



**APPROVED FOR 11
NAMSS CEU**

THURSDAY MAY 7, 2026

7:55 AM

OPENING CEREMONY

8:00 AM



KEY NOTE - LINDA LARSEN

Living and working in a continual state of "not knowing" can cause emotional and physical stress and compromise quality outcomes – especially in the constantly changing world of medical staff services. In this interactive keynote, attendees

- Stay focused and productive in the face of chaos and uncertainty
- Quickly recalibrate when frustration and anxiety seems to sabotage their efforts
- Maintain a positive perspective in spite of changes, disruptions and setbacks
- Bring their most grounded, positive, solution-oriented self to work every day

9:00 AM



MASTERING EXCELLENCE: APP TRAIN UP PLANS

DELAINE CHRISTIE, CPCS, CPMSM & VICTOR VARGAS, MD

Describe the governance and patient-safety drivers that led to the development of APP Train Up Plans in a rapidly evolving work force. Examine a scalable framework for credentialing, privileging, and training APPs that aligns with medical staff bylaws and committee oversight. Share lessons learned from implementation, including successes, challenges, and course corrections since program launch. Identify practical strategies medical staff professionals can adapt within their own organizations to standardize APP onboarding and ongoing competency assessment.

10:00 AM

NETWORKING

10:30 AM



THE DAY IN THE LIFE OF AN MSP: TRIALS AND TRIBULATIONS

GREELY: STEPHANIE RUSSELL, BS, CPMSM, CPCS

This session focuses on key aspects found in every high-functioning medical staff service department and explore common situations that currently exist in facilities across the country, and provide strategies for optimizing and managing workflows and team organization to create a high-functioning team.

11:30 AM

BRUNCH

12:30 PM



LIGHTS, CAMERA, CONFLICT INTERACTIVE CASE STUDY

PBI EDUCATION- AMANDA OLAOGUN AND SCOTT MANZE

Learn how to navigate, manage, and practice your skills when it comes to difficult providers during a meeting or interaction. Assisting in creating a productive and efficient environment that encompasses all provider and encounter types that you may come across in the Medical Staff Services world.

1:30 PM

NETWORKING

2:00 PM



HEALTHCARE REGULATORY UPDATES

JESSICA NIJEM, FL MEDICAL QUALITY AND ASSURANCE

Get the latest updates on Florida's regulatory items, such as licensure, statutes, and all things Board of Medicine. Including Florida's new physician compact license.

3:00 PM



NAMSS DIRECTOR AT LARGE

KELLI BOTZER, CPCS, CPMSM



FRIDAY MAY 8, 2026

8:00 AM



BEHIND THE MURDER CURTAIN **BRUCE SACKMAN**

This session will educate and inform participants on how to identify employees involved in suspicious deaths of their patients. What are the red flags used to identify these people and how is it that they are allowed to continue employment even while under suspicion. How medical serial killers can move from hospital to hospital.

9:00 AM



EXPERT TO INFLUENCER **HARDENBERGH - LISA VALESCO, CPCS CPMSM & GINNY MCCALL, CPCS**

Define leadership attributes that reflect your leadership identity. Develop strategies to create and influence a personalized leadership brand. Provide tools and resources to support developing your brand.

10:00 AM

NETWORKING

10:30 AM



PROFESSIONAL RESOURCE NETWORK **MICHAEL SORNA, MD**

This session will explore the causes of addiction and mental health issues among practitioners, evidence-based approaches to care, and best practices for recovery and reintegration into the workforce. Participants will gain a deeper understanding of the Professional Health Program (PHP) evaluation and follow-up process, including confidential referrals, case management, toxicology monitoring, and ongoing support.

11:30 AM

BRUNCH BUSINESS MEETING

12:30 PM



THE ROLE OF AI IN MEDICAL STAFF SERVICES: HYPER OR HELP? **MD STAFF KYLE GETTEMEIER & JEAN POLANCO**

Identify and compare the practical applications and differences between open and encrypted large language models (LLMs) in Medical Staff Services. Evaluate the importance of data privacy, compliance, and accountability. Apply ethical considerations and best practices with real world case studies

1:30 PM



LEGAL UPDATE **LASH AND GOLDBERG, JENNIFER CHRISTIANSON**

Updates in the healthcare world as it relates to Medical Staff Services with real world case studies and examples.

2:30 PM

CONFERENCE END