



MAMSS FALL 2021 VIRTUAL CONFERENCE

THURSDAYS: SEPTEMBER 30, OCTOBER 7 AND OCTOBER 14



The Minnesota Association of Medical Staff Services is pleased to offer a Fall Virtual Conference this year! Sessions will be held on Thursdays, September 30, October 7 and October 14, 2021.

The 2021 Fall Virtual Conference is ideal for Medical Staff Services Professionals working in all settings, including hospitals, clinics and large healthcare systems, Managed Care Organizations and Centralized Verification Organizations.

Medical Staff Services Professionals serve the community as the gatekeepers of patient safety through the credentialing and privileging of healthcare providers. As the healthcare industry is ever-changing, MSPs must continually expand our knowledge and implement new processes to promote the delivery of quality care.

A total of seven timely educational sessions will be offered throughout the three-day conference. Members may choose to register for the entire conference or just one or two days. Those who are not yet members can become a member and register for the conference at the same time.

This program has been approved for a total of 9.5 NAMSS continuing education credits by the National Association of Medical Staff Services.

Please see the enclosed agenda and registration information for full details.

We hope you'll join us!

Michaela Jackson, MAMSS President

Keri Pruetten, CPCS, MAMSS President-Elect & Conference Committee Chair



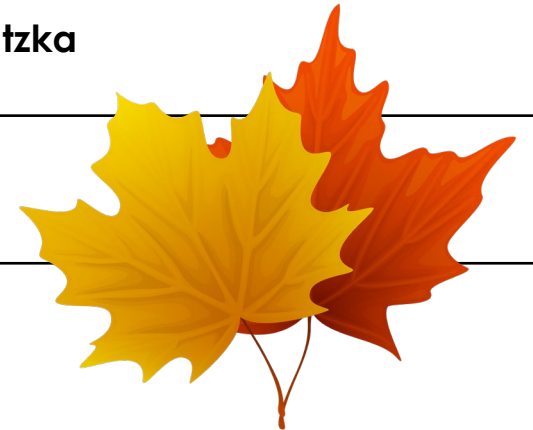
AGENDA – DAY I

THURSDAY, SEPTEMBER 30, 2021

10:15 am to 10:30 am	Welcome & Announcements
10:30 am to 12:00 pm	Credentialing, Recredentialing, and Privileging: Basics Overview – Kathy Matzka
12:00 pm to 12:30 pm	Break
12:30 pm to 2:00 pm	Documenting Provider Competency – Kathy Matzka
2:00 pm to 2:15 pm	Closing Comments



This course has been approved for National Association of Medical Staff Services (NAMSS) continuing education credit. Accreditation of this educational content in no way implies endorsement or sponsorship by NAMSS.



Session Descriptions – DAY I

Credentialing, Recredentialing, and Privileging – Basics Overview, presented by Kathy Matzka, CPMSM, CPCS, FMSP

This program provides a high-level overview of basic aspects of credentialing, recredentialing and privileging, including primary source verification, applying criteria for appointment, reviewing the application for completeness, identifying “red flags” and roles in the review and approval process. This program is geared toward those new to these processes but can serve as a great refresher for the experienced credentialing professional.

- Discuss credentialing and privileging requirements of CMS
- Track the credentialing process from application through governing body approval
- Define what constitutes a “complete” application
- Identify and evaluate “red flags” in an application
- Determine appropriate primary and secondary sources for verification of credentials
- Recognize the roles of various persons involved in the review and approval process

Documenting Provider Competency, presented by Kathy Matzka, CPMSM, CPCS, FMSP

One of the biggest challenges medical staffs face is evaluating the competency of providers. It is difficult, or sometimes impossible, to acquire useful competency data. The increased focus on quality by accrediting organizations, the government, and the public, emphasizes the need for continual monitoring of the quality of services provided as well as having a strong privileging system. The resources for this program include many forms, policies, and procedures that can be used by the participants.

