



**PRIVILEGED
INFORMATION**
VOLUME 15, Issue 1
Winter 2007

Mark Your Calendars:

Western Chapter Meeting

Date: To be announced
Time: To be announced
Place: To be announced
Host: To be announced

Eastern Chapter Meeting

Date: March 16, 2007
Time: 12:00 p.m.
Place: Sacred Heart – Spokane
Host: Bev Osborne

2007 WAMSS Conference

Date: May 15 – 18, 2007
Place: Kennewick Red Lion

Washington Credentialing Standardization Group

Date: To be announced
Time: 11:30 am – 1:30 pm
Place: Puget Sound Plaza, downtown Seattle 1325 4th Ave
Phone in calls are welcome! (206) 221-2902

Alert! Alert! Alert!

**The Updated Washington Practitioner Application
is ready!**

The WCSG has completed the revisions to the Washington Practitioner Application (WPA). The new form is available on the WAMSS website.

Please send inquires to Colleen McDonald at email address mcdonald@u.washington.edu

President's Note

By: Cheryl Thomas, CPMSM

Thoughts from the Road

When last I wrote, I wasn't sure what the future held. Having been on the road for over five months now, I can tell you that the future is much the same as the past. There are new faces, new challenges, new procedures but the essence of who we are and what we do remains the same. In many respects the job that we choose to do is the same wherever we are.

Since leaving home, I've been in a Medical Staff Office in Bakersfield, California and am now in Dallas at Baylor's Centralized Verification Services. The people that I have had the privilege of working with have reminded me of all of you at home – smart, capable, friendly and funny. They have the same dedication you exhibit and work long hours with very little thanks or recognition.

If we could do one thing in our industry to help each other, it would be to work to have our positions and the importance of the job we do recognized by those in authority. Whether in a hospital setting, a clinic or a CVO the common denominator seems to be a push to get the practitioner to work as soon as possible. It doesn't seem to matter if there are periods of time unaccounted for on the application, multiple data bank reports, privileges being requested with no evidence of training or current competency, or just a feeling that this practitioner needs to be well and thoroughly credentialed, the message is the same – either turn the application around in five days or grant the practitioner temporary privileges. It's only when something goes terribly wrong and we find ourselves sitting for depositions or testifying in a courtroom that the "powers that be" know who we are and can't understand how things could possibly have gone so very wrong.

I know that in recent years, we have collectively made some great strides professionally and that we have representatives working with any number of organizations to acknowledge our contributions to the healthcare industry. However, it seems nothing we've done in general seems to have been very effective close to home – in our own hospitals, clinics or verification organizations. I would encourage each of you to meet with your supervisor and ask for an opportunity to do a presentation to your organization to tell them what you do and why. Only through educating others will we ever be able to change the common question we so often hear - "the Medical Staff who???"

Spectators or Participants





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To fly..... you must first Believe!



Conference Planning Committee:

Are you Ready... Willing to serve... Make a difference??!

As your President Elect and Conference Planning Committee Chair, I would like to encourage you all to take advantage of the opportunity to be a part of our planning committee and make this the best conference ever.

The conference starts off on Tuesday, May 15th, with the CPCS and CPMSM pre-conference training session and ends on Friday May 18th. Please contact me and help with planning our next annual conference.

Molly S. Nagel, CPMSM
Whidbey General Hospital
101 N. Main St.
Coupeville, Wa 98239
f: 360-678-3507
p: 360-678-7656 x4006
mollysnagel@yahoo.com

Western Chapter Report

By: Renae Hamshar, CPMSM, CPCS

No report available at time of printing

Eastern Chapter Report

By: Dolly Fluaitt, CPCS

We did not hold a meeting in November. Our next meeting will be March 16, 2007, at 12:00 p.m. at Sacred Heart in Spokane. Bev Osborne will be hosting the meeting. She is planning a very informative educational presentation regarding documentation needed leading to disciplinary action for providers.

Sacred Heart's hospital attorney will be the presenter.

Please join the WAMSS Board in congratulating our 2006 certificant:

CPCS Certificants for 2006

Katherine Reed**	Elizabeth Brown
Gisela Mejia	Debbie Mills**
Aminda Rodgers	Rachel Wilson

CPMSM Certificants for 2006

Diane LeMonds	Debbie Mills**
Katherine Reed**	Julie Olmstead

** = Double Certification Achieved!



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Judy Templeton who recently retired from Island Hospital is currently with us at Samaritan to assist on a part-time/temporary basis. We are very happy to have her join us, even it is for a limited period of time.

Scholarship Chair Report

By: Colleen McDonald, CPCS

The Scholarship Committee, after concurrence with the WAMSS Board, awarded the Judy Kleckner Advanced Studies Scholarship to Dawn Epler, CPMSM, CPCS. Dawn has been active in the medical staff field for 12 years and is actively involved in WAMSS. She is pursuing a Nursing degree and is currently in her second year of the BSN program at Washington State University. She plans to maintain her involvement in the Medical Staff Services field. She is very interested in the areas of Risk Management and Quality Management.

For those planning on taking the Spring Certification Exam, there is still time to apply for a scholarship. The deadline to apply is March 15, 2007. For the fall exams (September & November) the deadline is August 1st. The application materials are available on the WAMSS Web Site. If you have any questions, please contact me at (206) 616-0890 or by email at - mcdonald@u.washington.edu



The view from the top is always better!

MEMBERSHIP REPORT

Submitted by Cheri Ramble, CPMSM, CPCS
Membership Chair

ARTICLE V. MEMBERSHIP

SECTION 1. ACTIVE

Active members shall be those individuals having responsibility in medical staff or related activities (e.g.

credentialing, quality assurance). Active members shall pay dues and shall be eligible to vote and hold office. Active members shall be encouraged to join the National Association.

SECTION 2.

ASSOCIATE

Associate members shall be those individuals interested in the overall goals and objectives of the Association. Associate members shall pay dues but shall not be eligible to vote or hold office.

SECTION 3.

HONORARY

Honorary membership may be awarded at the discretion of the Board of Directors to those individuals who have contributed to the advancement of the goals and objectives of the Association. Honorary members shall not be required to pay dues; and shall not be eligible to hold office or vote.

Keep those membership applications coming! Thank you to those who have already submitted your dues so promptly. Thank you for your patience regarding the confirmation letters, also. I will be distributing these letters shortly. As true with many of us, life at work and home has been very busy lately.

It is wonderful to see so many responding by the deadline of January 1, 2007. It tells me you see the value of your membership in our WAMSS organization and what it can do for each of us and our profession. As a reminder, per the WAMSS Bylaws there are sixty (60) days following the deadline in which dues can be received for renewal of your membership.

REMEMBER, if you know of someone who is not currently a member, but would benefit from WAMSS membership, please encourage him or her to join. The member who suggests the most names of individuals who become new members for 2007 will win free WAMSS registration for the 2008 year.

If you have any questions, please contact Cheri Ramble at ramble.c@ghc.org.



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Don't just sit there!!!

NOMINATING COMMITTEE

**Submitted by Cheri Ramble, CPMSM, CPCS
Chair, Nominations Committee**

Are you thinking caps on? The Spring 2007 elections are just around the corner, and I need your help in finding candidates qualified and willing to run for a position. Please contact me if you are interested in running for a position, or if you know of someone interested. Nominees will be contacted by a member of the Nominating Committee to ascertain their agreement to run. Remember, WAMSS is your organization, and it takes volunteers like each of you who are willing to participate and lead to make this a great organization.

Positions up for election in Spring 2007 are President-Elect and Treasurer. Please refer to the WAMSS Bylaws on-line for complete job descriptions. Attached is an excerpt from the Bylaws regarding the position duties:

ARTICLE X. DUTIES OF OFFICERS

SECTION 2. PRESIDENT-ELECT

The President-Elect shall act for the President in her/his absence and at the direction of the President. The President-Elect shall serve as Program Chair

SECTION 4. TREASURER

The Treasurer shall be custodian of the funds of the Association. The Treasurer shall keep a record of the payment of dues, render an annual budget, prepare a financial statement which shall be presented to the membership at the Annual Meeting, receive and disburse Chapter dues, and perform such other duties as may be necessary to coordinate and advance the Association's objectives. The Treasurer should have had previous accounting and/or finance experience. The Treasurer shall be the custodian of all financial records.

If you have any questions, or nominations to submit, please forward to my attention at ramble.c@ghc.org. Or contact one of the other Nominating Committee members: Liz Burton-Woodward, CPCS at Burton.ea@ghc.org or Kate Cross, CPMSM, CPCS at kate_cross@kindredhealthcare.com.

**Where will you let your
light shine?**





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COMMUNICATIONS COMMITTEE

by Irene Torres

Have you noticed the WAMSS Board Members and Committee Chairs' e-mail addresses are now on the WAMSS web site? Check out: www.wamss.org

The email blast is becoming an important tool. Rachel Wilson sent out 168 email queries in 2006, an average of 14 a month. I encourage everyone to respond to those queries. Francis Bacon told us, "In knowledge, there is power." To successfully network, we MUST share what we know.

Don't hide your talents under a bushel. You can let them shine. Be a volunteer, like Cheryl Whisenhunt is...as the new Webmaster for WAMSS. Contact Cheryl or Kate Cross for the details. We will soon be making recommendations to the Board for changes in our web software/server.

I look forward to another great year with WAMSS and with all of you.

Thanks for your support of our organization.

New Briefs:

NPDB to offer proactive disclosure service:

The National Practitioner Databank (NPDB) will begin providing a proactive disclosure service in May 2007 that will automatically notify institutions of reports naming their registered practitioners as subjects when reports are received by the data banks. According to the NPDB, the proactive disclosure service (PDS) is an alternative to the current querying service that will fulfill querying requirements.

Special Notes from Our Members:

During the summer of 2004, my husband's employer transferred our family to Pullman, Washington. Unfortunately, I was unable to get a job in the Medical Staff Services field in this small community. Being unemployed and being in a college town, I decided to go back to school. I began the pre-nursing curriculum at Washington State University in Fall, 2005. I plan to begin Nursing School in Fall, 2007.

I feel lucky to have been a WAMSS member for over ten years. Not only has this organization helped me continue my education within the Medical Staff Services field, but now they have also helped me continue in a new direction by awarding me the Judy Kleckner Scholarship for Advanced Studies. I want to thank the WAMSS Scholarship Committee as well as the WAMSS membership for assisting me in my endeavors. What a wonderful organization!

Sincerely,

Dawn Epler, CPMSM, CPCS

From...Mickey Sanders, CPMSM
Medical Staff Services Manager
Harrison Medical Center

This has been an extremely eventful year for me personally. On a high note, thank you, my colleagues, for the recognition as the 2006 Margaret Geering Award winner. As many of you know, I was unable to attend the state conference in May due to the critical illness of my mother. In fact, she was re-admitted to the hospital the same day as the conference began. Though I was unable to return to Kentucky at that particular time,



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I was on phone watch, standing by for information day by day.

Gail Donovan and the Harrison Medical Center Leadership and Medical Staff, totally surprised me with a presentation of the award here at our hospital. They tricked me into believing there was a mess in the Doctors Lounge and awaited my arrival with balloons and cake and trappings of a celebration. It was nice to be able to acknowledge their contributions to my accomplishments.

In March, my mother was diagnosed with terminal ovarian cancer. Through the generosity of one of my docs who donated his frequent flyer miles, I was able to make an emergency trip back to Kentucky at that time. I visited her again in June, knowing when I left, I'd never see her again. On November 3, she passed away, sweetly in her sleep, after her courageous and horrendous battle against the ravages of cancer.

I just wanted to let you, my dear colleagues, know how much I have appreciated your support and understanding these past several months. I have felt your prayers and am grateful for your encouraging words. I wish you and your families a great 2007 and I look forward to seeing you at the state conference in May.

*Don't forget Doctor's Day
on March 30th!*



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Mark Your Calendars:

Western Chapter Meeting

Date: November 9, 2007

Time: 12:00 p.m.

Place: Good Samaritan Hospital, Puyallup WA

Host: Kate Brown

Eastern Chapter Meeting

Date: March 21, 2008

Time: 12:00 – 2 p.m.

Place: Central Washington Hospital, Wenatchee

Host: /Topic to be determined

2008 WAMSS Conference

Date: May 7-10, 2008 (Pre-conference training May 6th)

Place: Red Lion Inn at the Quay, Vancouver, WA

Next WAMSS Board Meeting

Date: November 9, 2007

Time: 10:00 – 11:00 a.m.

Place: Good Samaritan Hospital

President's Note
By: Molly Nagel, CPMSM

Well the summer is gone and fall is upon us. I hope each one of you had a great summer and were able to get away and enjoy some sun and fun.

In early September I went to the Eastern Chapter meeting held at Kadlec Medical Center in Richland. They had a wonderful meeting in which the Department of Health (DOH) was available by phone to answer questions regarding the then recently released Audit and Investigation done on the DOH. It was nice to talk with them and get their input on the upcoming changes to their department as they understand them.

