

JOB DESCRIPTION & EVALUATION FORM

Position Title:	Medical Staff Specialist I	Department:	Administration
Job Code:	S800	Reports to:	Medical Staff Services Director
Exempt Status:	Non-exempt	Last Revised:	02/25/2021

Approved by: _____ **Effective Date:** 02/25/2021

Employee: _____ **Date:** _____

JOB QUALIFICATIONS

1. **Required Experience:** One to five years of recent experience in the Medical Staff Services field or healthcare related.
2. **Preferred Experience:** Certified Provider Credentialing Specialist (CPCS). Working knowledge of The Joint Commission and CMS Standards.
3. **Education:** High School Diploma or GED equivalent. Associate's degree or Bachelor's degree preferred.
4. **Knowledge/Skills/Abilities Required and/or Preferred:**
 - Effective verbal, written, and listening communication/interpersonal skills.
 - Strong attention to detail and high level of accuracy, and highly organized with an ability to multi-task in a fast-paced environment with frequent interruptions.
 - Expert knowledge, skills, and abilities in administrative tasks in the healthcare area, including technical writing skills.
 - Ability to utilize critical thinking skills.
 - Ability to apply effective team-building skills and be a team player who can also work independently.
 - Effectively utilizes and maintains provider credentialing processes and information systems (e.g., files, reports, minutes, databases).
 - Ability to organize work, set priorities, and determine short and long-term goals and strategies to achieve them. Aligns communication, people, processes, and resources to drive success.
 - Basic knowledge and understanding of medical terminology, TJC, CMS, and State Laws and regulations pertaining to credentialing.
 - Conducts, participates in, and maintains current competency evaluations and peer reviews.
 - Displays knowledge of key functions, terminology, and work products of legal, information technology, risk management, and performance concepts.
 - Establishes productive, cooperative relationships with subordinates, peers, management, and internal and external stakeholders to the organization.
 - Understands and appropriately applies principles, procedures, requirements, regulations, and policies.
 - Inspires trust and confidence among stakeholders through reliability, authenticity, and accountability.
 - Displays a credible presence and positive image. Uses appropriate protocol for confidential, professional, and social situations.
 - Ability to work flexible hours as needed to accomplish the demands of the position and the related workload.

- Proficiency with various computer programs, including Microsoft Outlook, Word, Excel, PowerPoint, and data management software.

5. Licenses/Registrations/Certifications: Current Certification by National Association Medical Staff Services (NAMSS) as Certified Provider Credentialing Specialist (CPCS) preferred or actively seeking certification. Acquiring certification within three years is required.

JOB SUMMARY

This position works under the Director of Medical Staff Services' supervision to support Medical Staff activities and department projects for all providers and health care affiliates within Astria Health hospitals and Astria Health Medical Groups and Health Plans. The primary objective is to support departmental activities to ensure quality in conducting, maintaining, and communicating the provider's initial appointment credentialing, reappointment credentialing, privileging, primary sourcing, payer enrollment, and Medical Staff committees in accordance with Medical Staff Bylaws and Policies. Interfaces with Medical Staff leadership and administration in the evaluation and approval process of providers. Work situations are varied, involve highly confidential information, and require a professional demeanor, organizational skills, teamwork, and attention to detail.

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

Work is primarily performed in an office setting and is considered sedentary work. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally. Requires exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly lift, carry, push, pull or otherwise move objects. Requires normal/corrected vision and hearing to normal range. Requires good manual and finger dexterity to operate computers, phones and handle documents. The worker is not substantially exposed to adverse environmental conditions. Occasional travel to other sites: valid Driver's license and proof of automobile liability insurance coverage.

Age Specific Care Given: N/A

Infant (0-1) Child (1-12) Adolescent (13-18) Adult (18-65) Geriatric (65+)

Key: 0=Does Not Meet Standards 1=Meets Standards 2=Exceeds Standards

HOSPITAL AND DEPARTMENTAL OBJECTIVES				
	PERFORMANCE EXPECTATIONS	0	1	2
1	Through attitude and example, demonstrates Astria Health's expectations for customer service and Code of Conduct.			
2	Through attitude and example, contributes toward intradepartmental and interdepartmental teamwork.			
3	Through attitude and example, demonstrates support of change in the continual evaluation and implementation of ways to improve the organization's performance and achievement of long-term goals and objectives.			
4	Maintains an appropriate level of responsibility for updating job-related knowledge and skill level.			
5	Complies with Hospital and departmental policies and standards, including mandatory training and Dress Code Policy.			
6	Maintains confidentiality for the patient and patient information.			

7	Demonstrates loyalty and support of Astria Health in the community.			
8	Communicates pleasantly, efficiently, and respectfully with patients, families, visitors, and co-workers.			
9	Participates in departmental efforts in quality management as it relates to quality assurance, quality control, customer services, etc.			
10	Assists in maintaining a professional environment within the department			
11	Provides constructive comments and/or praise to staff, colleagues, and supervisors as appropriate. Contributes toward a positive work environment.			

