

**Kathy Matzka, CPMSM, CPCS, FMSP  
1304 Scott Troy Rd, Lebanon, IL, 62254**

**PROFESSIONAL WORK HISTORY:**

6/2001 – Present	Independent Speaker/Consultant
8/1987 – 6/2001	Medical Staff Coordinator, Memorial Hospital, Belleville, IL

**CERTIFICATIONS/CREDENTIALS:**

- Certified Professional Medical Services Management, 6/1/1991 - Present
- Certified Provider Credentialing Specialist, 7/22/1997 – Present
- NAMSS Fellow Medical Services Professional (FMSP) – July 2016

**PUBLICATIONS:**

**Books and Educational Resources**

1. Author *National Association Medical Staff Services Core Curriculum, Unit III, Meeting Management, Documentation, and Management of Information*, 2000
2. Author “*MSSP’s Take Charge*”, Opus Communications, 2002
3. Contributing Editor “*Credentialing and Privileging Desk Reference*”, HCPro, Inc., 2002 - 2007 Editions
4. Contributing Editor “*Credentials Verification Desk Reference*”, HCPro, Inc., 2008 - 2010 Editions
5. Contributor/Developer *CPMSM Professional Development Study Guide and Handbook*, National Association Medical Staff Services, 2003 – 2010
6. Contributor/Developer *CPCS Professional Development Study Guide and Handbook*, National Association Medical Staff Services, 2003 – 2010
7. Contributor/Developer National Association Medical Staff Services’ Independent Study Program – Course 3, *Principles of Medical Staff Organization and Healthcare Finance*, 2000 – 2006
8. Research assistant/Contributor, *Privileging Conflicts*, HCPro, Inc., 2005
9. Author *Compliance Guide to JCAHO 2007 Medical Staff Standards, Fifth Edition*, HCPro, Inc., 2006
10. Author *The Medical Staff Meeting Companion: Tools and Techniques for Effective Presentations* HCPro, Inc., 2008
11. Author *Compliance Guide to Joint Commission Medical Staff Standards, Sixth Edition* – HCPro, Inc., 2008
12. Author, Medical Staff Credentialing and Recredentialing chapter, *Hospital CEO Manual*, Illinois Critical Access Hospital Network, 2010
13. Author *The Chapter Leader’s Guide to Medical Staff: Practical Insight on Joint Commission Standards* HCPro, Inc., 2011
14. Author Medical Staff Credentialing and Recredentialing chapter, *Governing Board Manual*, Illinois Critical Access Hospital Network, 2011
15. Author, *Medical Staff Standards Crosswalk: A Quick Reference Guide to The Joint Commission, CMS, HFAP, and DNV Standards*, HCPro, Inc., 2011
16. Co-Author, *Verify and Comply: Credentialing and Medical Staff Standards Crosswalk, Sixth Edition*, HCPro, Inc., 2014
17. Contributor/Developer/Editor National Association Medical Staff Services’ CPSC Certification Workshop, 2008 – 2016
18. Contributor/Developer/Editor National Association Medical Staff Services’ CPMSM Certification Workshop, 2008 – 2016
19. Author, *The Clinicians Quick Guide to Credentialing and Privileging*, HCPro, Inc., 2017
20. Contributor *The Credentialing and Privileging Toolbox: Field Tested Documents for Compliance, Management, and Process Improvement*, HcPro, 2017
21. Contributor, *Medical Staff Management: Forms, Policies, and Procedures for Healthcare Providers*

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22. Author *The Chapter Leader's Guide to Medical Staff: Practical Insight on Joint Commission Standards, Second Edition*, HCPro, 2019

**Professional Magazine Articles Published**

1. "Confidentiality in the Documentation of Peer Review Activities", National Association of Medical Staff Services *OverView*: January-February 1994; Vol. 21, No.1
2. "Taking the Initiative", National Association of Medical Staff Services *OverView*: July-August 1995; Vol. 22, No.4
3. "Take Care When Releasing Information to Third Parties", National Association of Medical Staff Services *OverView*: July-August 1996; Vol. 23, No.4
4. "Reengineering the Medical Staff Peer Review Process", National Association of Medical Staff Services *OverView*: August 1997; Vol. 24, Issue 7
5. January - December, 1997 - Monthly column - *Situations and Solutions*, National Association of Medical Staff Services *OverView*
6. Letter to Editor *The Physician Executive*, Jan./Feb. 1999, Re: Article entitled "A Centralized Verification System"
7. *JCAHO Clarifies Use of Temporary Privileges – Again*, National Association Medical Staff Services *Synergy*, May/June 2001
8. *Developing Leadership and Management Skills*, NAMSS *Synergy*, Volume 32 No. 3, May/June 2004
9. "Hospitals and Medical Staffs Square Off Over Bylaws Amendment", National Association Medical Staff Services *Synergy*, Vol. 32, No. 6, November/December 2004
10. "JCAHO Under Congressional Gun", National Association Medical Staff Services *Synergy*, Vol. 34, No. 6, November/December 2006
11. "Credentials File Audits: Patient Safety and Organization Protection", *New Perspectives*, November 2008 Journal of the Association of Healthcare Internal Auditors, Inc. Vol. 27, No. 4 – Awarded Non-Member Article of the Year
12. "Striving Toward Transparency in Credentialing and Privileging Decisions", *Physician Executive Journal*, American College of Physician Executives, March/ April, 2010; reprint in NAMSS *Synergy* March/April 2010
13. "The Evolving Medical Staff: Keeping up with the Practice of Hospital Medicine", *Physician Executive Journal*, American College of Physician Executives, September/October 2011
14. "Getting and Sharing Relevant Data", *Credentialing Resource Center Journal*, March 2015
15. "It is Time to Rewrite the Healthcare Quality Improvement Act of 1986", *Physician Leadership Journal*, January/February 2017
16. "Is it Time to Rewrite the Healthcare Quality Improvement Act of 1986?", NAMSS *Synergy*, May/June 2017
17. "Consulting as an Expert Witness in Credentialing and Privileging", NAMSS *Synergy*, July/August 2018

**PROFESSIONAL MEMBERSHIPS**

- National Association Medical Staff Services
- Missouri Association Medical Staff Services
- Illinois Association Medical Staff Services
- Greater St. Louis Area Chapter of the Missouri Association Medical Staff Services

**AWARDS**

- Member Article of the Year, NAMSS Overview, October, 1995
- Non-Member Author of the Year, Association of Healthcare Internal Auditors, September 2009

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- Joan Covell Carpenter Award, National Association Medical Staff Services, October, 2017

**PROFESSIONAL APPOINTMENTS**

- Instructor, National Association Medical Staff Services, 2005 – 2017
- Credentialing Resource Center News, Analysis, and Education Board – October 2016 - present
- Editorial Advisory Board *Briefings on Credentialing*, HCPro, March 1997 – October 2016
- Editorial Advisory Board, *Credentialing and Peer Review Legal Insider*, HCPro, January 2008 – October 2016
- Advisory Board, The Council On The Global Integration Of Healthcare 2009 – 2012
- Editorial Advisory Board, *Advisor for Medical and Professional Staff Services*, C&R Publications, 2002 – 2006
- NAMSS Independent Study Program Team Member – 2000 - 2007
- NAMSS Library Team Member – 2002- 2007
- President, Missouri Association of Medical Staff Services, November 2000 - 2002
- President-Elect, Missouri Association of Medical Staff Services, June 2000 – November 2000
- President, Greater St. Louis Area Chapter Missouri Association of Medical Staff Services, 1998 –1999
- President-Elect, Greater St. Louis Area Chapter Missouri Association Medical Staff Services, 1996 - 1997
- Editorial Board, *OverView*, National Association of Medical Staff Services, January – December, 1997
- National Association of Medical Staff Services Strategic Planning Committee – 1997
- National Association of Medical Staff Services Conference Planning Committee – 1998 - 1999
- National Association of Medical Staff Services Nominating Committee – 1999 – 2000

**PRESENTATIONS**

1. "Reengineering the Peer Review Process", Missouri Association of Medical Staff Services, Osage Beach, MO, June 27, 1997
2. "Reengineering the Peer Review Process", Greater St. Louis Area Chapter of Missouri Association of Medical Staff Services, St. Louis, MO, September 15, 1997
3. "Credentialing Basics" – St. Louis University School of Allied Health, St. Louis, MO, March 2000, and March 2001, March 2002, March 2004
4. "Illinois Standard Credentials Application" - Memorial Hospital, Belleville, IL – November, 2000
5. "Credentialing Basics Panel Discussion" – Missouri Association of Medical Staff Services and Kansas Association of Medical Staff Services Summer Educational Conference, Kansas City, MO, August 3, 2001.
6. "JCAHO Standards for the Medical Staff" – Memorial Hospital, Belleville, IL , July, 2001
7. "Gearing Up for Compliance" Illinois Hospital & Health Systems Organization Conference, Panel Discussion, Springfield, IL, November 1, 2001, Chicago, IL, November 2, 2001
8. "Temporary Privileges and Fast Track Credentialing", Missouri Association of Medical Staff Services Fall Conference, Missouri Hospital Association Annual Meeting, Osage Beach, MO, November 8, 2001
9. "Professional Development for MSSPs", Greater StL Chapter MOAMSS, St. Louis, MO, March 12, 2003
10. Administration and Management, NAMSS Seminar Series, Nashville, TN, March 28, 2003.
11. "Professional Development for MSSPs", Michigan Association Medical Staff Services Conference, Frankenmuth, MI, April 24, 2003
12. "Administration and Management Concepts" Greater St. Louis Area Chapter, Missouri Association Medical Staff Services Conference, St. Louis, MO, August 16, 2003
13. "Professional Development for MSSPs", Greater St. Louis Area Chapter, Missouri Association Medical Staff Services Conference, St. Louis, MO, August 16, 2003
14. "Professional Development for MSSPs", Michigan Association Medical Staff Services Conference, Frankenmuth, MI, April 24, 2003
15. "Administration and Management Concepts" Greater St. Louis Area Chapter, Missouri Association Medical Staff Services Conference, St. Louis, MO, August 16, 2003