In late September I was fortunate enough to be able to attend the NAMSS conference in New York City. I saw some familiar faces from Washington, and was able to meet others from around the country. I attended many sessions that were pertinent and contained great information. I will be passing these resources on to Renae who is planning the 2008 joint conference. I also got out and was able to see the city. I was able to see two Broadway shows and went down to the World Trade

Center site. For those who I hung out with don't forget the "Naked Cowboy!" He was a sight to see in Times Square.

I came away from the conference with a renewed sense of "Yes, I do know what I am doing" and recognized that there are always opportunities to improve what I do! I am hopeful that I can bring that experience to WAMSS.

The Western Chapter is going through some changes right now. For personal reasons Stephanie Harrison has had to resign her position as Chapter President. She wanted to convey her gratitude and thanks for the support she has received from WAMSS. The Chapter will be holding elections for a new president within the next month or so.

The next board meeting will be held in conjunction with the next Western Chapter meeting on November 9th at Good Samaritan Hospital in Puyallup. I hope to see many of you there.

As always remember to take time for yourself and your family as they are your support.

Molly



*We are the reflection of both our future and our past
What to do others see in you?*



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Western Chapter Report

By: Renae Hamshar, CPCS, Immediate Past President

Dr. Ronald Morris, VP, Center for Quality at Good Samaritan Hospital in Puyallup, will be speaking on "The Medical Staff Services Professional's Role in Quality and Patient Safety" at our upcoming chapter meeting scheduled for Friday, November 9th at Good Samaritan Hospital in Puyallup. CE Credits have been approved by NAMSS. Our agenda will also include updates on the National Conference Certification Exams, Review of Chapter Bylaws, Celebration of National Medical Staff Services Professionals Week and an update on the election of chapter president.

The meeting is being hosted by the Medical Staff Services Department of Good Samaritan Hospital. If you attended the recent NAMSS National Conference, we would love to hear your feedback about what you learned and experienced at this fun event. The meeting will start at 12 noon. Please contact me if you need additional information or directions.

The election for a new President for the Western Chapter will take place in November. Irene Torres, Kate Cross and I are the members of the nominating Committee. If you would like to nominate someone or to step up and nominate yourself, please contact one of us. This is your opportunity to become involved in your local Chapter.

Although I don't want to get too personal about someone's private life, I feel the need to acknowledge all of the wonderful things that Stephanie Harrison has brought to our Chapter and our State Association over the past several years. She has done a wonderful job with strategic planning, she has motivated us to step forward and she has brought a high level of professionalism to any project that she tackled. We miss her and hope that she will be back with us soon.

Renae Hamshar, CPMSM, CPCS
Immediate Past President, Western Chapter
Phone: 360-330-8529
Email: renae.hamshar@providence.org



***Change is an opportunity to bring forth beauty!
Are you ready?***

Eastern Chapter Report
By: Dolly Fluaitt, CPCS

The Eastern Chapter of WAMSS met Friday September 14, 2007 at Kadlec Medical Center, who graciously hosted the Board and the Chapter meeting. Thanks to Kadlec for such wonderful hospitality. Our meeting was well attended, changes were made to the Eastern Chapter Bylaws and more are coming. We had a session with Bonnie King at the Washington Department of Health, via teleconferencing, regarding the recent audit ordered by Governor Gregoire. The conference was interesting and there was further conversation regarding the conference and the information received after the teleconference.

The Eastern Chapter also held a meeting at Yakima Regional Medical and Cardiac Center. Vikki Gore was our hostess. Vikki presented an excellent educational presentation on hospital affiliation letters to include Washington State Law and Joint Commission Standards. The discussion, which included verifications for affiliation for both the sending and receiving facility, resulted in some wonderful suggestions. Further work on the verification issue is planned.

Eastern Chapter Meetings for O8:
Mar 21st at Central Washington Hospital from 12-2 – in Wenatchee - Topic TBD
I look forward and seeing you at one of our meetings!



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**Conference Planning Committee - 2008:
Rena Hamshar, CPMSM, CPCS, Chair**

I'm not so sure that when I got the brilliant idea to run for President of the State Association I realized that the President-Elect is responsible for chairing the Conference Planning Committee. And when I saw the huge binder of organizational "stuff" that Molly Nagel "bequeathed" to me, I nearly fainted! I have new respect for Madam President, that she survived this experience! What a lot of work to be accomplished! Vendors, door prizes, gifts, speakers, media equipment, hotels, catering, brochure, badges – the list goes on and on!

Here is what we have so far – the conference will be held in conjunction with the Oregon Association of Medical Staff Services. Ann Klinger, from Oregon, is the Co-Chair of the Committee. It will be held at the Red Lion at the Quay (we will all learn the word is pronounced "key" for some reason), right on the Columbia River in Vancouver. The dates are May 7-10, with the usual pre-conference certification prep course on May 6. We will have a speaker from the NPDB-HIP-DB.

If anyone has suggestions for a keynote speaker, I would love to have the input. So far, I have received information about several but we have not yet selected one. Also, if you have ideas about topics you would like to see covered, let me know. This is your conference and we need your feedback to make it something you truly want to attend.

I am planning on a quick meeting following the Nov. 9th presentation. If you are interested in being a part of the Planning Committee, please let me know. I expect that we will do much of the planning via teleconference calls so Eastern Washington members, please join us!



Just one little seed planted correctly can eventually become a forest. What can you do to make a difference?

**Scholarship Chair Report
By: Colleen McDonald, CPCS**

The Scholarship Committee awarded two scholarships for the Fall Certification Examination to Barbara Woodard from Providence St. Peter Hospital and Lori Brownlee from Sacred Heart Medical Center.

Congratulations and good luck!! We will look forward to reading about their experience in the next WAMSS newsletter.

We would like to thank all of those WAMSS members who applied for the scholarships and wish them luck.

For those WAMSS members who are planning on taking the Spring Certification Examination, it is never too early to apply for a scholarship. What about applying for the Conference scholarship???

The Judy Kleckner Scholarship for Advanced Studies is also available to a WAMSS member who is enrolled or planning to enroll at a college or university in a course of study in allied health sciences. The application materials are available on the WAMSS Web Site.





MEMBERSHIP REPORT
Submitted by Cheryl Thomas, CPMSM
Past President

Our world traveler, sends you her warmest regards and **A REMINDER:**

Dues notices will be sent out via an email blast in mid-November, with a due date of January 1, 2008. Dues are the same as last year (\$40.00).

If you have any questions, please contact Cheryl Thomas (the 2007-2008 Membership Chair) at wet.cat@verizon.net

EDUCATION COMMITTEE
Submitted by Rita Rakestraw, CPCS

Please join the WAMSS Board in congratulating our newest certificants for 2007:

CPCS Certificants:

Kandi Long

Trinette Meisner*

CPMSM Certificants:

Elizabeth Brown
Amanda Rodgers****

**Laurie Murray
Trinette Meisner***



The way is not always crystal clear. We have to be willing to walk bravely into the unknown!

Bylaws Committee Report
Submitted by Kim Kenning, CPCS

The updates and revisions to the bylaws are nearly complete. You can expect to see the updated version come out for review and approval in the near future.

In addition to corrections on the timelines for voting and the membership year, there have been a few updates to the committees including the addition of a strategic planning committee. Thanks again to everyone who provided feedback on the previous draft.

COMMUNICATIONS COMMITTEE
by Irene Torres

The WAMSS-Talk service is rarely used. Only one message has been posted within recent months. Email blasts totaled 55 from August 10th to date -- 558 year-to-date.

A new look for the WAMSS website is in the planning stage, and we hope to give members a preview just after the new year.

Please Note Irene's new office address:

505 S. 336th St., Suite 600
Federal Way, WA 98003
Ph: 800-336-8614 x 2112
Fax: 253-838-6418

Watch for updates in the Winter of 08 edition of the PI from:

- Rhonda Bowen, Chair – Strategic Planning Committee and
- Cheryl Thomas, Chair Nominating Committee



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New Briefs:

From NAMSS: Recordings of The Joint Commission's MS.1.20 Audio conferences Available Online

Recordings of The Joint Commission's October 25 and November 1 audio conferences on the revised Leadership Standards and revised standard MS.1.20 are now available on The Joint Commission's Web site.

Each call features Paul M. Schyve, MD, Senior Vice President; Robert A. Wise, MD, Vice President, Division of Standards and Survey Methods; and Harold J. Bressler, General Counsel. The calls are intended to clear up any questions regarding the new standards that go into effect in 2009.

If you have any remaining questions or concerns regarding MS.1.20 after listening to the two calls, please contact Christine Perez at cperez@namss.org.

WAMSS Members on the Move: (Which way did they go?!) *Help our professional network stay intact. Please share your updates!*

Lisa Guest has taken her maiden name back, and her name is now Lisa Velotta, still at Wenatchee Valley Medical Center.

Special Notes from Our Members:

From Georganna Biggins: The NAMSS Past President's Council has been diligent about sharing articles/ comments regarding Ruth Buck. I shared the PI article with the Past Presidents and was asked to forward to her mother. This is her response:

"I am amazed and gladdened by the mail still coming through to me. I received a card recently from Olympia WA Medial Staff Services too. It is indeed a big help to know how much she meant to so many. A sad time but grateful for my beloved daughter Ruth Ann Buck. Thanks for the WAMSS article; I didn't have a copy.

Sincerely, Ruth L Newkirk"



The challenge lies in being willing to take the first step, no matter how curved the path. What if... way back when... people like our own Ruth Buck looked at what lay ahead in making NAMSS a reality? What if they decided the personal cost was too high, the road too long and the gift of self too great? Where would we be now? Where do you want to be in the future? When you leave, will you leave footprints that others want to follow?

Happy Thanksgiving to all from your State Leadership! Have a safe and wonderful Holiday Season!



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Mark Your Calendars:

Western Chapter Meeting

Date: Possible November 07

Time: To be announced

Place: To be announced

Host: To be announced

Eastern Chapter Meeting

Date: September 14, 2007

Time: 12:00 – 2 p.m.

Place: Kadlec Medical Center

Host: Donna & Rachel

2008 WAMSS Conference

Date: To be determined

Place: Unknown

Next WAMSS Board Meeting

Date: September 14, 2007

Time: 10:00 – 11:00 a.m.

Place: Kadlec Medical Center

President's Note
By: Molly Nagel, CPMSM

Wow, I cannot believe that it is July! It feels like it was just May and the WAMSS conference was happening and here it is two months later and I do not know where the time went.

I wanted again to thank everyone who helped out with the conference. The majority of the feedback was positive and everyone indicated they had a great time networking, catching up with old friends and meeting new contacts and friends. I look forward to next year's meeting held jointly with our neighbors to the south.

This last month I have had the fortunate opportunity to credential 8 different locum tenens providers to fill our hospitalist rotation so that it will not fail and we will have care for our patients. I have talked with many different facilities over the country as I randomly dial the various locations throughout the United States to get verifications for these providers. I am reminded with every call that our jobs are unique and that every one of us has a different process and way to handle things, yet

we all perform basically the same function. With talking to all of these people, I am reminded that information is golden. Some of the professionals with whom I have spoken have been helpful, and if they personally could not help me they were able to direct me to someone who could. I also spoke to professionals who made me feel like I was wasting their time. I keep these people in mind when I receive a phone call for a last minute verification and have 8 million other things to do. I try to remember how I would want to be treated when I'm asking for help. The person on the other end of the line does not know what kind of day I have had or the issues I've had to deal with, but they will remember the impression I make as I remember the impressions others have made on me.

As the summer looms ahead, I look forward to more work than I can possibly accomplish. When I need to remember is to take time for myself and my family. My daughter and I have started taking evening walks with the dogs. It gives us the opportunity to talk and to get out of the house. I enjoy this time with her, before she gets older and does not want to spend any time with me. I remind all of you to take a moment for you and your family and remember why we do what we do. We do it for ourselves, our families and most importantly we do it to protect our patients.

So I will try to take my own advice and enjoy this summer, because they go by so quickly.





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Western Chapter Report
By: Stephanie Harrison

No report available at time of printing
GONE SUN HUNTING!



Eastern Chapter Report
By: Dolly Fluaitt, CPCS

Oh, it is a beautiful spring-like day. I feel a bit like Eeyore. It is about 80 degrees and there is a nice breeze and I am in my office typing the newsletter from the Eastern Chapter for Kate. I seem to always wait 'till the last minute for some reason. Not sure why Kate is so patient with us, but she is. Thanks Kate for the (how many times is it?) e-mail.

I hope you all had a wonderful time at the 2007 conference, I know I did. Thanks to Molly Nagel and the planning committee for a great job. Our last chapter meeting was at the conference where we not only had a good time, but elected a new secretary/treasurer for 2007/2009. Congratulations to Rachel Wilson. We had two very highly qualified candidates and the election was very close. Please, make yourself available to run for these positions. You may not get elected the first couple of times, but believe me you will be elected to a position one of the times you run. It is a very rewarding and you do grow professionally and personally from the experience and a wonderful resume' builder.

