



Privileged Information

VOLUME 22, ISSUE 1

JULY 2011

SAVE THE DATE:

- **Eastern Chapter Meeting**
September 23, 2011
Kittitas Valley Community Hospital
Ellensburg, WA
11:30 Lunch/networking
12:00 Meeting
12:30-2:00 Telemedicine Webinar
- **Western Chapter Meeting**
TBD
- **WAMSS Pre-Conference Study Session**
May 16, 2012
Icicle Inn, Leavenworth, WA
www.icicleinn.com
- **WAMSS 2012 Annual Conference**
May 17-18, 2012
Icicle Inn
Leavenworth, WA
www.icicleinn.com

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President's Message

Michelle Hacker, CPMSM CPCS

I'm still wiping the sweat from my brow a little from the 2011 WAMSS Annual Conference. Based on the comments I've received and the conference survey results, it was a huge success!

This is the time of year we give thanks to our country. Our freedom and our democracy that we have been blessed with is a direct product of the sheer determination from our forefathers who worked to establish the United States of America as a free country.

Just as our forefathers did, the conference planning committee members worked tirelessly to put together the WAMSS conference. This conference really would not have happened without them. Their names are listed below. If you work with one of them, or maybe you met them at the conference, a quick note or thank you on the phone would be much deserved and appreciated.

Kandi James will be giving a Call Out for volunteers for next year's conference plan-

ning committee members. I urge you to take to up your arms (computers) and email her back with a resounding "yes"!!

2011 Conference Planning Committee Members

- Bettina Acosta, CPCS
- Rhonda Bowen, CPMSM CPCS
- Kate Brown, CPCS
- Carrienne Dockter, CPCS
- Barbi Donovan, CPMSM CPCS
- Rita Feliuae, CPCS
- Susan Grove
- Terry Halemba
- Lori Hellestrae, CPMSM
- Kati Lucas, CPMSM CPCS
- Carol Mangum, CPMSM CPCS
- Heidi Martinez
- Colleen McDonald, CPMSM CPCS
- Scott Loveless, CPCS

- Rita Rakestraw, CPCS
- Anna Salviejo
- Lenore Vining, CPMSM
- Lori Walters
- Cheryle Whisenhunt

"The winds that blow through the wide sky in these mounts, the winds that sweep from Canada to Mexico, from the Pacific to the Atlantic - have always blown on free men."

~Franklin D. Roosevelt



2011 WAMSS Leadership

4 New Conference Fee Scholarships Available

*Michelle Hacker CPMSM
CPCS, WAMSS President*

The WAMSS Board of Directors has decided to add four conference fee scholarships to be given to members throughout the year for submitting articles or forms to the PI. One person will be randomly chosen each quarter for an annual conference

fee waiver.

I will send a relevant topic to the WAMSS membership a few weeks prior to publication of the PI with instructions to return your article/form to Jane Fasteen, our PI Editor. Jane will randomly draw from the names of folks that submitted information and that person will receive a

free conference registration to the May 2012 conference in Leavenworth, WA. Their submission will also be included in the PI for publication. See pages 8-9 for this edition's PI Member Topic.



*“We make a living
by what we get,
we make a life by
what we give”
Winston Churchill*

Rita Rakestraw Receives Margaret Geering Award

Kate Cross, CPCS CPMSM

At the annual conference, this year's Margaret Geering award was presented to Rita Rakestraw. Rita has reduced application processing time by about two-thirds in her credentialing office.

She has extensive and progressive experience in management within the healthcare industry, having worked for an insurance company, and a healthcare system that includes a medical center, and ambulatory clinics. In addition the healthcare sys-

tem has collaborative arrangements with numerous other community healthcare organizations.

Rita has made major contributions to the quality of the medical staff profession through her work with the Washington Credentialing Standardization Group where she has served as president.

And, she has impacted the careers of many, maybe as many as 100, other medical staff professionals as they prepared for their certifica-

tion tests. She has led and taught the certification review class, the day before the annual WAMSS conference, for more than 5 years. And this year Rita earned her Certified Professional Medical Services Management certification as well.

When she worked at Cigna, she was recognized with four Circle of Excellence Awards for her work.

Please join me in congratulating Rita Rakestraw!

Certification Scholarship Report

*Lisa Neece, Harrison
Medical Center*

I would like to begin by thanking Rita Rakestraw for a great study session at the recent WAMSS convention in May. She came prepared with

handouts and materials that we needed to cover along with some tips and suggestions for study groups. I found that the materials can be quite overwhelming and her class helped ease some of that fear. So thank you again Rita for giving of your

time and your knowledge that day.

