



**2024 MAMSS  
41ST  
ANNUAL  
CONFERENCE**

*Shine Bright*  
**LIKE AN MSP!**

**April 25 & 26, 2024**

**Crowne Plaza, Plymouth, MN**



# JOIN US FOR THE 41ST ANNUAL MAMSS CONFERENCE!

We are thrilled to be coming together with our fellow MSPs for the 2024 Minnesota Association of Medical Staff Services (MAMSS) Annual Conference. There is a great line-up of speakers including our keynote speaker Dr. Jermaine Davis, award-winning college professor of Communication Studies and Organizational Leadership, author, documentary filmmaker, professional speaker, and leadership coach, who will be sure to motivate, inspire, and share strategies to manage the stress and demands placed on MSPs. In addition, there will be the following engaging educational speakers sharing their expertise in the MSP field: Dustin Jackson, MHA, CPCS, CPMSM; Mathieu Gaulin, CPCS, CPMSM; Bill O’Neil, MBA; Beth Korinek, MPH; Avery Schumacher, Esq., MHA; and Steve Kleinman, Esq. Last, but not least, our NAMSS Director at Large Ropizah Ervin, CPCS, CPMSM will be joining us to share NAMSS updates and celebrate the 45th anniversary of MAMSS!

## SPEAKERS

### Day 1 *BREAKFAST, LUNCH, SOCIAL HOUR APPETIZERS, AND REFRESHMENTS INCLUDED!*

- Keynote: Dr. Jermaine Davis
- Dustin Jackson, CPCS, CPMSM
- Bill O’Neil, MBA
- Beth Korinek, MPH
- Mathieu Gaulin, CPCS, CPMSM

### Day 2 *BREAKFAST AND REFRESHMENTS INCLUDED!*

- Steve Kleinman, Esq.
- Avery Schumacher, Esq., MHA
- Bill O’Neil, MBA
- Beth Korinek, MPH
- Ropizah Ervin, CPCS, CPMSM

## REGISTRATION

**\*\* ADD \$50 TO REGISTRATION FEE FOR NON-MAMSS MEMBERS**

Full Conference	Day 1 Only	Day 2 Only
\$220.00	\$155.00	\$80.00

*This program has been approved for 9.25 NAMSS continuing education credits by the National Association of Medical Staff Services*



# 41ST ANNUAL MAMSS CONFERENCE



## Agenda



### Pre-Conference Registration – Wednesday, April 24, 2024

7:00 pm – 8:00 pm	Regency Foyer	Early Registration	N/A
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### Day 1 – Thursday, April 25, 2024

7:00 am – 8:00 am	Regency Foyer	Registration / Continental Breakfast / Networking and Vendors	N/A
8:00 am – 8:30 am	Regency Room	Welcome and Opening Address	Lexie Thorpe, MAMSS President-Elect and Education Committee Chair
8:30 am – 9:45 am	Regency Room	Recharge & Stress-Less: Beating Burnout Before It Brutally Beats YOU!	Dr. Jermaine Davis
9:45 am – 10:15 am	Regency Foyer	Break - Vendors and Refreshments	N/A
10:15 am – 11:15 am	Regency Room	Reading Between the Lines: Finding the less obvious credentialing flags	Dustin Jackson, MHA, CPCS, CPMSM
10:15 am – 11:15 am	Conference Room D	Provider Enrollment Basics – What to do on Day 1, Week 1, Month 1, Year 1	Mathieu Gaulin, CPCS, CPMSM
11:15 am – 11:30 am	Regency Foyer	Break	N/A
11:30 am – 12:30 pm	Regency Room	Transforming the Medical Staff Office using LEAN Process Improvement Methodology	Dustin Jackson, MHA, CPCS, CPMSM