The Eastern Chapter set their meeting schedule and dates for our meetings for the rest of the year. They are as follow:

Sept 14th at Kadlec Medical Center from 12-2 – in Richland - Topic TBD
Nov 2nd at Yakima Regional Medical & Cardiac Center from 12-2 - in Yakima - Topic TBD
Mar 21st at Central Washington Hospital from 12-2 – in Wenatchee - Topic TBD

I look forward and seeing you at one of our meetings!

Conference Planning Committee - 2008:
Rena Hamshar, CPMSM, CPCS, Chair

Those of you who were in attendance at our Spring Conference already know that for 2008, we are working with the Oregon Association of Medical Staff Services to arrange a combined conference. This is an exciting opportunity for us to work with the Oregon group, to meet our Oregon counterparts and perhaps to be able to bring in an even higher quality program, due to the increased attendance!

The President-Elect of the Oregon Association, Ann Klinger, has been working with me to identify an appropriate site for the 2008 conference and we are committed to making a final decision by August 15. We are making site visits in July and have some great ideas about potential locations and social activities. Once our recommendations have been made to the Oregon and Washington Boards and a site confirmed, we will be ready to share the news with membership.

In the meantime, if you are interested in being involved with the planning for this event, please email me at renae.hamshar@providence.org. There are a lot of projects that go into making a successful conference happen and I would be pleased to help you find just the right project for your creative talents! Those of you who have already contacted me and expressed your interest, rest assured, I have your names and will be in touch with you!



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Strategic Planning Committee Report
Rhonda Bowen, CPMSM, CPCS

We are excited to rekindle the Strategic Planning Committee and are currently seeking a few new members. NAMSS recently published their Strategic Plan that includes State Association Tactics. As Carol LaPine, MS, CPMSM, CPSC, Chair, NAMSS Strategic Planning Committee, says in Jan/Feb *Synergy*, we must "focus on the vital question: Are we doing the right thing?" Where are we going as an organization and how do we get there? Our Strategic Plan will provide the map for our journey.

If you are interested in:

- Those we serve—internal, external
- Our structure
- Mission, Vision, Approach and Values
- Goals, Strategies, Tactics
- Responsibility, Status, Target

then you are the person for the job.

Call me, 360-461-7106 or email, rbowen@wavecable.com, or rbowen@jeffersonhealthcare.org.

Meetings will be conducted via email/teleconference as much as possible. "In person" meetings will be in conjunction with State Chapter meetings. I anticipate committee members spending 5-6 hours every other month for assignments and meetings.

I look forward to hearing from you!

Rhonda Bowen, CPMSM, CPCS
Chair, Strategic Planning Committee

Scholarship Chair Report
By: Colleen McDonald, CPCS

THE CLOCK IS TICKING!! TIME IS RUNNING OUT!!

The Scholarship Committee would like to remind all of the WAMSS members who are planning on taking the November CPCS or CPMSM Examination that the deadline to apply for the Certification Scholarship is fast approaching. All applications must be received no later than Monday, July 16, 2007. The application materials are available on the WAMSS Web site. Please note, the

application deadline to register for the CPCS and CPMSM is Friday, August 31, 2007. If you have any questions, please contact me at (206)616-0890 or by Email at mcdonald@u.washington.edu.

The Judy Kleckner Scholarship for Advanced Studies is also available to a WAMSS member who is enrolled or planning to enroll at a college or university in a course of study in allied health sciences. The application materials are available on the WAMSS Web Site.

MEMBERSHIP REPORT
Submitted by Cheryl Ramble
2006-2007 Past Membership Chair

As of 5/31/07 WAMSS had 234 paid members, including 59 first-time members. Although my personal goal of 250 was not reached, WAMSS has an all time high membership! You should each be very proud. And you all are to be congratulated for joining and participating to make this organization bigger and better!!

Here are some statistics from our membership:

EWAMSS = 71
WAMSS = 163

Credentials:

CPMSM = 49
CPCS = 73
CPMSM & CPCS= 24 (included in above numbers)

Experience:

>10 yrs.	= 90
6-10 yrs.	= 62
3-5 yrs.	= 41
1-2 yrs.	= 27
< 1 yr.	= 13
Other field	= 1 (Attorney)

It has been a great year, and I know that 2007-2008 will be even better. Never underestimate the strength of your organization when we join together in our endeavors.

If you have any questions, please contact Cheryl Thomas (the 2007-2008 Membership Chair) at wet.cat@verizon.net



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A REMINDER From:

**Cheryl Thomas, CPMSM
Incoming 2007-2008 Membership Chair**

Even though its summertime and we don't generally think of our professional association during these months, we do offer a free membership to the current member who helps recruit the largest number of new members. So far, Irene Torres is working hard to win again! Please forward all names with contact information to Cheryl Thomas, CPMSM, Membership Chair at wet.cat@verizon.net.

So get out there an reel um in!!!



NOMINATING COMMITTEE

Submitted by Cheri Ramble, CPMSM, CPCS

THANK YOU FOR THE MEMORIES

I want to take this opportunity to thank you all for the opportunity to have served you through being an officer of the Washington Association Medical Staff Services (WAMSS). I would additionally like to thank again each of the board members with whom I have served over the three years. What a wonderful job they do for us and in representing us.

What an incredible journey this has been! It is almost unbelievable that three years have passed, but indeed they have flown by! Much has happened to each of us in these three years, personally and professionally. The

experience of having served on the WAMSS Board has been one of growth and change for me.

Although entering into the three years began with some foreboding due to planning the conference for 100+ peers (I had lots of wonderful, hardworking helpers!), it progressed through many adventures and opportunities to expand my personal and professional knowledge. It was a journey I wish all of you could experience. And, actually, each of you could ... by undertaking the challenge of running for an officer position. Each of us has something to bring to the positions, and I would again encourage each of you to consider the opportunity to serve at the WAMSS state or chapter level. You might find as I did, that it is not as fearsome an undertaking and that you actually enjoy it!

Thank you for believing I was up to the challenge of serving your organization, and giving me the opportunity to give back to WAMSS!

**Bylaws Committee Report
Submitted by Kim Kenning, CPCS**

We have been working to update the bylaws policies and correct timelines. A draft of the revisions was recently sent to membership to begin the approval/vote process. However, due to the feedback on some of the changes, we will be revising the proposed changes. Look for a new version to come out in the fall. Thank you to all of you who submitted feedback

COMMUNICATIONS COMMITTEE by Irene Torres

For all of you that may not know.....

Molly Nagel is the new WAMSS president. Renae Hamshar was elected as President-Elect of WAMSS, and Lenore Vining was re-elected as Treasurer.

Eastern Chapter: Dolly Fluaitt and Rosalinda Kibby were re-elected to their positions. Rachel Wilson was elected as Treasurer.

Western Chapter: Stephanie Harrison was elected President Elect. Jason Burden was re-elected as Treasurer.



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Watch for proposed WAMSS Bylaws revisions, and vote. Revisions will be coming in September 2007.

Current WAMSS membership (as of May 17) was 234. There were 6 new CPCS certified, 2 new CPMSM certified. (Katie Reed passed both certification exams.) Donna Zulauf won the Margaret Geering Award.

New Appointments:

Rhonda Bowen will assist Molly Nagel with the Strategic Planning Committee. Laurie Murray and Lori Browning have been added to the Nominating committee Matt Almquist, Cheri Ramble, and Rita to the Scholarship Committee.

Remember, Scholarships are available for conferences and advanced studies.

Irene Torres will continue as Communications Chair, Rachel Wilson will stay on as our Email Professional and Kate Brown, will remain the Editor of the PI.

Have a great summer!

Please Note Irene's new office address:

505 S. 336th St., Suite 600
Federal Way, WA 98003

Ph: 800-336-8614 x 2112
Fax: 253-838-6418

New Briefs:

If you've spotted some of the new DEA numbers beginning with "F", here is the rationale from the DEA website:

http://www.deadiversion.usdoj.gov/drugreg/reg_apps/new_reg_number110906.htm

NEW DEA NUMBER ASSIGNMENT

Due to the large Type A (Practitioner) registrant population, the initial alpha letter "B" has been exhausted. DEA will begin using the new alpha letter "F" as the initial character for all new registration for Type A (Practitioner) registrations. ↗



Special Notes from Our Members:

From – Mary Sprague...

At the time I started working here at the hospital, I was this skinny, short little person. The older physicians would always tell me that I was so cute and I was just like a **Daughter** to them. As time went on and the older physicians retired, the next generation of physicians came, and they would tell me that I was just like a **Sister**. I have now been working here for 29 years and the years have added grey hair, weight, and just a few wrinkles. The newest generation of physicians come in and tells me that I am like a **Mother** to them. I have decided when the first physician comes in and tells me that I am just like their **Grandma**, that is the day I am going to retire.

My favorite story is from my first year of employment here at the hospital. I was then working in Medical Records. I started out as a file room clerk. One day I was filing in the physician's dictation area. We had this physician who would never smile or have anything pleasant to say. He would look for things to complain about. His name was Dr. Wright.

At that time, we had slots for Drs. Weis, Wiese, Wight, Wong, and Wright. This particular day when he was signing his charts, he came over to my desk and tossed a chart which had been misfiled in his slot. The chart was intended for Dr. Wight. Well, he looked at me and said, "Obviously you don't know the difference between Wight and Wright" and I looked at the chart, then at him



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and I responded "I guess not, but I do know the difference between Wight and Wong. He almost smiled. Luckily, I am still working here today.

*Special Thanks from our Scholarship Recipients
from the WAMSS 2007 Conference*

From: Shirley Maike

I was a recipient of the Conference Scholarship, which allowed me to attend this year's conference. As with every WAMSS conference, the first thing that strikes you is the camaraderie among participants. Most of us know one another, through chapter meetings; but even if it's just through phone calls in our daily job, we all recognized a name or two. We finally were able to get together and share our successes (Kadlec) and tribulations (what can we say – doctors!).

I enjoyed each of the conference sessions this year, and came away with a notebook full of:

- next steps
- process changes that will make my life easier, and
- some hummm's "we might want to try that too"...

Juli Burney's truly motivating presentation provided me with some personal insight, (it's not MY issue, it's theirs) which incredibly took such a load off my shoulders I was walking on air for the rest of the conference.

The conference sessions contained up-to-the-minute information which we can all put to use immediately. I have a very small, specialized medical staff (being in a psych hospital), yet each of the sessions provided me with new information that I am eager to use. And to have an actual person in DOH we can call because we met him at the conference, yeah!!

I thought that the sessions were professionally presented, the speakers were obviously experts in their field, and the sessions were presented in a format we could all understand.

Donna's experience at Kadlec is truly inspirational for us all – now we can actually see the results of all the work we do, it's no longer just a paperwork exercise.

At all the sessions, whether I was sitting with someone I knew from chapter meetings, or someone I'd never met before, I felt comfortable knowing I was participating with a group who knew exactly what I was going through, both the headaches and the joys.

I look forward to next year's conference with Oregon – we're taking the next step in providing quality continuing education for our members.

From: Carol Mangum, CPCS, CPMSM

"Knew you couldn't stay away!" This is what one of my WAMSS friends said to me when they heard I was now working at Central Washington Hospital in Wenatchee.

It's true! I am happy to be working, one day a week, in the Medical Staff Office. I am a crossover in a couple of different ways. I worked in the healthcare credentialing department for six years and while attending the WAMSS conference in Ocean Shores I saw a position for Medical Staff Coordinator at Valley Medical Center. I thought, hmm, how different could it be - this credentialing is very similar and privileging well, this shouldn't be too hard. I thought about it and finally interviewed for the position. I was impressed and ready to make a change (and to be honest, ready to stop driving to downtown Seattle an hour plus commute for 11 years was enough for me!)

I loved working in the Medical Staff Office at the hospital and getting to see the faces of the doctors we so busily credentialed at the health plan. And as many of you know what a different process! I learned many things and thank the many experts who helped me along the way – you know who you are!

We made a quality of life decision to move to the east side of the mountains and enjoy our two beautiful kiddos. After several months of fresh eastern Washington air, I started looking for a part time position and here I am!

I thank the WAMSS Scholarship Committee and the Board of Directors for granting me a 2007 Conference Scholarship. The education conference was informative and well run! **It's true I couldn't stay away from such a great organization and wonderful group of members.** Thank you.



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**Ms. Ruth Buck - in memorandum of
our honored Friend, --- Leader,
Historian, Friend and Comrade**

We all were saddened to hear of Ruth Buck's passing last month. Her health hastened her retirement in 2005, and those of us who knew her well sincerely hoped that she would find much enjoyment in freedom from early morning and late evening meetings, Joint Commission surveys, unhappy physicians, and the constant deadlines under which we all press forward. Last summer Ruth moved from Spokane to Winston-Salem, North Carolina, to be near her family. She purchased a vintage home there and was very much enjoying updating it and purchasing a riding lawn mower (picturing Ruth on a riding lawn mower with a big sun hat did bring a smile to our faces). A highlight was a trip to Atlanta to see Barbra Streisand with her sister—and that included a backstage pass to meet Barbra herself! In Las Vegas she wangled a picture with Elton John and his piano. Ruth always did have a way of getting things done!

Ruth's health began seriously failing in December, and her decision to be near family was, we think, very wise.

