



# Privileged Information

## SAVE THE DATE:

VOLUME 22, ISSUE 1

WINTER 2012

- **Western Chapter Meeting**  
March 23, 2012  
Location and Topic TBD
- **WAMSS Pre-Conference Study Session**  
May 16, 2012  
The Enzian Inn  
Leavenworth, WA  
[www.enzianinn.com](http://www.enzianinn.com)
- **WAMSS 2012 Annual Conference**  
May 17-18, 2012  
The Enzian Inn  
Leavenworth, WA  
[www.enzianinn.com](http://www.enzianinn.com)

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## President's Message

*Michelle Hacker, CPMSM CPCS*

### "Change"

It's that time of year for reflections on the past. It certainly has been a year of change for me. Change is hard! Even if it's a good change, change causes stress. It's how we react to that stress that makes the change easier or harder to handle.

My boss gave me these words on change and I found them so profound that I am passing them along. He said, "Change is inevitable! Even in the BEST of credentialing programs, there will always be a better way of doing something or a new regulation to integrate into your credentialing program that requires change. If you are unwilling to embrace change, you WILL be left behind, not just in your work but in life in general. You have to develop the skills to accept change and willingly embrace the challenges that come along with it." As I marinated on that one hot summer evening after a particularly challenging week, I realized that he was absolutely right. Although staying in my comfort zone was much easier, opening my ears to the incoming change, em-

bracing it and accepting it was the way to go if I wanted to be successful. With that slight attitudinal change, I returned to work with renewed vigor, jumped onboard with these new changes, determined to perform the best work possible and learn all that I could about the new changes. Interestingly enough, work is now fun again because my heart is in it and I feel part of something much bigger than my small piece of the pie. As we look ahead into 2012, I encourage each and every one of you to embrace change. It's hard, geez do I know that! But hang in there, do the best work you can and be the best YOU. Mostly, my wish is for you to **BE BOLD**. Be

the person who challenges the red flag files. If one "just feels funny", go that extra mile (or two) and challenge that provider's background, dig in, until either you discover what feels funny or satisfy yourself that you have turned over every rock and looked in every corner and there is nothing to be found.

*Two roads diverged in the woods  
and I took the one less traveled  
by, and that has made all the  
difference.*

*Robert Frost*



## 2012 NAMSS Certification Testing Periods

### Spring Testing Period

Application Deadline: Friday, January 20, 2012

Testing Period: Saturday, March 17 - Saturday, April 7, 2012

WAMSS Scholarship Deadline: [December 31, 2011]

### Summer Testing Period

Application Deadline: Friday, April 20, 2012

Testing Period: Saturday June, 16, 2012—aturday, July 7, 2012

WAMSS Scholarship Deadline: March 30, 2012

### Fall Testing Period

Application Deadline: Friday, August 10, 2012

Testing Period: Saturday, October 6, 2012 - Saturday, October 27, 2012

WAMSS Scholarship Deadline: September 17, 2011



Youth is when  
you're allowed to  
stay up late on  
New Year's  
Eve. Middle age  
is when you're  
forced to.  
Bill Vaughn

## New WAMSS Website

*Carrienne Dockter CPCS, Communications Committee Chair*

Our new website is up and running! Please go out to [www.WAMSS.org](http://www.WAMSS.org) and check it out. You'll notice that the entire website looks different, some of the order organization of content has changed, and new features have been added!

One of the biggest changes you'll notice is that we have a new Members Only section that requires you to sign into your Membership Account. From this page you'll have access to the current Treasurer's Report, approved minutes from the most recent Board Meeting, information about Scholarships and the Lending Library, and the ability to update your own information. Your user ID is the e-

mail address you registered with WAMSS. Your temporary password is a combination of the first initials of your first and last names, the first initials of the first two words of your employer and WAMSS2011, all in CAPS. As a example, Bugs Bunny who works for the University of Acme Medical Center has the password BBUAWAMSS2011. Please note, words like of and the are not used, and the name you designated for your employer when you registered is what we used. If you said you work for Children's Hospital you will use CH, if you said you work for Seattle Children's, you will use SC. If your password doesn't work, or your unsure of how you designated your employer name, please contact me and I'll get your pass-

word. I can be reached via e-mail at [carrienne.dockter@molinahealthcare.com](mailto:carrienne.dockter@molinahealthcare.com).

One of the features that is not quite ready yet is the ability to renew membership or pay conference fees on-line. We are working with the vendor to fix the issues with pay-pal and will notify you as soon as it is functional.

Also, let us know what you think of the new website. See something you want added, or see something that needs to be updated? Let me, Cheryle Whisenhunt, or Michelle Mallari know. Cheryle and Michelle are our webmasters and can be reached at [cwhisenhunt@cvch.org](mailto:cwhisenhunt@cvch.org) or [michellem@ichs.com](mailto:michellem@ichs.com). The three of us would be happy to help you out.