# Day 1 Con't – Thursday, April 25, 2024

12:30 pm – 1:45 pm	Europa Dining Room	Lunch / Networking	N/A
1:45 pm – 2:45 pm	Regency Room	Mitigating Risk: Addressing Clinical Performance Concerns in a Distracted World	Bill O'Neil, MBA and Beth Korinek, MPH
1:45 pm – 2:45 pm	Conference Room D	Provider Enrollment Collaborative Solution Finding Session	Mathieu Gaulin, CPCS, CPMSM
2:45 pm – 3:00 pm	Regency Foyer	Break	N/A
3:00 pm – 4:00 pm	Regency Room	Navigating the World of Mental Health Professionals	Dustin Jackson, MHA, CPCS, CPMSM
3:00 pm – 4:00 pm	Conference Room D	Effective Medical Staff Governance: Empowerment through Control	Mathieu Gaulin, CPCS, CPMSM
4:00 pm – 4:15 pm	Regency Foyer	Break	N/A
4:15 pm – 5:15 pm	Regency Room	Breaking the Silence Surrounding MSP Burnout	Bill O'Neil, MBA and Beth Korinek, MPH
5:30 pm – 7:00 pm	Fireside Lounge	Social Hour	N/A

**Don't miss out on a fun-filled social hour at the end of the day for networking, games, prizes, appetizers, and a cash bar!**

*Approved for 6.25 NAMSS CEs on Day 1*



# Day 2 – Friday, April 26, 2024

7:00 am – 7:45 am	Regency Foyer	Registration / Continental Breakfast / Networking and Vendors	N/A
7:45 am – 8:45 am	Regency Room	Dr. Death: Could he happen to you? A case study	Steve Kleinman, Esq. and Avery Schumacher, Esq., MHA
7:45 am – 8:45 am	Conference Room D	Qualified or Just Breathing: Current Competency and Other Privileging Challenges Created by the Demand for Healthcare Providers	Bill O’Neil, MBA and Beth Korinek, MPH
8:45 am – 9:00 am	Regency Foyer	Break	N/A
9:00 am – 10:00 am	Regency Room	Navigating provider reporting requirements – NPDB, Minnesota Board of Medical Practice, and Minnesota Board of Nursing	Steve Kleinman, Esq. and Avery Schumacher, Esq., MHA
9:00 am – 10:00 am	Conference Room D	Oh No They Didn’t! How to Address Unethical or Unprofessional Clinician Behavior	Bill O’Neil, MBA and Beth Korinek, MPH
10:00 am – 10:30 am	Regency Foyer	Break - Vendors and Refreshments	N/A
10:30 am – 11:00 am	Regency Foyer	MAMSS Annual Business Meeting	MAMSS Board
11:00 am – 12:00 pm	Regency Room	NAMSS Director at Large Update	Ropizah Ervin, CPCS, CPMSM
12:00 pm – 12:15 pm	Regency Room	Closing Remarks	Lexie Thorpe, MAMSS President-Elect and Education Committee Chair

*Approved for 3 NAMSS CEs on Day 2*



# 41ST ANNUAL MAMSS CONFERENCE

## Registration

Registration Fee	Fee for entire conference	Fee for Day 1 only	Fee for Day 2 only
Current MAMSS Member	\$220.00	\$155.00	\$80.00
New/Renewing MAMSS Member	\$270.00	\$205.00	\$130.00

### TO PAY ONLINE:

1. Go to the MAMSS website: [www.mnamss.org](http://www.mnamss.org)
2. Click on the Education tab > 2024 MAMSS 41st Annual Conference
3. Complete the online registration form
4. Click on continue to payment button to launch the PayPal site.  
Complete transaction using your PayPal account or credit card. Please note a 4% fee is included to offset online processing expenses.
5. PayPal will send an automatic email with your registration information to Terri Winter, MAMSS Treasurer.  
You will receive a confirmation after your payment has processed.

*Register by April 15, 2024!*

*Fee is refundable with a \$50.00 charge by written request to Terri Winter postmarked or emailed no later than April 15, 2024. Registration will increase by \$25.00 after this date.*

**EMAIL [INFO@MAMSS.ORG](mailto:INFO@MAMSS.ORG) WITH QUESTIONS**





# Registration Form - MAMSS 2024 Annual Conference April 25 & 26, 2024

To pay by check, please complete and mail as below

Name: \_\_\_\_\_

Credentials: \_\_\_\_\_ Title: \_\_\_\_\_

Facility: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Zip: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Home/Cell: \_\_\_\_\_

