumbersome. Find practical insights on leveraging process improvements to simplify data collection, facilitate timely and accurate documentation, and standardize evaluation criteria.

Objectives

- Describe the significance of streamlining the peer review process
- Discover best practices for implementing automation solutions
- Identify automation challenges related to regulatory compliance, data privacy, and security

PRACTITIONER QUALITY EVALUATIONS

MSPs are the gatekeepers of patient safety. Privileging is based in part on tools such as the Focused Professional Practice Evaluation and the Ongoing Professional Practice Evaluation. Learn how to simplify collaborative processes that collect meaningful data, ensure compliance, and contribute to patient safety.

Objectives

- Pinpoint the differences between the FPPE and OPPE
- Describe how to leverage internal structures to simplify the evaluation process
- Identify areas of collaboration among MSPs, Credentials and MEC Committees, and the Board

HEALTHCARE QUALITY

As healthcare quality data is increasingly tied to an organization's revenue streams, MSPs must move beyond viewing physician performance solely as a credentialing tool. Explore the connections between credentialing and healthcare quality, along with the implications for the future of the MSP profession.

Objectives

- Identify the parallels between healthcare quality data and physician performance tracking
- Describe how understanding revenue implications breaks down organizational silos
- Explain the potential for and implications of merging healthcare quality and performance data



*PRACTITIONER ONBOARDING

Effectively onboarding new healthcare practitioners is crucial for ensuring a smooth transition, optimizing patient care, and promoting organizational success. Discover best practices for onboarding/orientation and discuss strategies for expediting the onboarding timeline.

Objectives

- Explain 3 keys to effective communication and collaboration among onboarding stakeholders
- Describe a comprehensive practitioner onboarding plan
- Identify 5 opportunities to streamline onboarding

*ARTIFICIAL INTELLIGENCE

Harnessing artificial intelligence technologies can revolutionize administrative processes, streamline workflows, and improve efficiency and accuracy in Medical Staff Services. Delve into AI's practical applications and provide insights into how to leverage this technology for optimal results.

Objectives

- Explain the role and impact of AI in Medical Staff Services
- Describe limitations and challenges in deploying AI technologies
- Identify 5 ways MSPs can utilize AI for routine administrative tasks

*POWERPOINT PRESENTATIONS

Impactful PowerPoint presentations are essential to keeping meetings lively, delivering powerful messages, and achieving goals. Discover a step-by-step process for building compelling PowerPoint presentations that leave a lasting impression.

Objectives

- Describe the fundamental principles of visual design, slide structure, and storytelling
- Explain the effective use of colors, fonts, images, and graphics to enhance visual impact
- Identify 4 compelling ways to add interactive elements to presentations

*DATA RETENTION GUIDELINES

Even when it's stored in the cloud, old data can get cumbersome. Yet it's not always clear when to hit delete and when to hit pause. Review the drivers for data retention programs and best practices for Medical Staff Services.

Objectives

- Explain 3 goals of a data retention program
- Identify policies, regulations, and laws that impact data retention
- Describe 5 data management best practices





*MEDICAL STAFF LEADERSHIP

Physicians may be excellent clinicians, but excellence in medical staff leadership isn't taught in medical school. MSPs are uniquely positioned to introduce MSLs to Medical Staff Services. Discover a blueprint to support the growth and success of MSLs.

Objectives

- Identify 5 benchmarks for MSL success
- Explain 6 critical steps in MSL orientation
- Describe 5 processes that can support MSL growth

*MEETING FACILITATION

A great meeting facilitator creates space for engagement, alignment, and motivation. Discover facilitation best practices, how to minimize challenging behaviors, and the importance of facilitator neutrality.

Objectives

- Describe 5 central best practices of facilitation
- Explain how to handle power dynamics in meetings
- Identify 5 manipulative facilitator behaviors and how to avoid them

*HYBRID WORKPLACE CHALLENGES

The pandemic fueled remote work, and today an increasing number of organizations are experimenting with hybrid workforces as long-term solutions. Examine the challenges associated with hybrid onsite-remote teams. Then, discover strategies to increase productivity while improving the experience of working in a hybrid setting.