To recap Ruth's career, she began her medical staff services professional life as many of us did---quite by accident. She learned the basics of the profession on the fly, educating herself and linking with her peers....and she educated herself very well.

She first worked at St. Luke's Hospital in Newburgh, New York, a 224-bed general acute care HCA Hospital, followed by a position at Wake Medical Center in Raleigh, North Carolina. She then, adventuresome soul that she was, moved across the United States to Valley Children's Hospital in Fresno, California, prior to assuming the position of Director of Medical Staff Services at Sacred Heart Medical Center in Spokane from 1991-2005.

Ruth joined NAMSS in 1977, was certified as a CMSC in 1981, and served as its President from 1987-1988. Other NAMSS offices held include Historian, Education Council Chairman, Bylaws Chairman, and Treasurer.

She also served as President of the New York State Association of Medical Staff Services from 1982-1984.

Ruth was a key component of the coordinated credentialing program in Spokane, and I continue to find in her/my office evidences of the research that she put behind many initiatives at SHMC. Ruth was truly a brilliant and creative person—a bundle of drive in a very small body.....one of a kind, and she is missed.

Bev Osborne, Lori Brownlee, Doreen Givens,
and Jan Sackmann Sacred Heart Medical Center

Below is the information for any of the members who would like to send a card to Ruth Buck's mother. The Board will be making a donation on behalf of the membership to the Humane Society in Ruth's name in accordance with her family's request. Should anyone want to make an additional donation, I have included that information as well. A special thanks to Bev Osborne for providing us with the information.

Ruth's mother's address is:

Ruth Newkirk
54 Silk Circle
Washingtonville, NY 10992.

The family requested that any donations be made to:

The Blooming Grove Humane Society
PO Box 226
Blooming Grove NY 10914

WAMSS Members on the Move

(Where are they now?) Help our professional network stay intact. Please share your updates!

Got Numbers?

Jason Burden – Formerly of Cascade Valley Hospital has has a new position at Northwest Hospital in Seattle.

Stacey Kellner - formerly of Kittitas Valley Community Hospital has relocated to California.



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Giselle Loveland - Works as a consultant in the Medical Staff services field

Cheryl Thomas - Works as a consultant in the Medical Staff services field

Gail Donovan - Formerly of Northwest Credentials Verification Service, is now a Physician Recruiter at Harrison Hospital in Bremerton

Judy Templeton - retired from Island Hospital in Anacortes, now works part time at Samaritan Hospital in Moses Lake

Carol Mangum- formerly of Valley Medical Center in Renton, is a mommy again, and works one day a week at Central Washington Hospital in Wenatchee

Cindy Herrera at Samaritan in Moses Lake recently married, and is now Cindy White.

Let us know if you have any additional updates! You know how we are, inquiring minds and all!

HAPPY

SUMMER!!!



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Mark Your Calendars:

Western Chapter Meeting

Date: May 17, 2007

Time: 8:00 a.m.

Place: Kennewick Washington

Host: Renae Hamshar

Eastern Chapter Meeting

Date: May 17, 2007

Time: 8:00 a.m.

Place: Kennewick Washington

Host: Dolly Fluaitt

2007 WAMSS Conference

Date: May 15 – 18, 2007

Place: Kennewick Red Lion

President's Note

By: Cheryl Thomas, CPMSM

Wow, I'm late once again getting my notes to Kate Brown who is doing a tremendous job getting the *PI* out to all of you in spite of my inability to get my tasks done in a timely manner. I want to share some observations with you.

Over the past several months I have had an opportunity be touched by any number of very special people – people I have met on planes, in restaurants, in hotels and on the job. I've thought a lot about how we communicate with one another and what degree of trust has to be felt to bare our souls to someone. I think that it is often easier to share our innermost thoughts with strangers because we are of the belief that we will never see these people again and that no matter what we tell them, our thoughts will be held in confidence.

I was fortunate enough to be on an airplane at Christmas with a young man who was soon to leave for his second tour of duty in Iraq. He had turned 20 years old in November and as I listened to him I realized that I was talking to a mature individual who had a difficult job to do. And yet, I realized that he was obviously just a kid as he talked about the need for a designated driver for his Marine Corps Ball. He asked if I supported the war and I gave significant thought as to how I would respond to his question. I opted for honesty. As a result, he

shared a video that he and his friends had made during their first tour. Trust me when I tell you that I was proud not to have flinched as we looked at picture after picture of things no one should see – much less the kids we are sending overseas to fight a war. In a very short period of time, we developed a relationship of trust. One that allowed me to be honest in my feelings about the war and that likewise allowed him to trust me with his own feelings and fears about what the future held for him and his buddies. He assured me that he had a job to do and that he would do it with honor and integrity regardless of his beliefs about the war.

Everyday we have the opportunity to open the doors of communication and to do our jobs with honor. How we choose to communicate is an individual choice but we need to learn to trust ourselves and those with whom we are communicating. We often work at jobs that aren't always what we want them to be but we have an opportunity to step out and truly make a difference on how health care is delivered. Sometimes we have to choose honesty (honor?) when reporting information on the less than perfect practitioner – in spite of the fact that this can be a difficult thing to do. It takes so little to make a difference. Just imagine if the doctors and hospital in Louisiana had had the courage to tell the truth; to trust that they were communicating information that would allow a hospital to make an informed decision about a practitioner's ability to do his job. A young woman would be living her life with her husband and children today rather than lying in a vegetative state never to know the baby to whom she gave birth.

If I could encourage each of you to do one thing it would be to learn to trust, to share with others and to do so with honor and integrity. I find that there is too little of this in the world today and would hope that we can individually and collectively learn to extend these gifts to those who are closest to us and not just to strangers who may enter our lives but once.

On a personal note, I want to thank each of you for your support over these past months. You have made my life richer than I could have imagined.

Cheryl



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**Conference Planning
Committee:**

Molly Nagel, President Elect

Well, we are just a few short weeks away from our 2007 **"One More"** annual conference. I am very excited about the conference this year! I have been excited about them in the past as they afforded me an opportunity to learn new things and to network, but this year I have a whole new perspective of our organization from the inside.

The Annual Conference, although a great amount of work, in the end provides benefit to each individual WAMSS member. But working as part of the conference team there is a benefit as well. I have in the past, helped out with the conference in many different ways and was always very appreciative of the person in charge of the conference. But now as the person "in charge," I am here to tell you it could not be done without everyone who volunteered! Every little job needs attention and a person to be responsible. I could not have planned such a great conference this year without the help of everyone involved. I had help from both those with much more experience in lending ideas or helpful hints, as well as, those new to the planning process, with fresh ideas, who were able to take a job and run with it.

The past seven months have been very interesting and I do not envy those who have to put on a national conference. Come and join us at the annual conference this year, even if it is only for the day. Next year offer to participate in the conference committee; you will not be disappointed. Thank you for the opportunity to lead our state to a wonderful Annual Conference.



Just an extra reminder of what the "One More..." Annual Conference schedule holds for you...

Tuesday, May 15, 2007:

Pre-conference Study Group/Rita Rakestraw
Board Meeting/Cheryl Thomas & Molly Nagel
Icebreaker
(Dinner on your own)

Wednesday, May 16, 2007:

Nuts & Bolts Part 1&2 - NCQA/ Carriane Dockter
- JCAHO/ Renae Hamshar
Kadlec Update & Trial Experience/Brian Cahill &
Donna Zulauf
CMS: Pay for Performance/Kenneth Fink, MD
Comedy in Life/Juli Burney
Department of Health Update/ Bonnie King
(Dinner on your own)

Thursday, May 17, 2007:

Chapter Meetings – Western/ Renae Hamshar
Eastern/ Dolly Fluaitt
Querying Sanctions/Linda Wolverton, CHC
AHP/ Complementary Medicine/Kathy Tatzka
Peer Review/Kathy Matzka
What's New with the Joint Commission/Philip Landry
What's New with NCQA/Patrick Leary
Social Dinner

Friday, May 18, 2007:

This is Your Life/Hospitals/Dolly Fluaitt
This is Your Life/Managed Care/Debbie Beirle
This is your Life/Clinics/ Michele Delquadri
NAMSS Update/Jack Jefferies

Western Chapter Report

By: Renae Hamshar, CPMSM, CPCS

Yes, the Western Chapter still exists, although it has been rather quiet recently! We are sorry to report that the Chapter meeting originally planned for April had to be cancelled, due to scheduling conflicts with presenters and sites. We are currently working on sending out an election ballot for a new secretary/treasurer in the near future. If you or someone you know might be interested in becoming more involved on a Chapter level, this is an excellent opportunity and I would encourage you to let Stephanie Harrison or me know as soon as possible. See you next month at the Annual Conference!



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Eastern Chapter Report

By: Dolly Fluaitt, CPCS,

The Eastern Chapter of WAMSS met on March 16th at Sacred Heart Hospital in Spokane. We would like to give a special thanks to Bev Osborne for hosting the organization. The meeting was very well attended. We held a short business meeting reviewing upcoming ballots and the State Conference in May. Roger Chase, Sacred Heart's attorney, gave an informative presentation on "Documentation of Discipline and Reporting Requirements."

Our next meeting is scheduled at the May WAMSS conference in Kennewick. I look forward to seeing you all there.



Scholarship Chair Report

By: Colleen McDonald, CPCS

Since there were no applications for the Fall 2006 or Spring 2007 Certification Exam, the Scholarship Committee, along with the WAMSS Board's concurrence, awarded the Annual Meeting Scholarships to four WAMSS members:

Allison Beaver, Providence Centralia Hospital
Katie Reed, CPCS, CPMSM, Central WA Hospital
Shirley Maike, CPCS, Eastern State Hospital
Carol Mangum, CPCS, CPMSM, Central WA Hospital

The Scholarship Committee received nominations for the Margaret Geering Recognition Award, for a current or

former WAMSS member who has made significant contributions to WAMSS, NAMSS, the industry and/or their employer. The nominations were evaluated and a recommendation has been forwarded to the WAMSS Board. The winner will be announced at the May Conference in Richland.

The deadline for applying for the Fall Certification Scholarship is August 1, 2007. This is not a need-based Scholarship. I would like to encourage anyone

who is planning on taking the CPCS or CPMSM Certification test in November to apply for the Scholarship. The application materials are available on the WAMSS Web Site. If you have any questions, please contact me at (206) 616-0890 or by email at mcdonald@u.washington.edu.

MEMBERSHIP REPORT

Submitted by Cheri Ramble, CPMSM, CPCS
Membership Chair

At the time of writing this article we currently have 221 paid members, including 47 first-time members. And more applications are expected! I would love to see us reach 250 members strong as a personal goal. Every application means there is another individual joining the ranks and making us stronger...in numbers AND in knowledge.

Keep those membership applications coming!

REMEMBER, if you know of someone who is not currently a member, but would benefit from WAMSS membership, please encourage him or her to join. The member who suggests the most names of individuals who become new members for 2007 will win free WAMSS registration for the 2008 year.

If you have any questions, please contact Cheri Ramble at ramble.c@ghc.org.

"If there is no worker involvement, there is no quality system." ~ Lloyd Dobyns and Clare Crawford-Mason



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NOMINATING COMMITTEE

**Submitted by Cheri Ramble, CPMSM, CPCS
Chair, Nominations Committee**

At the time of writing this article, WAMSS is in the midst of voting in the Spring 2007 WAMSS Election process. I again applaud all our candidates for their willingness to participate at this level. As votes are turned in, there have been many comments of the very fine caliber of our candidates.

At this time I would like to recognize and thank the members of the 2007 Nominating Committee without whose help this would have been a more difficult undertaking:

Liz Burton-Woodward, CPCS
Kate Cross, CPMSM, CPCS

I urge all our WAMSS members to always keep an open mind in the future to the opportunities WAMSS has to offer each of us, and how each of us can give back to the organization. This is your organization and without your participation it cannot function. Although running for office appears to be a daunting undertaking, it is not an obstacle that cannot be conquered, and the rewards are considerable whether you win or not.

“Use what talents you possess: the woods would be very silent if no birds sang there except those that sang best.”~ Henry Van Dyke

Participating in your representative organization at any level promotes our profession and helps your voice to be heard. We don't want indifference or apathy to be the course of our organization and chosen profession.

“Be determined... Be courageous... You're only as good as what you think you are, so make the most of your opportunities and give it your best shot.



Remember this, tough times don't last... but tough people do!”



COMMUNICATIONS COMMITTEE

by Irene Torres

The Communications Committee will be considering the benefits/drawbacks of using the State website service offered by NAMSS. Please visit www.namss.org and check out the different states' websites. Let me know what you like -- as well as what you don't like about them. We'll take your feedback into consideration as we make a recommendation to the WAMSS Board.

The WAMSS Membership Roster for 2007 has been posted on the www.wamss.org website. Remember to use your new password (the one you were issued with your 2007 dues receipt) to access the Roster. If you haven't yet registered for the annual WAMSS conference, you may access the registration form on our website.

Rachel Wilson reported 48 email blasts sent out during the first quarter of '07.