Primary Email: \_\_\_\_\_

Secondary Email: \_\_\_\_\_

Yes  No I plan to attend the social hour on Thursday evening

### Please check one:

Current MAMSS Member Fee

New/Renewing MAMSS Membership  
& Registration Fee

\_\_\_\_\_ Entire Conference: \$220.00

\_\_\_\_\_ Entire Conference: \$270.00

\_\_\_\_\_ Day 1 only: \$155.00

\_\_\_\_\_ Day 1 only: \$205.00

\_\_\_\_\_ Day 2 only: \$80.00

\_\_\_\_\_ Day 2 only: \$130.00

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

Terri Winter, MAMSS Treasurer

611 N. 9th Street

St. Peter, MN 56082

Theresa.Winter@hcmed.org

**Remember to mail by April 15, 2024.**

Registrations postmarked after deadline will  
incur a \$25 late fee



# 41ST ANNUAL MAMSS CONFERENCE

## Hotel/Other Info

### **HOTEL ACCOMODATIONS**

A block of rooms has been reserved for conference attendees at the [Crowne Plaza Minneapolis West](#) in Plymouth, MN. Reservations made by April 5, 2024 under the MAMSS room block will receive the preferred rate.

**To book online** use the [2024 MAMSS Booking Link](#) or **call 1-855-914-1303** or the hotel directly at **763-559-6600** and request the MN Association Medical Staff Services – MAMSS room block to receive the discounted \$124/night group rate.

**Valet Parking/Direct Access to Lobby:** Upon entering hotel from Xenium Lane, veer to the right for valet parking and direct access to lobby.

**Complimentary Self Parking:** Upon entering hotel from Xenium Lane, veer to the left to access parking ramp. The closest entrance to this ramp will bring you to the hotel's meeting facilities; continue up one level by stairs or elevator to access the hotel lobby and additional meeting space.

**Sponsors and Vendors:** Some of the industry's leading companies with products and services impacting the profession of Medical Staff Services will be on site for consultation and education during the conference. Please take time to visit with them and thank them for supporting MAMSS. We will also have some vendors on site selling items to purchase.

**Conference Materials:** MAMSS is committed to environmental stewardship. To save our valuable natural resources, MAMSS is providing electronic copies of presentations and handouts. Attendees will receive an email with the materials closer to the date of the conference and will be able to print off the materials as they desire.



# MAMSS Gives Back

## THE link

Supporting the well-being of our members and communities is important to MAMSS. This year, MAMSS has chosen **The Link** as the organization for our MAMSS Gives Back program.

The Link was founded in 1991 by former Minnesota Vikings players, Jim Marshall and Oscar Reed, who wanted to support youth in North Minneapolis who were being victimized by crime, getting involved in crime and who were struggling with poverty and homelessness. The Link is still based in their original vision and in North Minneapolis. The Link has grown from a two staff member organization with three programs to an organization that has 28 programs across the Twin Cities area, employs over 150 adult and youth staff members and supports over 2,000 youth and young families each year.

The Link offers programming in three areas:

- HOUSING & SERVICES DIVISION: housing and supportive services for youth and young families experiencing homelessness
- YOUTH ADVOCACY DIVISION: positive alternative programs for youth in the juvenile justice system
- SAFE HARBOR DIVISION: emergency shelter, housing and supportive services for youth who have been sexually exploited

**MAMSS will be collecting a free will donation at this year's conference.** We hope you will consider supporting The Link!

To learn more, please watch this [video](#) or visit [The Link website](#).

The Link can also be supported by purchasing items from their [Amazon Wish List](#).



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## Keynote

### DR. JERMAINE DAVIS



#### Recharge and Stress-Less: Beating Burnout Before it Brutally Beats You!

Are you thriving or just surviving in life and work? Does life and work leave you feeling drained, depleted, and overwhelmed at times? Research shows, unmanaged stress leads to burnout and burnout destroys individual, team, and organizational morale and motivation. Would you like to learn how to stress-less in the midst of constant change, chaos, uncertainty, and unpredictability?