Objectives

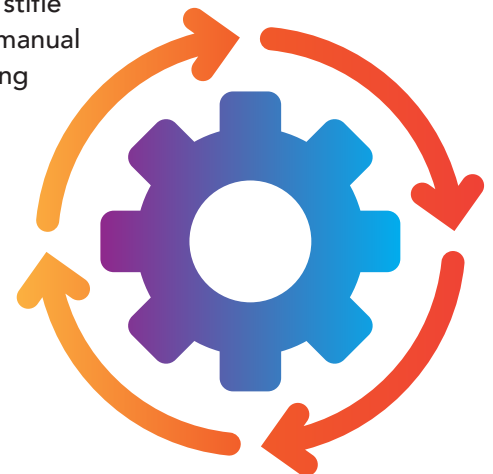
- Explain how staffing shortages can be mitigated with remote personnel
- Identify 6 common challenges facing remote workers
- Describe 5 practices designed to coalesce hybrid teams

*WORKFLOW AUTOMATION

Workforce shortages and operational inefficiencies can lead to bottlenecks that stifle an organization's effectiveness. Learn how to identify and automate redundant manual processes. Then, explore how to demolish information silos, enabling data sharing that drives efficiency.

Objectives

- Explain how workflow automation helps mitigate personnel shortages
- Identify 5 bottlenecks that undercut operational efficiency
- Describe 3 process automation strategies that support data sharing





TEAM STRUCTURES

The responsibilities and expectations of medical staff services are ever-evolving, making it crucial to adapt to today's healthcare environment. Explore how to refresh your team to meet accessibility and productivity demands, all while staying connected.

Objectives

- Explain the advantages and disadvantages of generalists and specialists
- Describe trends in function integration
- Identify new expectations regarding work hours and position status

MEETING MANAGEMENT

Hospitals and other healthcare organizations create an ever-increasing number of standing committees, ad-hoc committees, and task forces, which is why stellar meeting management can improve department performance by increasing efficiencies. Receive an outline of the principles of effective meeting management and then delve into tips and tricks to streamline meeting agendas, roles and responsibilities, and minutes.

Objectives

- Describe 3 strategies for reducing the frequency of meetings
- Create a meeting preparation checklist
- Identify meeting documentation required by standard accrediting bodies

CAREER PRACTICES

While we all take pride in our work, we may have knowledge gaps about career basics or need to polish our career practices. Apply lessons learned from the field that will elevate our professionalism. We'll discuss everything from workplace conflicts of interest and career portfolios to salary negotiations and professional development plans.

Objectives

- Explain 3 ways to avoid conflicts of interest in the workplace
- Identify 5 best practices for workplace communication
- Describe 4 negotiation strategies

PROJECT MANAGEMENT PRACTICES

Few projects go as expected. They can get stuck in the mud or take on a life of their own. Successfully shepherding a project from inception to completion requires satisfying stakeholders, assembling the right team, and anticipating complications. Examine best practices for project management and lessons learned from the field.

Objectives

- Describe strategies to move from plan to praxis
- Explain how to find talent to temporarily fill project roles
- Identify the signposts of optimally managed vs. poorly managed projects



*TEAM LOYALTY

Team member turnover is both costly and dispiriting. As a leader, you have the power to create a team that is dedicated, loyal, and satisfied. Explore strategies to create a work environment that fosters team motivation and cohesion.

Objectives

- Describe the importance of understanding the needs of individual team members
- Explain the importance of modeling humility and curiosity
- Identify 5 predictors of high-performing teams

*PERSONAL CHALLENGES

Leaders are people and people can go through periods of personal struggle. It can be difficult to serve teams and organizations while navigating challenges. Explore how to meet your own needs while using your experiences to become a better leader.

Objectives

- Identify 5 approaches to leading while struggling
- Describe how to view challenges within the framework of your life and leadership
- Explain how best to communicate with your team about your challenges

*BEHAVIORAL STYLES & EFFECTIVENESS

Understanding team members' behavioral styles is key to maximizing each person's contributions. Discover the characteristics of four behavioral styles and how each can positively or negatively impact your team. Then, discover the most effective communication strategies for each.

Objectives

- Explain the differences among 4 behavioral styles
- Identify 4 communication strategies for each behavioral style
- Describe the benefits of multiple behavioral styles on a team





*FOLLOWING WITH CONVICTION

The relentless focus on leadership often eclipses the importance of followers. Examine the unique contributions of followers, how to be an effective follower, and what followers should expect from leadership.

Objectives

- Explain 5 qualities of a strong follower
- Identify the ways that followers can challenge themselves, their coworkers, and their leaders
- Describe the follower's responsibility to their organization

*LISTENING

Leaders' voices are amplified in the workplace, but listening is often overlooked. Listening to learn increases leadership capacity, situational awareness, and empathy. Explore the potential for listening in leadership, the techniques of active listening, and key questions to ask team members.

