



**PRIVILEGED  
INFORMATION**  
VOLUME 21, Issue 3  
Fall 2010  
(September - November)

**Mark Your Calendars:**

**Western Chapter Meeting**

Date: November 12, 2010

Time: Noon

Place: Valley Medical Center/Renton

Host: Jeannie Burton

**Eastern Chapter Meeting**

Date: November 12, 2010

Time: Noon

Place: Central Washington Hospital

Hosts: Wenatchee Valley Medical Center & Central Washington Hospital

**2011 WAMSS Conference**

Date: May 10 - 13, 2011 (Pre-conf. training TBD)

Place: Tulalip Casino, Marysville, WA

**Next WAMSS Board Meeting**

Date: November 4, 2010

Time: 9 - 10 am

Place: Virtual

**PRESIDENT'S REPORT**

By: Ronda Bowen, CPMSM, CPCS, CPHQ

**SB5346 – OneHealthPort**

Rick Rubin, CEO, OneHealthPort was present at the Western Chapter Meeting on September 24, 2010. There are many questions about the implementation of SB5346 and the software. The WAMSS Board is receiving questions and concerns from our members and will prepare official correspondence on behalf of WAMSS. We would like to conclude this by Monday, October 18. If you have any further input/ questions – please forward to WAMSS Secretary, Kate Brown: [Kate.Brown@goodsamhealth.org](mailto:Kate.Brown@goodsamhealth.org)

**Mentoring:** The WAMSS board fully supports a mentoring program as suggested by President-elect, Michelle Hacker. An eblast was sent to members asking of your interest. The board will continue to work on development of this program and process to match mentors and mentees. *(Following text from NAMSS website on mentoring): Being new to the field or accepting a new role can be challenging. Having someone with experience to ask questions of, share your thoughts and concerns with, and seek advice from, is invaluable to Medical Staff Professional's.*

*Do you remember someone who...*

- Provided you with an "aha!" experience that enabled you to clearly recognize the answer to something challenging?
- Helped you gain knowledge about how things work or about how to get things done?
- Encouraged you to find a way to deal with challenges?
- Had a positive and profound effect on you but you didn't realize it until much later in your life?
- Helped you uncover an ability or talent of yours that, until that time, had been unrecognized?
- Inspired you to deal with your frustrations or perceptions in a constructive way?
- Stimulated and re-energized your professional drive?

*This is what we are about!*



*Statewide - the reflection of WAMSS to others is that of organized professionals committed to safety and excellence in healthcare!*



**PRIVILEGED  
INFORMATION**  
**VOLUME 21, Issue 3**  
**Fall 2010**  
**(September - November)**

[President's Report continued:](#)

**Surveyed recently?** Has your facility been recently surveyed by the State, Joint Commission, DNV, HFAP, or NCQA? Please compile findings and send to me – [rbowen@jeffersonhealthcare.org](mailto:rbowen@jeffersonhealthcare.org) I will have an eblast sent to membership. Through our shared experiences, we can be proactive and gain more knowledge.

**NAMSS Conference:** The NAMSS Conference had some amazing sessions and the keynote speakers were exceptional. Finding humor in our day and “letting go” were the themes. Go to YouTube and watch Jeanne Robertson – you will laugh ,til you cry. We all know there is no point in carrying around burdens of things we can't change, yet many of us do, and that keeps us trapped and bogged down, sometimes in negativity. Janet Lapp, PhD, shared through humor how we should just let go. Google her for her website and video clips.

It is apparent that our world as medical staff professionals is evolving whether we want it to or not. If we keep doing things the way we do, because that's “how we've done it,” we will be left behind. How can we collaborate to reduce the redundancies in credentialing? Could we form regional credentialing co-ops? Think of ways we can reduce the burden of credentialing costs in our healthcare system. Send me your ideas. Let's take the lead.

**From Hugh Greeley's session:** The face of the medical staff has changed as more and more physicians are employed. The medical staff structure needs to change too, as the traditionally organized medical staff is far less relevant in today's environment. Look at your bylaws and regulatory agency requirements for what is *actually required* and streamline. Mr. Greeley noted that many organizations are moving from medical staff committees to clinical councils. Learn everything you can about this model. I will be researching and will share what I learn. If your facility already has clinical councils in place, please let me know.

**It's inventory time.** Take a look at what you do: is it required and by whom? If only required by your organization/bylaws, ask why and perhaps revise and let go. How are you using technology to accomplish more? What have you done to eliminate waste? How is your department organized? Are you integrated with quality

and risk management? Make sure your medical staff leaders and CEO know what you have accomplished. ...and finally, share with your fellow WAMSS members! Please email me at [rbowen@jeffersonhealthcare.org](mailto:rbowen@jeffersonhealthcare.org) or call me, 360-385-2200 ext 2092 if you have ideas that would help us be more successful in our work.



**EASTERN CHAPTER REPORT**

**By: Carol Mangum, CPCS/CPMSM - EWAMSS President**

Fall has definitely arrived in Eastern Washington. After a beautiful last taste of summer we are truly enjoying fall weather and the turning of leaves in our valley.

The Eastern Chapter met September 24<sup>th</sup>. A big thank you to Shannon Carlson for hosting our chapter meeting at Kittitas Valley Community Hospital in Ellensburg.

We were lucky enough to offer a speaker and webinar at the meeting. Our speaker, Anne Buss, CPMSM, CPCS, is a consultant working in the area and we were lucky to get her to come speak with us. She has been in the medical staff services profession since 1988, and is a contributor to HCPro where you've seen her articles on a variety of topics. She came to talk with us about her experiences in several areas but one in particular is where a single application has been ‘recommended’ and the outcomes (the good, the bad and the ugly). Afterwards, members asked questions and it was a great general discussion with other EWAMSS members on a variety of current issues.

We also offered a webinar on “Telemedicine and Locum Tenens: Credentialing and Competency”. Members are able to go online and complete the webinar. Many thanks to Heidi, our fantastic secretary/treasurer, for finding a timely topic that several members were interested in learning more about.

We are preparing for the next meeting in November at Central Washington Hospital and working with One Health Port to come give us an update with the latest news. Hope to see you all in Wenatchee or on the teleconference (we are working on improving the audio for those of you who hung with us on the teleconference. Thank you!!



**PRIVILEGED  
INFORMATION**  
**VOLUME 21, Issue 3**  
**Fall 2010**  
**(September - November)**

**WESTERN CHAPTER REPORT**

By: Jason Burden, CPCS, WWAMSS President

Our most recent Western Chapter meeting was held in September at UW Medicine at South Lake Union. Rick Rubin from One Health Port attended to give an update on SB 5346, One Health Port and Medversant. Mr. Rubin also fielded many questions from those in attendance. 1.5 CEU's were awarded by NAMSS.

As a result of the meeting, an e-mail blast was sent to all WAMSS members soliciting their concerns, comments and questions regarding SB 5346. The feedback will be used to craft a letter to One Health Port with copies to the Office of the Insurance Commissioner and Washington State Medical Association.

Our next chapter meeting will be on Friday, November 12, 2010 from noon to 2 pm at Valley Medical Center in Renton. Greg Montgomery of Miller Nash will talk about the challenges of physician employment & credentialing, as well as closed specialties. It is anticipated that 1.5 CEU's will be awarded by NAMSS.

The following chapter meeting will be held on Friday, February 25, 2011 from noon to 2 pm at Cascade Valley Hospital in Arlington. Lance Heineccius of WSMA will present on the recently launched Clinical Performance Improvement Network. It is anticipated that 1.5 CEU's will be awarded by NAMSS for this event as well.

As always, please feel free to contact me at [jason.burde@nwhsea.org](mailto:jason.burde@nwhsea.org) if you have any feedback to share related to the chapter meetings.



*Though from many different backgrounds and expertise, we flow as one organization*



**Spring 11 WAMSS/Conference**

**Committee By: Michelle Hacker, CPMSM, CPCS-Chair, & President Elect**

Preparations for next year's WAMSS conference are well underway. We have made some exciting changes to this year's conference and hope to entice you to attend! The conference will be held May 10-13 at the Tulalip Resort & Casino. We listened to your post-conference comments and have changed the schedule up a bit, with shorter presentations and more of them! Here's a rundown of a few confirmed speakers: Lynn Buchanan from Buchanan Consulting, Jim Kendzel, Executive Director of the Institute for Credentialing Excellence, Linda Foss, Director of WA DOH Investigations Division, Director from the Division of Practitioner Data Banks, Sue Merk, Project Manager for One Health Port, Dr. Charles Meredith from the Washington Physicians Health Program, Physicians Insurance, etc. The topics covered include JCAHO/NCQA updates, privileging issues, malpractice insurance, State and Federal regulations, Social Media and its Value to Credentialing, WPHP, One Health Port, The Data Banks, Recruitment & Credentialing, etc.

I received many comments that the "This is Your Life" session was the most helpful, interactive session of the conference and it would be great to combine the three groups together so we could all learn from each other's challenges and suggestions. "Hot Topics" for Hospitals, Managed Care and Clinics has replaced the individualized sessions on Friday mornings.

Thursday evening's entertainment will be a runway fashion show presented by the Art Institute of Seattle's School of Fashion Marketing!

My dad told me a long time ago that if you try to make **everyone** happy, you will be very disappointed in life because that is an impossible task...but if you try to meet as many needs as you can and do your best, you will be rewarded knowing you put forth your best effort. Having said that, I am trying to accommodate as many requests as possible and appreciate the feedback.

Please continue to send me ideas and comments to [mhacker@memorialpm.com](mailto:mhacker@memorialpm.com). Happy Fall to all!



**PRIVILEGED  
INFORMATION**  
**VOLUME 21, Issue 3**  
**Fall 2010**  
**(September - November)**

**BYLAWS COMMITTEE**

Offered in behalf of Kim Kenning, CPMSM/CPCS

(No report available at this time)



*Know, that we may individually be seen as just a leaf, but as an organization, we are branches, joined together as a part of the whole tree with roots, roots very deeply connected, standing as one - as the healthcare gatekeepers of our communities!*

**COMMUNICATIONS COMMITTEE**

By: Irene Torres, CPMSM/CPCS

**E/Blasts:** Terry Halemba asks for consideration to give WAMSS members the choice to opt in or out of the e-blasts. This could be done on the yearly registration (letter or form). She has had a few requests to be removed from the distribution.

**Privileged Information:** Kate Brown, our Editor for the WAMSS newsletter for many years, reports that while she has truly enjoyed this role, her election as WAMSS State Secretary, has led her to request a volunteer to train as the Assistant Editor, with the goal being that they assume the role of Editor during any absences.

If you are willing to volunteer, commit to gathering articles, share ideas and bring a fresh look to the PI, please let me (or Kate Brown or Rhonda Bowen) know. As the PI is published quarterly, training could begin with the preparation of the Winter Issue,

scheduled to come out in January 2011. Thank you for your consideration of this position.

**WAMSS Website:** Kate Cross reports that the Spring and Summer issues of the Privileged Information Newsletters have now been posted to the WAMSS website. The WCSG audit information has been revised. New versions were posted to the website in October. The conference announcement for 2011 is now on the website. Rosters continue to be updated monthly and we have had several job postings in the past quarter.