Let award-winning college professor, leadership coach, and communication strategist, Dr. Jermaine teach you how to energize your life and career from the inside out. If you want to recharge and refresh your personal and professional batteries so you can thrive and flourish, then this session is for you. This presentation is based on Dr. Jermaine's bestselling book, *How to Stay Motivated Even When You Don't Feel Like It!*

This engaging & interactive presentation will teach participants how to:

- Overcome the dangers of the **Wonder Woman** and the **Superman Syndrome**
- Differentiate between being stressed out, rusted out, and burnt out
- Recognize & manage the stressors and triggers that lead to high-stress and burnout
- Manage deliverables and priorities utilizing the **Plate Management Approach**
- Achieve personal and professional goals utilizing the **Power of the 168 System**
- Cultivate a Growth Mindset utilizing the **C + R = Success or Failure Formula**
- Develop a healthy & positive **S.R.S.: Stress Response Style** to improve decision-making
- Create a culture of optimism and engagement utilizing the **R.A.P. Philosophy**
- Create a values-based life utilizing the **Values-Based Decision-Making Model**
- Resolve conflicts in the workplace utilizing the **N.E.W. Communication Method**



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## Keynote

### **DR. JERMAINE DAVIS**



Are you ready to have a little professional fun? If so, get ready to laugh and learn today with Dr. Jermaine Davis!

- He is an award-winning Professor of Communication Studies at Century College & Organizational Leadership at St. Kate's University. He's authored 10 books including, *Leading with Greatness!* and *How to Stay Motivated Even When You Don't FEEL Like It!*
- He's worked with organizations like 3M, the Mayo Clinic, Microsoft, Cleveland Clinic, the FBI, West Point Military Academy, and Minnesota and Georgia Hospital Association.

• Dr. Jermaine holds a BA and an MA in Speech Communications, and a Doctorate in Organizational Leadership. He specializes in helping organizations develop healthy and positive work environments so everyone can thrive, succeed, and flourish.

- Today, he's here to share practical tips on how to: *Recharge & Stress-Less, So You Can Beat Burnout Before Burnout Brutally Beats YOU!*
- He likes all-you-can-eat crab legs, and trying to beat his son Zion in video games.
- Most importantly, he still loves to eat his grandmother's homemade Mac & Cheese.



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **DUSTIN JACKSON, MHA, CPCS, CPMSM**



### **Reading Between the Lines: Finding the Less Obvious Credentialing Flags**

As Medical Staff Professionals we have become proficient at finding the glaring red flags within our credentialing and privileging processes that cause us to immediately pause for assessment, but what about those hidden messages or small clues that can give us insight into larger concerns? This course will give insight into these lesser-known credentialing flags and give examples of some of these lesser known credentialing flags and give examples of some of the less obvious flags and how to interpret them.

#### **Objectives:**

- Identify less recognized credentialing flags that establish a pattern for concern
- Understand best practices for identification of credentialing and privileging flags
- Review case studies of less recognized flags and patterns for care and behavior concerns

### **Transforming the Medical Staff Office using LEAN Process Improvement Methodology**

Healthcare is rapidly changing with an environment of doing less with more, and the Medical Staff Services profession is no exception. LEAN process improvement methodology gives users the tools to rapidly identify and remove wastes within day-to-day processes. Creating a systematic process to garner, implement and track new ideas for process improvement is key to creating the LEAN culture that will be taught within this session.

#### **Objectives:**

- Participants will be able to recite the basic principles of lean process improvement
- Participants will be able to create process and role standard work
- Identify wastes within their current processes and the methodology used to remove wastes



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **DUSTIN JACKSON, MHA, CPCS, CPMSM**



### **Navigating the World of Mental Health Professionals**

With the ever growing crisis around the country, we are seeing more need for growth and expansion of mental health services – but which discipline of mental health professional do we need and what are they allowed to do? This presentation will review the various types of mental health professional, review their varying scopes of practice, and will dive into what is required within your state for licensing and credentialing.

#### **Objectives:**

- Participants will be able to identify the various types of mental health professionals
- Participants will be able to define the scope of practice of the various mental health professionals
- Participants will be able to understand the licensing and privileging requirements of mental health professionals in their state.

Dustin Jackson has over 14 years' experience in Medical Staff Services, currently working as System Director, Medical Staff Services at MultiCare Health System based in Tacoma, WA. Dustin received his Master's degree in Health Administration from Missouri State University, and is certified as CPCS and CPMSM through NAMSS. Dustin serves as Immediate-Past President of the Missouri Association of Medical Staff Services and serves on the Education Committee for NAMSS. Dustin has previously served on the Membership Committee and the Leadership Selection Committee for NAMSS.



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **MATHIEU GAULIN, CPCS, CPMSM**



### **Provider Enrollment Basics – What to do on Day 1, Week 1, Month 1, Year 1**

Congrats you're a PE Professional! Now what? This presentation will walk you through some tips for getting you through Day 1, Week 1, Month 1 and Year 1.

