

## (505187) Coordinator, Medical Staff

Raised from: PD-1255 - Coordinator, Medical Staff

Requisition Number:505187

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### REQUEST FOR POSITION

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**Requisition Number:** 505187  
**Job Title (long):\*** Coordinator, Medical Staff  
**Job Title:** Coord, Medical Staff  
**Job Code:** Coord, Medical Staff  
Job No: 22800001

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### REQUEST TYPE

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**Request Budgeted?:\***  Yes  No  
**Position Type to be Requested:\*** Replacement  
**If replacement:** Other Job  
**If replacement, list Team Member Name, if new type NA:\*** NA  
**Position Control Line Number:** NA  
**Business Case/Justification:\***

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### AGENCY REQUEST INFORMATION

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**Is this a new or extension request?:**  
**If requesting an extension, please list name and agency used:**  
**Contract Length or Duration:**  
**Hiring Gap/Vacancy Rate Percentage:**  
**Agency Request Business Case/Justification:**

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### REPORTING STRUCTURE

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**Team:** North  
**Entity:\*** North Memorial Health  
**Sr. Executive:** Chief Medical Officer  
**Cost Center:\*** 001040  
**Campus or Location:** Robbinsdale Campus

**For Cost Center Structure, please click [HERE](#).**

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**Additional Information (for TA information, will not be added to posting):**

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## POSITION INFORMATION

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**Remote Work Indicator:\*** Hybrid On-site  
**Employment Type:\*** Full Time (Regular)  
**FLSA Status:\*** Non-Exempt  
**Contract/Non-Contract:\*** Non Contract  
**Pay Group Code:\*** Non Contract/Prof Guards  
**Hour per Pay Period:\*** 80  
**FTE:\*** 1.0  
**Shift:\*** Days  
**Shift Length:\*** 8 hours  
**Weekend Rotation:\*** None  
**Mandatory Call Requirement:\*** None  
**Travel Required:\***  Yes  No  
**Posting Options:\*** Internal & External

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## JOB DESCRIPTION DETAILS

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**Position Summary:**

The Medical Staff Coordinator serves as a subject matter resource on medical staff services and essential link between senior management, clinical leaders, committee chairs, and medical staff to coordinate the operational processes, communications, and ongoing credentialing, privileging, and medical staff governance functions of the health system's facilities, including Maple Grove Hospital and North Memorial Health Hospital. Under limited supervision, responsible for review, analysis and follow up of credentialing and privileging applications, maintaining strict confidentiality and ensuring compliance with medical staff bylaws, organizational policies and accrediting and regulatory agencies. Works collaboratively with other medical staff office & credentialing personnel, and department & senior leadership. Actively and consistently demonstrates the mission, vision, values and guiding principles of North Memorial Health.

**Unit/Department Specific (if applicable):**

**Essential Duties and Responsibilities:**

## Accountabilities:

- As part of a team, facilitates and fosters strong working relationships with all members of the medical staff; collaborates and serves as an essential link between senior leadership, the medical staff, and governance structure
- Performs review and analysis of complete and verified provider credentialing files and stewards the final preparation for review processes and committee recommendations
- Participates in creation of red flag report associated with monthly file reviews, and collaborates with leadership on the review of issue files with section chiefs committee chairs, and other leadership
- Ensures compliance with medical staff bylaws, policies & procedures, facility-specific rules and regulations, accreditation standards, and develops a general knowledge of state laws regarding medical licensure or other relevant requirements
- Coordinates committee management tasks, including agendas, minutes, & attendance tracking
- In collaboration with leadership, coordinates requests for changes in status (resignations, leaves of absence, change of staff category)
- In collaboration with leadership, designs, develops, and improves new medical staff office processes and policies
- Supports Medical Staff President, CMO/VPMA in administrative matters concerning medical staff affairs
- In collaboration with leadership, assists with clinical privilege development process and maintenance of the entity privilege database
- Distributes Board Approval letters and welcome letters to new medical staff or reappointed staff.
- Participates in annual campaign to update provider contact information, or as requested, ensuring data integrity and confidentiality
- Coordinates new medical staff orientation process and materials/attestations
- Communicates new approved appointments to clinical departments, and hospital stakeholders.
- Coordinates medical staff dues, fees, and other finances
- Coordinates medical staff officer elections
- Coordinates Annual Meeting of the Medical Staff and other annual events as recognized by the hospital/facility (National Doctor's Day, Patient Safety Awareness Week, Allied Health Professionals Week)
- Assists in coordination, tracking and monitoring of the OPPE process ensuring compliance with regulatory standards and internal policies
- Distributes medical staff roster and associated reports as requested or directed
- Coordinates required, annual training for medical staff
- Accepts other duties as assigned to promote the accomplishment of organizational goals.
- The team member is accountable to demonstrate proficiency for the skills outlined in the appropriate position skills list.
- The team member is accountable to maintain skill proficiency, including improvement where deemed necessary, and upgrading any additional or new skills on the appropriate position skills list.