- Recognize the importance of acquiring evidence to document competency
- Develop tools and processes for documenting competency
- Discuss the CMS and Joint Commission requirements for privileging and documenting competency including focused and ongoing professional practice evaluation
- Recognize processes for developing quality indicators



SPEAKER BIO: KATHY MATZKA, CPMSM, CPCS, FMSP

Kathy Matzka, CPMSM, CPCS, FMSP is a speaker, consultant, and writer with over 30 years of experience in credentialing, privileging, and medical staff services. She worked for 13 years as a hospital medical staff coordinator before venturing out on her own as a consultant, writer, and speaker.

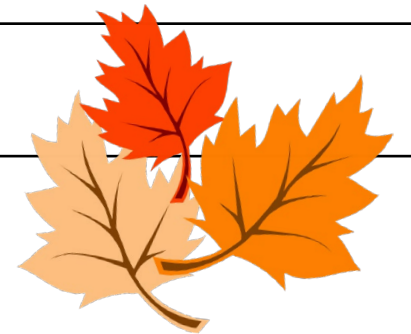
Kathy has authored a number of books related to medical staff services and has performed extensive work with NAMSS' Education Committee developing and editing educational materials related to the field.

In addition to being dually certified, she is one of the first recipients of the NAMSS Fellow Designation. The Fellow Designation is the pinnacle of achievement and acknowledgment for the Medical Services Professional (MSP), recognizing a career MSP who has made outstanding contributions to the profession through service as a leader, mentor, and educator.

AGENDA – DAY 2

THURSDAY, OCTOBER 7, 2021

10:15 am to 10:30 am	Welcome & Announcements
10:30 am to 12:00 pm	A Tale of Two Peer Reviews – Sharon Beckwith & Sara Cameron
12:00 pm to 12:30 pm	Break
12:30 pm to 1:30 pm	Data, Data, and More Data – Roxanne Chamberlain
1:30 pm to 2:30 pm	Medical Staff Code of Conduct & Behavioral Event Review Committee – Roxanne Chamberlain
2:30 pm to 2:45 pm	Closing Comments



Session Descriptions – DAY 2

A Tale of Two Peer Reviews, presented by Sara Cameron, CPMSM, CPCS & Sharon Beckwith, CEO, MDRReview

This session is aimed to take learners through the experience of navigating the process of peer review by discussing the process of two unique and interesting peer review case studies. Attendees will learn about decisions regarding two different peer review cases from the identification of the need for review, to the need to send the cases for external review, review of the peer review findings, presentation at peer review committees, medical executive committees, formulation of professional improvement plan and in one case, the restriction of privileges. The second case will walk learners through the identification of an impaired “late career” physician and how to effectively use peer review and the medical staff process to ultimately revoke privileges.

- Identify the need for peer review and external peer review
- Identify conflicts of interest
- Understand how to present findings of the peer review with next steps to their peer review committees and or Medical Executive Committees.
- Understand the impacts of an aging physician population, normal aging and identify warning signs of cognitive impairment and how to use peer review effectively to address concerns of an aging physician.

Data, Data, and More Data, presented by Roxanne Chamberlain, MBA, FACHE, FMSP, CPMSM, CPCS, CPHQ

This presentation will explore the evolution of FPPE, OPPE and peer review and where the MSP profession is headed in relation to competency data.

- Understand the current state of FPPE, OPPE, and peer review.
- Discuss ambulatory care, outpatient data, population health data, and report cards of the future.
- Describe how the competency data discussed will be used in the credentialing process of the future.

Medical Staff Code of Conduct & Behavioral Event Review Committee, presented by Roxanne Chamberlain, MBA, FACHE, FMSP, CPMSM, CPCS, CPHQ

This presentation will explore regulatory requirements to include in a Medical Staff Code of Conduct and How a Behavioral Event Review Committee (BERC) Works.

- Understand the basic elements to include in a Medical Staff Code of Conduct and a Behavioral Event Review Committee (BERC).
- Discuss the difference between a Committee on Practitioner Health (CPH) versus a Behavioral Event Review Committee (BERC).
- Describe the process put in place at Baystate Health in relation to a Medical Staff Code of Conduct and a BERC.



SPEAKER BIO: SHARON BECKWITH, CEO, MDREVIEW

Sharon Beckwith, CEO, brings more than 20 years of leadership experience to MDReview. Ms. Beckwith has cultivated a unique combination of experience in executive management as well as extensive expertise in the area of physician peer review and medical staff management, working daily with hospital clients to understand and meet their medical staff, quality improvement, risk management and peer review challenges. In recent years, she has presented nationally to several medical staff services associations. Ms. Beckwith is a graduate of the University of California, Santa Barbara.