## Presentations, Continued

16. "Professional Development for MSSPs", Greater St. Louis Area Chapter, Missouri Association Medical Staff Services Conference, St. Louis, MO, August 16, 2003
17. "MSSPs Take Charge, Keys to Professional Development", Nevada Association Medical Staff Services Conference, August 22, 2003
18. "Credentialing and Privileging AHPs and CAM Providers", Nevada Association Medical Staff Services Conference, August 22, 2003
19. "Credentialing and Privileging Basics", Missouri Association Medical Staff Services Conference, Springfield, MO. November 11, 2003.
20. "MSSPs Take Charge, Keys to Professional Development", Nevada Association Medical Staff Services Conference, November 13, 2003
21. "MSSPs Take Charge, Keys to Professional Development", Greater St. Louis Area Chapter Missouri Association Medical Staff Services Meeting, January 15, 2004
22. "Medical Staff Meeting Management", New Hampshire Association Medical Staff Services Conference, Manchester, NH, April 29-30, 2004
23. "Medical Staff Meeting Management", New Hampshire Association Medical Staff Services Conference, Manchester, NH, April 29-30, 2004
24. "Basic Credentialing and Recredentialing", New Hampshire Association Medical Staff Services Conference, Manchester, NH, April 29-30, 2004
25. "MSSPs Take Charge, Keys to Professional Development", New Hampshire Association Medical Staff Services Conference, Manchester, NH, April 29-30, 2004
26. "MSSPs Take Charge, Keys to Professional Development", Florida Association Medical Staff Services Conference, Dayton, FL, May 13, 2004
27. "MSSPs Take Charge, Keys to Professional Development", Georgia/Alabama Association Medical Staff Services Conference, Destin, FL, May 21, 2004
28. "MSSPs Take Charge, Keys to Professional Development", Illinois Association Medical Staff Services Conference, Oakbrook, Il, June 17, 2004
29. "Medical Staff Meeting Management", Missouri Hospital Association, Jefferson City, MO, September 15, 2004
30. "Medical Staff Meeting Management", Greater St. Louis Area Chapter Missouri Association Medical Staff Services Meeting, September 19, 2004
31. "Medical Staff Meeting Management", Wisconsin Assoc. Medical Staff Services, Elkhart Lake, WI, October 21, 2004
32. "Temporary and Disaster Privileges and Expedited Credentialing", Wisconsin Association Medical Staff Services, Elkhart Lake, WI, October 21, 2004
33. "MSPs Take Charge, Keys to Professional Development", Wisconsin Association Medical Staff Services, Elkhart Lake, WI, October 21, 2004
34. "Current Issues in Credentialing", Maryland Association Medical Staff Services, Olney, MA, November 5, 2004
35. "Evaluating the Effectiveness of Medical Staff Meetings and Restructuring of Committees", Maryland Association Medical Staff Services, Olney, MA, November 5, 2004
36. "Evaluating, Developing and Implementing Core Privileges, Maryland Association Medical Staff Services, Olney, MA, November 5, 2004
37. "Evaluating, Developing and Implementing Core Privileges", New Hampshire Association Medical Staff Services, North Conway, NH, May 19, 2005
38. "Hot Topics in Credentialing and Privileging", New Hampshire Association Medical Staff Services, North Conway, NH, May 19, 2005
39. "Credentialing Physicians and Allied Health Professionals", Missouri Hospital Association, Springfield, MO, June 16, 2005,
40. "Credentialing Physicians and Allied Health Professionals", Missouri Hospital Association, Blue Springs, MO, July 28 2005
41. "Credentialing Physicians and Allied Health Professionals", Missouri Hospital Association, St. Louis, MO August 11, 2005
42. "Hot Topics in Credentialing and Privileging", Nebraska Association Medical Staff Services, Omaha, NE, September 23, 2005

## Presentations, Continued

43. "MSPs Take Charge, Keys to Professional Development", Nebraska Association Medical Staff Services, Omaha, NE, September 23, 2005
44. "Networking Techniques for MSPs" Webinar through Edge-U-Cate, October 14, 2005
45. "Privileging Essentials", Symed Users Conference, Franklin, TN, April 6, 2006
46. "Peer Review", Symed Users Conference, Franklin, TN, April 6, 2006
47. "Hot Topics in Credentialing and Privileging", Kentucky Association Medical Staff Services, Louisville, KY, April 14, 2006
48. "Effective Communication for MSPs", Kentucky Association Medical Staff Services, Louisville, KY, April 14, 2006
49. "Hot Topics in Credentialing and Privileging", South Dakota Association Medical Staff Service, Sioux Falls, South Dakota, April 24, 2006
50. "MSSPs Take Charge: Keys to Professional Development", South Dakota Association Medical Staff Service, Sioux Falls, South Dakota, April 24, 2006
51. "Hot Topics in Credentialing and Privileging" Pennsylvania Association Medical Staff Services, Altoona, PA, May 4, 2006
52. "Core Privileges – Understanding what CMS, JCAHO, and AOA Require for Privileging", Pennsylvania Association Medical Staff Services, Altoona, PA, May 4, 2006
53. "Evaluating the Effectives of Medical Staff Meetings, Illinois Association Medical Staff Services, Chicago, IL, May 5, 2006
54. "MSSPs Take Charge: Defining and Communicating Your Value", Illinois Association Medical Staff Services, Chicago, IL May 5, 2006
55. "Medical Staff Bylaws", Missouri Hospital Association, Columbia, MO, May 17, 2006
56. "Temporary and Disaster Privileging", Massachusetts Association of Medical Staff Services 23rd Annual Education Conference, South Yarmouth, Massachusetts, June 1, 2006
57. "Provider Competency in Privileging", Tennessee Association Medical Staff Services, Gatlinburg, TN, June 10, 2006
58. "Credentialing and Privileging Basics", Tennessee Association Medical Staff Services, Gatlinburg, TN, June 10, 2006
59. "Hot Topics in Credentialing and Privileging", Greater St. Louis Area Chapter of Missouri Association Medical Staff Services, St. Louis, MO, July 12, 2006
60. "Getting Noticed in a Good Way", Greater St. Louis Area Chapter of Missouri Association Medical Staff Services, St. Louis, MO, July 12, 2006
61. "Professional Development for Medical Staff Services Professionals" 2 Day seminar covering credentialing, privileging and medical staff services management, National Association Medical Staff Services Annual Conference, Atlanta, GA, September 16-17, 2006
62. "Getting Noticed in a Good Way – Networking and Communication Skills", National Association Medical Staff Services Annual Conference, Atlanta, GA, September 20, 2006.
63. "Getting Noticed in a Good Way – Networking and Communication Skills", Wisconsin Association Medical Staff Services Annual Conference, Sheboygan, WI, October 19, 2006.
64. "Provider Competency in Privileging"; Mississippi Association Medical Staff Services Annual Conference; Jackson, MS, December 6, 2006.
65. "Credentialing Allied Health Professionals and Complementary and Alternative Medicine Providers"; Mississippi Association Medical Staff Services Annual Conference; Jackson, MS, December 6, 2006
66. "Credentialing and Privileging: The Basics and Beyond", Missouri Hospital Association, Columbia, MO, January 31, 2007
67. "Provider Competency in Privileging", Oregon Association Medical Staff Services Annual Conference, Newport, OR, March 21-22, 2007.
68. "Peer Review and Performance Improvement", Oregon Association Medical Staff Services Annual Conference, Newport, OR, March 21-22, 2007
69. "Credentialing Comprehensive and Alternative Medicine Providers", Oregon Association Medical Staff Services Annual Conference, Newport, OR, March 21-22, 2007
70. "MSPs Take Charge!", Oregon Association Medical Staff Services Annual Conference, Newport, OR, March 21-22, 2007