**WAMSS\_Talk:** Donna Zulauf (no report available at this time)

**EDUCATION COMMITTEE**

By: Stacey Opdahl, CPCS/CPMSM

Education Committee

By: Stacey Opdahl, CPMSM, CPCS

I would like to begin by extending a big thank you to Rita Rakestraw serving tirelessly as the WAMSS Education Committee Chair for the past six years and for the assistance she has given me during the transition. As your new chair, I am interested in learning how I can serve the WAMSS members in their education needs.

**Certification Preparation & Study Groups:** Here is some information that I have learned through a recent query of membership.

If you are currently studying for one of the NAMSS Certification exams you are not alone! Sixteen members reported actively studying for the CPCS exam and five for CPMSM.

There are four active study groups, each with 4 to 7 members. These are evenly distributed throughout the State with two groups in the Eastern Chapter and two in the Western Chapter.

Please contact me if you are studying and want to be connected with others who are prepping for upcoming examinations.

**Lending Library:** The lending library has officially transitioned to the new home at Medical Staff Services at Seattle Children's Hospital. Any members who have



**PRIVILEGED  
INFORMATION**  
VOLUME 21, Issue 3  
Fall 2010  
(September - November)

materials that they would like to return can send them to me.

The Lending Library Agreement has been revised to include updated contact information. This was approved a recent Board Meeting and is available on the WAMSS website.

Current materials include several copies of both NAMSS Professional Development Course Workbooks (CPCS / CPMSM) and Verify and Comply.

**Recently Certified:** Congratulations to our members certified during the Spring and Summer of 2010!

CPCS	Sabrina Kimble
CPMSM	Matthew Almquist
CPMSM	Renee Stone*
*Dual Certification	

**MEMBERSHIP COMMITTEE**

**By: Kati Reed, CPCS/CPMSM, Immediate Past President WAMSS** Please join me in welcoming our 7 new WAMSS members joining us this summer. They are:

Sandee Day from Lourdes Health Network  
Amy Carroll from Sound Family Medicine  
Jane Fasteen, CPCS, CPMSM from Expert Partners Consulting Group, Paula Peterson, CPCS from Expert Partners Consulting Group, MJ Rose, CPCS from Auburn Regional Medical Center' Lori Deturk from Mark Reed Hospital, and Julie Sall, CPCS from The Everett Clinic.

Please help them feel welcome to our organization. If you are aware of any new potential members in facilities or organizations near you do not hesitate to send me a notice and I will send them a welcome letter.

**NOMINATING COMMITTEE**

**By: Kati Reed, CPCS/CPMSM, Immediate Past President WAMSS** Well it is not that time of year yet but we are getting close to nominating time for a new President-Elect and Treasurer! So begin thinking of those peers, colleagues or yourselves who might be a qualified candidate for the WAMSS Board. Details on the position duties and requirements can be found on the WAMSS webpage. More information will be sent out via

email blast at the end of the year to gather candidate nominations.

Thank you to Lenore Vining and Susan Grove for volunteering to assist with the nomination process over the next 8 months. I will be contacting you soon. Have a safe and festive fall season!

**SCHOLARSHIP Committee**

**By: Matt Almquist, CPCS, CPMSM**  
(No report available at this time)

**STRATEGIC PLANNING COMMITTEE**

**by Cindy Seidman, Chair**  
(No report available at this time)



*And from your Board – May the coming holiday season be a time of peace, filled with love and laughter. Take time to reach out to each other, thanking others and giving freely of yourselves, making our organization ever stronger.*



**PRIVILEGED  
INFORMATION**  
VOLUME 21, Issue 1  
Spring 2010  
(January - April)

**Mark Your Calendars:**

**Western Chapter Meeting**

Date: TBD  
Time: TBD  
Place: Sun Mountain Lodge  
Host: Jason Burden

**Eastern Chapter Meeting**

Date: April 23, 2010  
Time: TBD  
Place: La Clinica, Pasco  
Host: TBD

**2010 WAMSS Conference**

Date: May 4 – 7, 2010 (Pre-conf. training TBD)  
Place: Sun Mountain Lodge, Winthrop, WA

**Next WAMSS Board Meeting**

Date: May 4, 2010  
Time: TBD  
Place: Sun Mountain Lodge

**President's Message**  
By: Kati Reed

**MAY IS ALMOST HERE!!!**

Hard to believe it is nearly time for our annual educational conference again. I hope to see you there! Sun Mountain is a beautiful spot and it will be great to return for another conference there.

In addition to conference preparations your WAMSS Board Members have been busily getting renewal membership forms out, collecting and awarding scholarship requests, making bylaw changes, and continuing business as usual. The processes are fun to work through and it is hard to believe my year as your President will be up in June. If you have considered running for a board position I highly recommend it. It is a great learning and networking opportunity.

One item we want to ensure all our members are current on is the new One Health Port program to coordinate the required data collection for WA State Senate bill - SSB 5346. The WAMSS email blast has been sending notices about One Health Port but if you need additional information please visit them at their website

[www.onehealthport.com](http://www.onehealthport.com) . There will also be a session at our annual conference on the new bill as well.

Looking forward to seeing you all in May! Have a safe and hopefully warm spring.



*Whether comin in from the East...*

*(Hint... click on the megaphone!)* 

**EASTERN CHAPTER REPORT**

By: Rosalinda Kibby, CPCS, EWAMSS- President

EWAMSS met on March 5, 2010 at Toppenish Community Hospital. Our education was "Show Me The Data...and the Money!" Performing a Staffing Analysis.

Bylaws changes were made to match the WAMSS bylaws (our fiscal calendar years did not match) and we shortened the term of office for Past President, President, Secretary/Treasurer and President Elect to one year instead of two.

Our next meeting is on April 23 at La Clinica in Pasco. Our education piece will be "Joint Commission 2009 MS Standards Update".

We hope to see you all at the upcoming Annual Conference at Sun Mountain.



**PRIVILEGED  
INFORMATION**  
VOLUME 21, Issue 1  
Spring 2010  
(January - April)



*Or racing over from the West...*



**WESTERN CHAPTER REPORT**

**By: Jason Burden, CPCS, WWAMSS President**

Our most recent Western Chapter meeting was held on Friday, March 26, 2010, at Providence St. Peter Hospital in Olympia. Jill Cooper, RN, VP for Quality, Providence SW Washington spoke on Joint Commission hot topics for the medical staff and Joan Ashcraft, CME Coordinator for PSPH – shared ideas on What to do in a CME emergency. 1.5 CEU's were awarded by NAMSS.

The next Western Chapter meeting will occur during the Annual Conference in May at Sun Mountain Lodge.

I anticipate that the proceeding quarterly Western Chapter meetings will be held in September 2010, November 2010 and February 2011. The selection of speakers/topics is pending. I also anticipate having one of these meetings in Seattle, one North of Seattle (Everett?) and one South of Seattle (Tacoma?).

I encourage any and all of you to e-mail me at [jason.burden@nwhea.org](mailto:jason.burden@nwhea.org) with any suggestions you have for topics, speakers, locations, etc for the Western Chapter meetings. I truly value your input and hope it results in our chapter meetings being a valuable educational opportunity for all.

**Spring 10 WAMSS/Conference Committee**  
**By: Rhonda Bowen, Chair, & President Elect**

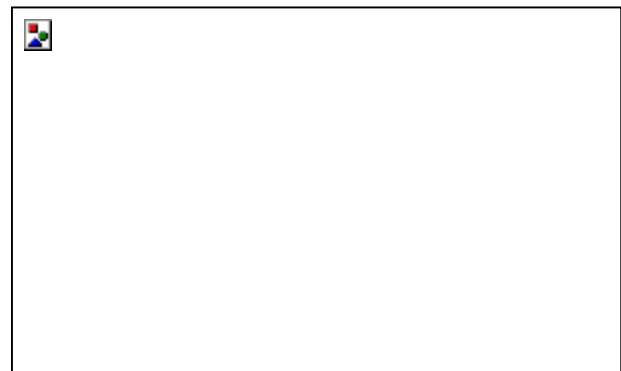
Can you believe that Washington Association Medical Staff Services annual conference is just five weeks away? Have you registered? If you haven't registered, it's not too late. Please register by 4/23/2010, so that we can assure our meeting rooms accommodate us as efficiently as possible and for meal planning. The 100<sup>th</sup> person to register will receive a special prize!

Visit our website, [www.wamss.org](http://www.wamss.org) for the registration form and brochure highlighting our exciting educational, informational and wonderful networking opportunity.

Speaker bios and presentations will be posted online the week before the conference.

Thanks to the Conference Planning Team for all of their work. There are so many details and "jobs" to plan this conference. It does "take a village" and what an enthusiastic and supportive village we have. It is an honor to work with each of you.

See you soon at Sun Mountain Lodge!



*All trails lead up the mountain!*

**BYLAWS COMMITTEE**

**By: Kim Kenning, CPMSM/CPCS**

**Your attention please!!!!** The long awaited updates and revisions to the bylaws have been sent to membership for approval. Please remember to **vote by April 16<sup>th</sup>**.

**COMMUNICATIONS COMMITTEE**

**By: Irene Torres, CPMSM/CPCS**



**PRIVILEGED  
INFORMATION**  
VOLUME 21, Issue 1  
Spring 2010  
(January - April)

The WAMSS Membership Roster was updated in November. The Website folks report that they continue to post job ads, make other changes (conference brochure and registration form, new scholarship forms, update the roster etc.) We anticipate a new password in the near future. Meanwhile we distribute the old one to those who have forgotten it. There is no report on WAMSS\_Talk.

E BLAST's	2009	2010
January		31
February		30
March	18	25(so far)
April	36	
May	46	
June	50	
July	44	
August	34	
September	23	
October	33	
November	23	
December	24	
<b>Total</b>	<b>331</b>	<b>86</b>

**EDUCATION COMMITTEE**

By: Rita Rakestraw, CPCS

Well, it is almost that time again, our annual WAMSS Educational Conference. I am so happy that we are once again returning to beautiful Sun Mountain Lodge in Winthrop. In preparation for the 2010 Pre-Conference Study group I will be attending a NAMSS CPCS/CPMSM training workshop in April and I am looking forward to sharing everything I learn with this year's certification applicants.

I am looking forward to the Pre-Conference Study Group that will be held the day preceding the start of the annual conference on May 4, 2010 from 8:00-4:30. As usual I will be teaching most of the study material, but I will be joined by Carrienne Doctor, our in-house NCQA guru and other newly certified individuals to share their insight on the test and to do all we can to help you pass the certification exam.

NAMSS has revised the NAMSS study guides and I feel good about recommending that you purchase this as part of the material you will need for the exam. This along with the Verify and Comply book are helpful aids and give a lot of the information covered in the test.

We will also be using the NAMSS guide book as part of the pre-conference study group, so I recommend you bring it with you to the class.