I would also like to thank WAMSS for the opportunity to take the CPCS exam this summer. Without your scholarship that would not have been possible.



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

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.

WAMSS Conference Continuing Education Certificates

If you attended the WAMSS Conference in May but forgot to pick up your continuing education certificates, please contact me as listed above and I will get them out to you.



NAMSS Certificant Referral Incentive Program

NAMSS Cert Alert June 2011

As a NAMSS certificant, you are an important voice to help communicate the value and increase awareness of who MSPs are and what we do. By referring a fellow MSP to submit an application to sit for the CPCS or CPMSM exam and to take the next step in their professional development, you become eligible to win one of the valuable, career-building prizes listed below. Prizes will be awarded to the certificants who

refer the most applicants.

The 2011 certificant referral incentive program's prizes include:

- 1st Place: Complimentary admission to the NAMSS 36th Annual Conference & Exhibition, September 8-12, 2012, in San Francisco
- 2nd Place: An Oak and Gold Certificate Frame
- 3rd – 6th Place: \$50 towards NAMSS education programs and products

- 7th – 10th Place: \$25 towards NAMSS education programs and products

Offer ends Dec. 31, 2011

Guidelines: Referrers must hold at least one up-to-date NAMSS certification. New candidates must reference their NAMSS referrer's full name in the space indicated on page 3 of the exam application.

Note: each application is limited to one referrer. Applications with more than one referrer listed will be removed from prize eligibility.

Take an active role in growing our ranks by recruiting a colleague for either the CPCS or the CPMSM exam

Scholarship Committee

Colleen McDonald CPCS, Chair

The NAMSS Fall CPMSM and CPCS testing period is from Saturday, October 8th through Saturday, October 29th, with a registration deadline of August 5, 2011. All WAMSS Scholarship materi-

als for the Fall testing period need to be received by July 8, 2011. Application materials are available on the WAMSS Web site.



Conference Planning Committee

Kandi James CPCS, Chair

I'm looking for volunteers to help with planning and running the 2012 Annual WAMSS Conference to be held at the Icicle Inn in

Leavenworth, WA on May 17-18, 2012 with a Pre-Conference Study Session on May 16. Please send me an email at Kandi-James@fhshealth.org if

you're interested in volunteering. I plan to set up an introductory conference call for the last week of July to discuss roles and timelines, etc.

Communications Committee

Carrienne Dockter CPCS, Chair

Hello WAMSS members! First, let me start off by introducing myself. My name is Carrienne Dockter and I'm the new chair of the Communications Committee. I've been a WAMSS member since 2000, and most recently served as State Secretary from 2006 to 2010. I'm very excited to be back on the Board in my new capacity, and I look forward to working with many of you in the coming two years to ensure that the WAMSS website meets your needs, and you get what you need from the Communications Committee to do your job effectively.

I'd like to extend a sincere Thank You to both Irene

Torres and Kate Cross for all their work and dedication to the Communications Committee over the past several years. Irene has chaired the Committee since its inception in 2003 and has left some very big shoes for me to fill (although I've never meet a shoe I haven't at least tried on yet)! Kate has served as WAMSS webmaster since 2006 and did a stand up job. Thank you both for your dedication and sharing your talents with our organization. We are a better and stronger organization because of your willingness to volunteer!

As we move WAMSS along into the current decade, the Board has tasked the Communications Committee with updating our web site. She has served us well, but you can tell our lady needs a bit of a facelift! A lot of leg work has been done up to this point, but we are still looking for a web designer who wants to take on a new project. Related to that, we are also look for a new web master. Kate has graciously agreed to stay on temporarily until the new site is up

and running, but would like to step aside sooner if possible. If you are the person for either of these jobs, or know someone who may be, please send me contact information. I can be reached via e-mail (carrienne.dockter@molinahhealthcare.com) or by phone at 425-424-1100, ext. 144169.

As a result of the webpage redesign, the Board has placed a temporary moratorium on updates to the website. The exceptions to this will be essentials like job postings. We are trying to eliminate the amount of work that is happening to a site that will be replaced very shortly. If you have something that needs to be posted, please let me or Michelle Hacker, WAMSS President, know.

I hope everyone enjoys the summer, and I look forward to sharing more information in the next PI about the new website!

*"And forget not
that the earth
delights to feel
your bare feet
and the winds
long to play
with your hair"*
Khalil Gibran



Annual Conference Scholarship Reports

Rita Feliuae, CPCS, Franciscan Health System

It was really concerning to me that our hospital budget was slashed to the point where all education funds were non-existent. However, thanks to the WAMSS Scholarship Committee, as the recipient of a \$750.00 scholarship, I was given the opportunity to attend the 2011 Annual Conference.