Donna Zulauf, moderator for WAMSS_Talk offers this: Although there are 82 members who have subscribed, the WAMSS_Talk communication tool remains sadly under utilized. WAMSS_Talk is designed after MSSP_Talk.



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These are real time communication, information sharing, networking forums. If you are interested in signing up, go to WAMSSstalk-subscribe@yahoogleroups.com

Looking forward to seeing everyone at the Conference in Kennewick. Go Lions!

News Briefs/FYI's:

Washington State's Dept of Health is raising license renewal fees for 2007. For example, the renewal fees for MD physicians will increase from \$330 to \$470, and for an osteopath it goes from \$75 to \$500 -- quite a jump! Other professions will increase, as well. The website is:

<https://fortress.wa.gov/doh/hpqa1/NewFee.htm>

Special Notes from Our Members:

"Thank you so very much for the scholarship award to attend this year's WAMSS conference.

I am honored to receive it and it will not only benefit me but also my co-workers as I will bring the knowledge gained back to our office. Again Many Thanks and I hope to see you in May!"

Kati Reed, CPMSM, CPCS



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Mark Your Calendars:

Western Chapter Meeting

Date: Friday, March 31, 2006
Time: 12:00 pm – 2:00 pm
Place: Radia Business Office
Just off I-5 at exit #186 in Everett
Host: Cheryl West

Eastern Chapter Meeting

Date: Friday, March 17, 2006
Time: 12:00 pm – 2:00 pm
Place: Holy Family Hospital – Spokane
Host: Bev Osborne

The Washington Credentialing Standardization Group

Date: Tuesday, April 11, 2006
Time: 11:30 am – 1:30 pm
Place: University of Washington, Seattle WA
Puget Sound Plaza, Fourth & Union
Olympic Conference Room, 16th floor
**Please note: phone in calls are welcome!

2006 WAMSS Conference

Date: May 22 – 26, 2006
Place: The Coast Wenatchee Center Hotel

President's Note

By: Cheryl "Cheri" Ramble, CPMSM, CPCS

Where does the time go – wasn't it just last week we were at the Sun Mountain Lodge conference and I took the oath of office to serve as your WAMSS President? Now, in just a matter of weeks we will be in Wenatchee at our 2006 conference.

How exciting! Cheryl Thomas and the Planning Committee members have put together a great program. I hope many of you are planning now to attend this educational experience. Mark your calendars to join us in Wenatchee. Conference dates are May 24-26, 2006, with pre-conference study groups on May 23. Program brochures with information regarding speakers, activities and reservations will be mailed soon, so be watching your mail. If you have any questions or concerns, please contact Cheryl Thomas, Planning Committee chair.

Also, this is the time of year we elect two new officers. This year we will be electing a new President-Elect and Secretary. I urge anyone even slightly interested to consider a position, and to please contact Donna Zulauf, Nominating Committee chair. It is through our participation in the organization that we continue our great tradition of personal as well as professional growth, education, support, expertise and sharing of information. It takes time and energy, but it is well worth it!



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President's Note Continued:

We all have opportunities to effect change as we continue to achieve recognition for the responsibilities we have in our various positions as Medical Staff Services Professionals. We must educate our customers and the public regarding the important work we perform to enhance the quality of healthcare delivery.

I encourage each and every one of you to renew your membership and become involved in WAMSS; attached to this newsletter is the membership form. Help your organization raise the recognition of the vital responsibilities our professionals provide to our institutions and employers, our practitioners, and to the public. Our WAMSS tools to achieve this recognition include:

- Communication
- Networking
- Education
- Strategic planning

Areas to develop for recognition:

- Mentoring program
- Speakers bureau.

Every day we are challenged to be leaders at work; to be creative, flexible and to not only question but to seek answers...always new questions and new answers! Our knowledge, skills and expertise help us move our organizations forward in the right direction. Use these same skills to better our profession and organization: Get involved – sit on a committee – chair a committee – become an officer at the chapter level – become an officer at the state level. The experience is rewarding. You can make a difference!

“Never doubt that a small group of thoughtful committed citizens can change the world. Indeed, it is the only thing that ever has.” - Margaret Mead



2007 Conference Site Selection Report

By: Renae Hamshar and Dolly Fluitt

Progress to date:

We have discussed potential sites in Washington State and Oregon. We have also initiated dialogue with OAMSS regarding the possibility of a joint conference in 2007 and they are interested.

We have developed the following criteria for determining the appropriateness of any potential site:

- Between 120-150 rooms available at a daily rate of approximately \$100/room.
- Restaurant and Lounge on facility grounds
- Meeting space with rooms that can accommodate 160 with audio visual equipment and staff to assist with room set-up.
- Easy access to meeting rooms for participants with limited mobility.
- Recreational/shopping activities nearby.
- Airport in vicinity
- Availability for 4 consecutive weekdays during first, second or third week in May, 2007
- Banquet services available for continental breakfast at meeting rooms, luncheons daily and possibly one dinner banquet during conference.

Next, we reviewed potential sites we had information about that we felt met these criteria. They included various sites in Coeur D'Alene, Idaho; Spokane, Tacoma, Lake Chelan, Leavenworth, Bellingham, Blaine and Stevenson, WA as well as Portland, Gleneden Beach (Salishan Lodge) and Newport, Oregon.

RFP letters were drafted and sent to approximately 20 facilities. Responses were received and several potential sites had to be eliminated as they did not meet the minimum criteria. In most case, the dates were unavailable, they did not have enough rooms or their room rates were too expensive. We have narrowed down the choices to 7 potential sites – three along the Oregon Coast and four in the Tri Cities area. Dolly and Renae will be visiting all 7 sites in January and February,



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meeting to compare notes and then presenting the Board with recommendations at the next Board meeting.



Eastern Chapter Report

By: Dolly Fluaitt, CPCS

2005 was a wonderful year. We had an excellent conference in Winthrop. We expanded our membership, which allows for more networking and fresh ideas in the organization. Fresh is always a good idea.

Renaë Hamshar and I have been hard at work selecting a site for the 2007 conference while the conference planning committee is planning for what looks like to be another excellent conference for 2006 in Wenatchee.

The Eastern Chapter met November 18th at Central Washington Hospital. There was a short business meeting, and an excellent presentation given by Marcy Vixie, RN, Quality Care Director on 100 K Lives Program. Thank You to Kati Reed for hosting the meeting.

Our next meeting will be at Holy Family Hospital in Spokane on March 17th. Bev Osborne has planned another excellent program and I am looking forward to seeing you all there.

Submitted by Darlene "Dolly" Fluaitt, CPCS
President Eastern Chapter
WAMSS

Western Chapter Report

By: Renaë Hamshar, CPMSM, CPCS

The Western Chapter is seeking assistance! If you would like to serve on a nominating committee to help elect the next Western Chapter President, Lenore Vining would love to hear from you! Please contact her by phone (253-383-6270), by fax (253-383-4984) or by email (vining.l@ghc.org). Two people are needed to serve (along with Lenore) as the nominating committee and all meetings can easily be done by phone. We would like to have nominations prepared in February so that we can do balloting in March. If you know of a good potential candidate, you might want to pass that information along to Lenore as well!

The next Chapter meeting will be held on Friday, March 31 at the Radia Business Office, just off I-5 at exit #186 in Everett. Thank you to Cheryl West for volunteering to be our hostess for this occasion. Topic and speaker are not yet confirmed but lunch will be available and I'm certain it will be worth the time spent in attending!

Directions and RSVP instructions are forthcoming, but mark your calendars now. Business meeting will begin at 12 noon with the speaker from 12:30 to 2 pm.



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Medical Staff Coordinator in a hospital, to a health plan, to start-up and leadership of Northwest Credentials Verification Service, and now a new career as physician recruiter... I still feel wonderment! I was contacted by another NAMSS member who was familiar with my skills and background, even though I had not been looking for another job. I had not imagined I would consider another career change, yet I am thrilled about the new challenges and the opportunity for more daily contact with physicians and learning. And, guess what? The skills I developed in the medical staff industry made me more of an attractive candidate than candidates with actual recruiting experience. These skills include:

- Knowledge of various specialties and privileging issues;
- Professionalism and knowledge of how to work with physicians to obtain results;
- Knowledge of the healthcare industry (regulations, HIPAA, reimbursement issues, duplicative paperwork, malpractice premiums and malpractice issues in a litigious society);
- Strong communication and problem solving techniques; and
- Credentials verification and its importance of effectively identifying providers with risk issues "before" they are appointed. Performing preliminary verification prior to deciding if the hospital or group wants to bring the physician in for a visit is a good business decision.

Scholarship Chair Report

By: Gail Donovan, CPMSM, CPCS

Another PI Scholarship Chair article and **another** encouragement for WAMSS members to apply for one of the three available scholarships:

- \$500 - attendance at the May annual conference
- \$350 - CPMSM or CPCS certification exams
- \$500 – Judy Kleckner advanced studies

Another reminder that scholarship eligibility criteria and applications are on the WAMSS web site. Completed applications need to be sent to the current Scholarship Chair (me until 6/06). Please send them as soon as possible.

However, note they need to be sent to my new address

Gail Donovan, Physician Recruiter
Harrison Medical Center
2520 Cherry Avenue
Bremerton, WA 98310

or via the following email address:

gdonovan@harrisonmedical.org

and using my new title "**Physician Recruiter**".
Surprised? From a fine arts background, work as a

Involvement in WAMSS, professional certifications, networking and continuing education have opened up many opportunities for me. So to conclude, **another** encouragement for WAMSS members to **apply for one of the scholarships**.

Think of the possibilities **YOU** might experience by applying for one of the WAMSS scholarships.

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November 2005 Certification Results

Congratulations to those who successfully passed the November 2005 certification examinations for Certified Professional in Medical Services Management (CPMSM) and/or Certified Provider Credentialing Specialist (CPCS)

CPMSM

Lori Hellestrae
Cindy Seidman

CPCS

Barbara Hestness
Becky Johnson
Evette Moss
Bobbie Oxford
Shanna Wilcox



Notes from WAMSS Members:

Submitted by Karen Hays:

I've been fortunate in all my years to have my membership dues and meeting expenses for WAMSS paid for by administration. My CEO of 20 years is retiring in July and things may change.

I recall other scholarships we have offered in the past and when I was on the board it seemed like they weren't all being used and we were sending out emails asking people if they wanted to apply. Perhaps if this is still the case, those monies can be used for scholarships to attend the WAMSS meeting. For the meeting scholarships, we could give a fixed dollar amount or pay for the registration fee only and offer more scholarships.

Since most hotel rooms are the same price for one bed, versus two beds, perhaps we can send emails out and ask who wouldn't mind sharing a room. The same goes for rides to the conference. I saw an email last year from someone in the Tri-Cities who wanted a ride to Winthrop. Since I was alone and going by the Tri-Cities I called her and it was fun having someone go that distance with me.

I guess the only other thing is if we certainly know our institutions are not going to finance us and we want to attend, we put money away ahead of time. Not easy either.

Submitted by Kate Cross:

I have two items. I found out about a good website for those planning to certify this year www.msspnext.com. Go to MSSP Quiz Corner and you will find good review questions with good explanations for the correct answers.

The other item is a possible review course in California with CAMSS. They haven't published their brochure yet but Anaheim is a lot closer than Virginia for those



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wanting to attend a NAMSS review class. I'll let you know when I hear or see details.

- 2:45 Break
- 3:00 Turf Battles
Scott Barnhart, MD, Medical Director/Harborview
- 4:30 Dinner on your own

“Moving to the Next Level”
**2006 WAMSS CONFERENCE
SCHEDULE**

Tuesday, May 23, 2006

- 9:00 – 4:00 Pre-Conference Study Groups
Rita Rakestraw and Mickey Sanders
with help from Evette Moss, Cindy Seidman, & Barbara Hestness
- 6:00 pm Ice Breaker
Martha Day and team

Wednesday, May 24, 2006

- 8:00 Breakfast
- 8:30 Kickoff/Introductions
“Downtown” Mary V. Thresher
- 9:30 Breakout Sessions:
(a) Nuts & Bolts of Credentialing Part I
Kate Cross, CPMSM, CPCS & Lisa Guest, CPCS

(b) Administrative Simplification Efforts
Jim Fitzpatrick
- 10:30 Break
- 10:45 Breakout Sessions (Continued)
(a) Nuts & Bolts of Credentialing Part II
Kate Cross, CPMSM, CPCS & Lisa Guest, CPCS

(b) National Practitioner Identification
Jan Snyder (CMS)
- 11:45 Lunch break on your own
- 1:15 Get Out of Your Own Way
Jeanne Elizabeth Sexton

Thursday, May 25, 2006

- 8:00 Chapter Meetings w/Breakfast
- 9:00 What To Do When There's Too Much To Do
Jeanne Elizabeth Sexton
- 10:30 Break
- 10:45 Paperless Credentialing & Auditing
June Hogg, CPCS, CPMSM
Carrienne Dockter, CPCS
- 12:15 Annual Meeting w/Lunch
- 2:00 Patient Safety Goals
Sharon I. Eloranta, MD
QualisHealth/Director of 100k Lives Campaign)
- 3:00 Break
- 3:15 What's New with NCQA and JCAHO
Mitzi Gorman, CPMSM, CPCS
- 5:30 – 8:00 Dinner & Entertainment
Carrienne & Crew

Friday, May 26, 2006

- 8:00 Breakfast
- 8:30 This is Your Life
(a) Hospitals
Cindy Siedman, CPMSM & Vicki Gore, CPMSM
(b) Managed Care
Kari Muse, CPCS & Cheri Ramble, CPMSM, CPCS
(c) Clinic Managers and/or Credentialers
Michelle Delquadri, CPMSM, CPCS
- 10:30 Break/Checkout
- 11:00 Kadlec Update



Tim Allen of Bennett, Bigelow & Leedom

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**MEMBERSHIP RENEWAL
NOTICE**
JANUARY THROUGH
DECEMBER 2006

Dear Valued Member (or Potential Member)

It is time to apply for renewal or initial membership to the Washington Association Medical Staff Services (WAMSS) so that you can continue to enjoy the many benefits connected with membership.