Currently in the WAMSS Library there are three copies of each guide (CPCS/CPMSM) and the Verify and Comply books that can be borrowed for up to 60 days. You can find all the information on how to borrow a study guide and the form on the WAMSS website. We will recognize all those who have achieved certification in 2009 at our annual conference. Hope to see you there and good studying.



**WAY TO GO!**

Recently Certified 2009:

**CPCS Certificants**

Sandra Greenlee  
Sally Rowland  
Ryan Boe  
Joseph Elder  
Sharon McCulloch  
Stacey Opdahl\*\*  
Shawn Slotten\*

**CPMSM Certificants**

Janis Backstrom  
Sharon Francois\*\*  
Darlene Fluaitt\*  
April Kincade  
Gisela Mejia\*  
Stacey Opdahl\*\*

**Dual Certification in Testing Cycle\*\***  
**Dual Certification\***

**MEMBERSHIP COMMITTEE**

Submitted by Renae Hamshar, CPMSM  
Immediate Past President

WAMSS annual renewals continue to pour in and I am especially pleased with the number of new members we have this year! Already, within the past 4 months, we have added 25 new members to our rolls! Our current membership is at 219 members. This is a bit lower than previous years but we always receive additional memberships with our conference registration so I expect more in the coming month. Here is a bit of historical data:



**PRIVILEGED  
INFORMATION**  
VOLUME 21, Issue 1  
Spring 2010  
(January - April)

2010 current total: 219 members, 25 new and 10 from out of state (Idaho, Montana and Oregon)

2009 total: 261 members with 21 from out of state (Arkansas, Idaho, California, Montana, Oregon, Utah and Illinois)

2008 total: 249 members with 19 from out of state (Idaho, Montana, Oregon and Utah)

2007 total: 238 members with 12 from out of state (Idaho, Montana and Oregon)

Historically, our highest number of out-of-staters was always Montana. Now that they are forming their own association, that may be part of the reason that we have fewer Montana members this year.

### **NOMINATING COMMITTEE**

**By: Renae Hamshar, CPMSM, Immediate Past President**

Nothing to report at this time.



### **SCHOLARSHIP Committee**

**By: Colleen McDonald, CPCS**

The Scholarship Committee has not received any 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. There is still time to submit a member of WAMSS for this award. Please go to the WAMSS Web site and complete the nomination form. I know that we have many current or former members who are very deserving of this award. This award will be presented at the Conference in Sun Mountain. Please FAX your nominations to me at 206-616-5882 no later than April 6, 2010.

We have had many applications for the Annual Scholarship for the Conference this year. The Committee is reviewing the forms and will make their recommendation to the Board.

The deadline for applying for the Summer Certification Scholarship is April 2, 2010. You must register for test by Friday, April 23, 2010. The Summer testing period is from Saturday June 19, 2010 through Saturday, July 10, 2010. The Fall testing period is from October 09, 2010 through October 30, 2010, with a registration deadline of August 20, 2010. All Scholarship materials for the Fall test need to be received by August 3, 2010. This is not a need-based Scholarship. I would like to encourage anyone who is planning on taking the CPCS or CPMSM Certification test to apply for the Scholarship. 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](mailto:mcdonald@u.washington.edu).

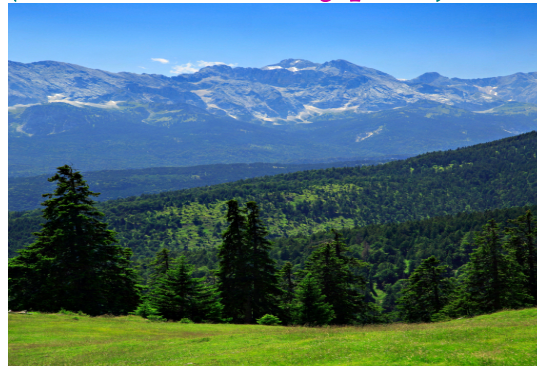
The Judy Kleckner Scholarship for Advanced Studies is available for WAMSS members who are currently or planning to participate in a formal accredited educational program, which will foster personal and professional growth and will enhance knowledge and competence in the field of medical staff services. Additional information regarding the qualifications for this scholarship is available on the WAMSS Web Site.

### **STRATEGIC PLANNING COMMITTEE**

**by Cindy Seidman, Chair**

Nothing to report at this time.

*(Hint... click on the megaphone!)* 



*See you on the Mountain in May!*



**PRIVILEGED  
INFORMATION**  
**VOLUME 21, Issue 4**  
**Winter 2010 / 11**  
**(November - January)**

**Mark Your Calendars:**

**Western Chapter Meeting**

Date: February 25, 2011

Time: Noon

Place: Cascade Valley Hospital/Arlington

Topic: Clinical Performance Improvement Network

**Eastern Chapter Meeting**

Date: March 11, 2011

Time: Noon

Place: Spokane

Topic: Best Practices for Privileging

**2011 WAMSS Conference**

Date: May 10 - 13, 2011 (Pre-conf. training TBD)

Place: Tulalip Casino, Marysville WA

**Next WAMSS Board Meeting**

Date: February 3, 2011

Time: 9 – 10 am

Place: Virtual

**PRESIDENT'S REPORT**

**By: Ronda Bowen, CPMSM, CPCS, CPHQ**

I've been postponing this writing in anticipation of Jefferson Healthcare's DOH survey report, which still has not arrived. I will send an e-blast once it's received. By sharing our survey experiences, we can assist each other in proactively identifying areas that may need closer review or improvement.

Speaking of improvement, I would like to recommend a few books that I find extremely helpful and practical for professional and personal reading. An evening or two with *The Checklist Manifesto*, Atul Gawande, MD, might change how you look at your work. Well, maybe not; medical staff services professionals certainly use checklists to keep things organized and on task! Straight from the book jacket: "He explains how checklists have made possible some of the most difficult things people do – from flying airplanes to building sky scrapers of mind-boggling sophistication. And drawing on his own experience, he shows how applying this idea to the immensely various and complex world of surgery produced a ninety second checklist that reduced deaths and complications by more than one-third in eight hospitals around the world – at virtually no cost and for almost any kind of operation." Our surgical and

executive committee members have all read their copies and are motivated to develop more checklists. In light of recent budget crises, the ability to continue making improvements with "virtually no cost" tools, is appealing to everyone. Checklists are a great foundation.

I don't know if something is in the air, but disruptive behavior seems to come in waves. What I often hear from medical staff is their lack of training in dealing with behavior and not just behavior, but difficult situations that come up and how to talk about them. We will certainly look at resources to provide more training but a common starting place will come from reading and implementing strategies from *Crucial Conversations, Tools for Talking When Stakes are High*, Kerry Patterson, Joseph Grenny, Ron McMillan and Al Switzler. By reading the book and using the tools, I've been successful at several difficult conversations recently. However, I realize I will need to continually review the information and practice.

Don't these chapters sound exciting? *The Power of Dialogue, How to Stay Focused on What You Really Want, How to Notice When Safety is at Risk, How to Make It Safe to Talk about Almost Anything, How to Stay in Dialogue When You're Angry, Scared, or Hurt, How to Speak Persuasively, Not Abrasively, How to Listen When Others Blow Up or Clam Up, How to Turn Crucial Conversations into Action and Results, How to Turn Ideas Into Habits*. There is something for everyone on how to communicate better.

Finally, a very personal story... I am sincerely hoping that most of you don't relate to this. It's "she's just-a" just a secretary, not a nurse, not a doctor, not educated enough, fill in the blank. My self esteem issues... Just last week I was at a MEC meeting taking minutes and trying to participate in a conversation about ongoing provider feedback reports for the ED, which I've been working on. One of our physician leaders commented on how they had developed a provider feedback report for the clinics at a Lean Event and offered it to our ED Director as a model. My heart started racing and I immediately felt like my knowledge, work and input was being disregarded, that I was incompetent, and I had to interject how I already had done the research and feedback report. The doctor had a puzzled look on his face, by what I'm sure, was my tone of defensiveness. I thought about it all day and on my way home and had an ah-hah. It wasn't about him thinking I was "just-a," it was my subconscious response about my internal messages



# PRIVILEGED INFORMATION

VOLUME 21, Issue 4  
Winter 2010 / 11  
(November - January)

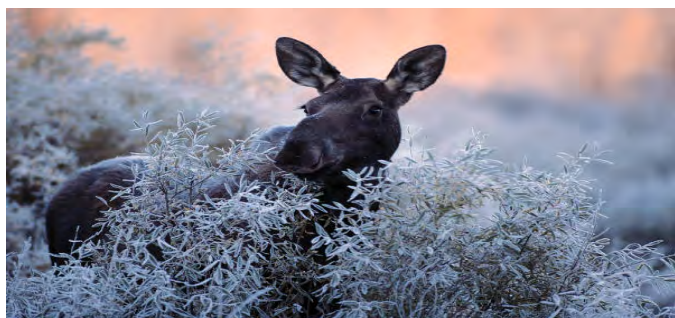
about myself that have played for years (which I know are not true on the conscious level). He was just offering assistance to the ED Director – not trying to make me feel insignificant.

The good news; we can rewire our brains. I saw that one of our hospitalists was reading the book *Mindsight: The New Science of Personal Transformation* by David Seigel, MD; I read the back cover and ordered the book. I couldn't put it down. This is a wonderful resource for understanding the areas of the brain, how it works and how we can change some of those engrained responses/wiring by various mental exercises. I'm looking forward to a new mind map and the ability to respond more appropriately.

**On the State front:** We continue to work with OHP on questions and concerns about the implementation of SB5346 and process and progress. Thank you to Kate Brown for coordinating our correspondence regarding your questions and feedback.

Our conference is quickly approaching! Thanks to Michelle Hacker and the Conference Planning Committee for an excellent job. The board is pleased to offer a **reduced fee** for attendance this year, making the education and networking opportunities more affordable for all. Be sure to check out the WAMSS' scholarships.

***I am looking forward to seeing you in May!***



## EASTERN CHAPTER REPORT

**By: Carol Mangum, CPCS/CPMSM - EWAMSS President**

Happy New Year from what was the beautiful snowy Wenatchee Valley and thanks to almost 55 degree

weather is brown again! That being said the beautiful blue sky is worth it all.

The Eastern Chapter met November 12<sup>th</sup>. A big thank you to Lisa Velotta at Wenatchee Valley Medical Center for providing treats for our meeting and Kati Reed for hosting the meeting. Teresa Davis from One Health Port attended our meeting and gave a great update on the status of things and things to come. Please watch for emails from Kate Brown as we are working to have one point of contact for the latest information from One Health Port.

Our next meeting is March 11<sup>th</sup> in Spokane. We are having an education piece regarding best practices for privileging. Our annual conference is a little over 4 months away. Be sure to log on to the WAMSS website to see what topics interest you and register for the conference. I saw this quote that has been sticking with me and I wanted to share "*The challenge is not to get better at managing time, which is finite, but rather about managing your energy which can systematically increase and regularly renew*".