## Presentations, Continued

71. "Credentialing and Privileging Basics and Beyond", Colorado Association Medical Staff Services, Cripple Creek, Colorado, May 4-5, 2007
72. "MSP's Take Charge", Colorado Association Medical Staff Services, Cripple Creek, Colorado, May 4-5, 2007
73. "Understanding the Peer Review and Performance Improvement Processes". Colorado Association Medical Staff Services, Cripple Creek, Colorado, May 4-5, 2007
74. "Joint Commission Medical Staff Standards" Colorado Association Medical Staff Services, Cripple Creek, Colorado, May 4-5, 2007
75. "Peer Review", Washington Association Medical Staff Services, Kennewick, Washington, May 17, 2007
76. "Credentialing and Privileging of AHP and CAM", Washington Association Medical Staff Services, Kennewick, Washington, May 17, 2007
77. "Professional Development for Medical Staff Services Professionals" 2 Day seminar covering credentialing, privileging and medical staff services management, National Association Medical Staff Services Annual Conference, New York, NY, September 29-30, 2007
78. "Extraordinary Leadership Workshop: Transforming Good Managers into Great Leaders", National Association Medical Staff Services Annual Conference, New York, NY, October 3, 2007
79. "Recent Changes in Joint Commission Medical Staff Standards", Greater St. Louis Area Chapter of the Missouri Association Medical Staff Services, Belleville, IL, October 10, 2007
80. "Optimize Credentialing and MEC Meetings: Achieving Effectiveness through MSP/Medical Staff Collaboration" HCPRO Webinar, October 6, 2007
81. "Provider Competency in Privileging", Maryland Association Medical Staff Services, November 9, 2007
82. "Credentialing and Privileging: The Basics and Beyond", Missouri Hospital Association, Columbia, MO, January 16, 2008
83. "Credentialing and Privileging Overview", Memorial Hospital Medical Office Assistants, Belleville, IL, March 14, 2008
84. "Leadership is Succession Planning", Missouri Association Medical Staff Services, St. Louis, MO, April 18, 2008
85. "Leadership is Succession Planning", New Jersey Association Medical Staff Services, Atlantic City, NJ, April 25, 2008
86. "NCQA Standards Update", New Jersey Association Medical Staff Services, Services, Atlantic City, NJ, April 25, 2008
87. "Effective Communication", New Jersey Association Medical Staff Services, Services, Atlantic City, NJ, April 25, 2008
88. "Provider Competency in Privileging", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 2, 2008
89. "Current Issues in Negligent Credentialing", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 2, 2008
90. "Hot Topics in Credentialing and Privileging", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 2, 2008
91. "Medical Staff Issues Grand Rounds", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 2, 2008
92. "Improving Verification Efficiency", CPDR Online WebEx Demo, August 27, 2008
93. "CPCS Prep Workshop", NAMSS National Conference, Milwaukee, WI, October 10-11, 2008
94. "Locum Tenens and Telemedicine: Credentialing and Competency", NAMSS National Conference, Milwaukee, WI, October 14, 2008
95. "Hot Topics in Credentialing and Privileging", Wisconsin Association Medical Staff Services, Green Lake, WI, April 16, 2008
96. "Current Issues in Negligent Credentialing", Wisconsin Association Medical Staff Services, Green Lake, WI, April 16, 2008
97. "Provider Competency in Privileging", Wisconsin Association Medical Staff Services, Green Lake, WI, April 16, 2008
98. "Credentialing in the Event of a Disaster", Illinois Association Medical Staff Services, Springfield, IL, April 24, 2008

## Presentations, Continued

99. "CPCS Certification Workshop", Georgia/Alabama Association Medical Staff Services, Hilton Head, S.C., April 29-30, 2009
100. "Hot Topics in Credentialing and Privileging", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 8, 2009
101. "Documenting Competency in Privileging", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 8, 2009
102. "Joint Commission Accreditation Standards for the Medical Staff", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 8, 2009
103. "Credentialing and Recredentialing: Back to Basics" Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 8, 2009
104. "Current Issues in Credentialing and Privileging", Missouri Hospital Association, Columbia, MO, May 28, 2009.
105. "CPCS Certification Workshop", National Association Medical Staff Services, Chicago, IL, June 19 – 20, 2009
106. "CPMSM Certification Workshop", National Association Medical Staff Services, St. Louis, MO, July 8 – 9, 2009
107. "Professional Development for Medical Staff Services Professionals" 2 Day seminar covering credentialing, privileging and medical staff services management, Joint Conference Missouri Association Medical Staff Services and Kansas Association Medical Staff Services, North Kansas City, MO, July 23-24, 2009
108. "Credentialing, Recredentialing, and Privileging Basics", Illinois Critical Access Network, Springfield, IL, October 7, 2009
109. "CPCS Certification Workshop", New Jersey Association Medical Staff Services, Atlantic City, NJ, November 2-3, 2009
110. "Certified Provider Medical Services Management (CPMSM) Certification Preparation Course", April 10-11, 2009, Corpus Christi, TX
111. "Taking the Helm of FPPE & OPPE", Moderator, Panel Discussion, Texas Society for Medical Staff Specialists, Corpus Christi, TX, April 12, 2010
112. "Hot Topics in Credentialing and Privileging", Texas Society for Medical Staff Specialists, Corpus Christi, TX, April 13, 2010
113. "Credentialing Allied Health and Complimentary and Alternative Medicine Providers" Greater St. Louis Area Chapter Missouri Association Medical Staff Services, St. Charles, MO, April 15, 2010
114. "Advanced Credentialing and Privileging Concepts", Illinois Critical Access Hospital Network, Springfield, IL, April 22, 2010
115. "Provider Competency in Privileging", Indiana Association Medical Staff Services, Jasper, IN, April 30, 2010
116. "Hot Topics in Credentialing and Privileging", Indiana Association Medical Staff Services Jasper, IN, April 30, 2010
117. "Provider Competency in Privileging", South Dakota Association Medical Staff Services, Sioux Falls, SD, May 3, 2010
118. "Temporary Privileges and Expedited Credentialing", South Dakota Association Medical Staff Services, Sioux Falls, SD, May 3, 2010
119. "Hot Topics in Credentialing and Privileging", South Dakota Association Medical Staff Services, Sioux Falls, SD, May 3, 2010
120. "Credentialing 101: Maintaining, Supporting, and Facilitating Effective Credentialing and Privileging Processes", Missouri Hospital Association, Columbia, MO, May 20, 2010
121. "Performing Credentials File Audits", Kansas Association Medical Staff Services, Wichita, Kansas, June 3, 2010
122. "Hot Topics in Credentialing and Privileging", Kansas Association Medical Staff Services, Wichita, Kansas, June 3, 2010
123. "Provider Competency in Privileging", Kansas Association Medical Staff Services, Wichita, Kansas, June 3, 2010
124. "Current Issues in Negligent Credentialing", Kansas Association Medical Staff Services, Wichita, Kansas, June 3, 2010

## Presentations, Continued

125. "Applying Critical Thinking Skills To Avoid Confirmation Bias in Credentialing Decisions", Kansas Association Medical Staff Services, Wichita, Kansas, June 3, 2010
126. "MSP Career Progression: Is Consulting the Next Right Step for You?", Greater St. Louis Area Chapter Missouri Association Medical Staff Services, July 14, 2010, St. Louis, MO.
127. "Applying Critical Thinking Skills To Avoid Confirmation Bias in Credentialing Decisions", Louisiana Association Medical Staff Services, Wichita, Kansas, July 30, 2010
128. "Hot Topics in Credentialing and Privileging", Louisiana Association Medical Staff Services, Alexandria, Louisiana, July 30, 2010
129. "Comparison of Joint Commission and DNV NIAHO Medical Staff Accreditation Standards", Louisiana Association Medical Staff Services, Alexandria, Louisiana, July 30, 2010
130. "Understanding Negligence In Credentialing", Louisiana Association Medical Staff Services, Alexandria, Louisiana, July 30, 2010
131. "Credentialing and Privileging Allied Health Professionals and Complementary and Alternative Healthcare Providers", New Mexico Association Medical Staff Services, Albuquerque, NM, August 20, 2010
132. "Developing and Maintaining Practitioner Privileging Systems", Illinois Critical Access Hospital Network Webinar, September 30, 2010
133. "Certified Provider Medical Services Management (CPMSM) Certification Preparation Course", NAMSS National Conference, Orlando, FL, October 2-3, 2010
134. "CVO Customer Service: Meeting Needs and Enhancing Satisfaction" NAMSS National Conference, Orlando, FL, October 6, 2010
135. "MSP Career Progression: Is Consulting the Right Next Step for You? ", NAMSS National Conference, Orlando, FL, October 6, 2010
136. "Provider Competency Evaluation and Documentation", Illinois Critical Access Hospital Network Webinar, October 21, 2010
137. "Understanding CMS' Proposed Changes Regarding Telemedicine", Illinois Critical Access Hospital Network Webinar, November 4, 2010
138. "Provider Competency in Privileging", Webinar Instruct Online, March 24, 2011
139. "Understanding Negligence in Credentialing", Iowa AMSS, Mary Greeley Medical Center, Ames, Iowa, April 1, 2011
140. "Hot Topics in Credentialing and Privileging", Iowa AMSS, Mary Greeley Medical Center, Ames, Iowa, April 1, 2011
141. "Provider Competency in Privileging", Iowa AMSS, Mary Greeley Medical Center, Ames, Iowa, April 1, 2011
142. "Temporary Privileges and Expedited Credentialing", Iowa AMSS, Mary Greeley Medical Center, Ames, Iowa, April 1, 2011
143. "Credentialing & Privileging Basics for Hospitals" Webinar, Instruct Online, April 5, 2011
144. "Hot Topics in Credentialing and Privileging", South Carolina AMSS, South Carolina Medical Association, Columbia, SC, April 8, 2011
145. "MSPs Take Charge: Keys to Professional Development and Self Promotion", South Carolina AMSS, South Carolina Medical Association, Columbia, SC, April 8, 2011
146. "Credentialing and Privileging Grand Rounds", South Carolina AMSS, South Carolina Medical Association, Columbia, SC, April 8, 2011
147. "Applying Critical Thinking Skills to Avoid Confirmation Bias in Credentialing", DelMarVa AMSS, Ocean City, MD, May 6, 2011
148. "Provider Competency in Privileging", DelMarVa AMSS, Ocean City, MD, May 6, 2011
149. "Current Issues in Negligent Credentialing", DelMarVa AMSS, Ocean City, MD, May 6, 2011
150. "Hot Topics in Credentialing & Privileging", North Carolina AMSS, Asheville, NC, May 11, 2011
151. "Provider Competency in Privileging", North Carolina AMSS, Asheville, NC, May 11, 2011
152. "Advanced Credentialing & Privileging Concepts" Webinar, Instruct Online, May 17, 2011
153. "Advanced Credentialing & Privileging Concepts", Missouri Hospital Association, Columbia, MO, May 19, 2011
154. "Meeting Planning" Springboards for Success Webinar, NAMSS, May 24, 2011
155. "Conducting Credentials File Audits", Georgia AMSS, Savannah, GA, May 26-27, 2011