SPEAKER BIO: SARA CAMERON, CPMSM, CPCS

Sara Cameron is the Director of Medical Staff Services for Hospital Sisters Health System in Illinois. Sara's role is a nine-facility role taking her to acute tertiary care facilities and critical access hospitals facilitating Peer Review, Risk Management, Quality and Credentialing as well as serving as the HSHS leader and liaison for the Southern Illinois University Graduate Medical Education Program overseeing 250 residents.

Sara has been a Medical Staff Professional for 19 years working in Alaska, Missouri, Washington, Oregon and Illinois. Sara holds her CPCS, CPMSM and NAMSS leadership certifications. Sara serves on the NAMSS Audit and Finance committee, is an elected Director at Large on the Board of Directors of serving as state liaison to Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin and formerly was a member of the education committee. In recent years, Sara has had the honor to speak at several state medical staff services associations.



SPEAKER BIO:

**ROXANNE CHAMBERLAIN, MBA, FACHE, FMSP,
CPMSM, CPCS, CPHQ**

Roxanne Chamberlain, MBA, FACHE, CPMSM, CPCS, CPHQ is senior director of medical staff services at Baystate Health, Inc. In Springfield, MA and has oversight for four hospital medical staff offices and a central verification organization (CVO). Baystate Health consists of a large academic medical center, a medical school, a children's hospital, three community hospitals, a soon to be psych hospital, many medical practices and a large healthcare insurance company.

Roxanne has over 35 years of experience in the healthcare field and has been an MSP for 31 of those years.

She has served on the board of the Massachusetts Association of Medical Staff Services (MAMSS) and was President from 1998 - 2000. She is currently the Immediate Past President of the National Association of Medical Staff Services (NAMSS), is the Chair of the Leadership Selection Committee and has served in different roles for NAMSS over many years.

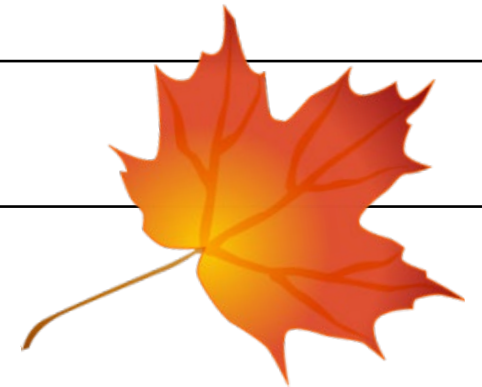
AGENDA – DAY 3

THURSDAY, OCTOBER 14, 2021

10:15 am to 10:30 am	Welcome & Announcements
10:30 am to 12:00 pm	Critical Thinking, an Essential Skill for Tomorrow's MSP – Melissa Walters
12:00 pm to 12:30 pm	Break
12:30 pm to 2:00 pm	Now is the Time, a Look at Volunteer Leadership – Melissa Walters
2:00 pm to 2:15 pm	Closing Comments



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Session Descriptions – DAY 3

Critical Thinking, An Essential Skill for Tomorrow's MSP, presented by Melissa Walters, MHA, FMSP, CPMSM, CPCS

Learn why critical thinking is the essential skill set for tomorrow's MSP. The application of critical thinking involves the processing and organizing facts, data and other information to define a problem and develop effective solutions. Unleash your ability to apply critical thinking through reflection and logical, rational reasoning and learn how to adopt an inquisitive mindset while maintaining a flexible approach when evaluating information to draw clear conclusions based on the information at hand.

- Define critical thinking
- Understand and explain the importance of critical thinking
- Identify the core skills and traits associated with critical thinking
- Demonstrate the difference between deductive and inductive reasoning
- Construct a logically sound and well-reasoned argument to support your decisions or recommendations
- Avoid credentialing mishaps and negligent credentialing claims by applying your critical thinking skills

Now is the Time, A Look at Volunteer Leadership, presented by Melissa Walters, MHA, FMSP, CPMSM, CPCS

Identify your own strengths and motivations as a leader while learning how to empower other, lead change and design creative solutions in the ever-changing world of healthcare and medical services administration. Learn how to focus on the strength of "team" while developing trust and ultimately serving as the gatekeepers of patient safety.