The hotel was beautiful and the rooms were comfortable and inviting. I don't think I've ever been to a conference where I ate so much! The food and snacks were over the top, and I found that I didn't have to go to my room as much because everything was provided for me at the meeting. This was the first meeting I've been to in two years and I found that having the conference materials on zip drive was an excellent idea (less paper to lug around). Meeting up and seeing everyone I work with on a daily basis either by phone, fax, and or e-mail was wonderful! It's so very different sitting down face to face with someone rather than over the airways. I appreciate that the scholarship enabled me to network and to solidify a lot of my relationships with people that I call friends more than colleagues. Being able to volunteer enabled me to see the inner workings and what goes on behind the scenes. It was great! I truly enjoyed myself and of course the venue was also truly fun and exciting! I didn't win at the slots, but I believe that getting the scholarship to attend the conference was a big win in itself! Thank you to the Scholarship Committee for a job well done, and for affording me the opportunity to attend the 2011 WAMSS Annual Conference.

Maria Hamilton

As a stay-at-home-mom who has been out of the game since October 2010, attending this year's WAMSS Annual Conference was essential to my keeping up to date with the continually changing credentialing policies and procedures. This was my third Conference, and, quite honestly, I found it to be the most beneficial yet. I especially enjoyed both of the motivational

speakers, and I do not particularly enjoy motivational speakers.

I found Lynn Buchanan's "Recruitment & Credentialing – Natural Partners" topic to be very informational as I have absolutely no experience in recruiting providers.

In my past positions, the recruiting had already been done, and I was given the applications to process. The recruiter would have to have a good feel for the right personality fit for the department in order to find the perfect candidate for the position, and it seems to me like that may be the hardest part of the job – meshing personalities. I never knew there was a National Association of Physician Recruiters, but it does not surprise me. Charles Meredith, MD's "How Do I Sniff Out Physician Impairment" was also very interesting. I think I learned the most from this session. For one, I thought the WPHP was just a substance abuse and dependence program. Secondly, I did not know that the WPHP treated podiatrists, dentists, and veterinarians. But, what really stood out to me was the discussion on suicide rates for physicians. I was blown away by those statistics.

For me, the credentialing world opens up so many opportunities and career paths. By attending the Conference, I not only learn more about my career, but I also have the chance to make new connections. I enjoyed being able to put faces to names I have seen so many times at the bottom of emails. It was a wonderful Conference, and I truly enjoyed myself. The topics were great, the food was great, and don't even get me started on those pens!

Angel McCulloch, CPCS, Molina Healthcare
"Just apply, you never know" this is what I had heard every year when wanting to



attend the Annual WAMSS Conference. This year I took that advice, I applied for the WAMSS Scholarship and was so excited when I received the notification that I had been selected to receive one of these Scholarships.

The benefits you get from attending these conferences are immeasurable, and this conference didn't disappoint. Attending these conferences I always get to learn about all the other aspects of this job. Learning what's new or what's coming up or what to watch out for. Being able to learn we are all experiencing some of the same stumbling blocks and being able to take away some solutions. It was very exciting to meet all my colleagues that have the same goals and same desire to learn. This is such a positive environment and excitement over doing our jobs to the highest level of standards. Great experience being able to meet other colleagues that I have corresponded with for years and finally was able to meet them face to face, along with meeting all the new members and being able to encourage them. After attending this year's WAMSS conference I am very excited to be moving forward with my career goals and feel very confident that I have a lot of positive people supporting my efforts and a lot of WAMSS members that are there to help if I need it.

Thank you again for the opportunity to attend this year's WAMSS Conference.

Upcoming Educational Opportunities

In Person Events

- The Art of Credentialing: A Skill Builder Workshop
August 16, 2011
Everett Community College – Everett, WA
Website: www.expertpartnersconsulting.com
- Certification Focused Study Program
August 19-20, 2011
Denver, CO
Sponsored by the Colorado Association of Medical Staff Services
Contact: DCrowell@luhcares.org
Website: <http://www.edge-u-cate.com>
- The Credentialing School: Beyond the Basics
August 22 – 26, 2011
Chicago, IL
Website: <http://www.edge-u-cate.com>
- Certification Focused Study Program
August 27, 2011
Chicago, IL
Website: <http://www.edge-u-cate.com>
- Credentialing Specialist (CPCS) Certification Preparation Course
September 24 – 25, 2011
Hilton Anatole – Dallas, TX
In conjunction with the NAMSS 35th Annual Conference & Exhibition
Website: <http://www.namss.org>
- Medical Services Management (CPMSM) Certification Preparation Course
September 24 – 25, 2011
Hilton Anatole – Dallas, TX
In conjunction with the NAMSS 35th Annual Conference & Exhibition
Website: <http://www.namss.org>
- NAMSS 25th Annual Conference & Exhibition
September 24 – 26, 2011
Hilton Anatole – Dallas, TX
Website: <http://www.namss.org>
- Becoming Your Own Advocate
September 25, 2011
Hilton Anatole – Dallas, TX
In conjunction with the NAMSS 35th Annual