## Presentations, Continued

156. "Hot Topics in Credentialing", Georgia AMSS, Savannah, GA, May 26-27, 2011
157. "Applying Critical Thinking Skills to Avoid Confirmation Bias in Credentialing", Georgia AMSS, Savannah, GA, May 26-27, 2011
158. "Understanding Negligence in Credentialing, Georgia AMSS, Savannah, GA, May 26-27, 2011
159. "Keeping Medical Staff Bylaws Current", Georgia AMSS, Savannah, GA, May 26-27, 2011
160. "Credentialing and Privileging Basics", MTAMSS, Billings, MT, June 2, 2011
161. "Core Privileging", ", MTAMSS, Billings, MT, June 2, 2011
162. "Hot Topics in Credentialing and Privileging", MTAMSS, Billings, MT, June 3, 2011
163. "Understanding the Peer Review Process", MTAMSS, Billings, MT, June 3, 2011
164. "MSP Career Progression: Is Consulting the Right Next Step for You?", KAMSS, Wichita, KS, June 9, 2011
165. "Hot Topics in Credentialing", KAMSS, Wichita, KS, June 9, 2011
166. "Evaluating the Effectiveness of Medical Staff Meetings", KAMSS, Wichita, KS, June 9, 2011
167. "Advanced Credentialing and Privileging Concepts", KAMSS, Wichita, KS, June 9, 2011
168. "Credentialing, Recredentialing and Privileging Basics", KAMSS, Wichita, KS, June 9, 2011
169. "Preparing Agendas and Minutes" Springboards for Success Webinar, NAMSS, June 14, 2011
170. "Evaluating the Effectiveness of Medical Staff Meetings" Springboards for Success Webinar, NAMSS, July 12, 2011
171. "Latest CMS Credentialing & Privileging Update: Keys to Compliance" Webinar, Progressive Healthcare Conferences, July 14, 2011
172. "Understanding Negligence in Credentialing Webinar, Instruct Online, September 21, 2011
173. "Certified Provider Medical Services Management (CPMSM) Certification Preparation Course", NAMSS National Conference, Dallas, TX, September 24-25, 2011
174. "Performing Credentials File Audits: Tips and Tools for Compliance", NAMSS National Conference, Dallas, TX, September 26, 2011
175. "Hot Topics in Credentialing and Privileging", Mississippi Association Medical Staff Services, Jackson, MS, November 3, 2011
176. "Performing Credentials File Audits: Tips and Tools for Compliance", Mississippi Association Medical Staff Services, Jackson, MS, November 3, 2011
177. "Evaluating the Effectiveness of Medical Staff Meetings", Mississippi Association Medical Staff Services, Jackson, MS, November 3, 2011
178. "MSPs Take Charge: Defining and Communicating Your Value", Mississippi Association Medical Staff Services, Jackson, MS, November 3, 2011
179. "Understanding Negligence in Credentialing", Mississippi Association Medical Staff Services, Jackson, MS, November 3, 2011
180. "Credentialing/Recredentialing and Privileging Basics", Mississippi Association Medical Staff Services, Jackson, MS, November 3, 2011
181. "Provider Competency Evaluation and Documentation", Maryland Association Medical Staff Services, Baltimore, MD, November 11, 2011
182. "Understanding the Peer Review and Performance Improvement Processes", Maryland Association Medical Staff Services, Baltimore, MD, November 11, 2011
183. "Overview of Joint Commission Standards for Hospital Medical Staff", Maryland Association Medical Staff Services, Baltimore, MD, November 11, 2011
184. "Leadership in MSP Succession Planning: Ensuring your Organization has the Talent it needs for the Future", Maryland Association Medical Staff Services, Baltimore, MD, November 11, 2011
185. "Hot Topics In Credentialing and Privileging", Maryland Association Medical Staff Services, Baltimore, MD, November 11, 2011
186. "Provider Competency Evaluation and Documentation", Nevada Association Medical Staff Services, Las Vegas, NV, November 18, 2011
187. "Overview of Joint Commission Standards for Hospital Medical Staff", Nevada Association Medical Staff Services, Las Vegas, NV, November 18, 2011
188. "Hot Topics In Credentialing and Privileging", Nevada Association Medical Staff Services, Las Vegas, NV, November 18, 2011

## Presentations, Continued

189. "Performing Credentials File Audits: Tips and Tools for Compliance", Nevada Association Medical Staff Services, Las Vegas, NV, November 18, 2011
190. "Credentialing and Privileging AHPs and CAM Providers", Nevada Association Medical Staff Services, Las Vegas, NV, November 18, 2011
191. "Performing Credentials File Audits: Tips and Tools for Compliance", NAMSS Webinar, November 29, 2011
192. "Certified Provider Credentialing Specialist Certification Preparation Course", NAMSS Las Vegas, NV, January 27-28, 2012
193. "Evaluating the Effectiveness of Medical Staff Meetings", Instruct Online Webinar, February 15, 2012
194. "Credentialing and Privileging Risks: What CEOs, CMOs, Boards and Risk Managers Need to Know", Risk Management and Patient Safety Institute Webinar, February 29, 2012
195. "Provider Competency Evaluation and Documentation", Webinar, GSL Chapter, Missouri Association Medical Staff Services, March 28, 2012
196. "Meeting Management: Preparing Agendas and Minutes" Webinar, Instruct Online, April 4, 2012
197. "Provider Competency Evaluation and Documentation", Webinar, Louisiana Association Medical Staff Services, April 24, 2012
198. "Basic and Advanced Credentialing", Ohio Association Medical Staff Services, Columbus, OH, April 27, 2012
199. "Temporary Privileges and Expedited Credentialing" Webinar, Instruct Online, May 2, 2012
200. "Applying Critical Thinking Skills to Avoid Confirmation Bias in Credentialing Decisions", California Association Medical Staff Services, Palm Springs, CA, May 15, 2012
201. "MSP Career Progression: Is Consulting the Right Next Step for You?", California Association Medical Staff Services, Palm Springs, CA, May 15, 2012
202. "Leadership in MSP Succession Planning: Ensuring your Organization has the Talent it needs for the Future", California Association Medical Staff Services, Palm Springs, CA, May 15, 2012
203. "MSPs Take Charge: Defining and Communicating Your Value", California Association Medical Staff Services, Palm Springs, CA, May 15, 2012
204. "Advanced Credentialing and Privileging" Missouri Hospital Association Columbia, MO, May 17, 2012,
205. "MSPs Take Charge: Defining and Communicating Your Value", Montana Association Medical Staff Services, Billings, MT, June 7, 2012
206. "Temporary Privileges and Expedited Credentialing", Montana Association Medical Staff Services, Billings, MT, June 7, 2012
207. "Credentialing AHPs and Complimentary/Alternative Medicine Providers", Montana Association Medical Staff Services, Billings, MT, June 7, 2012
208. "Understanding Telemedicine Credentialing Options", Montana Association Medical Staff Services, Billings, MT, June 8, 2012
209. "Keeping Medical Staff Bylaws Current" Montana Association Medical Staff Services, Billings, MT, June 8, 2012
210. "Understanding Telemedicine Credentialing Options", Webinar, Instruct Online, August 16, 2012
211. "Joint Commission Standards for Medical Staff", Webinar Instruct Online, July 11, 2012
212. "Credentialing and Privileging Basics for Hospitals", Webinar, Instruct Online, August 23, 2012
213. "Barriers to Sharing Quality/Competency Information with Other Hospitals", Colorado Association Medical Staff Services, Snowmass, CO, September 28, 2012
214. "Applying Critical Thinking Skills to Avoid Confirmation Bias", Colorado Association Medical Staff Services, Snowmass, CO, September 28, 2012
215. "Credentials File Audits: Tools & Techniques for Credentialing Compliance", Colorado Association Medical Staff Services, Snowmass, CO, September 28, 2012
216. "Understanding Negligence In Credentialing", Virginia Association Medical Staff Services, Richmond, VA, October 5, 2012
217. "Comparison of Joint Commission and DNV NIAHO Medical Staff Accreditation Standards", Virginia Association Medical Staff Services, Richmond, VA, October 5, 2012
218. "Understanding Negligence In Credentialing" Webinar, Instruct Online, November 6, 2012