As you know, ever-changing state, federal, and accreditation regulations require the practitioner services professional to be multi-faceted and have the most current regulatory information. WAMSS offers educational programs that will keep you informed of the latest changes. Additional membership benefits include:

- Registration fees are reduced for members attending the WAMSS Annual Conference. The 2006 conference will be held at the Coast Wenatchee Center Hotel and Wenatchee Convention Center, Wenatchee, Washington, May 23-26, 2006. The Annual Conference is an excellent opportunity to network on a statewide scale and to hear experts speak on topics such as credentialing, legal issues, quality improvement and personal/professional development. There are topics planned for the newcomer to the field and for the more experienced. Members earn approximately 14 continuing education units for attendance.

- Members Network with other practitioner services professionals through e-mail and in person.
- Study groups help prepare our members for CPMSM and CPCS certification.
- Scholarships are available for registering for the CPMSM or CPCS exams, advanced studies, and the annual conference.
- Quarterly Newsletter, *Privileged Information*, provides additional networking, timely articles and Board summaries. The PI is available "on line" at www.wamss.org.
- WAMSS Chapters meet quarterly in Eastern and Western Washington. Continuing education credits are given for most chapter meetings.
- Members receive e-mail announcements of job opportunities. Networking is facilitated with regular question and answer e-mail exchanges. Other important announcements occur via the member e-mail listing.
- Members are given access to the WAMSS Website. The WAMSS Website includes information about our lending library, job announcements, WAMSS bylaws and position descriptions, scholarship information, and a "members only" section with a membership list.

To renew your membership simply complete the attached application form and questionnaire and return them to me along with a check made payable to "WAMSS" in the amount of \$40 for annual dues. My address is Donna Zulauf, CPCS, CPMSM, Kadlec Medical Center, 888 Swift Blvd, Richland, WA 99352.

If you have any questions, feel free to call me at (509) 942-2758 or e-mail me zulaud@kadlecmed.org.

I look forward to your continued participation in WAMSS.



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Sincerely,

A handwritten signature in black ink that reads 'Donna Zulauf'. The signature is written in a cursive, flowing style.

Donna Zulauf, CPCS, CPMSM
WAMSS Past President, Membership Chair



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Mark Your Calendars:

Western Chapter Meeting

Date: To be announced
Time: To be announced
Place: To be announced
Host: To be announced

Eastern Chapter Meeting

Date: November 3, 2006
Time: 12:00 pm
Place: Yakima Memorial Hospital
Host: Laura Seaman

2007 WAMSS Conference

Date: May 15 – 18, 2007
Place: Kennewick Red Lion

Washington Credentialing Standardization Group

Date: December 12, 2006
Time: 11:30 am – 1:30 pm
Place: Puget Sound Plaza, downtown Seattle 1325 4th Ave
Phone in calls are welcome! (206) 221-2902

Alert! Alert! Alert!

**Updated Washington Practitioner Application
Coming Out January 2007!**

The WCSG is currently working on revisions to the Washington Practitioner Application (WPA). We will finalize changes and send out a new WPA in January 2007. If you have any changes to request, please send your request to Colleen McDonald at email address mcdonald@u.washington.edu by **November 15, 2006**.

Thank you. Rita Rakestraw, CPCS, WCSG Chair



President's Note

By: Cheryl Thomas, CPMSM

When I accepted the nomination for President-Elect of WAMSS, one thing that concerned me was writing a quarterly report to the membership. I had grave misgivings about what I could possibly have to share with all of you that would make a difference. Well, I have something to share with you that may not be life altering but I hope you will find it somewhat reassuring.

We sometimes ask "what am I getting from my organization?" or "what are my dues doing for me?" regardless of our contribution to that organization. Through adversity, I have found one of the answers to what I personally get from WAMSS.

After more than fourteen years at Skagit Valley Hospital, I was recently terminated from my position. The first thing I did was contact the WAMSS Board to ask if they wanted me to continue as President under the circumstances. We had a conference call and they unanimously supported my continuing in the role I had assumed at the Annual Conference. At a time that has been unbelievably difficult for me, I found the support of people who are professional, intelligent and whom I hold in the highest esteem. They had suggestions about finding other employment, about taking care of me and about what I could still provide the organization from my leadership position.

While I must admit that my first inclination was to quit, I knew that I would forever mourn the loss of my relationships with all of you; however I wanted to be fair in considering what I could give back to you as your President. After meeting with the Board members, I came away believing that I could fulfill my obligations to the organization and to each of you individually.

The message I would like for you to take away from this is that your peers are there for you – not just in the good times but in trying times as well. They will support you, cajole you into believing that you are capable of more than you thought, and will help give you the courage to get out of bed and face another day loaded with new opportunities! They are not there just to share information but are genuinely a force to be reckoned with when you are down! They are your friends, your



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neighbors, your confidants in addition to being your peers.

I am on to new adventures but will still be actively participating in WAMSS as your President. I will be available to any of you for whatever your needs might be. Please know that I consider you to be the best and the brightest in the entire professional world. You are caring, sensitive individuals who do a tough job every day of your lives with grace and dignity. You need to know that you have the support of each other and your Board. If you need it, don't hesitate to ask.

I can tell you honestly that I could not have survived this recent life altering change without you! Thank you!

Transitions!

**Submitted By: Michelle Delquadri, CPMSM, CPCS
President-Elect**

Several months ago, I was offered a promotion within YVFWC to Operations Project Manager that would take me out of the credentialing arena and into the world of operations! Such a far cry from when I first joined the organization as a volunteer. After accepting this new challenge, it was with much sadness that I announced my departure from the WAMSS President-elect position. I could have stayed in the position but felt it would be a disservice to the WAMSS members to have a leader that was not performing medical staff services / credentialing functions and wouldn't be "in the know" so to speak on current credentialing trends, standard updates and changes within this field of work. Molly Nagel has been elected the new President-Elect and I'm very confident that she will do a great job! I will be on stand-by for any questions or problems that she may have about next year's conference in Kennewick May 15-18, 2007.

Also, please help welcome my replacement here at YVFWC, Heidi Martinez. She is excited about learning the credentialing functions of a large organization.

To all of my dearest WAMSS Members, I'd like to send you a big "Thank you!" I have thoroughly enjoyed working with all of you and getting to know many of you on a personal basis. I plan to maintain my certifications so expect to see me at a few conferences. Until then, have a great year!

Western Chapter Report

By: Renae Hamshar, CPMSM, CPCS

Where did the summer go? It seems like just yesterday we were all at Wenatchee for our wonderful conference and now suddenly we are back into rain, grey skies and pumpkins everywhere!

We had an exceptional Chapter meeting on Friday, September 29 at St. Clare Hospital in Lakewood. Debbie Bood was our hostess and the speaker was Stanley Flemming, DO. Dr. Flemming is a Brigadier General, current mayor of University Place and Medical Director for Northwest Physicians Network. He gave a fascinating presentation on how his staff have worked together to uncover falsely credentialed physicians. In one instance, the "physician" had been licensed in 11 states, despite never having finished medical school. And this was not a case from way back in time . . . we were talking within the last decade! There were approximately 35 medical staff professionals in attendance and several more via teleconference. All of us learned something new in terms of "red flags" to look for when credentialing. Judi Grimshaw from Good Samaritan Hospital in Puyallup also gave us a report on her recent experience at the NAMSS conference.

I am hoping to schedule the next Chapter meeting for sometime in January and I am looking for a host in the North. If you have a facility somewhere "North of downtown Seattle" that can handle a crowd of 30 – 40 and are interested in hosting the event, please feel free to contact me. And as always, I am interested in hearing about any great speakers out there. If you have a suggestion, pass it along and I'll make contact. . My phone number is: 360-330-8529, email is: renae.hamshar@providence.org.

Finally, one last thought – best of luck to any of you who plan on sitting for certification exams this Fall. I applaud your efforts and appreciate your dedication to this wonderful, wacky and sometimes downright frustrating career we affectionately call "Medical Staff Services". It is never dull and we need all the dedicated, professional talent we can muster for these demanding roles!



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Eastern Chapter Report

By: Dolly Fluaitt, CPCS

The Eastern Chapter met at Pullman Memorial. Patty Snyder hosted the meeting. Pullman Memorial is a new facility and it is very nice. Thank you Patty, for having us. The Chapter discussed alternating elections of Eastern Chapter officer with the Western Chapter so that there was always a Chapter President on the Board with 1 year experience. This was the previous practice, but the alternation of elections was put off track when Cheri Ramble accepted the President position on the Board. The chapter chose to keep the current officers for one more year, so that the alternation of elections was put back on track.

Donna Zulauf presented the Kadlec case from another point of view, what to do and not do when you are involved in court proceedings. This was an excellent presentation and one I hope none of us will have to experience as Donna has. I believe we all learned a great deal. Thank you Donna.

The next Eastern Chapter meeting will be held at Yakima Memorial Hospital in Yakima, and Laura Seamen is hosting the meeting.

Scholarship Chair Report

By: Colleen McDonald, CPCS

The Scholarship Committee would like to remind the members planning on sitting for the November Certification that there is Scholarship money available. The WAMSS website has the eligibility criteria and the application forms.



CURRENT CONTACT INFORMATION NEEDED

Submitted by Cheri Ramble, CPMSM, CPCS
Membership Chair

A constant in our lives is change. Therefore, to keep the flow of information running smoothly from WAMSS to our members, please keep us up-to-date on changes to your contact information such as e-mail address, phone and FAX numbers, work address, etc. We cannot reach you with the latest and greatest unless you provide us with the means to do so. Please take a moment to review and verify the contact information listed for you on the roster located on the WAMSS website (www.WAMSS.org). At the same time, if you identify incorrect information for other members listed in the roster, please forward that information as well; it will be verified with the member before making any changes to the roster, etc.

Any changes to contact information should be forwarded to:

Cheryl "Cheri" Ramble, CPMSM, CPCS

Credentialing Specialist
Group Health Cooperative
1009 North Center Parkway
Kennewick, WA 99336
Phone: 509/736-1924
FAX: 509/736-1967
E-Mail: ramble.c@ghc.org

Thank You!



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MEMBERSHIP REPORT

Submitted by Cheri Ramble, CPMSM, CPCS
Membership Chair

Fall is the time to begin thinking about budgets for 2007, whether it be for work or home. Setting aside the funds for your WAMSS membership is a good investment, and also helps ensure WAMSS can continue to support our members through activities such as the annual educational conference, a political voice and representation, etc.

Applications for 2007 membership will be distributed via e-mail approximately the first week of October. If you know of someone who is not currently a member, but would benefit from WAMSS membership, please encourage them to join. So, remember to be watching for your WAMSS membership e-mail.

If you have any questions, please contact Cheri Ramble at ramble.c@ghc.org.

ARTICLE V. MEMBERSHIP

SECTION 1. ACTIVE

Active members shall be those individuals having responsibility in medical staff or related activities (e.g. credentialing, quality assurance). Active members shall pay dues and shall be eligible to vote and hold office. Active members shall be encouraged to join the National Association.

SECTION 2. ASSOCIATE

Associate members shall be those individuals interested in the overall goals and objectives of the Association. Associate members shall pay dues but shall not be eligible to vote or hold office.

SECTION 3. HONORARY

Honorary membership may be awarded at the discretion of the Board of Directors to those individuals who have contributed to the advancement of the goals and objectives of the Association. Honorary members shall not be required to pay dues; and shall not be eligible to hold office or vote.

I wanted to thank everyone who participated in our recent nominations process, particularly the candidates for "stepping up to the plate". It can be daunting and scary putting your name up for nomination. However, win or lose, the experience is worth more than that fleeting discomfort. It shows a willingness to participate and lead the organization that gives so much back to its members.

That said, it is never too early to begin thinking of our Spring 2007 elections and your contribution. If you are

willing or know some one who you feel is qualified and possibly willing to run for a position, please submit

names. Nominees are contracted by a member of the Nominating Committee to ascertain their agreement to run.