- Learn what volunteer leadership looks like
- Discover the 7 traits of amazing volunteers
- Compare Mentoring Do's and Don'ts
- Discuss the 2 Simple Rules of Leadership



SPEAKER BIO: MELISSA WALTERS, MHA, FMSP, CPMSM, CPCS

Melissa Walters is the Assistant Vice President – Medical Staff Operations for MedStar Health in Columbia, MD.

Melissa has over thirty years' experience in the healthcare field as it relates to credentialing, privileging, physician contracting, compliance, and the self-governed Medical Staff. Melissa's expertise is in establishing centralized credentialing departments for large academic and community health systems while meeting various accreditation standards (i.e., TJC, HFAP and NCQA) and facility specific Bylaws, Rules and Regulations. Melissa is accomplished in helping hospitals, healthcare systems, and internal Centralized Credentialing Offices cope with an ever-changing industry and regulatory environment as an advocate for patient safety. Her projects often involve changes in operations necessary to meet accreditation and licensing standards, as well as to improve productivity and operational efficiency.

Melissa has served in various leadership positions on State and National Associations and was the President of the National Association Medical Staff Services (NAMSS) in 2013. She recently served NAMSS as Chair of the Leadership Development Workgroup (2018 – March 2020) and is now serving NAMSS in a faculty position. Melissa often lends her expertise to state and national educational providers and professional organizations by speaking at meetings and serving on a variety of advisory boards.

Melissa holds a Master's in Health Administration, Bachelor's in Justice Studies and certification in Medical Services Management (CPMSM) and Provider Credentialing Specialist (CPCS). Melissa was inducted as a NAMSS Fellow in September 2018.

REGISTRATION INFORMATION

Registration Fees	Full Conference	Two Days Only	One Day Only
MAMSS Member	\$50.00	\$40.00	\$20.00
Non-Member (includes annual membership)	\$100.00	\$90.00	\$70.00

If you are not yet a MAMSS Member and would like more information on how to join and the benefits of becoming a member, please contact Laurie Pechovnik at Laurien.Pechovnik@allina.com or 763-236-4712, or visit www.mnamss.org.

To pay by online :

1. Go to the MAMSS website: www.mnamss.org
2. Click on the Education Tab and select Upcoming Events
3. Complete the online registration form
4. Click the Continue to Payment button to launch the PayPal site. Complete the transaction using your PayPal account or credit card. Please note a 4% fee is included to cover PayPal processing fees.
5. PayPal will send an automatic email with your registration information to Terri Winter, MAMSS Treasurer.

Please see next page to pay by check

*Fee is refundable with a \$10.00 charge by written request to Terri Winter postmarked or emailed no later than September 23, 2021.
Register by September 23, 2021. Registration will increase by \$15.00 after this date.*

REGISTRATION FORM – MAMSS 2021 FALL VIRTUAL CONFERENCE

September 30, October 7 and October 14



To pay by check, please complete and mail as below

Name: _____

Credentials: _____

Facility: _____

Title: _____

Street Address: _____ City: _____ State/Zip: _____

Phone: _____ Fax: _____ Email: _____

MAMSS Member: YES NO

Please check all dates you are attending: Sept 30 Oct 7 Oct 14

Please mail Registration Form and check payable to MAMSS (41 1891785) to:

Terri Winter, MAMSS Treasurer
River's Edge Hospital and Clinic
1900 N. Sunrise Drive
St. Peter, MN 56082

**Remember to mail by
September 23, 2021!**
Registration postmarked after
09/23/2021 will be increased by \$15.00

QUESTIONS?

KERI PRUETTE, CPCS, MAMSS PRESIDENT-ELECT & CONFERENCE COMMITTEE CHAIR

Keri.Pruette@EssentiaHealth.org or 218-485-5566



MICHAELA JACKSON, MAMSS PRESIDENT

Michaela.Jackson@ChildrensMN.org or 952-992-5297

www.mnamss.org