#### Objectives:

- Learn the 5 W's of enrollment
- Learn how to use skills learned as an MSP to be successful as a PEP
- Learn common challenges and opportunities for new provider enrollment professionals

### **Provider Enrollment Collaborative Solution Finding Session**

This fully interactive session breaks the audience down into small groups in order to explore common challenges in provider enrollment. The goal here is to network with other MSPs, share crazy stories that we have encountered in the field, and to have a little fun.

#### Objectives:

- Explore common challenges in provider enrollment
- Explore best practices to tackle issues
- Brainstorm ways to be more proactive in the future
- Network with other MSPs



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **MATHIEU GAULIN, CPCS, CPMSM**



### **Effective Medical Staff Governance: Empowerment through Control**

This session will provide an overview of the “Self-Governing Organized Medical Staff” CMS and Joint Commission regulatory requirements and tools. Using the Boston Children’s Hospital experience over the previous 5 years, we will discuss strategies for ensuring strong, interlocking governance improvements and its impacts on empowering the Medical Staff through mutually reinforcing controls.

This session will further outline key governance committees of the medical staff including the Credentials Committee, Medical Peer Review Committee, Bylaws Review Committee, culminating with the Medical Staff Executive Committee and how they support one-another and enable a governance framework to empower. Further discussed will be suggestions on how to improve structures, engagement and buy-in from Medical Staff through effective administrative continuity, support and on-going communications.

#### **Objectives:**

- Understand Medical Staff self-governance regulatory obligations; and,
- Understand how effective governance Committee management contributes to a highly reliable, safety, and just culture; and,
- Have suggestions to start thinking of governance improvements to bring back to their organizations



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **MATHIEU GAULIN, CPCS, CPMSM**



Mathieu has been at Boston Children's Hospital since 2006, starting as an agency temporary employee. Mathieu worked in Provider Enrollment for 10 years, during which time he created and managed the centralized Provider Enrollment Team.

Currently, he is the Senior Director, Professional Medical Staff Services with oversight of Medical Staff Services and Provider Enrollment while working with the Medical Staff and its Leaders on their self-governance and oversight of patient safety and quality obligations.

- He is currently a Member of the Board of Advisors of the Institute of Contemporary Art/Boston; as well as, an Editorial Board Member of the Credentialing Resource Center. He is a recent Alumnus of Harvard Business School and he previously served on the National Association of Medical Staff Services (NAMSS) Membership Committee and as the Secretary of the Massachusetts Association of Medical Staff Services (MAMSS); and is a national speaker and thought-leader in multiple Medical Staff domains.



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **BILL O'NEIL, MBA & BETH KORINEK, MPH**



### **Mitigating Risk: Addressing Clinical Performance Concerns in a Distracted World**

MSPs have faced unprecedented challenges in recent years. Staffing shortages, burnout and deteriorating morale may distract physician leaders from monitoring clinician performance. As we move forward, it is important to regain focus on patient safety, and the quality-of-care patients receive in your facility. In this session, attendees will learn how to recognize, respond to and resolve concerns regarding clinical performance. We will explore the MSPs' role in ensuring that appropriate policies are in place and followed. Resources for interventions will be reviewed and case studies will be presented.

#### **Objectives:**

- Learner will be able to summarize important implications for bylaws and medical staff policies that support remediation or intervention
- Learner will be able to identify available remedial training resources and explain how these services have been transformed in response to the pandemic
- Learner will be able to design a consistent, effective approach to guide remediation processes that support behavior change and skill enhancement



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **BILL O'NEIL, MBA & BETH KORINEK, MPH**



### **Breaking the Silence Surrounding MSP Burnout**

While pandemic-related burnout and emotional trauma among physicians is widely reported, less attention has been directed to the trauma and burnout impacting healthcare workers who are not physicians, including Medical Services Professionals (MSPs). These impacts are, however, very painful and very real. This presentation will combine data with personal stories of MSP experiences to break the stigma and isolation surrounding emotional health challenges. Speakers will describe resources and approaches individuals can employ on their own to reduce stress and bolster resiliency as well as best practices for organizations looking to develop cultures of caring and support.