*I wish you renewed energy in 2011.*

## WESTERN CHAPTER REPORT

**By: Jason Burden, CPCS, WWAMSS President**

Our most recent Western Chapter meeting was held in November at Valley Medical Center in Renton. Greg Montgomery of Miller Nash spoke about the challenges of physician employment & credentialing, as well as closed specialties. 1.5 CEU's were awarded by NAMSS.

The next Western Chapter meeting will be held on Friday, February 25, 2011 from noon to 2 pm at Cascade Valley Hospital in Arlington. Lance Heineccius of WSMA will present on the recently launched Clinical Performance Improvement Network. It is anticipated that 1.5 CEU's will be awarded by NAMSS for this event as well.

As always, please feel free to contact me at [jason.burden@nwseha.org](mailto:jason.burden@nwseha.org) if you have any feedback to share related to the chapter meetings.



# PRIVILEGED INFORMATION

VOLUME 21, Issue 4  
Winter 2010 / 11  
(November - January)

## Spring 2011 WAMSS/CONFERENCE PLANNING COMMITTEE By: Michelle Hacker, CPMSM, CPCS-Chair, & President Elect

The WAMSS conference plans are in full swing! The conference will be held May 10-13 at the Tulalip Resort & Casino, including the CPCS/CPMSM Exam Prep sessions on Tuesday, May 10. **The best news is that the WAMSS Board agreed to reduce the conference enrollment fee by nearly \$100!** The cost for this year's conference for WAMSS members is **\$250!** We are also offering 4 conference scholarships.

Fellow WAMSS members, we have quite a variety of topics to interest you. The conference has sessions on topics that affect YOU on a daily basis, including changes with JCAHO, One Health Port, Core/Specialty Privileging and The Data Banks. Of course the conference wouldn't be complete without the popular session of "Hot Topics" for Hospitals, Managed Care and Clinics, offered on Friday morning.

Don't miss Thursday evening's entertainment for a live runway fashion show presented by the Art Institute of Seattle's School of Fashion Marketing. It's also your chance to really dress up and strut your stuff for the Best Dressed competition! I'll be right up there with everyone showing off the latest (and cutest) outfits for my soon-to-be newborn! Please review the brochure and send your registrations into Barbi Donovan. Ideas, comments, questions...[michellehacker@yvmh.org](mailto:michellehacker@yvmh.org). See you there!

## BYLAWS COMMITTEE Kim Kenning, CPMSM/CPCS

(No report available at this time)

## COMMUNICATIONS COMMITTEE By: Irene Torres, CPMSM/CPCS

**E-Blast Report:** Terry Halama has been very busy with e-blasts! In 2009 331 e-Blasts went out. In 2010, that number climbed to 450! 2011 is already well on its way to be the new record breaker! Thanks very much Terry!

**PI Report:** Kate Brown asks if everyone had an opportunity to see the OAMSS (Oregon) Newsletter a few months back? It was filled with useful information and wonderful pictures. She suspects some of our

members have the talent to produce a Privileged-Information newsletter like that. She wonders, "Who are you and where are you hiding? Step up, share your talent. Join the WAMSS Communications TEAM! We need you!"

**WAMSS-Talk:** Because of little to no utilization of the talk line, WAMSS-Talk, Donna Zulauf recommends asking the Board and/or membership if this service should be discontinued. We'd like your feedback on this.

**Webpage:** Webmaster, Kate Cross, has been away from her desk since November. For personal email (no spam), Kate can be reached at: [kcemha@gmail.com](mailto:kcemha@gmail.com)



*Sometimes it feels like we are one tiny soul surrounded each day, by both obstacles and mountains that are impossible to get through or climb, but as members of WAMSS we have always have each other*



**PRIVILEGED  
INFORMATION**  
VOLUME 21, Issue 4  
Winter 2010 / 11  
(November - January)

**EDUCATION COMMITTEE**

By: Stacey Opdahl, CPCS/CPMSM

**Lending Library**

The WAMSS Lending Library is looking for donations.

If you have credentialing books, or resources and you would like to donate them to the WAMSS Lending Library please Stacey Opdahl at Seattle Children's Hospital, phone (206) 987-5219 or [stacey.opdahl@seattlechildrens.org](mailto:stacey.opdahl@seattlechildrens.org).

Current materials include:

- NAMSS CPCS Professional Development Course Workbooks
- NAMSS CPMSM Professional Development Course Workbook
- Verify and Comply

**Recently Certified**

Congratulations to our members certified during the October 2010 Exam!

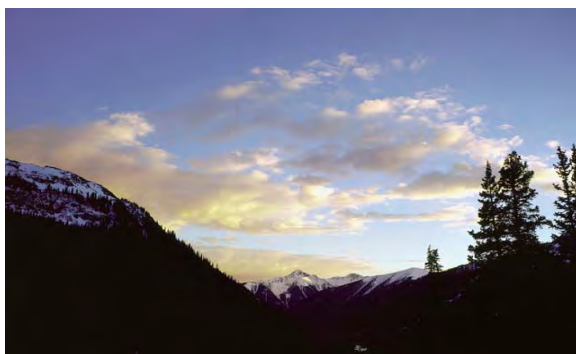
**CPCS**

- Tami Soderberg
- Kim Stewart
- Amber Woolley

**CPMSM**

- Elsa Kassa
- Colleen McDonald
- Kristie Moore
- Rita Rakestraw

**CONGRATULATIONS!**



*Education broadens not only the life of those who've had the courage to go further in their professional life, but ultimately, the lives of every one they touch. Thank you!*

**MEMBERSHIP COMMITTEE**

By: Kati Reed, CPCS/CPMSM, Immediate Past President WAMSS

Rollin.. Rollin...Rollin...those forms keep Rollin in! Thank you to those of you who have already sent in your renewal membership form and dues for 2011. We are well past halfway on our return renewals with large piles coming back daily. It is exciting to see so many filtering in.

I know with the economy and tight budgets that it can take a lot to make WAMSS a priority and we appreciate you doing just that. If you have a new Medical Staff member in your office be sure to share with them our webpage and encourage their joining as well. If you have misplaced your renewal form or have any questions about the process do not hesitate to contact me directly at [Katherine.reed@cwhs.com](mailto:Katherine.reed@cwhs.com).

Please also join me in welcoming our new members! Kay Anyan, Director of Medical Staff Services, Yakima Valley Memorial Hospital, Yakima  
Jamie DeMinck, Credentialing Specialist, Community Medical Center, Missoula, MT  
Rita Murphy, CPCS, Credentialing Specialist, Yakima Valley Farm Workers Clinic, Yakima  
Beth Smith, Director, Physician Services, Sound Physicians, Tacoma

**NOMINATING COMMITTEE**

By: Kati Reed, CPCS/CPMSM, Immediate Past President WAMSS

**Opportunities to contribute to WAMSS are soon to arrive!**

This year WAMSS is looking for folks interested in helping lead our state association. Two Board positions are up for nomination and vote! Both Board positions are voting members, if you are interested in or know of someone you believe would be a great nominee please email me and I will follow up with them.  
**Position 1-Treasurer:** The Treasurer shall be custodian of the funds of the Association and will keep a record of payment of dues, render an annual budget and



# PRIVILEGED INFORMATION

VOLUME 21, Issue 4  
Winter 2010 / 11  
(November - January)

financial statement, present quarterly reports to the Board of Directors, and perform other duties as may be necessary to coordinate and advance the Association's objectives. A full description can be found on the webpage.

**Position 2-President-Elect:** The President Elect shall have primary responsibility for the State Annual Conference, shall Chair the Program committee as appointed by the President and shall present updates relative to conference plans, program speakers, accommodations, etc., on a quarterly basis to the WAMSS Board. The President Elect shall perform other duties as directed and/or authorized by the Board of Directors. This office of WAMSS must hold membership in NAMSS and must be either CPCS or CPMSM certified. A full description can be found on the webpage.

Please call or email with your interest or your recommended colleague nominee information.  
Kati Reed [Katherine.reed@cwhs.com](mailto:Katherine.reed@cwhs.com) 509-664-3472

## SCHOLARSHIP COMMITTEE

By: **Colleen McDonald, CPMSM/CPCS**

Our annual conference is around the corner as well as NAMSS certification deadlines. Scholarships are available! Please review the list of scholarships below. The colored, underlined text is a link to the forms. You can also access at our WAMSS website. We look forward to receiving your scholarship applications!

### WAMSS Annual Meeting Scholarship

Application deadline: Friday, April 1st

**PURPOSE:** To provide financial assistance to **four** people per year in the amount not to exceed **\$750 each**. This scholarship is to be used to offset annual meeting expenses such as room, registration, transportation and meals.

#### **Eligibility Criteria:**

Involvement in the profession of medical staff services for at least 1 year prior to application.  
Current membership in WAMSS.  
Not currently a member of the WAMSS Board or WAMSS Scholarship Committee.  
The applicant must have not received WAMSS registration scholarship funding within the past three years.

### WAMSS Certification Scholarship:

See application and testing deadlines below

**PURPOSE:** To provide financial assistance to at least

**three** WAMSS members per year seeking NAMSS certification. Scholarships in the amount of **\$300** per person are to be awarded. The scholarship money is to be used at the discretion of the recipient(s) for expenses relating to certification.

#### **Eligibility Criteria:**

Involvement in the profession of medical staff services for at least one year prior to application.  
Current Active member of WAMSS.  
Currently seeking certification in the field of medical staff services. **Must be actively studying for the exam, either by being involved in a Study Group or using Study Guide Material.**

### WAMSS Judy Kleckner Scholarship for Advanced Studies

Application deadline: Friday, March 4

**PURPOSE:** To provide financial assistance to **two** WAMSS members per year in an amount not to exceed **\$500**.

#### **Eligibility Criteria:**

Certification as a Certified Professional in Medical Services Management or a Certified Provider Credentialing Specialist.  
Involvement in the profession of medical staff services.  
Current membership in WAMSS  
Not currently a member of the WAMSS Board or WAMSS Scholarship Committee.  
Current or planned participation in a formal accredited educational program, which will foster personal and professional growth and will enhance knowledge and competence in the field of medical staff services.

**The WAMSS scholarship application deadline for Spring Testing is Monday, January 17.**

Spring Testing Period -Application Deadline: Friday, January 21

Testing Period - Saturday, March 19 - Saturday, April 9, 2011

**The WAMSS scholarship application deadline for Summer Testing is Friday, March 25.**

Summer Testing Period -Application Deadline: Saturday, April 16

Testing Period - Saturday, June 18 - Saturday, July 9, 2011

**The WAMSS scholarship application deadline for Fall Testing is Friday, July 15.**

Fall Testing Period-Application Deadline: Saturday, August 6

Testing Period - Saturday, October 8 - Saturday, October 29, 2011

## STRATEGIC PLANNING COMMITTEE



**PRIVILEGED  
INFORMATION**

**VOLUME 21, Issue 4  
Winter 2010 / 11  
(November - January)**

by **Cindy Seidman, Chair**

Nothing to report at this time



**PRIVILEGED  
INFORMATION**  
**VOLUME 20, Issue 1**  
**Summer 09**  
**(June - August)**

**Mark Your Calendars:**

**Western Chapter Meeting**

Date: September, 2009  
Time: 12:00 pm  
Place: TBD  
Host: TBD

**Eastern Chapter Meeting**

Date: September 2009  
Time: TBD  
Place: TBD  
Host: Rosalinda Kibby, (Annual Chapter Meeting)

**2010 WAMSS Conference**

Date: May 2010 (Pre-conf. training TBD)  
Place: Sun Mountain Lodge, Twisp, WA

**Next WAMSS Board Meeting**

Date: TBD  
Time: TBD  
Place: TBD

**Past President's Message**

**By: Renae Hamshar, CPMSM, CPCS**

"The only difference between a rut and a grave is their dimensions". It's an anonymous quote that can reveal a lot about how you react to change. This is my last opportunity to provide a "President's Message". The next message will be coming from Kati Reed and I know that she will bring an exciting level of energy, commitment and dedication to the role.