Positions up for election in Spring 2007 are President-Elect and Treasurer. Please refer to the WAMSS Bylaws on-line for complete job descriptions. Below is an excerpt from those Bylaws regarding the Treasurer's duties:

ARTICLE X. DUTIES OF OFFICERS

SECTION 4. TREASURER

The Treasurer shall be custodian of the funds of the Association. The Treasurer shall keep a record of the payment of dues, render an annual budget, prepare a financial statement which shall be presented to the membership at the Annual Meeting, receive and disburse Chapter dues, and perform such other duties as may be necessary to coordinate and advance the Association's objectives. The Treasurer should have had previous accounting and/or finance experience. The Treasurer shall be the custodian of all financial records.

If you have any questions, or nominations to submit, please forward to my attention at ramble.c@ghc.org. Or contact one of the other Nominating Committee members: Liz Burton-Woodward, CPCS at Burton.ea@ghc.org or Kate Cross, CPMSM, CPCS at kate_cross@kindredhealthcare.com.

NOMINATING COMMITTEE

Submitted by Cheri Ramble, CPMSM, CPCS
Chair, Nominations Committee



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may volunteer to assist Kate. Please contact her either by phone at (253) 697-1910 or via her email address: brownka@goodsamhealth.org.

When asked what we as an organization could do to assist her, she told me that getting leadership reports and articles to her in a timely manner would be most appreciated! **Heads Up! Deadline for submission of the next set of leadership and Committee reports is - December 10th!**

COMMUNICATIONS COMMITTEE

by Irene Torres

For those who haven't noticed, the WAMSS WEBSITE has had some quiet changes. Michelle Pittman stayed over six months to transition Kate Cross into the Webmaster position. To thank Michelle for her hard work and dedication, I recommended that the board honor her with a \$100 gift certificate (Barnes & Noble). We signed a card for Michelle.

Kate Cross appreciates your feedback on the website as she learns the job. Pending announced support from NAMSS for website development and maintenance, I've asked Kate to make recommendations on software upgrades, as her time for research permits. She will be asked to work with Steve at Smith Bucklin, to determine the extent and cost of subscribing (or linking) with NAMSS' planned website. Board members favor having an area of password protection on the website, for privacy. That may not be possible with NAMSS' proposal.

Kari Muse, co-editor of the P-I newsletter, had to resign from the role due to her work commitments. She recommends we list all the WAMSS officers and committee chairs on the WAMSS web site, along with their email address. As Kari says, "It's sometimes difficult to find this information and it's not always communicated to the membership when there are changes." This has been forwarded to the Webmaster.

The good news, Kate Brown has agreed to assume the full responsibility as P-I editor with this issue. Any member who is interested in learning about newsletters

Additionally, all members are asked to be thinking of what they have done, while serving their community over the past year that has made a difference in the way health care is delivered!

Rachel Wilson has sent more than 65 email messages out to the membership since May 30. There is no way to measure the full effectiveness of the email blast, but it seems to be well-used.

The membership on "WAMSS_Talk" is now at 81, but 17 of those are 'bouncing'. Check your contact information to make sure it's up-to-date. Meanwhile, thanks to everyone who participates in our organization.

NAMSS WEEK! NOVEMBER 5 – 10TH!

NAMSS' vision is to be the recognized preeminent international organization for the development of individuals responsible for managing credentialing, privileging, practitioner/provider organizations, and regulatory compliance in the diverse healthcare industry.

Celebrate and let your community know that you are out there making a difference in the way healthcare is delivered every day!



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**Presentation of the 2006
Margaret Geering Award to
Mickey Sanders, CPMSM**

By: Gail Donovan, CPMSM, CPCS

Mickey Sanders was chosen as the recipient of the 2006 Margaret Geering Award. Mickey is a superb candidate for this award as she has contributed hugely to the National Association Medical Staff Services, to our Washington Association Medical Staff Services, to our industry in general, and to her employer, Harrison Medical Center in Bremerton, WA. As Mickey was unable to attend this year's conference, Karen Hays, last year's award recipient, presented the award to Mickey in absentia.

Simultaneously, an awards ceremony was planned at Harrison Medical Center. Invitations were sent to the Medical Staff Executive Committee, Harrison leadership, and staff. Mickey was told there was a "mess in the physicians' lounge", and since she is called upon to clean up many messes (at home and hospital) she went to the lounge. Mickey was flabbergasted when she saw the crowd of people there to applaud her. Mickey rarely gets emotional or unable to find a response, but receiving this award amongst leadership and the physicians meant a great deal to her. She later shared that it seemed fitting that she was with her physicians when given the award, as she "does it for them."

Physicians who were unable to attend the ceremony paraded into her office throughout the day to

congratulate her. A gorgeous bouquet of two dozen of the longest stemmed red roses arrived from the medical staff. It was almost impossible to see Mickey behind the flowers. Mickey loved every second of the recognition. I promised to write an article about Mickey for the Harrison staff and Medical Staff publications.

Margaret Geering Award Speech

By: Karen Hays, CPMSM, CPCS

Following is the MGA speech presented by Karen Hays at the 2006 WAMSS conference.

The Margaret Geering Award was created in 2001 to recognize WAMSS members for outstanding contributions to the profession, to NAMSS, WAMSS and in the field with their employers.

For those of you not familiar with Margaret, she was the first WAMSS President and also served as a NAMSS President.

Eligibility: Any member of WAMSS who is not an officer, board member, chapter officer, or appointed or paid official of the WAMSS organization may be nominated for this honor.

Nomination Procedure: A committee to nominate the next recipient of the Margaret Geering Award with membership of a minimum of 3 WAMSS members. Members will include a WAMSS Board member, a member from general membership and the previous year's recipient.

The committee solicits nominations and makes their recommendation to the Scholarship Committee, who in turn makes their recommendation to the Board. The Board has final decision-making authority regarding the recipient of the award. The award is presented in the form of a plaque and a monetary recognition.

Since the origination of this award in 2001, WAMSS members honored include:

- 2001 – Margaret Geering
- 2002 – Pam Roberts
- 2003 – Vikki Gore
- 2004 – Georganna Biggins
- 2005 – Karen Hays



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It is with great pleasure that I announce this year's award winner Mickey Sanders, CPMSM, Harrison Medical Center, Bremerton, WA. Mickey is unable to be with us today since her mother is quite ill and she is standing by to fly to Kentucky if the need arises.

Contributions in a leadership role with WAMSS:

1982-85 – WAMSS Board member; 983-84, WAMSS President; Speaker at CPMSM and CPCS certification exam preparation classes.

Contributions in a leadership role with NAMSS:

Served on the NAMSS Board as Secretary 1985-86; Bylaws Chair 84-85

Contributions with her employer(s):

Physician advocate at Harrison Medical Center working with the staff on strategic planning.

Mickey was nominated not only for her work with WAMSS and NAMSS but I remember her since we both joined WAMSS in the 70's. She worked in the medical staff office at a West Seattle Hospital, which I believe has since closed. It was at that time I made a change from being Director of Medical Records to starting the medical staff office. I quickly looked for strong leaders and resources to help me. I'll never forget Mickey speaking at the WAMSS conferences presenting her positive attitude and organizational skills. She, like Margaret Geering and other recipients of the award, are persons that give guidance to the organization.

Mickey left us for a few years to be a substitute teacher and mom. In the late 90's she couldn't resist those docs and came back to us. Since her certification lapsed, she recertified as a CPMSM in 2002.

Mickey has adorned our conferences with her sense of humor on many occasions starting with the Ice Breakers and presenting topics of importance related to credentialing, certification examination preparation, credentialing for newcomers, minute taking, etc. She has often used her "students and kids" as an analogy to her "doctors" giving us many tips on how to drag them into the fold without their knowing what happened to them.

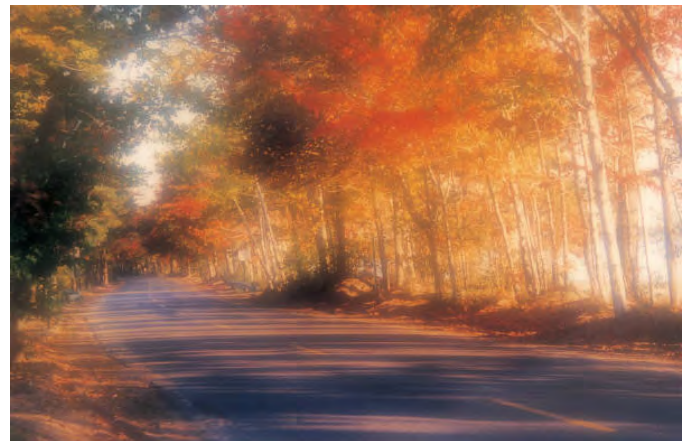
Her contributions have been enormous, as is her heart.

Gail Donovan, Physician Recruiter at Harrison Memorial as well as a long time member of WAMSS, announced the award to Mickey May 24th in front of her fellow managers, hospital and medical staff leaders. I would have liked to see her face.

Gail Donovan left me a voice mail saying that Mickey was totally surprised and appreciative. They had cake, and the physicians that were unable to attend were trickling in with their congratulations throughout the day.

A check was mailed to her along with a plaque that reads:

*"Mickey Sanders, CPMSM
In appreciation of the professionalism, experience, dedication and many other contributions to your chosen field and to the Washington Association of Medical Staff Services on this 25th day of May, 2006."*



**Special Notes from Our
Members:**

**THANK YOU!
From Michele Pitman**

"Hello all,

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I've received the beautiful card and gift certificate that was sent on behalf of WAMSS regarding the webmaster work that I did. Thank you so much! I really appreciate it."

Three commands sometimes used by doctors to begin assessing whether a person may be experiencing a stroke can also be useful for people who are not doctors, according to a study by University of North Carolina researchers.

1. Ask the individual to SMILE.
2. Ask him or her to RAISE BOTH ARMS.
3. Ask the person to SPEAK A SIMPLE SENTENCE (coherently), i.e. it is sunny out today.

These three commands, known as the Cincinnati Pre-hospital Stroke Scale (CPSS), are used by health

Making a difference!
Article submitted by Cherie Ramble

THREE SIMPLE QUESTIONS

This is good information to know, and you may save a life!

Scenario: "During an afternoon BBQ a friend stumbles and takes a little fall. She assures everyone that she was fine and just tripped over a brick because of her new shoes. The friends offer to call paramedics, but she refuses. They get her cleaned up, and get her a new plate of food. While she appears a bit shaken up, she goes about enjoying herself the rest of the evening. Later that night, her husband calls everyone to let them know his wife had been taken to the hospital and had passed away at 6:00pm. She had suffered a stroke at the BBQ."

Had they known how to identify the signs of a stroke might she still be alive? Do you know the signs?

If a neurologist can get to a stroke victim within 3 hours there is a better chance to reverse effects of a stroke. The trick is getting a stroke recognized, diagnosed and getting the patient to medical care within 3 hours..., which is tough.

Sometimes symptoms of a stroke are difficult to identify. Unfortunately, the lack of awareness spells disaster. The stroke victim may suffer brain damage when people nearby fail to recognize the symptoms of a stroke.

professionals as a simple first step in the assessment process for signs of stroke. If a person has trouble with any of these simple commands, emergency services (911) should be called immediately with a description of the situation, noting that you suspect the individual is having a stroke. Widespread use of this test could result in prompt diagnosis and treatment of the stroke, and prevent brain damage.

A stroke results from impaired oxygen delivery to brain cells via the bloodstream. According to the U.S. National

Institute of Neurological Disorders and Stroke, the five major signs of stroke are the sudden onset of:

1. Numbness or weakness of the face, arm or leg, especially on one side of the body. The loss of voluntary movement and/or sensation may be complete or partial. There may also be an associated tingling sensation in the affected area.
2. Confusion, trouble speaking or understanding. Sometimes weakness in the muscles of the face can cause drooling.
3. Trouble seeing in one or both eyes.
4. Trouble walking, dizziness, loss of balance or coordination.
5. Severe headache with no known cause.

If you or a person you know should experience any of the signs of stroke or be unable to complete the three simple tasks, emergency



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services should be notified immediately. Both the death rate and level of disability resulting from strokes can be dramatically reduced by immediate and appropriate medical care.

Be a friend and share this information with as many friends as possible, **YOU could save their lives!**



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Mark Your Calendars:

Western Chapter Meeting

Date: May 25, 2006
Time: 8:00 a.m.
Place: Wenatchee Conference Center
Host: Western Chapter Board

Eastern Chapter Meeting

Date: May 25, 2006
Time: 8:00 a.m.
Place: Wenatchee Conference Center
Host: Eastern Chapter Board

The Washington Credentialing Standardization Group

Date: June 13, 2006
Time: 11:30 am – 1:30 pm
Place: Puget Sound Plaza, downtown Seattle
1325 4th Avenue
**Please note: phone in calls are welcome!
(206) 221-2902)

2006 WAMSS Conference

Date: May 22 – 26, 2006
Place: The Coast Wenatchee Center Hotel



President's Note

By: Cheryl "Cheri" Ramble, CPMSM, CPCS

This edition I am devoting my message to NAMSS. With the recently approved revisions to the Bylaws, there have been some major changes to build an inclusive organization and to create more leadership development opportunities within NAMSS for its members.