#### **Objectives:**

- Participants will be able to recognize signs of burnout and work-related trauma brought on by the pandemic in themselves and others
- Participants will be able to identify and access resources to reduce stress, enhance individual resiliency and know when to seek help
- Participants will be able to advocate for and employ strategies and systems that support emotional and psychological well-being across teams



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **BILL O'NEIL, MBA & BETH KORINEK, MPH**



### **Qualified or Just Breathing: Current Competency and Other Privileging Challenges created by the Demand for Healthcare Providers**

The “Great Resignation” is hitting the clinician workforce, leaving behind gaping holes in the hospital’s clinical team. This may lead to more instances where a medical staff professional (MSP) is asked/required/pressured to “make a way” for candidates who do not meet credentialing and/or privileging requirements. MSPs must be prepared to handle requests for privileging non-traditional candidates. In this session, we will discuss how to navigate the requirements of privileging and credentialing processes objectively and consistently while at the same time ensuring that patients are able to receive the care that they need in a timely manner.

#### **Objectives:**

- Describe the current national trends related to physician workforce shortages and how they are impacting credentialing and privileging.
- Identify the unique challenges presented by practitioners who have a gap in patient care or in experience in specific procedures or services and how to address it.
- Utilize credentialing and privileging processes to consistently and safely support reentry to practice.



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **BILL O'NEIL, MBA & BETH KORINEK, MPH**



### **Oh No They Didn't! How to Address Unethical or Unprofessional Clinician Behavior**

The facts of modern clinical life can lead healthcare professionals to feel burned out, cut corners, or fail to consider the consequences of their actions. Whether it is “fudging” documentation to hide a mistake, making sexually inappropriate comments to staff, or attending traffic court in an active OR, many professional missteps are amenable to ethics remediation. Medical staff professionals are faced with how to respond to physicians who have committed professionalism and boundary breaches – ranging from relatively minor gaffes to egregious incidents – and it is critical to have the appropriate spectrum of approaches to address such conduct.

#### **Objectives:**

- Participant will be able to describe current expectations regarding professionalism and the medical staff
- Participant will be able to identify and strengthen bylaws and policies to support effective intervention of professional lapses
- Participant will be able to outline the range of options available to address professionalism lapses when they occur



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **BILL O'NEIL, MBA & BETH KORINEK, MPH**



### Elizabeth (Beth) Korinek, MPH

Ms. Korinek has directed CPEP since 1993. Under her leadership, the program gained national recognition as one of the premier physician competence assessment and education programs in the U.S. In recent years, she successfully guided CPEP through the COVID-19 pandemic and the transition to remote program services. Ms. Korinek has published and spoken nationally and internationally on the subjects of physician competence, reentry to practice, disruptive communication, ethics, and aging physicians. She has been a speaker at the NAMSS educational conference annually since 2015 and has also spoken at several NAMSS state chapter meetings. She received a Master of Public Health from the University of California Los Angeles. Her public service includes serving as a Peace Corps Volunteer in Paraguay and leading summer mission teams to Nicaragua.



### Bill O'Neill, MBA

Bill O'Neill, based in Raleigh, NC, has authored numerous articles for the American Hospital Association, the National Association of Medical Staff Services, and other organizations. In addition, he has spoken at multiple annual meetings of the National Association of Medical Staff Services as well as at annual meetings of chapters in several states. Prior to CPEP, Mr. O'Neill was the team leader for an international clinical trial in the field of kidney dialysis and the director of an innovative blended-learning initiative for physicians that won a national "Great Idea Award" from the Alliance for Continuing Medical Education. Mr. O'Neill has an M.B.A. in marketing and finance from the Wharton School of Business.



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **AVERY SCHUMACHER, ESQ., MHA & STEVE KLEINMAN, ESQ.**



### **Dr. Death: Could he happen to you? - A case study**

This session will walk through the story of the infamous Christopher Duntsch (AKA “Dr. Death”), including a timeline of events and description of what went wrong in the credentialing and privileging processes. Attendees will receive advice on how to appropriately conduct credentialing and privileging so as to protect their organization. Counsel will also discuss the benign affiliation letter, and how to interpret and respond to credentialing inquiries.