Although this past year has had its share of challenges – delays in licensure processing, the legislative push for a new standardized provider database and the downturn in the economy that threatened our ability to have a successful annual educational conference – we have come through the fire as a strong association with a bright future. It has truly been my pleasure to serve as your President and I deeply appreciate the opportunity I have had to get to know so many of you – in person or via email. I continue to encourage anyone who has the inclination to seek more involvement in leading the association. It is a living, breathing

organism that cannot survive without the support and active involvement of its membership. Those challenges and many others are still facing us and we have the ability to impact the outcome of these issues, as long as we remain committed to moving this organization forward.

The Spokane Conference was a huge success. The energy and vitality present was palpable! We had wonderful speakers, an amazing venue and a very special evening event. Thank you Kati and your Conference Planning Committee for a remarkable 3 days of education and fun. Thank you also to the Spokane WAMSS members for putting together that very special evening program.

I would like to close out this last message with a favorite quote of mine, from Ralph Waldo Emerson. "To laugh often and love much, to win the respect of intelligent persons and the affection of children; to appreciate beauty; to find the best in others; to give one's self; to leave the world a lot better whether by a healthy child, a garden patch or a redeemed social condition; to have played and laughed with enthusiasm and sung with exaltation, to know even one life has breathed easier because you have lived – that is to have succeeded." May we all find a little more laughter and love in our lives!

Renae Hamshar, CPMSM, CPCS  
Past President

**EASTERN CHAPTER REPORT**

**By: Rosalinda Kibby, CPCS, EWAMSS- President**

It was great to see everyone who attended the annual WAMSS meeting at The Davenport in Spokane, WA. Upcoming meetings for EWAMSS: September 4, 2009 at Tri-State Memorial Hospital in Clarkston, WA; November 6, 2009 at Samaritan Healthcare in Moses Lake, WA; and March 5, 2010 at Toppenish Community Hospital in Toppenish, WA. For those who were not there, here is a brief summary of the annual report that I gave to WAMSS members: "In my first year as EWAMSS president I have felt the need to improve the educational opportunities for EWAMSS members. Resources are tight and in EWAMSS we have several small rural hospitals which is what makes an organization like WAMSS so great. Committing to professional growth, enhancing leadership skills,



**PRIVILEGED  
INFORMATION**  
**VOLUME 20, Issue 1**  
**Summer 09**  
**(June - August)**

providing resources and encouraging and promoting networking activities is truly what is needed in our jobs to help us to succeed. In our meetings we have had education from HCPPro and NAMSS Educate. Topics have included:

- Collecting and Sharing Credentialing Data While Avoiding Legal Risk
- Measuring Physician Performance
- Tools For Today's Credentialing World: An Update on Technology To Make Your Life Easier

Discussion topics have included:

- The Department of Health Professional Licensing Processing
- The status of the possible mandated state-wide application (Credentialing Simplification Group)
- Keeping up to date with State/Federal/NCQA and Joint Commission mandates.

Our EWAMSS secretary/treasurer has resigned due to relocation and we were actively seeking a replacement. Thank you to Heidi at Yakima Regional for agreeing to step in for the interim.

Future goals include working with WWAMSS and WAMSS for fund sharing/assistance for purchasing upcoming educational opportunities.

Thank you to Laura Seaman (Yakima Valley Memorial Hospital), Donna Zulauf and Rachel Wilson (Kadlec Medical Center) and Kati Reed & Carol Mangum (Central WA Hospital) for hosting our last year's meetings.

Thank you to Carol Mangum, EWAMSS President Elect and Rachel Wilson, Sec/Treas for their tremendous help over the past year. I look forward to another great year!

### **WESTERN CHAPTER REPORT**

**By: Kate Brown, CPCS, WWAMSS – Past President**

First, my humblest **Thank You** to all for your support over the past couple of years! It has been a privilege to have had the opportunity to get to know so many of you. I am proud to call you my colleagues! Thank you for

your willingness to share your knowledge and expertise at a moment's notice.

**Educational Offerings:** Chapter educational offerings for 2008/9 resulted in 4.5 CE's for the Western Chapter membership and included the following topics:

- Finding ways to grow as a Medical Staff Services Professional/ Kate Cross presenting (1 NAMSS CE)/Jason Burden/Valley General;
- Disasters are Inevitable – Are You Ready/Renae Hamshar presenting (1.5 NAMSS CE)Renae Hamshar/Providence/Centralia and
- Legislative Activity in Washington: Administrative Simplification Bill, Impacts for MSSP's (Development of a Statewide Practitioner Database Howard Thomas via Pete Cutler presenting(2 NAMSS CE) Karen Chambers/MultiCare Health System.

Thanks so much to the above for your willingness to give back to our organization!

**Secretary/Treasurer Vote:** Joni Brodie our Secretary/Treasurer was offered an opportunity work in Alaska. The election to fill her role, ended in a very close race between two very competent candidates - Michele Sabol and Debbie Manning. Congratulations to Michele, who won by one vote.

Over the past couple of years, our Chapter meeting attendance has grown from an average of 15 – 30 to an average of over 50 attendees, not to mention the phone-in attendees. As you can imagine, this has more than doubled the time commitment to the position. *(At the April Chapter meeting, we had 68 attendees and another 25 on the phone.)*

With the vote so close and two equally gifted candidates this seemed like the perfect opportunity to approach the Chapter and State leadership to identify whether this would be the appropriate time to split the position into two more manageable roles. All voted in favor of splitting current role. The winner and runner up were contacted. Michele graciously stated that she would be very pleased to be the Chapter Treasurer and Debbie Manning said that she would be honored to fill the role of - Secretary. Please watch for a proposed amendment to the Western Chapter's current Policy/Procedure coming soon reflecting the proposed amendment.



**PRIVILEGED  
INFORMATION**  
**VOLUME 20, Issue 1**  
**Summer 09**  
**(June - August)**

**Scholarship:** At the April Chapter meeting it was suggested and voted in by the attending Chapter members to provide a scholarship to the State Convention. Further review after the meeting identified that this would be in conflict with the State Association's Bylaws. It was recommended that instead, the funds be used to provide funding for some of the Chapter lunches, travel to Chapter meetings, an utilized to purchase educational offerings that could be shared statewide.

**State Convention:** Lest I forget!! I want to say a special **"Thank you"** to all who assisted in the "Hospitals – This Is Your Life" skit at the state convention. I couldn't have done it without you! Dr. Fly-by-Night, our CEO, the haggard Medical Staff Professional, Elliot Ness and the "Untouchables," and Dr. I Gotta Go. (wonder if she ever "went?!") **Renaë, Kati R., Jason, Rhonda, Carol, Rosalinda, Beth and Jean Marie - You were and are awesome!**

**Follow Up**  
**Spring 09 WAMSS/Conference Committee**  
**By: Kati Reed, CPMSM/CPCS, & President WAMSS**

**2009 ANNUAL CONFERENCE FOLLOW UP**  
**Conference Planning 2009 Wrap up!**

Thank you to everyone who was able to join us in Spokane for this year's annual educational conference. The Davenport was a fantastic hotel, we had a great conference, and it was a pleasure visiting Spokane again! If you did attend and have not returned your conference evaluation, please do so ASAP. If you did not receive your emailed evaluation please email Carol Mangum at [carol.mangum@cwhs.com](mailto:carol.mangum@cwhs.com). Once she receives your completed evaluation back she will forward your CEU certificate.

Plans are already underway for next year's conference in Winthrop. New President-elect Rhonda Bowen will need assistance with that planning so keep your eyes peeled in the near future for opportunities to help out.

If you did attend this year and had the pleasure of hearing Kim Anderson's presentation on Coaching please read below. He has some follow up to help us out:

**"A Note from Kim:** *It's been a several weeks since the conference, so have you made any action steps at work or in your personal life? If so, then this is an encouragement note. If not, do something now before resistance overtakes your next move. Change will happen, it's just whether you steer from the driver's side or respond from the passenger's side.*

*As a follow up, one of the questions during our time together related to "office interpersonal relationships" and how to improve this area as a manager. The tool mentioned was [www.discprofile.com](http://www.discprofile.com). This is a well recognized and inexpensive assessment tool that would be a good starting point.*

Cheers! Kim" [www.destinycoaching.org](http://www.destinycoaching.org)

Have a Fantastic Summer!!!

**BYLAWS COMMITTEE**  
**By: Kim Kenning, CPCS**

**Nothing to report at this time**

**COMMUNICATIONS COMMITTEE**  
**By: Irene Torres, CPMSM/CPCS**

At the May WAMSS Board meeting, Kate Cross reported that Cheryle Whisenhunt has resigned as Assistant Webmaster due to health reasons, as she needs to avoid extra keyboarding required for website maintenance and programming.

Janis Backstrom from Bellingham is joining the web group. Kate Cross is recruiting for an additional assistant--so two can work on the site even if the third is unavailable. Interested candidates should have experience with Dreamweaver and website maintenance. These personnel changes will impact the website rewrite.

The P-I publishing schedule for the coming year will follow quarterly board meetings: June 1, Sept 30, Dec. 30, 2009; and March 30, 2010. Kate Brown will be training an assistant P-I editor, maybe two.

Our Email Distribution coordinator, Terry Halemba, reported 36 e-mail blasts went out in April. It looks like this month will be even busier!



**PRIVILEGED  
INFORMATION**  
**VOLUME 20, Issue 1**  
**Summer 09**  
**(June - August)**

Some members are requesting to receive only "voting" e-blasts and not the regular e-blasts. Terry said it will be very time consuming to sort those people out and only send them certain e-mails. Terry suggests those who are tired of the e-blasts, or only want to receive certain ones, should create a separate folder in their in-box and tag WAMSS e-mails to go in that box. They could look at the e-mails at their convenience, and the subject line would always let them know if a "vote" is required. There is another way to resolve it. Those who don't want to receive all of the blasts could OPT out -- by a certain deadline. That would entail extra work for Terry, to set up two different distribution lists (for voting and non-voting). But to meet all of our members' needs -- including the ones who depend on that networking format-- it may be worth the effort. Let me know what you think.

Donna Zulauf has been busy recruiting two new staff members for her office. She is still moderating the WAMSS\_Talk YAHOO! discussion group. Anyone needing information about joining (or using) that group may contact me or Donna.