## Presentations, Continued

219. "Provider Competency Evaluation and Documentation", Louisiana Association Medical Staff Services, Covington, LA, November 9, 2012
220. "Understanding Negligence In Credentialing", Louisiana Association Medical Staff Services, Covington, LA, November 9, 2012
221. "MSPs Take Charge: Defining and Communicating Your Value", Louisiana Association Medical Staff Services, Covington, LA, November 9, 2012
222. "Advanced Credentialing and Provider Competency Documentation", Connecticut Association Medical Staff Services, Rocky Hill, CT, January 16, 2013
223. "Applying Critical Thinking Skills to Avoid Confirmation Bias", Connecticut Association Medical Staff Services, Rocky Hill, CT, January 16, 2013
224. "Credentialing AHPs and Complimentary/Alternative Medicine Providers", Connecticut Association Medical Staff Services, Rocky Hill, CT, January 16, 2013
225. "Certified Provider Medical Services Management (CPMSM) Certification Preparation Course", NAMSS Regional Conference, Nashville, TN, March 1-2, 2013
226. "Credentialing Allied Health and Complementary and Alternative Medicine", Webinar, Louisiana Association Medical Staff Services, March 27, 2013
227. "Applying Critical Thinking Skills to Avoid Confirmation Bias", Greater St. Louis Area Chapter of the Missouri Association Medical Staff Services, St. Louis, MO, April 12, 2013
228. "Understanding Telemedicine Credentialing Options", Webinar, Instruct On Line, March 20, 2013
229. "Temporary Privileges and Expedited Credentialing", Webinar, Instruct On Line, March 21, 2013
230. "Provider Competency Evaluation and Documentation", Greater St. Louis Area Chapter of the Missouri Association Medical Staff Services, St. Louis, MO, April 12, 2013
231. "Understanding Negligence In Credentialing", Greater St. Louis Area Chapter of the Missouri Association Medical Staff Services, St. Louis, MO, April 12, 2013
232. "Hot Topics in Credentialing and Privileging", Greater St. Louis Area Chapter of the Missouri Association Medical Staff Services, St. Louis, MO, April 12, 2013
233. "Joint Commission Credentialing and Privileging Standards for the Hospital Medical Staff, Webinar, Instruct On Line, April 24, 2013
234. "An Overview of Credentialing and Privileging for Critical Access Hospitals", Illinois Critical Access Hospital Network, Springfield, IL, April 25, 2013
235. "Documenting Provider Competency", Webinar, Instruct On Line, May 14, 2013
236. "Understanding Negligence In Credentialing", Webinar, Illinois Critical Access Hospital Network, May 30, 2013
237. "Credentials File Audits: Tools & Techniques for Credentialing Compliance", Webinar, Illinois Critical Access Hospital Network, June 27, 2013
238. "Evaluating Meeting Effectiveness and Restructuring of Committees", Louisiana Association Medical Staff Services, Covington, LA, May 10, 2013
239. "Credentials File Audits: Tools and Techniques for Credentialing Compliance", Louisiana Association Medical Staff Services, Covington, LA, May 10, 2013
240. "Applying Critical Thinking Skills to Avoid Confirmation Bias in Credentialing Decisions", Louisiana Association Medical Staff Services, Covington, LA, May 10, 2013
241. "Understanding CMS Credentialing and Privileging Requirements for Hospitals and Critical Access", Louisiana Association Medical Staff Services, Covington, LA, May 10, 2013
242. "Advanced Credentialing and Privileging Concepts", Georgia Association Medical Staff Services, Savannah, GA, May 23, 2013
243. "Evaluating Meeting Effectiveness & Restructuring of Committees", Georgia Association Medical Staff Services, May 24, 2013
244. "Temporary Privileges and Expedited Credentialing: Meeting Patient Need without Compromising Patient Safety", Georgia Association Medical Staff Services, May 24, 2013
245. "Documenting Provider Competency for Low-and No-Volume Practitioners", Webinar, Louisiana Association Medical Staff Services, May 29, 2013
246. "Credentialing/Recredentialing/Privileging Basics", Montana Association Medical Staff Services, Bozeman, MT, June 6, 2013

## Presentations, Continued

247. "Documenting Provider Competency", Montana Association Medical Staff Services, Bozeman, MT, June 6, 2013
248. "Understanding Negligence in Credentialing" ", Montana Association Medical Staff Services, Bozeman, MT, June 7, 2013
249. "Advanced Credentialing and Privileging Concepts Networking Session" ", Montana Association Medical Staff Services, Bozeman, MT, June 7, 2013
250. "Applying Critical Thinking Skills to Avoid Confirmation Bias" ", Montana Association Medical Staff Services, Bozeman, MT, June 7, 2013
251. "Understanding CMS Credentialing and Privileging Requirements for Hospitals and Critical Access", Webinar, Greater St. Louis Area Chapter of the Missouri Association Medical Staff Services, July 10, 2013
252. "Exemplary Practices in Credentialing", Webinar for Premier, September 10, 2013
253. "Provider Competency Evaluation and Documentation", Iowa Association Medical Staff Services, September 13, 2013
254. "Temporary Privileges and Expedited Credentialing: Meeting Patient Need without Compromising Patient Safety", Des Moines, IA, Iowa Association Medical Staff Services, Des Moines, IA, September 13, 2013
255. "Understanding CMS Credentialing and Privileging Requirements", Iowa Association Medical Staff Services, Des Moines, IA September 13, 2013
256. "Understanding Telemedicine Credentialing Options", Iowa Association Medical Staff Services, Des Moines, IA, September 13, 2013
257. "Credentialing, Recredentialing and Privileging Basics", Wyoming Association Medical Staff Services, Cody, WY, October 4, 2013
258. "Provider Competency Evaluation and Documentation", Wyoming Association Medical Staff Services, Cody, WY, October 4, 2013
259. "MSPs Take Charge", Wyoming Association Medical Staff Services, Cody, WY, October 4, 2013
260. "Understanding Negligence in Credentialing", Wyoming Association Medical Staff Services, Cody, WY, October 5, 2013
261. "Credentialing, Recredentialing and Privileging Concepts", Nebraska Association Medical Staff Services, Lincoln NE, October 11, 2013
262. "Provider Competency Evaluation and Documentation", Nebraska Association Medical Staff Services, Lincoln NE, October 11, 2013
263. "Credentialing, Recredentialing and Privileging Basics", Nebraska Association Medical Staff Services, Lincoln NE, October 11, 2013
264. "Understanding the Peer Review and Performance Improvement Processes", Nebraska Association Medical Staff Services, Lincoln NE, October 11, 2013
265. "Hot Topics in Credentialing and Privileging", Nebraska Association Medical Staff Services, Lincoln NE, October 11, 2013
266. "Credentialing, Recredentialing and Privileging Basics", Webinar, Instruct Online, January 21, 2014
267. "Credentialing and Privileging Basics", Webinar, National Society of Genetic Counselors, February 10, 2014 (recorded for on-demand)
268. "Advanced Credentialing and Privileging Concepts", Webinar, Instruct Online, February 5, 2014
269. "Joint Commission Hospital Medical Staff Standards – Part 1: Credentialing and Privileging", Webinar, Instruct Online, March 11, 2014
270. "Joint Commission Hospital Medical Staff Standards – Part 2: Medical Staff Oversight", Webinar, Instruct Online, March 18, 2014
271. "Credentialing Basics, Louisiana Hospital Association", Baton Rouge, LA, April 1, 2014
272. "Credentialing, Re-credentialing, and Privileging Basics", Idaho Association Medical Staff Services, Boise, ID, May 3, 2014
273. "Documenting Provider Competency", Idaho Association Medical Staff Services, Boise, ID, May 3, 2014
274. "Defining & Communicating Your Value", Idaho Association Medical Staff Services, Boise, ID, May 3, 2014
275. "Understanding Negligence in Credentialing", Idaho Association Medical Staff Services, Boise, ID, May 3, 2014

## Presentations, Continued

276. "Credentials File Audits: Tools and Techniques for Credentialing Compliance", Texas Society Medical Staff Services, Ft. Worth, TX, April 10, 2014
277. "Understanding Telemedicine Credentialing Options", Texas Society Medical Staff Services, Ft. Worth, TX, April 10, 2014
278. "Certified Provider Credentialing Specialist Exam Preparatory Course", (NAMSS) Texas Society Medical Staff Services, Ft. Worth, TX, April 10, 2014
279. "Understanding Negligence in Credentialing", Webinar, Instruct Online, April 16, 2014
280. "Applying Critical Thinking Skills to Avoid Confirmation Bias in Credentialing Decisions", Minnesota Association Medical Staff Services, Plymouth, MN, May 2, 2014
281. "Credentialing Allied Health and Complementary and Alternative Medicine Providers", Minnesota Association Medical Staff Services, Plymouth, MN, May 2, 2014
282. "Understanding Negligence in Credentialing", North Carolina Association Medical Staff Services, Myrtle Beach, SC, May 7, 2014
283. "Current Issues Affecting Credentialing and Privileging", North Carolina Association Medical Staff Services, Myrtle Beach, SC, May 8, 2014
284. "Joint Commission Standards for the Hospital Medical Staff", Missouri Hospital Association, Columbia, MO, May 14, 2014
285. "Documenting Provider Competency for Low and No-Volume Practitioners", Instruct Online webinar, May 27, 2014
286. "Documenting Provider Competency and Documenting Competency for Low and No-Volume Practitioners", Alaska Association Medical Staff Services, Anchorage, AK, June 12, 2014
287. "Understanding Telemedicine Options", Alaska Association Medical Staff Services, Anchorage, AK, June 12, 2014
288. "Overview of Joint Commission Standards for the Hospital Medical Staff", Alaska Association Medical Staff Services, Anchorage, AK, June 13, 2014
289. "Credentials File Audits: Tools and Techniques for Credentialing Compliance", Instruct Online webinar, July 31, 2014
290. "Advanced Credentialing and Privileging Concepts", Louisiana Hospital Association, August 19, 2014
291. "Evaluating Meeting Effectiveness & Restructuring of Committees", Webinar, Instruct Online, August 25, 2014
292. "Understanding the Peer Review & Performance Improvement Processes", Webinar, Instruct Online, September 10, 2014
293. "Applying Critical Thinking Skills to Avoid Confirmation Bias in Credentialing Decisions", Nebraska Association Medical Staff Services, Papillon, NE, September 12, 2014
294. "Understanding CMS Credentialing and Privileging Requirements", Nebraska Association Medical Staff Services, Papillon, NE, September 12, 2014
295. "Understanding Negligence in Credentialing", Nebraska Association Medical Staff Services, Papillon, NE, September 12, 2014
296. "Understanding the Peer Review and Performance Improvement Processes", Nebraska Association Medical Staff Services, Papillon, NE, September 12, 2014
297. "Certified Provider Medical Services Management (CPMSM) Certification Preparation Course", NAMSS National Conference, New Orleans, LA, October 4-5, 2014
298. "Documenting Provider Competency", NAMSS National Conference, New Orleans, LA, October 4-5, 2014
299. "Keeping Med Staff Bylaws Current", Webinar, Instruct Online, October 21, 2014
300. "Understanding Telemedicine Credentialing Options", Webinar, Instruct Online, October 29, 2014
301. "Credentialing and Privileging Basics", Webinar October 30, 2014, Illinois Critical Access Hospital Network
302. "Credentialing and Privileging in Critical Access Hospitals: Beyond the Basics", Wednesday, November 12, 2014, Illinois Critical Access Hospital Network, Springfield, IL
303. "Documenting Provider Competency", Webinar, Instruct Online, November 18, 2014
304. "Understanding Negligence in Credentialing", Webinar, Illinois Critical Access Hospital Network, January 6, 2015