## Certification Scholarship Report

*Josephine Johnston CPCS*

Thank you for providing me the opportunity to reach my goal of obtaining my CPCS certification. Sitting for the exam was a daunting experience as I have been in the medical staff services field for approximately 22 years, and as some might say, set in my ways. In that time, I have personally experienced the profession's growth of being the medical staff "office lady" who was thought to live at the hospital (known to our children as "Mommy's hospital"), to the business professional that the hospital

administration, governing board and medical staff depends on to guide them through the minefields of medical staff functions. My focus and joy has always been credentialing, and obtaining my certification has validated my experience and provided me the opportunity to continue to grow with the field.



## PI Member Topic

The WAMSS Board of Directors approved four conference fee scholarships to be given to members throughout the year for submitting PI Member Topic articles or forms in response to a topic or question of interest. Responses are published in the PI Newsletter and one person randomly chosen receives a conference fee registration scholarship to the May 2012 conference in Leavenworth, WA.

This month's question was: *How are you tracking board certification now that many specialties*

*have moved to yearly requirements? Do you verify every year?*

No articles were submitted in response to the question.

Watch for a WAMSS E-Blast this spring with the next PI Member Topic question and the opportunity to obtain a scholarship to the annual conference.

**Write an article for the PI Newsletter and qualify for a 2012 Annual Conference Scholarship**



## Conference Planning Committee

*Kandi James CPCS, Chair*

This year's conference planning is *running along at a steady pace*. Everything is being *lined up for a winning event!* This conference will be fun, educational and rewarding, so mark

your calendars for May 16-18, 2012 at The Enzian Inn in Leavenworth! Watch for registration and webpage updates in January.

## Scholarship Committee

*Colleen McDonald CPCS, Chair*

No report

# Membership/Nominations Committee

*Rhonda Bowen CPMSM CPCS CPHQ, Chair*

## **Membership Update**

Eastern Chapter:	Western Chapter:
2 new members	7 new members
24 renewals	80 renewals
26 total	87 total

## **2012 Membership Renewals**

We are less than half way there!  
Please send your membership renewals with check made payable to WAMSS to:

WAMSS  
Rhonda Bowen  
612 DeGroff  
Sitka, AK 99835



*I prefer winter and fall, when you feel the bone structure of the landscape - the loneliness of it, the dead feeling of winter. Something waits beneath it, the whole story doesn't show.*  
*Andrew Wyeth*

## Welcome New WAMSS Members

### **Eastern Chapter**

Teresa Aussem-Lopez  
Medical Staff Coordinator  
Yakima Regional Medical and Cardiac Center  
509-573-3493  
[Teresa.lopezx@hma.com](mailto:Teresa.lopezx@hma.com)

Debora Sandona  
Executive Asst. Credentialing Coordinator  
Ferry County Public Hospital District #1  
509-775-8242  
[sandond@fcphd.org](mailto:sandond@fcphd.org)

### **Western Chapter**

Kathryn VanVolkenburg, Credentialing Specialist  
Providence Health Services, Tacoma  
425-525-6652  
[Kathryn.vanvolkenburg@providence.org](mailto:Kathryn.vanvolkenburg@providence.org)

Joanne Garcia, Credentialing Specialist  
Providence Health Services, Renton  
425-525-6778  
[joanne.garcia@providence.org](mailto:joanne.garcia@providence.org)

Shawna Backman, Credentialing Specialist  
Community Health Plan of Washington  
206-515-7987  
[shawna.backman@chpw.org](mailto:shawna.backman@chpw.org)

Jenifer Sheckler, Credentialing Assistant  
Harrison Medical Center, Bremerton  
360-744-4918  
[Jenifer.sheckler@harrisonmedical.org](mailto:Jenifer.sheckler@harrisonmedical.org)

Duane Nakamura, Credentialing/Meaningful Use Analyst  
HealthPoint, Renton  
425-277-1311  
[dnakamura@healthpointchc.org](mailto:dnakamura@healthpointchc.org)

Michelle Lyski, Credentialing Specialist  
University of Washington  
206-221-7155  
[lyskim@uw.edu](mailto:lyskim@uw.edu)

Brigitte Workman, Credentialing Data Analyst  
Providence St. Peter Hospital, Olympia  
360-486-6823  
[Brigitte.workman@providence.org](mailto:Brigitte.workman@providence.org)

# Communications Committee

*Carrienne Dockter CPCS, Communications Committee Chair*

As I write this article, I'm very excited that by the time you read it our new web page will be up and going! I must say that I have a much better appreciation for all the work that goes into making a website not only good, but great. All the little details involved in this kind of project are astounding, and things like writing a search engine description for each page of a site was something that never occurred to me before as necessary. So, to all of you who wear multiple hats at work that include webmaster, I say a special Thank You for the work that you do! To Angel McCullough, Bettina Acosta, Cheryle Whisenhunt, and Jeannie Burton, Thank You for volunteering to be on the web design sub-committee. This work was tedious at times, but you all made it much more enjoyable! Finally, to Cheryle Whisenhunt and Michelle Mallary, the biggest Thank You of all! You two have worked through my very basic, non-technical knowledge of websites, and have done it with patience and understanding. The extra set of eyes to ensure that all those little spelling errors, grammar errors, and alignment errors got fixed is much appreciated.