### **EDUCATION COMMITTEE**

**By: Rita Rakestraw, CPCS**

**Nothing to report at this time.**

### **MEMBERSHIP COMMITTEE**

**Submitted by Molly Nagel, CPMSM  
Past President/Past Membership Chair**

As of May 1, 2009 we currently have 252 . 89 are part of the Eastern Chapter and 163 are part of the Western Chapter. 130 (52%) are members of NAMSSS and 138 (55%) of our members are certified with 29 holding dual certification

### **NOMINATING COMMITTEE**

**By: Molly Nagel, CPMSM, Past President, WAMSS**

Please help me welcome Kandi Long who was selected as our Treasurer for 2009-2011 and to Rhonda Bowen who was selected as our President -Elect. We had a great turnout of 47% of membership voting.



### **SCHOLARSHIP Report** **By: Colleen McDonald, CPCS**

The Fall testing period for the Certification Examination is from October 31, 2009 through November 21, 2009, with a registration deadline of August 29, 2009. All Scholarship materials for the Fall test need to be received by August 3, 2009. This is not a need-based Scholarship. I would like to encourage anyone who is planning on taking the CPCS or CPMSM Certification test to apply for the Scholarship. 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.

I would like to encourage the WAMSS members who are planning or currently enrolled in a formal accredited educational program to apply for the Judy Kleckner Scholarship. Please go to the WAMSS Web Site for information regarding the qualifications for this scholarship.

### **STRATEGIC PLANNING COMMITTEE** **by Rhonda Bowen, Chair and President Elect - WAMSS**

The Strategic Planning Committee met after a wonderful day at the conference. We drafted mission and vision statements which will be submitted to the board and then to our membership.

The results of last year's surveys have been compiled and are being reviewed. What great feedback! It is YOU, our membership, that guides us in creating our goals and strategies for our future. Thanks for completing your surveys. It is never too late to share your ideas or comments, so please let me or a committee member know if something new has come to mind. Rhonda Bowen, Bettina Acosta, Kate Cross, Rosalinda Kibby, Cheryle Whisenhunt



**PRIVILEGED  
INFORMATION**  
**VOLUME 20, Issue 1**  
**Summer 09**  
**(June - August)**

## *News Flashes!*

*New State legislation created eight new license types to be issued on July 1, 2009.*

For example, the certified counselor and certified adviser credentials will replace Registered Counselor for private practice counseling. Both credential types require a supervisor/consultant. Go to the following website to learn more: <http://www.doh.wa.gov> contains a list of healthcare credential types that will qualify as supervisors-- listed under WAC 246-810-010 and 026 These include MDs, PA, Osteo, Osteo PA, Naturopath, and ARNP.

### *Proposal to Change the Acupuncturist Scope of Practice:*

The Legislature has asked the Department of Health to conduct a Sunrise Review on a proposal to change the Acupuncturist scope of practice. The DOH will be collecting public comments throughout the process. The proposal is available on the [Sunrise Web page](#), which will be updated as the review progresses.

- A public hearing is scheduled for July 30, 2009 beginning at 9:00 AM at the Department of Health in Tumwater.
- Please send your comments on the proposal to <mailto:sunrise@doh.wa.gov> or mail them to the address listed below by 1:00 PM, June 29.

If you would like to be added to the interested parties email list, or if you have questions, please email <mailto:sunrise@doh.wa.gov> or call Sherry Thomas at 360-236-4612.

### *Death with Dignity Act:*

This weblink takes you to a DOH page related to the "Death with Dignity" act. It provides up to date information regarding how many patients have 1) requested and submitted the proper paperwork and 2) how many have actually followed through with their request (as evidenced by paperwork the provider fills out at death). Its pretty interesting.

<http://www.doh.wa.gov/dwda/formsreceived.htm>

## *And from our Members:*

Dolly Fluaitt says "Hi" and wants us to keep in touch with her. Her email address is as follows: [dfluaitt@gmail.com](mailto:dfluaitt@gmail.com). Thanks a bunch. Dolly

And also from Darlene "Dolly" Fluaitt, CPCS, CPMSM

### RETIREMENT?

I was asked, right after my retirement from Samaritan, to write an article about my retirement for the PI. I told Kate that I would provide this later. Well ... here it is. Now that I have had a good rest (badly needed), passed the CPMSM certification exam, and am continuing on with my on-line bachelors degree program, I have discovered that retirement is not for me. I have had the experience of applying for several openings and have had one interview. It was a very good experience and I am hoping that I find a new position somewhere soon.

Now that I have mentioned the CPMSM examination, part of my scholarship requirement was to write something for the PI about the experience. It has been quite an experience and one that took much longer than I had expected. I had applied for the fall examination in 2008, but because my administrator had not returned the completed paper work to me in time, the application and payment of the fee was received by NAMSS after the deadline. I had expected them to send me a refund check which I would have returned to the scholarship fund, but instead, they sent a letter stating that they would fit me in for an extra \$50 or they would put it to the spring testing period. That document made me wonder if, as the letter had said, the schedule was filled, how could they fit me into the schedule for an extra \$50. To make a long story short, I took the exam on April 15<sup>th</sup>. I arrived at the stated time at Central Washington University's on-line testing lab and took the exam. Six weeks later I was informed that I had passed the examination, much to my surprise. It was a pleasant experience. The proctor at Central Washington University was very pleasant and very helpful.

I believe continuing my education and finally getting my final certification has been a valuable experience and one that I have strived to reach for a very long time. I would encourage everyone to find a way to continue their education and to acquire their certifications. The



**PRIVILEGED  
INFORMATION**  
**VOLUME 20, Issue 1**  
**Summer 09**  
**(June - August)**

WAMSS scholarship fund is always available for assistance with certification exams so if certification is your goal, please apply. They also have scholarships for continuing education, so please take advantage of your membership benefits.

**From the editor:**

**Convention 2009 Photos:**

**Thanks so much to all who sent in pictures! We couldn't publish them due to emailing issues. The photos have been forwarded to the WAMSS Website for viewing.**



**PRIVILEGED  
INFORMATION**  
VOLUME 20, Issue 3  
Fall 09  
(September - November)

**Mark Your Calendars:**

**Western Chapter Meeting**

Date: November 20, 2009

Time: 12:00 pm

Place: Harrison Hospital/Bremerton

Host: TBD

**Eastern Chapter Meeting**

Date: October 16, 2009

Time: 12:00 pm

Place: Tri-State Memorial Hospital/Clarkston

Host: TBD

**2010 WAMSS Conference**

Date: May 2010 (Pre-conf. training TBD)

Place: Sun Mountain Lodge, Twisp, WA

**Next WAMSS Board Meeting**

Date: TBD

Time: TBD

Place: Sun Mountain Lodge, Twisp, WA

**President's Message**

**By: Kati Reed,**

**Happy Fall!**

Hope everyone's summer was great and the transition into the fall schedules is going well.

This summer brought a lot of post-WAMSS conference wrap up and gearing up for a new year with Presidential duties. We received tons of great feedback from the post conference surveys and we will use those in our planning for next year. We will also be soliciting questions via the WAMSS web-blast emails to help steer our 2010 Conference focus, so please continue to give your helpful feedback. Remember, if we don't hear from you with guidance/suggestions we can't help gear the conference to your needs.

**This fall has lots of activity.**

~The NAMSS annual conference in Reno is just days away beginning October 4th. It looks to be a great agenda and hopefully lots of our members will have the opportunity to learn and network there.

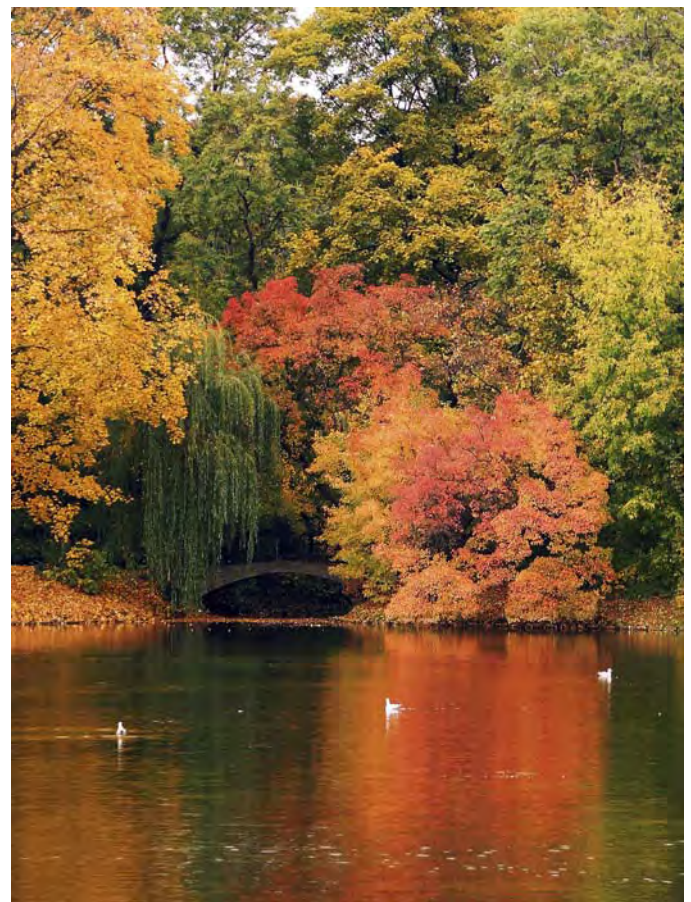
~Medical Staff Services Awareness Week is November 1-7. The NAMSS webpage has all sorts of publicity tools. Be sure to check them out.

~One Health Port is in the RFP process for a vendor to take the lead in the now mandatory 5346 Law for Provider Data Collection Management. Volunteers from

WAMSS are involved in the process and providing input into the selection. Stay tuned for more updates regarding the new legislation and its pending requirements.

**Big Thank you!**

I would like to extend a big thank you for all the responses we received to the email blast calling for volunteers for our Communications, Scholarship and Strategic Planning Committee needs. Within 3 days we have all of our current needs filled. Thank you to all of you that are taking one of those opportunities to volunteer your time and knowledge. The contributions of our members is what makes or breaks the success of our organization.



*Paint your world with color! Never let go  
of the light!*



**PRIVILEGED  
INFORMATION**  
VOLUME 20, Issue 3  
Fall 09  
(September - November)

**EASTERN CHAPTER REPORT**

By: Rosalinda Kibby, CPCS, EWAMSS- President

EWAMSS will meet on October 16, 2009 at Tri-State Memorial Hospital in Clarkston, WA. We will have education on performing a staffing analysis. Our subsequent meetings and educations are:

December 4, 2009 @ Samaritan Healthcare, Moses Lake: "Quality and the Medical Staff Office".

March 5, 2010 @ Toppenish Community Hospital: Customer Service

EWAMSS is in the process of bylaws revision as WAMSS has recently updated theirs. I am also working hard to secure information on where the 2011 WAMSS Annual Conference might be located. WAMSS will announce the location at the 2010 Annual Meeting (in Winthrop at Sun Mountain Lodge).