## Presentations, Continued

305. "Understanding Negligence in Credentialing", Webinar, Instruct Online, January 7, 2015
306. "Certified Provider Medical Services Management (CPMSM) Certification Preparation Course", Missouri Association Medical Staff Services, St. Louis, MO, January 8-9, 2015
307. "Credentialing and Recredentialing Basics", Webinar, Instruct Online, February 2, 2015
308. "Advanced Credentialing and Recredentialing", Webinar, Instruct Online, February 17, 2015
309. "Credentialing and Privileging: The Basics and Beyond", Greater St. Louis Area Chapter of the Missouri Association Medical Staff Services, February 20, 2015
310. "Joint Commission Standards for the Hospital Medical Staff: Credentialing, Recredentialing, and Privileging", Webinar, Instruct Online, March 3, 2015
311. "Overview of Joint Commission Standards for the Hospital Medical Staff Part I, Webinar, Instruct Online, March 4, 2015
312. "Overview of Joint Commission Standards for the Hospital Medical Staff Part II, Webinar, Instruct Online, March 4, 2015
313. "Basic Concepts in Credentialing, Recredentialing, and Privileging", Louisiana Hospital Association, Baton Rouge, LA, March 17, 2015
314. "Credentials File Audits: Tools and Techniques for Credentialing Compliance", Ohio Association Medical Staff Services, March 26, 2015
315. "Understanding Telemedicine Credentialing Options", Ohio Association Medical Staff Services, March 26, 2015
316. "Hot Topics in Credentialing & Privileging", Ohio Association Medical Staff Services, March 26, 2015
317. "Credentialing Allied Health and Complementary and Alternative Medicine Providers", Georgia Association Medical Staff Services, Savannah, GA, April 13, 2015
318. "Documenting Provider Competency in Privileging", Georgia Association Medical Staff Services, Savannah, GA, April 13, 2015
319. "Understanding CMS Credentialing & Privileging Requirements for Hospitals and Critical Access", Georgia Association Medical Staff Services, Savannah, GA, April 14, 2015
320. "Hot Topics in Credentialing & Privileging", Georgia Association Medical Staff Services, Savannah, GA, April 14, 2015
321. "Joint Commission Standards for the Hospital Medical Staff: Credentialing, Recredentialing, and Privileging", Missouri Hospital Association, Columbia, MO, April 30, 2015
322. "Understanding CMS Credentialing and Privileging Requirements for Hospitals and Managed Care", Michigan Association Medical Staff Services, May 6, 2015
323. "Applying Critical Thinking Skills to Avoid Confirmation Bias in Credentialing Decisions", Michigan Association Medical Staff Services, May 6, 2015
324. "Understanding Negligence in Credentialing", Michigan Association Medical Staff Services, May 6, 2015
325. "Credentials File Audits: Tips and Tools for Compliance", Webinar, Instruct Online
326. "Understanding CMS Credentialing and Privileging Requirements for Hospitals and Managed Care", Pennsylvania Association Medical Staff Services, State College, PA, May 18, 2015
327. "Joint Commission Standards for the Hospital Medical Staff: Credentialing, Recredentialing, and Privileging", Pennsylvania Association Medical Staff Services, State College, PA, May 18, 2015
328. "Career Progression: Is Consulting the Right Next Step for You?", Pennsylvania Association Medical Staff Services, State College, PA, May 18, 2015
329. "Effective Communication and Networking", Pennsylvania Association Medical Staff Services, State College, PA, May 18, 2015
330. "Credentials File Audits: Tools and Techniques for Credentialing Compliance", Pennsylvania Association Medical Staff Services, State College, PA, May 18, 2015
331. "Basic Concepts in Credentialing, Recredentialing, and Privileging", Illinois Critical Access Hospital Network, Springfield, IL, May 15, 2015
332. "Overview of TJC Credentialing and Privileging Standards for Hospital Medical Staff", Pennsylvania Association Medical Staff Services, State College, PA, May 18, 2015
333. "Understanding CMS Credentialing and Privileging Requirements for Hospitals and CAH", Pennsylvania Association Medical Staff Services, State College, PA, May 18, 2015

## Presentations, Continued

334. "Credentials File Audits: Tips and Tools for Compliance", Pennsylvania Association Medical Staff Services, State College, PA, May 18, 2015
335. "MSP Career Progression: Is Consulting the Right Next Step for You?", Pennsylvania Association Medical Staff Services, State College, PA, May 18, 2015
336. "Effective Communication and Networking", Pennsylvania Association Medical Staff Services, State College, PA, May 18, 2015
337. "Credentialing, Recredentialing, and Privileging Basics", Kansas Association Medical Staff Services, Wichita, KS June 11, 2015
338. "Credentials File Audits: Tools and Techniques for Credentialing Compliance", Kansas Association Medical Staff Services, Wichita, KS June 11, 2015
339. "Understanding Telemedicine Credentialing Options", Kansas Association Medical Staff Services, Wichita, KS June 11, 2015
340. "Advanced Credentialing and Privileging Concepts", Kansas Association Medical Staff Services, Wichita, KS June 11, 2015
341. "Hot Topics in Credentialing and Privileging", Kansas Association Medical Staff Services, Wichita, KS June 12, 2015
342. "Documenting Provider Competency", Kansas Association Medical Staff Services, Wichita, KS June 12, 2015
343. "Understanding CMS Credentialing and Privileging Requirements for Hospitals and Managed Care", Kansas Association Medical Staff Services, Wichita, KS June 12, 2015
344. "Joint Commission Standards for the Hospital Medical Staff", Louisiana Hospital Association, Baton Rouge, LA, June 23, 2015
345. "CMS Credentialing and Privileging Requirements for Hospital and CAH", Webinar, Instruct Online, July 14, 2015
346. "Understanding the Peer Review vs Performance Improvement Processes", Webinar, Instruct Online, July 21, 2015
347. "Documenting Provider Competency", Webinar, SkillSurvey, July 29, 2015
348. "Medical Staff Leadership Credentialing and Privileging Workshop", Louisiana Hospital Association, Baton Rouge, LA, September 22, 2015
349. "Certified Professional Medical Services Management Certification Preparatory Workshop", National Association Medical Staff Services, Seattle, WA, October 2-3, 2015
350. "Applying Critical Thinking Skills To Avoid Confirmation Bias in Credentialing Decisions", National Association Medical Staff Services, Seattle, WA, October 2-3, 2015
351. "Consulting as an Expert Witness in Negligent Credentialing Claims", National Association Medical Staff Services, Seattle, WA, October 2-3, 2015
352. "Hot Topics in Credentialing Privileging", Maryland Association Medical Staff Services, Olney, MD, November 6, 2015
353. "Understanding Negligence in Credentialing", Maryland Association Medical Staff Services, Olney, MD, November 6, 2015
354. "Understanding CMS Credentialing and Privileging Requirements for Hospitals, Critical Access Hospitals and Medicare Advantage Organizations", Maryland Association Medical Staff, Olney, MD, Services, November 6, 2015
355. "Understanding Telemedicine Credentialing Options", Maryland Association Medical Staff Services, Olney, MD, November 6, 2015
356. "Advanced Concepts in Credentialing", Illinois Critical Access Hospital Network, Springfield, IL, November 10, 2015
357. "Consulting as an Expert Witness in Negligent Credentialing Claims", National Association Medical Staff Services, Seattle, Webinar, November 12, 2015
358. "Documenting Provider Competency", Webinar, Instruct Online, November 17, 2015
359. "Understanding Negligence in Credentialing", Illinois Critical Access Hospital Network, Webinar, November 24, 2015
360. "Understanding Negligence in Credentialing", Webinar, Instruct Online, January 7, 2016
361. "Medical Staff Meeting Management", Webinar, Instruct Online, February 4, 2016

