



Privileged Information

SAVE THE DATE:

VOLUME 22, ISSUE 2

FALL 2011

- **Eastern Chapter Meeting**
TBD
- **Western Chapter Meeting**
November 11, 2011
St. Clare Hospital
Lakewood WA
12:00 noon
CE Topic: ACO Pilot Program with NCQA
- **WAMSS Pre-Conference Study Session**
May 16, 2012
Enzian Inn
Leavenworth, WA
- **WAMSS 2012 Annual Conference**
May 17-18, 2012
Enzian Inn
Leavenworth, WA

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President's Message

Michelle Hacker, CPMSM CPCS

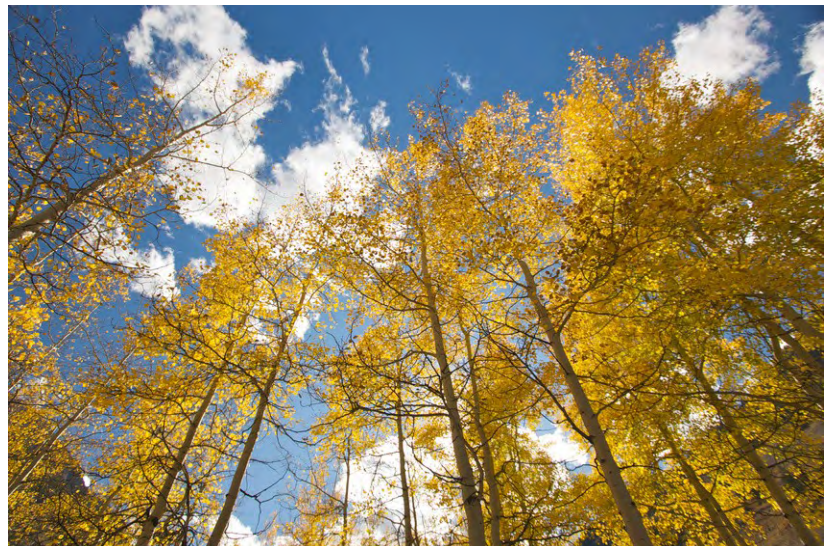
I'm sitting in the Dallas Fort Worth Airport, reflecting on the whirlwind NAMSS conference. If you have not attended a NAMSS conference before, I encourage all of you to do so. It is such a confidence booster to see all of the medical staff services professionals networking and learning. As I walked through the lobby of the Hilton after traveling all day, looking disheveled, multiple MSPs greeted me, helped me get checked in, pointed out the close foods, bathrooms and handed me a bag filled with information on the conference. I was quickly tagged "Ms. Washington" by the Synergy Editor and from then on that was my call sign.

The sessions were multiple and comprehensive. Gone are the days where there is one main speaker and just a few breakouts. Everything was covered here, take your pick...privileging, JCAHO/NCQA updates, hospital and physician alignment, HCQIA immunity, peer review, ABMS and many more. Most notable to me was the coverage of the medical staff services role in ACOs. Administrative simplification and pay-for-performance were the buzz words, how MSPs are affected by this and how we need to redefine our roles. We need a seat at the table for discussions around ACOs and simplification. I believe executive leadership is figuring that out. We are an invaluable resource in these discussions. I encourage each of you to make your knowledge

known to your executive leadership and be on the forefront of incoming change. Better to chart the course than be the one hanging on the back end by a tail string!

I spoke at the NAMSS Regional Meeting regarding One Health Port. What a discussion that was and boy did I have the floor's attention! Several states have recently passed similar administrative simplification legislation and they are all wondering, What's Next? I thank you fellow WAMSS members for giving me your feedback on OHP so I could provide comprehensive answers to NAMSS. WAMSS members, you are charting the course for the simplification changes nationwide. Let's continue on our goals to synergize with OHP to resolve some of the issues we are having with their system not only for us, but to make the path for the NAMSS members following in our footsteps just a little less rocky. With that I will sign off, thank you for allowing me to carry your message to NAMSS.

Have a wonderful Fall Season!



Spring 2012 Conference Venue Change

The Icicle Inn is no longer available for the 2012 Annual Conference as previously announced. The conference will now be held at the **Enzian Inn** in Leavenworth, WA on May 17-18, 2012 with a Pre-Conference Study Session on May 16.



When booking a room for the conference at the Enzian Inn, please call the hotel at 800-223-8511 rather than using their online system (if you attempt to book online, the rooms will say "no availability" because they are already blocked for WAMSS members). Mention WAMSS or our group code of 8848 at the time of the booking.

Room rates are: \$95 + tax per night for Queen rooms
 \$140 + tax per night for Family rooms
 \$190 + tax per night for VIP & Tower Suites (limited availability)

Membership/Nominations Committee

*Rhonda Bowen CPMSM CPCS
 CPHQ, Chair*

Currently WAMSS has 225 members, with 59 members in the Eastern Chapter and 166 in the Western Chapter. We have 44 new members this year!