Live Webinars

- Springboards for Success: Tools for Effective Meeting Management: Evaluating the Effectiveness of Medical Staff Meetings
Tuesday, July 12, 2011 1:00 – 2:30 PM EST
www.namss.org – NAMSS Store – Webinars
- CMS Telemedicine Rule: Identify Opportunities and Comply with Revised Requirements
July 12, 2011 1:00 PM EST
Website: <http://www.hcmarketplace.com>
- Telemedicine Credentialing Out of the Box
July 21, 2011 1:00 PM EST
Website: <http://www.edge-u-cate.com/>

Membership/Nominations Committee

Rhonda Bowen CPMSM CPCS CPHQ, Chair

Please join me in welcoming two new members to WAMSS:

- Sarah Huxhold, Credentialing Auditor, First Choice

- Leslie Bennington, Medical Staff Services Coordinator, Lourdes Health Network

Eastern Chapter Report

*Carol Mangum CPCS CPMSM,
EWAMSS Past President*

What a conference! My thanks to the Conference Planning Committee for putting together a great conference! I appreciated the variety of speakers available and new information I took back to our office to implement. It was also great to listen to the 'ole timers' talk about just how far we have come in our industry. At the May meeting we elected Rita Murphy, CPCS, as our new President-elect. Due to circum-

stances Lisa Velotta has stepped down as President. Heidi and I will be assisting Rita with President duties and getting her up to speed on chapter meeting planning. Heidi Martinez is continuing as our Secretary/Treasurer. The meeting locations for the 2011/2012 year will be in Ellensburg (WAMSS Board members would like to attend a EWAMSS meeting and this is a great central location for board members), Yakima and Wenatchee.

At the WAMSS Board meeting it

was decided additional funds are available to each of the chapters! If you have a speaker in mind that you think our chapter would like to hear please contact Rita, Heidi or myself and we would be happy to coordinate a presentation. It is fantastic to have speakers come to the meeting! Lastly, it has been my pleasure to serve our chapter during the last two years! Thank you for the opportunity. Hope to see you at the next meeting on Friday September 23rd.

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

Western Chapter Report

*Barbie Donovan CPCS CPMSM,
WWAMSS President*

Our last WWAMSS meeting was held at our annual conference at Tulalip Resort Casino in May. We had a wonderful turn out for the conference. I would like to take this opportunity to thank Jason Burden for his hard work and coordination of our meetings and continuing education luncheons as well as all the behind the scenes planning involved for the association.

The Board of WAMSS has generously allotted funding to the state chapters to expand our options

for continuing education opportunities. It's time to start planning for the upcoming year and beyond and I need your help. We try to schedule meetings in a variety of locations to afford everyone opportunities to attend without an epic commute. The networking aspect can be as important as the educational portion, so I hope many of you will try to attend in person. That being said we need host volunteers.

Please accept my sincere thanks to those of you who have already contacted me with ideas for

continuing education topics. I am working on coordination of those ideas but welcome your input on topics, speakers, locations, etc. Please contact me with your ideas at barbid@snoqualmiehospital.org. The next WWAMSS meeting date and time are in the works for late September. I will e-blast members when the details are firm. Have a fabulous sunny summer.

*"All the art of living lies in a fine mingling of
letting go and holding on"*

Henry Ellis



PI Member Topic: Pre-Applications - Point/Counterpoint

Irene Torres, Northwest Emergency Physicians of TEAM-Health

In my experience, a pre-application is laborious and redundant for both applicant and credentialer, as it contains much the same information as a full application would require. A pre-application adds an additional layer of bureaucracy to an already time-constrained credentialing department. The process is neither efficient nor of much value, and can be achieved through face-to-face interview or a well-thought-out telephone call. Waiting a few weeks (to a month) before an actual application can be approved (to be sent) often prevents a much-needed healthcare provider from being allowed to earn a living. Short-staffed departments suffer personnel burnout and increase risk exposure when

overwork of existing staff results from such unnecessary credentialing delays.