Objectives

- Describe the 3 levels of listening
- Explain the power of asking, "What do you think?"
- Identify 5 techniques to develop active listening skills

*COMMUNICATING YOUR SUCCESSES

Recognition for routinely managing teams, guiding projects to completion, and hitting targeted goals can be in short supply, especially in environments where the focus is on the crisis-of-the-week. Learn why it's important to communicate successes and how to tailor messaging to a variety of stakeholders.

Objectives

- Identify 5 types of workplace communication
- Describe the organizational and team benefits of communicating successes
- Explain how to tailor messages of success to different stakeholders

*OFFICE POLITICS

Political intelligence in the workplace is often undervalued and sometimes viewed as evil. Discover the myths of office politics and learn how to navigate the work environment while staying true to your values.

Objectives

- Identify 5 myths of office politics
- Explain the benefits of cultivating political intelligence
- Discuss the difference between performance currency and relationship currency



*ROBUST HYBRID TEAMS

The healthcare industry is still finding its way in remote and hybrid work environments. Explore successful strategies to lead, grow, and nurture remote and hybrid teams. Then, discuss the hallmarks of success for collaboration in an increasingly virtual world.

Objectives

- Describe 5 integral remote leadership qualities
- Identify 7 strategies to keep remote team members motivated and engaged
- Explain 5 digital platforms that encourage collaboration

*TEAM EMOTIONAL INTELLIGENCE

It's relatively easy to teach a team member the technical skills needed to perform their job, but teaching soft skills can be harrowing. Discuss how to develop an organizational culture where team members can develop emotional intelligence.

Objectives

- Explain how to hire for emotional intelligence
- Identify 4 ways to pinpoint EI strengths and weaknesses
- Describe 5 strategies to increase individual and team soft skills

*SUCCESSION PLANNING

Creating a talent pipeline is critical to ensuring smooth transitions as team members offboard and onboard. Discuss the rationale for succession planning and a step-by-step outline for creating and implementing your own succession plan.

Objectives

- Describe the business case for engaging in succession planning
- Identify the 6 elements of a succession plan
- Explain the role of professional development in creating a talent pool





NEGOTIATION

Negotiation lays the groundwork for success, playing a role in everything from setting salaries to team collaboration. Understanding the process and avoiding the pitfalls enables all parties to arrive at a meaningful and satisfactory “yes.” Discover how to develop the skills and tactics used by master negotiators.

Objectives

- Describe the role of workplace negotiations
- Explain 4 facets of the negotiating mindset
- Identify 6 skills that are the foundation of fruitful negotiations

CONFLICT RESOLUTION

Conflict is unavoidable. It’s human nature to get uncomfortable, frustrated, or angry. Left unchecked, conflict can derail teams and undermine workplace goals. Discover how to de-escalate conflict, resolve disputes, and implement strategies designed to lessen workplace friction.

Objectives

- Explain 5 contributing factors to workplace conflict
- Describe 7 steps to resolving disputes in the workplace
- Identify 3 conflict prevention strategies

REFRAMING INTELLIGENCE

In our society, two types of intelligence are routinely rewarded: linguistic and logical. But humans excel in arenas ranging from spatial ability to interpersonal skills. Explore the theory of multiple intelligences and how to identify and leverage team members’ strengths.

Objectives

- Identify 8 modalities of intelligence and the characteristics of each
- Explain how to create a workplace culture that nurtures multiple intelligences
- Describe 3 strategies for matching individual strengths to workplace responsibilities

WORKPLACE LOVE LANGUAGES

Understanding your partner’s love language helps sustain your romantic relationship. Similarly, understanding your coworkers’ love languages helps you create a cohesive team. Learn how to identify workplace love languages and utilize that knowledge to make team members feel respected and valued.

Objectives

- Identify 4 workplace love languages
- Outline 3 examples of workplace communication for each love language
- Explain how leveraging love languages creates a culture of empathy and respect





WORKING WITH DIFFICULT PEOPLE

Virtually every workplace has people who gossip, slack off, whine, bully - or worse. Learning how to work with difficult people is key to your effectiveness and well-being. Learn to identify archetypes of challenging coworkers, strategies for dealing with each, and when to escalate issues to leadership.

Objectives

- Identify 6 types of difficult coworkers
- Describe 8 strategies to employ when interacting with difficult people
- Explain 5 steps to take when discussing a coworker with leadership

LEADERSHIP AGILITY

Agile leadership can become your superpower. It requires the flexibility to respond to an evolving landscape, the ability to experiment with new methods in real time, and the foresight to anticipate future challenges and opportunities. Explore the competencies and key drivers of agile leaders.

Objectives

- Describe the benefits of agile leadership
- Explain the 5 key drivers of agile leadership
- Identify the 8 competencies shared by agile leaders





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