## Compliance

- Recognizes and complies with legal regulatory, accrediting and procedural requirements related to area of responsibility.
- Understands and follows principles and standards as outlined in North Memorial's Corporate Code of Conduct.
- Protects customer and team member privacy and only accesses customer and/or team member related information as needed to perform job duties.
- Reports violations or areas of concern to supervisor or Corporate Compliance Officer via established methods of communication.

**Education:**

- Undergraduate 4-year degree required in a healthcare or business related field (directly related experience may be substituted for part of educational requirement)

**Experience, Knowledge, Skills and Abilities:**

- Required: Three or more years of experience in the areas of credentialing, privileging, payer enrollment, coding, hospital administration, surgical center, medical group, or other healthcare-based environment preferred, or equivalent experience with transferable skills
- Preferred: Two or more years experience in a medical staff office setting or with credentialing initial appointment and reappointment applications in an acute care hospital

Knowledge, Skills and Abilities

- Knowledge of accreditation and regulatory standards, and other applicable regulations as they relate to the medical staff.
- Ability to work independently with minimal or no direct supervision.
- Detail-oriented, resourceful, self-starter and team player who works well alone or in a group
- Demonstrated ability to deal with conflict in a positive manner. Has an awareness of, responds to, and considers the needs, feelings and capabilities of others.
- Strong communication skills with demonstrated ability to express ideas and information clearly and concisely in a manner appropriate to the audience.
- Independent problem solving and decision-making abilities.
- Demonstrated ability to collaborate with managers, administrative staff as well as medical staff members and to interact with all levels of team members.
- Ability to be balanced and flexible in a high-volume environment, where matters of confidentiality are routinely discussed
- High level of comfort with technology, including data entry and matters of data integrity
- Ability to work under stress and to respond quickly in emergency situations.
- Exceptional customer service, interpersonal, organizational, business communication and time management skills.
- Effective planning, organizational and detail-oriented skills with ability to prioritize multiple projects and adjust workload accordingly.
- Ability to take initiative, be self-motivated and an independent, accountable, dependable performer.
- Proficient computer/word processing skills.
- Must be able to read, write and speak effectively in English.

**Licensure/Certification(s) Mandatory:**

Certified Professional in Medical Staff Management (CPMSM), or Certified Provider Credentialing Specialist certification (CPCS), required or if new to the field certification required within 4 years

**Licensure/Certification(s) Mandatory where Applicable:**

**Licensure/Certification(s) Preferred:**

**Licensure/Certification(s) Req at Hire:**

**Licensure/Certification(s) Req w 3 months:**

**Licensure/Certification(s) Req w 6 months:**

**Licensure/Certification(s) Req w 12 months:**

Certified Professional in Medical Staff Management (CPMSM), or Certified Provider Credentialing Specialist certification (CPCS) - Required within 4 years

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**DETAILS TO POST ON CAREERS SITE**

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**Recruitment process:\***

North Recruitment

**Posting Location:\***

Robbinsdale, MN

**Additional Requirements (ONLY include requirements NOT in current job desc):**

The Registration Specialist is among the first encounters a customer/family may experience at NMHC. Therefore, a commitment to service that ensures a remarkable customer and family experience is critical to overall success in the role. The registration process assures that customers are correctly identified and all necessary information is recorded. This includes, but not limited to customer identification credentials, demographic information, insurance information and collection of customer liabilities. The Registration Specialist may interact with customers/families of diverse backgrounds and in unusual and unexpected situations. Customer ages may include neonates, infants, children, adolescents, adults and geriatrics. Activities include direct interactions with the customer/families as well as staff/physicians in all of the areas where customers receive care. Much of the work is supported with computer technology, telecommunications technology, and other automated office support systems. Regulatory requirements, hospital policies and procedures, and applicable state and federal law provide the context in which Registration Specialists perform their duties.

Description for Careers Site:

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About North Memorial Health

At North Memorial Health, you're part of an inclusive health family that is rooted in our values of relationships, inventiveness, and accountability. Empathy and care are at the heart of North's culture which is designed to actively support each team member's wellbeing and growth. Our strength lies in our diversity, and we embrace the unique contributions and experiences of each person. Together, we empower customers to achieve their best health.

About this position

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What we'll expect from you

Accountabilities:

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Hours per two week pay period: 80

Shift: Days 8 hours

Weekend Requirement: None

Work Group: Non Contract

Call Requirement: None

Remote or On-site: Hybrid On-site

FLSA Status: Non-Exempt

Benefits: Yes

- Reports violations or areas of concern to supervisor or Corporate Compliance Officer via established methods of communication.

Interested? Here are our requirements

#### Education

- Undergraduate 4-year degree required in a healthcare or business related field (directly related experience may be substituted for part of educational requirement)

#### Experience, Knowledge, Skills, Abilities

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