I vote "Thumbs Down" on pre-applications.

Rachel Ness, Harrison Medical Center

Is the Pre-Application beneficial or is it an unnecessary

step in the application process? It is certain that if you were to ask, you will get a different perspective from many different organizations. I recently asked this question to WAMSS members myself (via the blast) and received many different opinions on the subject.

My organization had a Pre-Application process which is called the "Request for Application". It is a short, one page form with questions that assist us in establishing if the candidate meets the minimum threshold criteria for receiving an application packet. When I first started, this one page form was all that was sent to prospective applicants. The WA State Patrol background check form was included in the actual application packet. After receiving an application from the second or third Dr. McFlakey

in one year, we decided to review our Pre Application process to help weed out the McFlakey's before they are given an application because we had spent a lot of time and effort on a few applications that could have easily lead to costly litigation, had the providers decided to appeal. We got lucky.

Now I know some have said that "IF your Bylaws are written correctly you should not need the Pre-Application step", but what if your organization's Bylaws don't have the proper language to protect you? Do you know exactly what your Bylaws say and are you certain you are protected against a costly appeals process? We happen to be in the middle of rewriting our Bylaws.

We evaluated our Pre Application process and decided to send out the WA State Patrol Background check along with the Request for Application form. Now the first new application that came along after our "new and improved process" was implemented was a perfect test! Not that we found anything new by sending out the WSP Background check form with the Pre App, but it showed us that we still needed to do more. We needed to check any and all publically available information on the candidates in the Pre-Application phase, prior to giving them an application packet for our organization. Though we made this change, we found that it painted a more precise picture of the provider but it still was not clear enough. We still needed to do more. We had a few more applications that, once we were in the middle of the credentialing process, we discovered information that we could have easily discovered earlier, had we made a stronger Pre Application process. Had we known earlier what we discovered, they would have never received an application.

I knew it was time to reach out to the WAMSS team (via the blast) and find out what you do in your organization and learn from it. We needed to beef up our process and I figured my fellow WAMSS Members would be my best resource. I sent out the question and

(continued on page 9)



PI Member Topic: Pre-Applications (continued)

received many responses back, some including attachments with the Pre-Application forms you currently use. Some replied back stating its more work than useful and a waste of time. I greatly appreciated each and every response.

After reviewing the responses we received, we were able to adopt some of the language (ok, maybe plagiarize might be more accurate) used by the organizations who so kindly shared and changed our Request for Application form so we are asking the right questions up front, before giving out an application, to determine if this is a quality provider for our organization or a Dr. McFlakey. Our Request for Application form that was originally one page is now three pages long. It now has language and consent in it that allows us to check the NPDB, and verify claims history prior to giving an application and opening up the appeal rights. We are confident that with a stronger Pre Application process it will save us time.

Think of how much time you might spend on a file when it takes a turn for the worse. Is there a political agenda that you will have to fight to prove this is not a provider who your organization wants? I think we all know, sometimes, that others in our organization do not see the provider with the same eyes as we do. Will you have to make your case to prove this provider is not one you want to care for your patients? Once a provider is officially in the application process, sometimes it's hard to make others realize that they really don't want this provider. They have already invested a lot of time and most likely a lot of money. They have a vested interest so sometimes it's hard for them to listen to what we have to say when it's bad news about their new provider.

Why not send out a Pre Application and find out that same information up front? Wouldn't it be easier to convince decision makers that a candidate is less desirable before they invest too

much of their time and money? Maybe it might be extra work, and a waste of time to some, to send the pre application but it sure is nice when we are able to find out that information and not have to invest time sending out or processing an application to a provider who will never be granted privileges and to not have to defend the job that we do. Additionally, the information obtained in the Pre-Application phase would need to be checked as part of primary source verification. The fact that it was obtained earlier in the process does not lessen its value.

In our case, our leadership and administration has personally thanked us for improving in our Pre-Application process and informed us that it has saved our organization time and money in the end.



Congratulations Rachel Ness on receiving the PI Member Topic conference fee scholarship!

Watch for an EBlast announcing the next newsletter's PI Member Topic - one participant will be randomly chosen to receive a conference fee scholarship



Strategic Planning Committee

Cindy Seidman MS CPMSM, Chair
No report at this time.

Bylaws Committee

Kim Kenning CPMSM CPCS, Chair

No report at this time.



WAMSS 2011-12 Leadership

Board of Directors

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Western Chapter President

Barbi Donovan, CPCS CPMSM
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*“Life is a great big
canvas, and you
should throw all the
paint on it you can.”*

Danny Kaye

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TBD

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