Please welcome our new members since 6/1/2011 (listed below).

We are a great, diverse organization that supports one another and freely shares information. We strive to be on the cutting edge of what is new in the world of medical staff services, which continues to expand! Continuing education is provided via chapter meetings, our lending library and annual educational conference. Our e-blasts are a great resource for connecting with colleagues. Whenever a ques-

tion is asked, members respond. I am grateful to be a part of this team.

Be looking for our **annual dues notices** by November 1. Membership is \$40.00 (\$35.00 for the State Association and \$5.00 for your chapter membership).

Would you like to serve our organization? The nominating committee will be meeting

soon to prepare our slate of candidates. This year's nominating committee is Yolanda Hura, Jeannie Burton, Rita Feliuae and myself. We are seeking **nominations for president-elect and secretary**. Please call or email if you are interested or if you know someone who is.

Happy fall!

New WAMSS Members

Eastern Chapter

Leslie Bennington, Lourdes Health Network, Pasco
 Laura Roy, Memorial Physicians, Yakima

Western Chapter

Lisa Fox, CPCS, Sound Physicians, Tacoma
 Lisa Gilbertson, UW Medicine, Seattle
 Sarah Huxhold, First Choice Health, Seattle
 Kathy Thompson, Seattle Radiologists, Seattle
 Barbara York, CPMSM, Jefferson Healthcare, Port Townsend

Education Committee

Stacey Opdahl CPCS CPMSM, 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
- Greeley's Core Privileges
- NAMSS' Core Curriculum
- NAMSS' Acute Care Credentialing & Clinical Privilege Delineation

Thank you to Mickey Sanders for her donation of Greeley's Core Privileges, 4th Edition.

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.

Newly Certified

Congratulations to our members listed below who became certified during the Spring 2011 exams!

New Certified Members

CPMSM

Jason Burden

CPCS

Martha Beard

Deborah Blake

Julie Claussen

Candice Runyan

Michele Sabol

Bylaws Committee

Kim Kenning CPMSM CPCS, Chair

The Bylaws revisions have been completed and approved by the WAMSS Board. The changes recommended by NAMSS involved adding a conflict of interest statement for all members of the Board and those serving as committee and/or task force chairs, transfer of membership, and

who can call special meetings of the Board. The other change to the Bylaws involved changing the voting timeframe for WAMSS officers to November/December to allow for a training period before New Officers assume their roles. Watch for the email ballot coming soon.

*Winter is an etching, spring a watercolor,
summer an oil painting and autumn a mosaic
of them all*

Stanley Horowitz



Communications Committee

Carrienne Dockter CPCS, Chair

Hello WAMSS members from the Communications Committee! I want to start off by saying a HUGE Thank you and Nice Job to Jane Fasteen, our new PI editor. She has made some amazing changes to the PI, and at the Board Meeting on September 23rd, members shared how much they enjoy the new format. As I was telling everyone at the meeting, I really enjoyed the PI before, but now it looks like a newsletter! Kate Brown, our previous PI editor, also expressed her congratulations to Jane on a much improved publication. So, nice job Jane, we love the changes!

We are making lots of progress with our other major project, the redesign of the WAMSS website. We have selected a vendor, Flyte New Media, who is doing the redesign for us. They have completed similar redesigns for the California and Arizona associations so if you want to see what our vendor has done for other colleagues, visit www.camss.org or

www.aamss.org. We don't have a confirmed date yet, but you should see the new page go live in late November or early December.

We're going to have several new features on the website, including membership accounts that you can personalize with your picture, online membership renewals, and annual conference registration. PayPal will be used for online payments, so for those who want to do things electronically, you will need to set up an account and register a credit card with PayPal. The Board wanted to include as many new features as possible for those who want to use them, but we will still accept forms through mail for those who prefer the tried-and-true method.

One of my favorite features that we are adding to the webpage is a Hot Topics banner on the home page. Here we will post proposed changes to standards, news about the ProviderSource/OneHealthPort application, or other useful industry information. I think it will be a great resource for us, and I'm ex-

cited to see what gets posted. Suggestions for postings will largely come from membership, so if you hear of something you



think others would benefit from, please let our webmaster know and we'll get the information updated.

Speaking of our webmaster, I'm happy to announce that we have a new webmaster and assistant webmaster! Cheryle Whisenhunt has agreed to take on the job of webmaster, and will be assisted by Michelle Mallari. Cheryle has worked on the WAMSS webpage before, and Michelle is excited to learn more. I'm very happy that the two of them volunteered, and think they will make great additions to our newly expanded team of 4!

That's it from the Communications Team. We hope you have a pleasant Fall!