For the rest of membership, we hope that this new page will better assist you with doing your Credentialing work. We've already got plans to update the Resources page with the Medical License Courier

information. Once their website is up and running, they will be added as a link. Thank you to Josephine Johnston, a WAMSS Member in Yakima, for suggesting we add this resource to our list. If anyone else comes across a webpage that is especially useful, let Cheryle Whisenhunt know and she can add them to the list.

Finally, for those members who have not yet gone out and signed into their Member Profile, please do so. Your User ID is your work e-mail address. Your password is a bit more complicated, but is the first initials of your first and last names, the first initials of the first two words of your employer name, followed by WAMSS2011 in caps. As an example Bugs Bunny who works at University of Looney Tunes Medical Center has an assigned password of BBULWAMSS2011. Your employer initials are based off of how you identified your employer name in the 2010 registration, so double check there to

make sure you're using the right letters. Once you're logged in please update your password! If for any reason you still can't get in, contact me and we'll re-set your password. I can be reached via e-mail at [carrienne.dockter@molinahealthcare.com](mailto:carrienne.dockter@molinahealthcare.com).

I hope everyone had an enjoyable and safe holiday season, and here's to a successful WAMSS in 2012!



*On the beach, you can live in bliss.*

*Dennis Wilson of the Beach Boys*

*Babies don't need a vacation but I still see them at the beach. I'll go over to them and say, 'What are you doing here, you've never worked a day in your life!'*

*Stephen Wright*



# Upcoming Educational Opportunities

## In Person Events

- NAMSS Regional Education Summit  
January 27 – 28, 2012  
Location: ARIA Resort & Casino – Las Vegas, NV  
Website: [www.namss.org](http://www.namss.org)

- Peer Review Boot Camp: Intensive Training for Committee Chairs, Members and Support Staff  
January 26, 2012

Location: Hyatt Grand Champions Resort, Villas and Spa – Palm Springs, CA  
Website: [www.hcmarketplace.com](http://www.hcmarketplace.com)

- The Credentialing Solution: Best practices for solving today's credentialing and privileging challenges  
January 28 – 30, 2012

Location: Hyatt Grand Champions Resort, Villas and Spa – Palm Springs, CA  
Website: [www.hcmarketplace.com](http://www.hcmarketplace.com)

- The Credentialing School: Ambulatory & Managed Care  
February 20 – 24, 2012  
Location: Phoenix, AZ  
Website: [www.edge-u-cate.com](http://www.edge-u-cate.com)

- The Credentialing School: Hospital Basics  
February 27 – March 2, 2012  
Location: Phoenix, AZ  
Website: [www.edge-u-cate.com](http://www.edge-u-cate.com)



## Live Webinars

Comparative Difference of Regulatory Standards:  
Three Part Series

- Part 1: Wednesday, January 11, 2011  
2:00 p.m. – 3:30 p.m. EST  
Website: [www.namss.org](http://www.namss.org)
- Part 2: Wednesday, February 14, 2012  
2:00 p.m. – 3:30 p.m. EST  
Website: [www.namss.org](http://www.namss.org)
- Part 3: Wednesday, March 14, 2012  
2:00 p.m. – 3:30 p.m. EST  
Website: [www.namss.org](http://www.namss.org)

## Member Survey Results

*Michelle Hacker CPMSM CPCS, President*

Based on overwhelming support of WAMSS members from the Fall survey results, the WAMSS Board voted to provide a 50% reduction in the WAMSS Annual Conference registration fee for both Board Members and Committee Chairs, with the caveat that they all agree to serve throughout the entire annual conference.

## Bylaws Committee

*Kim Kenning CPMSM CPCS, Chair*

The Bylaws revisions were approved by WAMSS membership in November. They are being submitted to NAMSS for approval. Thank you to everyone who reviewed and voted on the revisions.



## Eastern Chapter Report

Rita Murphy CPCS, EWAMSS President

No report

Contact your  
chapter

president with  
ideas for

continuing

education topics

and speakers

## Western Chapter Report

Barbie Donovan CPCS CPMSM,  
WWAMSS President

We had a packed house for our November Chapter WWAMSS meeting about Accountable Care Organizations being a wave of the future and what local communities are doing to prepare for them today. I appreciate everyone who took time out of their busy schedules to attend, ask questions and just make a great showing in general.