## Presentations, Continued

362. "Basic Credentialing", Missouri Association Medical Staff Services, Fenton, MO, February 5, 2016
363. "Credentialing, Recredentialing, and Privileging Boot Camp", Louisiana Hospital Association, Baton Rouge, LA, February 15 – 17, 2016
364. "Credentialing Basics, Webinar, Instruct Online, March 7, 2016
365. "Certified Provider Credentialing Specialist Prep Course", NAMSS, Orlando, FL, March 11 – 12, 2016
366. "Advanced Credentialing Concepts", Louisiana Hospital Association, Baton Rouge, LA, March 15, 2016
367. "Advanced Credentialing Concepts", Webinar, Instruct Online, March 24, 2016
368. "Joint Commission Standards for the Hospital Medical Staff", Missouri Hospital Association, Columbia, MO, April 5, 2016
369. "Understanding the Peer Review and Performance Improvement Processes" ", Webinar, Instruct Online, April 7, 2016
370. "Advanced Credentialing Concepts", Ohio Association Medical Staff Services, Columbus, OH, April 14, 2016
371. "Credentialing Allied Health Professionals and Complimentary/Alternative Medicine", ", Ohio Association Medical Staff Services, Columbus, OH, April 14, 2016
372. "Credentials File Audits: Tools and Techniques for Credentialing Compliance", Webinar, Instruct Online, April 28, 2016
373. "Keeping Medical Staff Bylaws Current", Webinar, Instruct Online, May 3, 2016
374. "Understanding Negligence in Credentialing", Webinar, Symplr, May 11, 2016
375. "Comparison of Joint Commission and DNV NIAHO Medical Staff Accreditation Standards", Washington Association Medial Staff Services, Blaine, WA, May 6, 2016
376. "Comparison of Joint Commission and DNV NIAHO Medical Staff Accreditation Standards", Washington Association Medial Staff Services, Blaine, WA, May 6, 2016
377. "Performing Credentials File Audits: Tips and Tools for Compliance", Washington Association Medial Staff Services, Blaine, WA, May 6, 2016
378. "Understanding Negligence in Credentialing", Webinar, symplr, May 11. 2016
379. "Understanding Telemedicine Credentialing Options", Webinar, Instruct Online, May 16, 2016
380. "Understanding the Peer Review and Performance Improvement Processes", Oregon Association Medical Staff Services, Troutdale, OR, May 19, 2016
381. "Understanding Negligence in Credentialing", Oregon Association Medical Staff Services, Troutdale, OR, May 19, 2016
382. "Understanding Telemedicine Credentialing Options", Montana Association Medical Staff Services, Missoula, MT, June 16, 2016
383. "Understanding CMS Credentialing and Privileging Requirements for Hospitals and Managed Care", Montana Association Medical Staff Services, Missoula, MT, June 16, 2016
384. "Hot Topics in Credentialing and Privileging", Montana Association Medical Staff Services, Missoula, MT, June 16, 2016
385. "Comparison of Joint Commission and DNV NIAHO Medical Staff Accreditation Standards", Webinar, Instruct Online, July 12, 2016
386. "How to Avoid the Payor Enrollment Black Hole", Webinar, symplr, July 27, 2016
387. "Medical Staff Leadership Credentialing and Privileging Workshop", Missouri Hospital Association, Osage Beach, MO, July 22, 2016
388. "Credentialing and Privileging in Ambulatory Care: Protecting the Patient and the Organization", Webinar, American Medical Association, August 16, 2016
389. "Understanding CMS Credentialing and Privileging Requirements for Hospitals, CAH and Medicare Advantage Organizations", Webinar, Instruct Online, August 18, 2016
390. "Overview of JC Standards for Hospital Medical Staff – Pt 1", Webinar, Instruct Online, September 8, 2016
391. "Certified Provider Medical Services Management (CPMSM) Certification Preparation Course", NAMSS National Conference, Boston, MA, September 17 – 18, 2016
392. "Basic Concepts in Credentialing, Recredentialing, and Privileging", NAMSS National Conference, September 21, 2016



## Presentations, Continued

393. "Credentialing Boot Camp", Illinois Critical Access Hospital Network, Springfield, IL, September 27-28, 2016
394. "Overview of Joint Commission Standards for Hospital Medical Staff – Pt 2" – Webinar, Instruct Online, September 29, 2016
395. "Effective Communication and Networking", Colorado Association Medical Staff Services, Lakewood, CO, October 21, 2016
396. "Credentials File Audits: Tools and Techniques for Credentialing Compliance", Colorado Association Medical Staff Services, Lakewood, CO, October 21, 2016
397. "Credentialing, Recredentialing, and Privileging Boot Camp", Connecticut Association Medical Staff Services, Wallingford, CT, October 28, 2016
398. "Effective Communication and Networking", Clinical Radiologists Southern Illinois, Springfield, IL, November 2, 2016
399. "Understanding Telemedicine Credentialing Options", Clinical Radiologists Southern Illinois, Springfield, IL, November 2, 2016
400. "Medical Staff Leadership Credentialing and Privileging Workshop", Louisiana Hospital Association, Baton Rouge, LA, November 15, 2016
401. "Credentialing Compliance: Documenting Practitioner Credentials And Competency", Webinar, Louisiana Hospital Association Trust Funds, February 1, 2017
402. "Credentialing, Recredentialing, and Privileging Basics", Webinar, Instruct Online, February 6, 2017
403. "Certified Provider Credentialing Specialist Certification Preparation Course", Missouri Association Medical Staff Services, Chesterfield, MO, February 9 – 10, 2017
404. "Credentialing, Recredentialing, and Privileging Boot Camp", Louisiana Hospital Association, Baton Rouge, LA, February 15 – 16, 2017
405. "Credentialing, Recredentialing, and Privileging Basics", Webinar, Instruct Online, March 1, 2017
406. "Credentialing, Recredentialing, and Privileging Basics", Webinar, Symplr, March 9, 2017
407. "Credentialing and Privileging AHPs and CAM", GSL Chapter MoAMSS, Fenton, MO, April 7, 2017
408. "Focused and Ongoing Professional Practice Evaluation", GSL Chapter MoAMSS, Fenton, MO, April 7, 2017
409. "Temporary Privileges: Meeting Patient Need without Compromising Patient Safety", GSL Chapter MoAMSS, Fenton, MO, April 7, 2017
410. "Understanding Telemedicine Credentialing Options", GSL Chapter MoAMSS, Fenton, MO, April 7, 2017
411. "Understanding Negligence in Credentialing", GSL Chapter MoAMSS, Fenton, MO, April 7, 2017
412. "Credentialing Boot Camp", Kentucky Hospital Association, Louisville, KY, April 11, 2017
413. "Understanding the CMS Credentialing and Privileging Process", Webinar Instruct Online, April 27, 2017
414. "Understanding CMS Credentialing and Privileging Requirements for Hospitals and Managed Care", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 5, 2017
415. "Hot Topics in Credentialing and Privileging", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 5, 2017
416. "Documenting Competency for Low and No-Volume Practitioners", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 5, 2017
417. "Advanced Credentialing and Privileging Concepts", Webinar, Symplr, May 11, 2017
418. "Understanding Negligence in Credentialing", Georgia Association Medical Staff Services, Savannah, GA, May 25, 2017
419. "Applying Critical Thinking Skills to Avoid Confirmation Bias in Credentialing Decisions", Georgia Association Medical Staff Services, Savannah, GA, May 25, 2017
420. "Leadership in MSP Succession Planning: Ensuring your Organization has the Talent it needs for the Future", Georgia Association Medical Staff Services, Savannah, GA, May 25, 2017
421. "Understanding Telemedicine Credentialing Options", Georgia Association Medical Staff Services, Savannah, GA, May 26, 2017
422. "Documenting Provider Competency for Low and No-Volume Practitioners", Georgia Association Medical Staff Services, Savannah, GA, May 25, 2017
423. "Advanced Credentialing and Privileging Concepts", Georgia Association Medical Staff Services, Savannah, GA, May 25, 2017