Be sure to take time out for yourself and do something fun!

**WESTERN CHAPTER REPORT**

By: Jason Burden, CPCS, WWAMSS President

I am pleased to share that the revised Western Chapter Policies were approved by our membership in August 2009 and the WAMSS Board approved the revised document at the September 18, 2009 board meeting. If anyone would like a copy, please e-mail me.

Our next Western Chapter meeting will be on Friday, November 20, 2009 from noon to 2 p.m. at Harrison Medical Center in Bremerton, WA. Greg Montgomery, partner at Miller Nash, LLP, will be our speaker. Our topic is still being narrowed down from either paperless credentialing, peer review immunity or disruptive conduct. CEU's are pending from NAMSS. All are welcome to attend. You can RSVP to me at [jason.burden@nwhea.org](mailto:jason.burden@nwhea.org)

Hope to see each of you in Bremerton in November!

**Spring 10 WAMSS/Conference Committee**

By: Rhonda Bowen, Chair

Is it budget time at your facility? If so - be sure to request funding to attend the next WAMSS conference which will be held at the Sun Mountain Lodge in Winthrop. The conference will kick off on Tuesday, May 4th with a day long preconference study session and end Friday morning, May 7th.

Thank you for your feedback. The Conference Planning Committee is reviewing topics and will be finalizing next week. Be looking for regular updates via our email blasts! Of course, if you would like to help, we would be thrilled to have you. Just give me a call or send an email. Phone: 360-461-7106 (cell) 360-385-2200 ext 2092 (work)

**2009 Conference Follow-up – Did you get your CE certificate???**

Conference planning for the 2010 Education Conference is under way. Thanks to over 70% of you who completed a conference evaluation. Your comments go a long way in helping to plan the conference topics and what to keep (and do away with) for the next conference. If you didn't get your 2009 CE certificate, please email me at [carol.mangum@cwhs.com](mailto:carol.mangum@cwhs.com) and I will be happy to send your certificate. Thank you! Carol Mangum, CPCS, CPMSM



*Take time to dream, from dreams, realities are formed!*



**PRIVILEGED  
INFORMATION**  
VOLUME 20, Issue 3  
Fall 09  
(September - November)

**BYLAWS COMMITTEE**

By: Kim Kenning, CPCS

Nothing to report at this time

**COMMUNICATIONS COMMITTEE**

By: Irene Torres, CPMSM/CPCS

October's seasonal rain rolled in with good news from the Communications Crew:

Kate Cross reports that Janis Backstrom is becoming Assistant Webmaster. She recently obtained the software and has begun exploring the process. More volunteer opportunities may be coming, so keep us in mind.

Our P-I editor, Kate Brown has interest from two volunteers to assist with the newsletter. Gisela Mejia and Beth Thurman can expect an assignment sometime soon.

If you have a writing talent, Kate would love to receive your articles on medical staff management, credentialing, health plan enrollment, Joint Commission standards, breaking news from the industry, even funny stories from your office (Rated G, of course).

Terry Halemba continues to keep the Email Blasts coming. Here are the statistics since she took over that task in March 2009 (with a little help from Debbie Manning):

- March – 18
- April – 36
- May – 46
- June – 49
- July – 44
- August – 34
- September - 12
- Year to date – 238

If you agree that these ladies are doing a remarkable job -- be sure to let them know. Your thanks are the only pay they receive, working for WAMSS.

**EDUCATION COMMITTEE**

By: Rita Rakestraw, CPCS



**WAY TO GO!**

**CERTIFICATION RESULTS FOR WAMSS MEMBERS for 2009:**

Please join the Board in congratulating our latest certified members of WAMSS for 2009

**CPCS**

- April 2009**
- Joseph Elder
- Sharon McCulloch
- Stacey Opdahl\*

- June 2009**
- Ryan Boe

**CPMSM**

- April 2009**
- Darlene Fluaitt\*
- April Kincade
- Stacey Opdahl\*\*
- Gisela Mejia\*

- June 2009**
- Jennifer Oliphant

\* signifies double certification

**MEMBERSHIP COMMITTEE**

Submitted by Renae Hamshar, CPMSM  
Immediate Past President

I am pleased to report that we have 4 new members since our Annual Conference last May. They are: Lazette Wiley (Capital Medical Center, Olympia); Yvonne Ito (LKI Family Services, Arlington); Kim Stewart (Kadlec Regional Medical Center, Richland) and Heidi Oleari (Community Medical Center, Missoula, MT). If you see or talk to these new members, be sure to welcome them to WAMSS and introduce yourselves!

In addition, two of our members have moved out of State but wish to remain active on the rolls. They are Patricia Welsh (now in Rogers, Arkansas) and Dolly Fluaitt (now in Missoula, Montana).

**NOMINATING COMMITTEE**

By: Renae Hamshar, CPMSM, Immediate Past President

Nothing to report at this time



**PRIVILEGED  
INFORMATION**  
VOLUME 20, Issue 3  
Fall 09  
(September - November)



SCHOLARSHIP Report  
By: Colleen McDonald, CPCS  
Nothing to report at this time.

**STRATEGIC PLANNING COMMITTEE**  
by Rhonda Bowen, Chair and President Elect –  
WAMSS

Nothing to report at this time

*And from our Members:*

**What Certification Means to Me: Accomplishment & Aspiration from Stacey Opdahl, CPMSM, CPCS**

Shortly after I became certified, I began to reflect on the topic: “what certification means to me”. It occurred to me at that time that certification meant two things: sense of accomplishment at achieving my goal as well as a new sense of aspiration. I’d like to share some of this reflection with the WAMSS Membership.

**Accomplishment**

To me, certification represents both a personal and professional accomplishment. Professionally, it signifies credibility and prestige for my department and my organization and a demonstration of knowledge, skills and abilities identified by our industry experts. Personally, it is the culmination of several years of work in the field and also countless hours of studying. It brings a sense of pride shared by myself and my family and friends.

After becoming certified, I experienced a sort of pause (likely a result of the end to daily study sessions). During this pause I found myself looking back to where I had come from. I started in healthcare in 1998 with a small non-profit women’s clinic and at some point in the first year, I found myself with a file cabinet drawer full of provider credentialing files. Like most of us, I started down the road toward a career as a medical staff professional in an unconventional way. Early on, I discovered WAMSS as a source of information and resources. Along the road, I was offered a position as a Credentialing Specialist at Seattle Children’s Hospital

and now a position as the Credentialing Operations Supervisor. I had been interested in certification, but this new position and responsibility was really the push I needed. My pursuit included solitary studying of NAMSS materials, mentorship from my supervisor, attendance at WAMSS Chapter and Annual Meetings, and the pre-conference Study Group.

After this period of reflection, I stopped asked myself, “what’s next” and it became clear to me that certification is not the end of my travels, but a checkpoint along the way.

**Aspiration**

Certification has instilled a sense of self-confidence and renewed my professional aspirations. It has awakened my potential. I aspire to serve as a resource to fellow staff in my department, as an expert in my organization and for more involvement with my peers in Washington State. I know that when asked to volunteer, I will now say answer positively with excitement about the experiences and knowledge that lies ahead.

I highly recommend the challenge of certification and encourage all of you who aspire towards your own personal and professional development.

Finally, in closing, I would like to thank Washington Association of Medical Staff Services and the Scholarship Committee members, who awarded me a Certification Scholarship earlier this year as I prepared for certification. The support of WAMSS and WAMSS members is greatly appreciated.



*Remember, we each hold their future in our hands!*



# PRIVILEGED INFORMATION

VOLUME 19, Issue 4  
Winter 08 & Spring 09  
(December – March)

## Mark Your Calendars:

### **Western Chapter Meeting**

Date: April 3, 2009  
Time: 12:00 pm  
Place: Jackson Hall/Tacoma General, Tacoma WA  
Host: Karen Oster-Chambers, CPMSM

### **Eastern Chapter Meeting**

Date: May 7, 2009  
Time: 7:30 am  
Place: Davenport Hotel, Spokane WA  
Host: Rosalinda Kibby, (Annual Chapter Meeting)

### **2009 WAMSS Conference**

Date: May 5 - 8, 2009 (Pre-conf. training May 6th)  
Place: The Davenport, Spokane, WA

### **Next WAMSS Board Meeting**

Date: May 4, 2009  
Time: 12:30 pm – 2:30 pm  
Place: Davenport Hotel, Spokane, WA

*Happy 30<sup>th</sup> Anniversary WAMSS! Come  
join the celebration in Spokane!*

## **President's Message**

**By: Renae Hamshar, CPMSM, CPCS**

Can you remember what you were doing in the "Spring" of 1979? Some of you may not have even been born then. But some of us will fondly recall watching M\*A\*S\*H, The Waltons and Dallas on TV, or going to the movies to see Superman or Rocky II. And "YMCA" was a song, not a soup kitchen! None of us had a clue about what "BFF" or "LOL" or "ROFLOL" meant!

1979 was the year that Margaret Thatcher made history by becoming the first female Prime Minister of Great Britain. The Sony Walkman was introduced for the amazing price of \$200! Snowboards were also the latest thing. Trivial Pursuit was all the rage and the price of a new home was around \$58,100.

But do you know what else happened in 1979? A group of medical staff services professionals got together and formed a state association called WAMSS. A few of those forward-thinking individuals are still actively working with the association today. We owe them a lot.

Throughout the last 30 years there have been many times when our careers were in jeopardy. Hospitals closed or were sold. Organizations "downsized" or "restructured" and medical staff offices and services were consolidated. CVOs came into being and some of us feared it meant that there would no longer be a need for credentialing in hospitals – that it would all be done in the CVO.

Throughout all of these shake-ups, WAMSS has not only survived but grown, improved and changed with the times. We helped to develop the WPA. We developed standardized delegation audit tools. We built a website, initiated an email chat line service, and our pre-conference study groups have become well known for the quality product they deliver. Our annual conference provides high caliber educational and networking opportunities for not only our membership but other colleagues in Oregon, Alaska, Idaho, Montana and elsewhere. None of this would have been possible without the hard work and dedication of our members. I am proud to be a part of an organization that sets great goals and then accomplishes them. If you know someone who was a part of the "early" – notice I'm not going to mention age here – vanguard, take a moment to tell them you appreciate their efforts.

When we gather in Spokane this year, take a look around at your colleagues and collectively ask yourselves – where will we be 30 years from now? As we celebrate the first 30 years of WAMSS let's also plan the next chapter in this exciting adventure. There are many opportunities out there to make a difference, not only for our employer or ourselves, but for the healthcare industry. We must continue to be creative if we want to remain vital and healthy as an organization.

Yes, times are tough currently. Housing prices are falling, our retirement investments are looking rather shaky and many of us are thankful - just to have a job. But there are still positive things in the world to celebrate and WAMSS is one of the best.