Thank you Gisela Mejia for coordinating our speakers, Drs. Scott

Kronlund and Rick MacCornack of Northwest Physicians Network. And many thanks to Debbie Bood at St. Clare's in Lake-wood for hosting the event.

Planning for our spring continuing education luncheons is on the back burner until after the first of the year so if you have any suggestions for topics, speakers or volunteering meeting facilities please contact me at [barbid@snoqualmiehospital.org](mailto:barbid@snoqualmiehospital.org)

Best Wishes for a healthy and

prosperous 2012. I hope everyone had a wonderful holiday season full of making merry with friends and family!

*One resolution I have made, and try always to keep, is this —  
To rise above the little things.*

*John Burroughs*

## Education Committee

Stacy Opdahl CPMSM CPCS, Chair

### Lending Library

Current offerings in the Lending Library are:

- NAMSS' Professional Development for Credentialing Specialists
- NAMSS' Professional Development for Medical Services Management
- HCPro's Verify & Comply
- HCPro's The Medical Staff Meeting Companion
- Greely's Core Privileges
- NAMSS' Core Curriculum
- NAMSS' Acute Care Credentialing & Clinical Privilege Delineation

The WAMSS Lending Library continues to accept donations. If you have credentialing books, or resources and you would like to donate them to the WAMSS Lending Library please contact Stacey at phone (206) 987-5219 or [stacey.opdahl@seattlechildrens.org](mailto:stacey.opdahl@seattlechildrens.org).



# WAMSS 2011-12 Leadership

## Board of Directors

### President

Michelle Hacker, CPMSM CPCS  
[MichelleHacker@ymh.org](mailto:MichelleHacker@ymh.org)

### President-Elect

Kandi James, CPCS  
[kandijames@fhshealth.org](mailto:kandijames@fhshealth.org)

### Past President

Rhonda Bowen, CPMSM CPCS CPHQ  
[rbowen@searhc.org](mailto:rbowen@searhc.org)

### Secretary

Kate Brown, CPCS  
[brownka@goodsamhealth.org](mailto:brownka@goodsamhealth.org)

### Treasurer

Gisela Mejia, CPCS CPMSM  
[gisela.mejia@harrisonmedical.org](mailto:gisela.mejia@harrisonmedical.org)

### Eastern Chapter President

Rita Murphy, CPCS  
[Rita.L.Murphy@hma.com](mailto:Rita.L.Murphy@hma.com)

### Western Chapter President

Barbi Donovan, CPCS CPMSM  
[barbid@snoqualmiehospital.org](mailto:barbid@snoqualmiehospital.org)

*May all your troubles last as  
 long as your New Year's  
 resolutions.*

*Joey Adams*

## Committee Chairs

### Bylaws Committee

Kimberly Kenning, CPMSM CPCS  
[kenning.k@ghc.org](mailto:kenning.k@ghc.org)

### Communications Committee

Carrienne Docketer, CPCS  
[carrienne.docketer@molinahealthcare.com](mailto:carrienne.docketer@molinahealthcare.com)

### Conference Planning Committee

Kandi James, CPCS  
[kandijames@fhshealth.org](mailto:kandijames@fhshealth.org)

### Education Committee/Lending Library

Stacey Opdahl, CPCS CPMSM  
[Stacy.opdahl@seattlechildrens.org](mailto:Stacy.opdahl@seattlechildrens.org)

### Membership & Nominating Committee

Rhonda Bowen, CPMSM CPCS CPHQ  
[rbowen@searhc.org](mailto:rbowen@searhc.org)

### Scholarship Committee

Colleen McDonald, CPCS  
[mcdonald@u.washington.edu](mailto:mcdonald@u.washington.edu)

### Strategic Planning Committee

(position open)

## Eastern Chapter Officers

### President

Rita Murphy, CPCS  
[Rita.L.Murphy@hma.com](mailto:Rita.L.Murphy@hma.com)

### Past President

Carol Mangum, CPMSM CPCS  
[carol.mangum@cwhs.com](mailto:carol.mangum@cwhs.com)

### Secretary/Treasurer

Heidi Martinez  
[heidi.martinez@commhealthcw.org](mailto:heidi.martinez@commhealthcw.org)

## Western Chapter Officers

### President

Barbi Donovan, CPCS CPMSM  
[barbid@snoqualmiehospital.org](mailto:barbid@snoqualmiehospital.org)

### Past President

Jason Burden, CPCS, CPMSM  
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### Secretary

Debbie Manning  
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### Treasurer

Michele Sabol, CPCS

### Webmaster

Cheryle Whisenhunt  
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### Assistant Webmaster

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## Other WAMSS Contacts

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