Fourteen NAMSS committees have been formed and committee member appointments are being completed this month. If interested in serving on a NAMSS committee, please contact Nilda Conrad at nilda.Conrad@ngsc.org.

Also, the Nominating Committee is seeking interested members to serve on the 2007 NAMSS Board. The election of Board members will take place this **June**. Along with existing officer positions, a new position of Secretary has been added to the Board. The new Board will have nine Directors at Large who are elected by the entire membership for three-year staggered terms. Five of those nine positions will be filled by the individuals who served as Region Representatives as their Board term will not expire until after 2007. The other four positions will be elected by the membership in June. Each of the nine Directors at Large will have responsibility for maintaining effective communications with assigned states. A team of volunteers that includes



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President's Note Continued:

three state directors is developing guidelines for that communication role. The Nominating Committee will work to ensure that Board nominees represent appropriate diversity in considerations such as geographic location and professional background (hospital, managed care, CVO, etc.).

The recently approved NAMSS Bylaws establishes a NAMSS Board with the following sixteen members:

President: The President-Elect automatically succeeds to this position.

President-Elect: To be elected by the membership in June.

Treasurer: To be elected by the membership in June.

Secretary: To be elected by the membership in June.

Immediate Past President: The President automatically succeeds to this position.

Nine Directors At Large: Elected by the membership for three-year staggered terms. Four vacancies will be elected by the membership in June.

Advisory Director: A non-voting member who is not a member of NAMSS appointed by the President.

Executive Director: A non-voting member who serves ex-officio.

The NAMSS Nominating Committee is seeking candidates for the Board positions listed below. NAMSS members are encouraged to offer themselves as a potential candidate for any of the positions or to recommend other NAMSS members as potential candidates. Interested parties should contact Donna Goestenkors, Nominating Committee Chair, at dkg466@bjc.org or Steve Hartley, NAMSS Executive Director, at shartley@namss.org by May 1, 2006.

President-Elect: The President-Elect shall, in the absence of, or because of the incapacity of the President, perform the duties and assume the responsibilities of the President. Serves as a member of the Executive Committee, oversees strategic planning, and performs other duties commensurate with the office as may from time to time be requested by the President. Automatically succeeds to the position of President in

the following year and to the position of Immediate Past President the second following year.

Must have served as a member of the Board of Directors and be a NAMSS member in good standing. Should demonstrate skills in leadership, motivation, problem solving, and planning. Term of office is one year with a commitment to serve two subsequent years as President and Immediate Past President.

Treasurer: The Treasurer oversees the Association's financial resources and ensures compliance with the Board's financial policies, the Mission statement, and the Strategic Plan. Serves as a member of the Executive Committee. Submits a year-to-date financial report at each Board meeting and at the NAMSS Annual Business Meeting. Compiles and presents an annual budget for the Association in conjunction with the Executive Committee, the Board and the Executive Director. Oversees the investment program of the monetary assets of the Association and ensures that adequate internal controls are in place to prevent the misappropriation of funds. Must be a NAMSS member in good standing. Should have prior experience in a position involving accounting procedures and possess the ability to analyze financial data. Term of office is one year.

Secretary: The Secretary oversees the policies and procedures of the Association and ensures that corporate records, including official meeting minutes are maintained. Serves as a member of the Executive Committee. Performs other duties as assigned by the President commensurate with the position. Must be a NAMSS member in good standing. Should demonstrate skills in leadership and administration. Term of office is one year.

Directors at Large (Four to be Elected): Serves as a member of the NAMSS Board to represent the overall interests of the Association and its members. Participates on Board conference calls and Board meetings to oversee the governance of the Association and to ensure compliance with Association policies and procedures. Communicates with state association leadership of assigned states and performs other duties as may be assigned by the President commensurate with the position. Must be a NAMSS member in good standing and should demonstrate skills in leadership,



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communication, and sound decision making. Term of office is three years (except in this transitional year, three Directors at Large will be elected for three-year terms and the fourth Director at Large will be elected for a two-year term).

Questions or suggestions on the board nominations process may be directed to any member of the Nominating Committee:

Donna Goestenkors, CPMSM, Committee Chair
dkg0466@bjc.org

Kristi Davis, MBA, MSHA
Kristi.davis@healthonecares.com

Vanessa Goldman, CPMSM, CPCS
vgoldman@chhi.org

Susan Pickren, CPMSM, CPCS
susan.pickren@kp.org

Jodi Schirling, CPMSM
jschirl@nemours.org

Dan Schwager, JD, CPMSM
dan.schwager@sfdph.org

Jane Sowles, jsowles@mhsjvl.org

Mendy Yockey, CPCS, CPMSM, RHIA
myockey@vvrh.com

The NAMSS nominations process allows any member to recommend another member for consideration. Members may also submit their own name for consideration. This is an opportunity to shine for those WAMSS members who belong to NAMSS! We have many WAMSS members who would be outstanding in serving on a NAMSS committee or serving on the NAMSS Board. Take a moment to consider serving not only NAMSS, but representing WAMSS at the national level. If interested, I would wholeheartedly encourage you to submit your name to one of the above contacts.

*I hope to see you all in Wenatchee for the
27th Annual WAMSS Conference!*

Thanks for all you do!

“BOARD MEETING HIGHLIGHTS”

By: Cheryl “Cheri” Ramble, CPMSM, CPCS

The WAMSS Board met at the Enzian Inn in Leavenworth on March 14, 2006. Following approval of the minutes from the November 2005 Board meeting, the Treasurer’s Report and the Chapter President Reports were given.

Kate Cross has accepted the Webmaster position, and will be working with Michelle Pittman (current Webmaster) through a transition period. Additionally, an Assistant Webmaster position is being created and will soon be advertised. If interested, please contact Kate Cross at Kate.Cross@kindredhealthcare.com or Irene Torres (Communication Committee chair) at Irene_Torres@teamhealth.com.

The Education Committee will be sponsoring a WAMSS Speakers Bureau. Topics will include those of interest to healthcare organizations, regulatory bodies, medical associations, etc. This is an opportunity for our WAMSS members to exhibit and market their expertise. If interested in helping establish this program or in volunteering as a speaker, please contact Rita Rakestraw at ritar@u.washington.edu.

Also, due to expressed interest in the WAMSS Certification Study Groups, the Education Committee will be working to market this educational opportunity and “take the show on the road”, particularly to our Western Region states.

The revisions to the NAMSS Bylaws were discussed, particularly the Directors-At-Large positions which are replacing the Regional Representative positions. WAMSS members who are also NAMSS members are to be encouraged to volunteer to represent WAMSS in a leadership position at the NAMSS level.

The next WAMSS Board meeting will be held May 23, 2006 in Wenatchee prior to the Annual Conference.



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Eastern Chapter Report

By: Dolly Fluaitt, CPCS

EWAMSS Report
January 2, 2012

EWAMSS met on March 17th at Holy Family Hospital in Spokane, Bev Osborne hosted the meeting. Thank you Bev for Holy Family's hospitality and the delicious luncheon served. There was a brief business meeting with minute approval, and a review of the last Board meeting and what is being considered for conference for 2007 and possibly 2008. Recommendations for the 2007 conference site will be made at the May Board meeting at the annual conference in Wenatchee. We had excellent attendance with two new persons attending,

Dr. Miller, the Vice President of Medical Affairs Providence Health Care, gave an excellent educational program regarding how to deal with disruptive practitioners. 1 CEU was received from NAMSS for this presentation.

I would also like to say welcome to our newest member as of the March meeting, Tabitha Wesselman of Surgical Specialists of Spokane.

Submitted by Darlene "Dolly" Fluaitt, CPCS
President Eastern Chapter
WAMSS

Western Chapter Report

By: Renae Hamshar, CPMSM, CPCS

Western Chapter members attending the educational meeting on Friday, March 31 were treated like royalty by our host, Radia. The meeting took place in their business office site in Everett and attendees were greeted with a lovely box lunch and goodie bags with a variety of favors. Many thanks to WAMSS member Cheryl West and her colleagues for making this Chapter meeting truly special. Speakers for the event were Health Professions Principal Investigator James Smith and Trent Kelly, Supervising Staff Attorney, Legal Services Unit of the Health Professions Quality Assurance Division. 1.5 CEUs were awarded to those in attendance, both in person and via teleconference. Door prize was won by Ruth Felthous, Providence Everett Medical Center.

I am also pleased to report that Stephanie Harrison, CPMSM, Medical Staff Coordinator at Northwest Hospital Medical Center, was recently elected to the post of Western Chapter President-Elect. Stephanie's term will begin in June, 2006.





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Honoring our Friend, Mentor and Colleague – Ruth Buck, CPMSM

Ruth Buck's medical retirement in the fall of 2005 has created a 'hole' in the Spokane medical staff services community. In her position as Director of Medical Staff Services at Sacred Heart Medical Center from 1991 through 2005, she brought national perspective and new ideas to a group of experienced professionals. This collaboration evolved into an even stronger medical staff services community with a combined reappointment as well as initial appointment system, significant standardization in privileging guidelines, and much sharing of the wealth of knowledge.

Ruth began her medical staff services professional life as many of us did---quite by accident. She learned the basics of the profession on the fly, educating herself and linking with her peers. She first worked at St. Luke's Hospital in Newburgh, New York, a 224 bed general acute care HCA Hospital. She then moved to Wake Medical Center in Raleigh, North Carolina.

An east coast native, she moved to Valley Children's Hospital in Fresno, California, prior to assuming the position of Director of Medical Staff Services at Sacred Heart Medical Center in Spokane.

In these positions she accomplished many 'firsts' for her hospitals:

- Quality Assurance Plan
- Physician referral service
- Leadership orientation
- Restructured Medical Staff organization to reduce number of committee meetings
- Developed sentinel event reporting process

Ruth joined NAMSS in 1977, was certified as a CMSC in 1981, and served as its President from 1987-1988. Other NAMSS offices held include Historian, Education Council Chairman, Bylaws Chairman, and Treasurer. She also served as President of the New York State Association of Medical Staff Services from 1982-1984.

Ruth has been a frequent speaker at state association meetings, as well as NAMSS. Several authored articles have been published in medical staff related publications, and she was a contributing author in two

Medical Staff Services texts in 1987 and 1990. Her article 'Performance Based Reappointment when there is No Performance to Evaluate' was an *Overview Award* winner in 1991.

I personally feel very honored (and awed) to follow in her footsteps at Sacred Heart Medical Center, and Ruth has remained available during my transition here. I will always have Ruth's heritage in my/her office, as her signature as President of NAMSS appears on my original framed CMSC certification in 1988.

I know we all join together in wishing Ruth the best in her retirement

Bev Osborne, Sacred Heart Medical Center

Scholarship Chair Report

By: Gail Donovan, CPMSM, CPCS

The Scholarship Committee, after concurrence by the WAMSS Board, awarded scholarships to the following medical staff professionals:

Kati Reed and Rachel Wilson, preparing for the CPCS exam

Gisela Mejia and Tabitha Wesselman, to enable attendance at the annual conference.

There were no applicants for the Judy Kleckner Advanced Studies scholarship.

The Scholarship Committee received nominations for the Margaret Geering Recognition Award, for a current or former WAMSS member who has made significant contributions to WAMSS, NAMSS, the industry and/or their employer. The nominees were evaluated and a recommendation has been forwarded to the WAMSS Board.

And, the winner is (drum roll).....Hey, it's a surprise, so I can't tell. You have to wait until it is announced during the May 23-26 conference.



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WASHINGTON PHYSICIANS HEALTH PROGRAM (WPHP) UPDATE

Following a national search, the WPHP Board of Directors has named Dr. Mick Oreskovich as the new Medical Director and Chief Executive Officer, succeeding Dr. Lynn Hanks who has retired. Dr. Oreskovich assumed the Directorship April 10, 2006.

Since July 2004, Dr. Oreskovich has served as the Associate Director of WPHP. He is a board-certified general and addiction psychiatrist, Fellow in the American College of Surgeons, and a Clinical Associate Professor of Psychiatry at the University of Washington. Dr. Oreskovich brings academic, clinical and research experience in the field of recovery to the Washington Physicians Health Program.

Dr. Oreskovich can be contacted as follows:
Phone – 206/583-0127
E-Mail – moreskovich@wphp.org

Although we are reluctant to say farewell to Dr. Hanks who has been a wealth of information and assistance, we want to thank him for the years of support he has given WAMSS and its members; we wish him well in his retirement. We also want to welcome Dr. Oreskovich and look forward to working with him in the future.

Assistant Webmaster Volunteer Needed!

Have you ever dreamed of creating your own website? Have you been curious how websites work? Now is the time to volunteer. The WAMSS website needs at least two people to keep it going (that way one can go on vacation and the other can be a backup! We all like a vacation occasionally.) If you would like learn how websites work in a safe environment and have a few hours a month to perform routine maintenance contact Irene Torres. Kate Cross has agreed to take on this challenge and is looking forward to a partner or assistant. Feel free to contact Michelle Pittman to find out what she has done as webmaster or to ask other related questions.





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