*Don't forget your flapper outfit!*



**PRIVILEGED  
INFORMATION**  
VOLUME 19, Issue 4  
Winter 08 & Spring 09  
(December – March)



**Come join us at *The Davenport!***

**Spring 09 WAMSS/Conference Committee**  
By: Kati Reed, CPMSM/CPCS, & Pres. Elect/ WAMSS

**2009 ANNUAL CONFERENCE UPDATE  
Hot Activities and Great Speakers!**

This year's conference planning is winding down and we are excited about the quality speakers we have scheduled and the great activities planned for our 2009 WAMSS Annual Educational Conference, titled **"Advancing Professionalism"** marking WAMSS "30<sup>th</sup> Anniversary as an organization and a part of NAMSS.

Our program, list of excellent speakers and conference events can be viewed on the WAMSS website under the conference tab. Be sure to electronically view and print the presentation materials as needed, which will be posted by 4/15/09 from our presenters. Paper copies will not be provided at the conference so **it is your responsibility** to print/view as needed prior to your arrival (**remember WAMSS is supporting the fight to GO GREEN this year so print with care**)

Our **Meet and Greet Social will begin on** Tuesday evening at 6:30 pm, We will have tasty appetizers, with local members giving tips on things not to miss in the downtown Spokane area. We will also have a local trivia "question and answer session" with Davenport gift card prizes. **Plan on joining us for this networking event!**

Thursday evening's ***"WAMSS and ALL THAT JAZZ"*** **Dinner, Jazz and Historian** event should not be missed! We will be having a New Orleans themed meal with local Jazz band entertainment and the Davenport's historian giving us the Davenport history scoop. An extraordinary Gift Basket will be awarded to the member with the most fabulous Flapper style outfit! **So dress the part!**

**Did we mention that your donations would be gladly accepted?** Thanks and I look forward to seeing you at the conference! Should you have any questions, concerns or comments feel free to email me directly at [Katherine.reed@cwhs.com](mailto:Katherine.reed@cwhs.com)

**NOVEMBER CERTIFICATION RESULTS  
FOR WAMSS MEMBERS:**



**W.A.Y TO GO!**

Please join the Board in congratulating our latest certified members of WAMSS beginning in September 2008 - Present:

**CPCS**

Stacey Anker  
Gerriann Bos  
Jeff Goroski

**CPMSM**

Kimberly Kenning\*\*

**EASTERN CHAPTER REPORT**

By: Rosalinda Kibby, CPCS, EWAMSS- President

EWAMSS met on March 6, 2009 at Central Washington Hospital in Wenatchee, WA. Education presented was

NAMSS & EDGE-U-CATE: Tools for Today's Credentialing World: An Update on Technology to Make your Life Easier. We learned some great ideas about how technology can help you; encouragement to learn more about the current software that you use; envision how to do your core functions with new tools; and plan how to get this functionality in your office. Keeping up with the times includes moving towards that "paperless" world that is becoming so common. Whether you work at a big facility or little facility, have a big budget or a little budget, there are tools out there for everyone. This audio presentation is available to EWAMSS members though the EWAMSS lending library. Let me know if you would like to check it out.

Our next meeting will be at the WAMSS Annual Conference in May. Congrats to our Conference Planning Committee who chose to **"Go Green"** with the conference materials. You are helping me stay true to my New Year's resolution of reducing the amount of waste that me and my family produce and recycling everything that I can. **Thinking of my flapper outfit!  
What to wear?! What to wear!**





# PRIVILEGED INFORMATION

VOLUME 19, Issue 4  
Winter 08 & Spring 09  
(December – March)

## WESTERN CHAPTER REPORT

By: Kate Brown, CPCS, WWAMSS – President

WWAMSS met on November 14, 2008 at Providence Centralia. Renae Hamshar presented our educational offering titled, “Disasters are Inevitable – Are You Ready,” related the severe flooding experienced in Lewis County WA. in December of 2007. During the disaster, Providence Centralia became the hub for emergency services. We learned how to prepare for a “Code Yellow,” and how during these critical events, the local medical staff offices and clinics can assist in the coordinated response and relief efforts. The presentation really brought home, how we as Medical Staff Professionals, should be prepared at all times to “step in” in the event that an emergency or disaster arises in our communities. **Many Thanks Renae!**

We spent a good deal of our business meeting discussing information we received on the possible implementation of a WA State data collection repository for credentialing; and how this might affect the way we currently process practitioner’s requests for membership and privileges throughout our state.

At our next Chapter meeting, scheduled for 12 pm, on Friday, April 3, 2009 at Tacoma General Hospital, Howard Thomas, consultant to the Office of the Insurance Commissioner has agreed to come and share the following educational topic: *Legislative Activity in Washington: Administrative Simplification Bill, Impacts for MSSPs State-wide Effort to Streamline Practitioner Data Capture and Retrieval to aid in Credentialing and Privileging.* I would encourage all to attend. **Please visit the WAMSS website for further information.**

And did I mention the **State Convention in Spokane?** **Are you kidding!!** I have been out searching for my flapper outfit for months! **See you in Spokane!**



**Also, I heard a rumor - Mr. Elliott Ness will be attending the conference with his Untouchables” Now there’s a man who knows how to network!**

## BYLAWS COMMITTEE

By: Kim Kenning, CPCS

Nothing to report at this time

## COMMUNICATIONS COMMITTEE

By: Irene Torres, CPMSM/CPCS

Here are some late-breaking developments:

Rachel Wilson has resigned her position at Kadlec Medical Center to relocate to Community Hospital and Medical Center in Missoula, Montana. Effective immediately, she is no longer available to be our Email distribution coordinator. We appreciate her assistance over the years and wish her well as she grows in our profession and takes her new leadership role!

Just this morning, I selected Terry Halemba to take over the responsibility for the Email blasts. Her email address is **thalemba@islandhospital.org** Terry’s backup will be Debbie Manning -- **Debbie.Manning@harrisonmedical.org** I’ve asked Debbie to consider taking over the position next year, with Michelle Mallari as her backup. Be sure to thank them for volunteering. I surely do. In 2008, the number of Email blasts totaled 344.

Remember, we also have a YAHOO discussion group for which Donna Zulauf **zulaud@kadlecmed.org** is the moderator. You may access the group at: <http://health.groups.yahoo.com/group/WAMSSstalk/> It has been helpful for many of our members. Not everyone can access it due to hospital policy or firewall issues, so we will continue using Email blasts to meet their needs.

Our webmasters, Kate Cross and Cheryle Whisenhunt, presented a proposal to the WAMSS board last week, with some exciting new updates to our website. If you have any suggestions for the website, **now is the time to contact them (or me).**



# PRIVILEGED INFORMATION

VOLUME 19, Issue 4  
Winter 08 & Spring 09  
(December – March)

## EDUCATION COMMITTEE

By: Rita Rakestraw, CPCS

I would like to invite everyone who is planning on taking the CPCS or CPMSM Certification test to attend the Study Group on Tuesday, May 5, 2009 in Spokane at the Davenport Hotel. We will be covering standards that relate to TJC, NCQA, CMS, HEAP and other topics relevant to the examination.

## MEMBERSHIP COMMITTEE

Submitted by Molly Nagel, CPMSM  
Past President/Membership Chair

We currently have 230 members. Thank you to all of those who have sent in their membership renewals. We have a few more members who will be sending in their dues shortly.

I am proud to announce that we have **15 new members** to our organization since October. If you happen to meet them in person or call them on the phone, remember to welcome them to WAMSS. They are as follows:

- ✓ Emilie Andrews, Seattle Children's Hospital
- ✓ Kay Anyan, Yakima Valley Memorial Hospital
- ✓ Althea Brandis, First Choice Health – Employee Assistant Program
- ✓ Shannon Carlson, Kittitas Valley Community Hospital
- ✓ Nicole-Cherie Castillo, Swedish Medical Center
- ✓ Nancy Chambers, Garden Grove Hospital & Medical Center
- ✓ Korrine Gonzales, Samaritan Hospital
- ✓ Marilyn Kruger, Medical Associates of Yakima
- ✓ Kerri Lampson, Kadlec Clinic
- ✓ Laura McKenna, Providence St. Peter Hospital
- ✓ Debbie Miller, Central Washington Hospital
- ✓ Rachel Nass, Harrison Medical Center
- ✓ Rhonda Schmidtgall, Providence St. Mary Medical Center
- ✓ Alison Woody, Forks Community Hospital

## NOMINATING COMMITTEE

By: Molly Nagel, CPMSM, Past President, WAMSS

Report unavailable at this time



## SCHOLARSHIP Report

By: Colleen McDonald, CPCS

The Scholarship Committee has not received any 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. There is still time to submit a member of WAMSS for this award. Please go to the WAMSS Web site and complete the nomination form. I know that we have many current or former members who are very deserving of this award. This award will be presented at the Conference in Spokane.

We have had many applications for the Annual Scholarship for the Conference this year. The Committee is reviewing the forms and will make their recommendation to the Board.

The deadline for applying for the Summer Certification Scholarship is March 30, 2009. You must register for the test by Friday, April 10, 2009. The Summer testing period is from Saturday June 13, 2009 through Friday, July 31, 2009. The Fall testing period is from October 31, 2009 through November 21, 2009, with a registration deadline of August 29, 2009. All scholarship materials for the Fall test need to be received by August 3, 2009. This is not a need-based Scholarship. I would like to encourage anyone who is planning on taking the CPCS or CPMSM Certification test to apply for the scholarship. 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](mailto:mcdonald@u.washington.edu).

The Judy Kleckner Scholarship for Advanced Studies is available for WAMSS members who are currently in/or are planning to participate in a formal accredited educational program, which will foster personal and professional growth and will enhance knowledge and competence in the field of medical staff services. Additional information regarding the qualifications for this scholarship is available on the WAMSS Web Site.



# PRIVILEGED INFORMATION

VOLUME 19, Issue 4  
Winter 08 & Spring 09  
(December – March)

## STRATEGIC PLANNING COMMITTEE by Rhonda Bowen, Chair

Where are we with Strategic Planning? Good question.

Surveys were sent out approximately one year ago (remember those?!) We have been working to compile the results and are nearly finished. A committee meeting is planned for the lunch break at the conference on Wednesday, May 6<sup>th</sup> from 12:00-1:30. If you are interested in joining us, you are welcome.

We are fortunate that Kate Cross recently completed a class at the UW on strategic planning in health care, which will help us as we navigate the process. Our strategic plan will be our organization's blue print for our future. We hope to use the strength our chapters and chapter meetings to create momentum to finalize our strategic plan. Looking forward to seeing you at conference and we appreciate your participation!



*See you in Spokane!!*

*And, speaking of Strategic  
Planning... Your immediate  
assistance is needed!*

*Your attention please:  
All those who plan to attend the  
WAMSS conference in May, but  
have yet to send your completed  
registration, please take a moment  
to contact Jean Marie Wood, by  
either calling her at  
253 838-6180,  
or emailing her at –  
[jean\\_marie\\_wood@teamhealth.com](mailto:jean_marie_wood@teamhealth.com)*

*We are beginning final  
preparations for the conference and  
need a "Head Count" to assemble  
conference materials.*

*Thank you in advance for your  
prompt responses!*