#### **Objectives:**

- Participants will be able to describe the story of Dr. Duntsch, in terms of what went wrong in the privileging and credentialing processes
- Participants will be able to identify red flags in the credentialing and privileging processes, to avoid facilitating the next “Dr. Death”
- Participants will be able to describe the importance of conducting appropriate peer review



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **AVERY SCHUMACHER, ESQ., MHA & STEVE KLEINMAN, ESQ.**



### **Navigating physician reporting requirements – NPDB, Minnesota Board of Medical Practice, and Minnesota Board of Nursing**

This session will address practitioner reporting requirements. Counsel will share perspective, and outline situations where a hospital must report a physician to the Minnesota Board of Medical Practice, and/or the National Practitioner Data Bank. This presentation will also cover situations where a hospital must report a nurse to the Minnesota Board of Nursing.

#### **Objectives:**

- Participants will be able to describe when they must report a physician to the National Practitioner Data Bank
- Participants will be able to describe the legal history of the NPDB (high-level), and why compliance is important
- Participants will be able to describe when they must report a practitioner to the MN Board of Medical Practice and Minnesota Board of Nursing



# SESSION DESCRIPTIONS AND SPEAKER BIOS

## **AVERY SCHUMACHER, ESQ., MHA & STEVE KLEINMAN, ESQ.**

### Steve Kleinman, Esq.

When hospital and physician leadership need advice on a broad array of medical staff, credentialing, peer review, and quality improvement issues, they turn to attorney Steve Kleinman.



His daily work includes advising hospitals and medical staff leaders regarding best practices with respect to medical staff appointment and clinical privileging matters, conduct and impairment concerns, issues involving summary suspension and formal corrective action, hearings and appeals, and attendant processes and procedures. He routinely works with medical staff leaders to revise and update medical staff bylaws, policies, and rules and regulations.



As an attorney with more than 25 years of medical staff experience, Steve brings a real-world practical approach to support his counsel in medical staff matters. Hospice, long-term care providers, and developmental disability service providers rely on Steve's advice regarding regulatory and day-to-day operational issues.

### Avery Schumacher, Esq., MHA

Health care clients value Avery Schumacher for her broad knowledge of the health care industry, public health, and health administration.

Her practice regularly focuses on medical staff, credentialing, peer review, and quality improvement issues. She also represents hospitals and other health care organizations in contractual arrangements, including a variety of hospital-physician relationships, and counsels clients on operational and fraud and abuse compliance matters.

In addition, Avery routinely advises health care clients on issues involving telehealth, professional licensure, HIPAA regulations and regulatory compliance orders, and organizational record retention and destruction schedules. She is also familiar with matters related to clinical research.

Avery is a co-author of Epstein Becker Green's [Telemental Health Laws](#) app, a comprehensive survey of state telehealth laws, regulations, and policies for mental and behavioral health practitioners and stakeholders across all 50 states, the District of Columbia, and Puerto Rico.



# DAY 2 SESSION DESCRIPTIONS

## ROPIZAH ERVIN, CPCS, CPMSM



### NAMSS Director at Large Update

The purpose of this session is to outline the progress of NAMSS as an organization as it continues to support MSPs, our members, and the healthcare industry through education, advocacy, and commitment to patient safety. This session will cover the support available to NAMSS members as well as projects NAMSS is working on to enhance the profession of Medical Staff Professionals including NAMSS Pass, the MSP job code, etc.

#### Objectives:

- By the end of the presentation, attendees will have a better understanding of the resources available to NAMSS members as well as the work underway in support of the future of all MSPs.

Ropizah is a Director, System Credentialing and Medical Staff Operations (CMSO) at Novant Health Inc. She is not a stranger to her peers at the state and national levels. Over her 28 years of being in credentialing and healthcare settings, she has worked for practice groups and in managed care, medical staff, and central verification offices.

Ropizah is a current NAMSS Director at Large, acting as state liaison for Minnesota as well as Illinois, Indiana, Michigan, Ohio, and Wisconsin. Prior to being elected as DAL, she was involved with the Certification Commission of NAMSS from 2007 to 2021. During her tenure as CCN leader, she represented NAMSS at the Association of Test Publishers and the Institute of Credentialing Excellence Annual Conferences.

Ropizah's involvement as a Medical Service Professional leader and her contribution to the field did not go unnoticed by her peers. In May 2014 she was nominated, selected and awarded the Donna Masho Award by the North Carolina Association Medical Staff Services.



# VENDORS AND SPONSORS

Thank you so much to our sponsors!

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