## Presentations, Continued

424. "Documenting Provider Competency", Webinar, Instruct Online, May 31, 2017
425. "Advanced Credentialing and Privileging Concepts", Louisiana Hospital Association, Baton Rouge, LA, June 6, 2017
426. "Understanding the Peer Review and Performance Improvement Processes", Webinar, Symplr, June 8, 2017
427. "Credentialing, Recredentialing, and Privileging Boot Camp", Missouri Hospital Association, Columbia, MO, July 27-28, 2017
428. "Credentialing, Past, Present, and Future", Webinar, Symplr, September 13, 2017
429. "Understanding Negligence in Credentialing, Webinar, Instruct Online, September 14, 2017
430. "Credentialing Boot Camp", Wisconsin Association Medical Staff Services, Delevan, WI, October 5 – 6, 2017
431. "Credentials File Audits" National Association Medical Staff Services National Conference, Colorado Springs, CO, October 24, 2017
432. "You've been Subpoenaed – What to Expect" National Association Medical Staff Services National Conference, Colorado Springs, CO, October 24, 2017
433. "Medical Staff Leadership Credentialing and Privileging Workshop", Louisiana Hospital Association, Baton Rouge, LA, November 8, 2017
434. "Medical Staff Leadership Credentialing and Privileging Workshop", Missouri Hospital Association, Jefferson City, MO, November 17, 2017
435. "Understanding CMS Credentialing and Privileging Requirements for Hospitals and Critical Access", Webinar, National Association Medical Staff Services, November 28, 2017
436. "Documenting Provider Competency", Webinar, Symplr, January 4, 2018
437. "Credentialing in Today's Healthcare Environment", Louisiana Hospital Association, Baton Rouge, LA, February 22 – 23, 2018
438. "Joint Commission Standards for The Hospital Medical Staff", Louisiana Hospital Association, Baton Rouge, LA, March 21, 2018
439. "Credentialing Boot Camp", Missouri Hospital Association, Columbia, MO, April 10 – 11, 2018
440. "Enter Here, Exit There: Beginning Well and Finishing Exceptionally", Illinois Association Medical Staff Services, Oak Brook, IL, April 13, 2018
441. "Matching Privileges with Competency", Illinois Association Medical Staff Services, Oak Brook, IL, April 13, 2018
442. "Credentialing Boot Camp", Texas Society Medical Staff Services, Dallas, TX, April 19, 2018
443. "MSPs Take Charge: Defining and Communicating Your Value", Minnesota Association Medical Staff Services, Plymouth, MN, April 26, 2018
444. "Credentialing, Recredentialing, and Privileging Basics-Overview", Minnesota Association Medical Staff Services, Plymouth, MN, April 26, 2018
445. "Hot Topics in Credentialing and Privileging", Minnesota Association Medical Staff Services, Plymouth, MN, April 26, 2018
446. "Overview of Joint Commission Credentialing and Privileging Standards", Webinar, Symplr, May 3, 2018
447. "Advanced Credentialing and Privileging", North Carolina Association Medical Staff Services, Concord, NC, May 10, 2018
448. "Medical Staff Meeting Management", North Carolina Association Medical Staff Services, Concord, NC, May 10, 2018
449. "Documenting Provider Competency for Low and No Volume", North Carolina Association Medical Staff Services, Concord, NC, May 10, 2018
450. "You've Been Subpoenaed: What's next?", North Carolina Association Medical Staff Services, Concord, NC, May 10, 2018
451. "Enter Here, Exit There: Beginning Well and Finishing Exceptionally", North Carolina Association Medical Staff Services, Concord, NC, May 10, 2018
452. "Credentialing Boot Camp", Maine Association Medical Staff Services, Portland, ME, June 8, 2018
453. "Credentialing Boot Camp", Mississippi Hospital Association, Madison, MS, July 19 - 20, 2018
454. "Keeping Medical Staff Bylaws Current", Webinar, Symplr, September 13, 2018.
455. "Credentialing Boot Camp", North Dakota Hospital Association, Bismarck, ND, November 6-7, 2018

## Presentations, Continued

456. "Is it Time to Rewrite the HCQIA of 1986?", National Credentialing Forum, February 7, 2019
457. "Temporary Privileges: Meeting Patient Need without Compromising Patient Safety", Engage Conference, symplr, Las Vegas, NV, February 22, 2019
458. "Documenting Provider Competency for Low and No-Volume Practitioners", Engage Conference, symplr, Las Vegas, NV, February 22, 2019
459. "Credentialing in Today's Healthcare Environment", Louisiana Hospital Association, Baton Rouge, LA, February 26 – 27, 2019
460. "Advanced Concepts in Credentialing and Privileging", Louisiana Hospital Association, Baton Rouge, LA, March 26, 2019
461. "Medical Staff Leadership Credentialing and Privileging Workshop", Louisiana Hospital Association, Baton Rouge, LA, March 27, 2019
462. "Advanced Credentialing and Privileging Concepts", Missouri Hospital Association, Columbia, MO, April 11, 2019
463. "Today's Red Flags and How They May Differ from the Past", Tennessee Association Medical Staff Services, Pigeon Forge, TN, April, 18, 2019
464. "Dealing with Information Received Outside the Credentialing/Peer Review Process", Tennessee Association Medical Staff Services, Pigeon Forge, TN, April, 18, 2019
465. "Understanding Negligence in Credentialing", Tennessee Association Medical Staff Services, Pigeon Forge, TN, April, 18, 2019
466. "What to Expect if \*(When) You are Sued for Negligent Credentialing", Tennessee Association Medical Staff Services, Pigeon Forge, TN, April, 18, 2019, Tennessee Association Medical Staff Services, Pigeon Forge, TN, April, 18, 2019
467. "Developing Critical Thinking Skills in Credentialing and Privileging", Tennessee Association Medical Staff Services, Pigeon Forge, TN, April, 18, 2019
468. "Enter Here, Exit There: Beginning Well and Finishing Exceptionally", Tennessee Association Medical Staff Services, Pigeon Forge, TN, April, 18, 2019
469. "You've Been Subpoenaed: What to Expect", Texas Association Medical Staff Services, San Antonio, TX, April 25, 2019
470. "Enter Here, Exit There: Beginning Well and Finishing Exceptionally", Texas Association Medical Staff Services, Pigeon Forge, TN, April, 18, 2019
471. "Hot Topics in Credentialing and Privileging", Webinar, American Medical Association, June 11, 2019.
472. "Advanced Credentialing Concepts", Mississippi Hospital Association, Madison, MI, July 24, 2019
473. "Joint Commission Standards for Hospital Medical Staff, Mississippi Hospital Association, Madison, MI, July 25, 2019
474. "Temporary Privileges: Meeting Patient Need without Compromising Patient Safety", Engage Conference, symplr, Denver, CO, September 20, 2019
475. "Documenting Competency for Low and No-Volume Practitioners", Engage Conference, symplr, Denver, CO, September 20, 2019
476. "Enter Here, Exit There: Beginning Well and Finishing Exceptionally", Texas Society Medical Staff Services, San Antonio, TX, , April, 25, 2019
477. "You've Been Subpoenaed – What to Expect", Texas Society Medical Staff Services, , San Antonio, TX April, 25, 2019
478. "Understanding CMS Credentialing and Privileging Requirements for Hospitals, Ambulatory, and Critical Access, NAMSS National Conference, Philadelphia, PA, October 22, 2019
479. "Enter Here, Exit There: Beginning Your Career Well and Finishing It Exceptionally", NAMSS National Conference, Philadelphia, PA, October 23, 2019
480. "Documenting Provider Competency for Low and No-Volume Practitioners", Connecticut Association Medical Staff Services, Wallingford, CT, November 8, 2019
481. "Today's Red Flags: Some Things Change, and Others Stay the Same, Connecticut Association Medical Staff Services, Wallingford, CT, November 8, 2019", Connecticut Association Medical Staff Services, Wallingford, CT, November 8, 2019
482. "MSP's Take Charge-Defining and Communicating your Value", Connecticut Association Medical Staff Services, Wallingford, CT, November 8, 2019

## Presentations, Continued

483. "Hot Topics in Credentialing & Privileging", Connecticut Association Medical Staff Services, Wallingford, CT, November 8, 2019
484. "Consulting as an Expert Witness in Negligent Credentialing Claims", National Association Medical Staff Services, Seattle, Webinar, December 4, 2019
485. "Temporary Privileges: Meeting Patient Need without Compromising Patient Safety", Engage Conference, symplr, Nashville, TN, December 13, 2019
486. "Documenting Competency for Low and No-Volume Practitioners", Engage Conference, symplr, Nashville, TN, December 13, 2019
487. "Meeting Planning", Webinar, Arizona Association Medical Staff Services, February 14, 2020
488. "Preparing Agendas and Minutes", Webinar, Arizona Association Medical Staff Services, February 21, 2020
489. "Evaluating the Effectiveness of Medical Staff Meetings", Webinar, Arizona Association Medical Staff Services, February 28, 2020
490. "Basics of Parliamentary Procedure", Webinar, Arizona Association Medical Staff Services, March 6, 2020
491. "Credentialing in Today's Healthcare Environment, Boot Camp", Louisiana Hospital Association, Baton Rouge, LA, March 3 – 4, 2018
492. "COVID-19: Disaster, Emergency, and Temporary Provider Privileges", Webinar, Louisiana Hospital Association, March 26, 2020
493. "Disaster, Emergency, and Temporary Provider Privileges", Webinar, symplr, April 7, 2020
494. "Understanding Telemedicine Credentialing Options", Webinar, Mississippi Hospital Association, June 18, 2020
495. "Understanding Negligence in Credentialing: Avoiding Costly Mistakes in Credentialing and Privileging", Webinar, Lockton Companies, LLC, September 1, 2020
496. "Documenting Practitioner Competency", Webinar, Missouri Hospital Association, September 8, 2020
497. "Temporary Privileges and Expedited Credentialing: Meeting Patient Need Without Compromising Patient Safety", Webinar, Missouri Hospital Association, September 22, 2020
498. "Understanding Negligence in Credentialing" Webinar, Missouri Hospital Association, October 6, 2020
499. "MSPs Take Charge: Defining and Communicating Your Value", Webinar, Utah Association Medical Staff Services, Jackson, MS, October 23, 2020
500. "MSPs Take Charge: Defining and Communicating Your Value", Webinar, Indiana Association Medical Staff Services, Jackson, MS, October 30, 2020
501. "Epic Fails: Avoiding Credentialing and Privileging Errors", Webinar, Indiana Association Medical Staff Services, Jackson, MS, October 30, 2020