*October gave a party;
The leaves by hundreds came -
The Chestnuts, Oaks, and
Maples,
And leaves of every name.
The Sunshine spread a carpet,
And everything was grand,
Miss Weather led the dancing,
Professor Wind the band.*

George Cooper

Eastern Chapter Report

Rita Murphy CPCS, EWAMSS President

Hello fellow WAMSS members! I would like to start off by saying what a wonderful state association Washington has with WAMSS. I recently stepped into the President role after being elected as President-Elect at the May 2011 WAMSS meeting in Tulalip. Carol Mangum, Past EWAMSS President and Heidi Martinez, Secretary/Treasurer have been graciously assisting me in getting up to par as your new EWAMSS president. I look forward to working with you all and providing a great year for our Eastern Chapter with education and chapter meetings!

Most recently, the Eastern Chapter met September 23rd at Kittitas Valley Community Hospital in Ellensburg. Shannon Carlson hosted

the meeting and it was a great success - thank you Shannon! After the chapter meeting we offered a webinar/teleconference on "What you need to know about the Telemedicine Credentialing role" for 1.5 CEs. The course was quite informative on the newest CMS ruling for Telemedicine Credentialing, and begins to answer several questions many MSS professionals may have!

We are preparing for the next meeting in November in Yakima at Central Washington Family Medicine to be sponsored by Heidi Martinez! Please feel free to contact me with any topics or ideas you would like to see at one of our chapter meetings! Take care!



Contact your chapter president with ideas for continuing education topics and speakers

Western Chapter Report

Barbi Donovan CPCS CPMSM, WWAMSS President

The cool summer was spent gearing up for autumn continuing education luncheons for the Western Chapter. This is the first time the chapter coordinated with the NAMSS Annual Conference for their offer of virtual conference technology. Thank you Group Health and Candice Runyon for hosting. The time difference was hard but we bucked up. It was an intimate group of five that made for great networking and discussions.

The next Western Chapter meeting and CE luncheons is:

November 11, 2011

ACO Pilot Program with NCQA (1 credit)

Speaker: Dr. Scott Kronlund, CMO of NPN

Dr. Rick MacCornack, Chief Systems Integration Officer

Host: St. Clare Hospital in Lakewood

I know with our time constraints we can be tempted to skip meetings when the topic does not seem to have a direct impact on our individual job positions. Healthcare is changing so rapidly that I encourage everyone to attend whether you are in the hospital,

health plans or clinic setting because a comprehensive knowledge of the new things happening in our field can be priceless. I find it helpful in my daily roles to understand "the why and what for" of documentation my counterparts at other entities are requesting. Or if they need a gentle nudge getting something returned to me. It's all part of working smoothly together for the safety of our patients.

Enjoy the golden Fall months!

Upcoming Educational Opportunities

In Person Events

- The Credentialing School – Ambulatory & Managed Care
October 31 – November 4, 2011
Location: Orlando, FL
www.edge-u-cate.com
- The Credentialing Solution
November 5 – 7, 2011
Location: Boca Raton, FL
<http://www.hcmarketplace.com>
- The Credentialing School - Basics
November 7 – 11, 2011
Location: Orlando, FL
www.edge-u-cate.com

Live Webinars

- NAMSS Springboards for Success: Certification Preparation Series - www.namss.org
- Part 1: Getting “Prepped” for NAMSS Certification
Thursday, October 6, 2011
1:00 – 2:30 p.m. CDT
 - Part 2: NAMSS CPCS Certification Exam Preparation
Thursday, October 13, 2011
1:00 – 2:30 p.m. CDT
 - Part 3: NAMS CPMSM Certification Exam Preparation
Thursday, October 20, 2011
1:00 – 2:30 p.m. CDT

Conference Planning Committee

Kandi James CPCS, Chair
No report at this time.

There are three things I have learned never to discuss with people: religion, politics, and The Great Pumpkin
Linus, It's The Great Pumpkin Charlie Brown



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 for 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: *What steps are you taking for Accountable Care Organizations (ACO) requirements, i.e. changing policies, meeting new credentialing standards, getting a place at the executive table for ACO discussions?*

No articles were submitted in response to the question.

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

Strategic Planning Committee

Cindy Seidman MS CPMSM, Chair

No report at this time.

Scholarship Committee

Colleen McDonald CPCS, Chair

The Committee awarded two Scholarships for the Fall Certification testing period. Congratulations to the awardees.

NAMSS has not announced the testing period for 2012 yet but normally the application deadline is around January 21st with the testing period running from about March 19th through April 9th. It is not too early to apply for the Spring

Certification Scholarship. All scholarship materials for the Spring test need to be received by December 31, 2011. 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 website. If you have any questions, please contact me at (206)616-0890 or by Email at mcdon-

ald@uw.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.



Thanksgiving is an emotional holiday. People travel thousands of miles to be with people they only see once a year. And then discover once a year is way too often.

Johnny Carson

WAMSS 2011-12 Leadership



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*Everyone must take
time to sit and watch
the leaves turn*
Elizabeth Lawrets

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