DEPARTMENTAL OPERATION				
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	PERFORMANCE EXPECTATIONS	0	1	2
	Medical Staff Specialist I			
1	Helps to maintain the files of the Astria Health Medical Staff Services office.			
2	Performs data entry into MD-Staff software and maintains data to ensure accurate and current information is available to all stakeholders.			
3	Conducts, participates in and maintains Medical Staff credentialing and privileging applications for appointment and reappointment, privilege requests, including but not limited to primary source verifications, references, and background checks.			
4	Facilitates the processes for temporary, emergency, or locum privileges that are requested, assuring that the individual's file meets the requirements before such privileges are approved.			
5	Processes residents and students.			
6	Coordinates onboarding providers, residents, and students.			
7	Conducts, participates in, and maintains primary source verification: <ul style="list-style-type: none"> • Obtains and evaluates information from primary sources. • Recognizes, investigates, and validates discrepancies and adverse information obtained from the application, primary source verifications, or other sources. • Verifies and documents expirables using acceptable verification sources to ensure compliance with accreditation and regulatory standards. 			
8	Obtains and evaluates provider sanctions, complaints, and adverse data to ensure compliance.			
9	Advises Medical Staff leaders of any potential credentialing or other issues that may require further investigation and makes additional inquiries as requested. Notifies the Director of any major issues identified and participates in problem-solving. Facilitates review of completed files with individual Medical Staff leaders prior to files going to committees and the Board for approval.			
10	Assist in provider health plan enrollment needs, including credentialing, roster generation, and referring provider processing needs.			
11	Assist with developing, implementing, and documenting QA processes to include FPPE (focused professional practice evaluation) and OPPE (ongoing professional practice evaluation).			
12	Provides ongoing monitoring of expiring documents and appointments to ensure timely renewals.			
13	Helps to maintain current lists of Medical Staff members and pertinent information.			

15	Provides affiliation verifications of Astria Health Medical Staff membership and clinical privileges for current and former credentialed providers as requested by internal or external organizations.			
16	Provides administrative support to assigned Medical Staff committees and Medical Staff Chiefs/Chairs who need department-related assistance to include, perform, and coordinate meeting logistics, documentation preparation, and follow-up for provider-related activities.			
17	Assists the Director in Credentials Committee preparation, and if requested, attends the Committee meeting in Director's absence to transcribe proceedings and answer questions related to the files being presented.			
18	Helps to notify in-house departments regarding any changes to Medical Staff privileges.			
19	Performs routine audits to ensure that credentials are up to date and accurately maintained according to regulatory and accreditation standards.			
20	Maintains privacy of the credentialing files in accordance with organizational, accreditation, and regulatory standards.			
21	Maintains a working knowledge of hospital policies, accrediting, regulatory, and credentialing standards and applies knowledge to daily work.			
22	Prepares and assists in audits and surveys from external agencies such as Joint Commission and CMS.			
23	Actively participates in team meetings and process improvement initiatives to continuously improve work product quality and efficiency.			
24	Demonstrates skills in technical writing by editing, publishing, and distributing Medical Staff correspondence.			
25	Shares responsibility for reviewing, processing, and distributing incoming correspondences (i.e., interdepartmental mail, fax, and email)			
26	Completes accurate and timely reports(s), when needed, according to the procedure.			
27	Demonstrates neatness and legibility on records and/or reports.			
28	Helps maintain offsite records storage and retrieval of credentialing files.			
29	Performs other duties as assigned.			

COMMUNICATIONS

	<i>PERFORMANCE EXPECTATIONS</i>	<i>0</i>	<i>1</i>	<i>2</i>
1	Addresses pertinent issues to staff members.			
2	Discusses pertinent issues with the Director.			
3	Respects patient's right to privacy. Communicates appropriate information only with persons who need to know. Adheres to hospital policy and HIPAA.			
4	Addresses the community in a professional manner at all times.			
5	When utilizing the telephone, the employee is effective and professional.			
6	Interacts with peers professionally, fostering good communication when dealing with conflict.			
7	Works cooperatively and collaboratively with all levels of staff and other disciplines for problem-solving without blaming.			
8	Promotes and demonstrates effective, open, and honest written and verbal communication skills.			
9	Serves as a resource and collaborates with others to advance the quality of practitioners and patient safety of the facility.			

RESOURCE AND TIME UTILIZATION				
	PERFORMANCE EXPECTATIONS	0	1	2
1	Utilizes supplies and equipment adequately but not excessively.			
2	Follows the hospital Timesheet reporting policy.			
3	Adheres to the attendance policy.			
4	Adheres to policies related to breaks and meal period.			
5	Cares for personal matters on off-duty time except in emergency situations.			
6	Makes suggestions to improve utilization of supplies and decrease cost.			
7	Follows appropriate procedure and timeframe for notification of absence from work.			
8	Works and plans with colleagues when a cooperative effort is needed.			

POLICY ADHERENCE				
	PERFORMANCE EXPECTATIONS	0	1	2
1	Participates in annual continuing safety education training.			
2	Is aware of safety regulations and reports any unsafe conditions or practices to safety officer.			
3	Adheres to Hospital Infection Control, Hazardous Materials, Safety, Employee Health, and Fire and Disaster policies.			
4	Maintains current knowledge of safety procedures.			
5	Adheres to the Personnel Policies and Procedures of unit and Hospital.			
6	Supports policies governing the use of hospital facilities.			

CONTINUING EDUCATION				
	PERFORMANCE EXPECTATIONS	0	1	2
1	Identifies and recommends ways to improve department based on satisfaction survey results.			
2	Determines personal competence according to Job Description/Performance Appraisal.			
3	Confers at designated intervals, utilizing Performance Appraisals for defining needs to maintain and improve performance.			
4	Attends mandatory in-services and document.			
5	Attends staff meetings and/or is responsible for material presented.			
6	Shares knowledge of in-service or continuing ED programs in informal teaching arenas.			

This document reflects the general duties considered necessary to describe the job's principle functions as identified and shall not be considered a comprehensive listing of all activities, duties, or responsibilities required of the position. Astria Health provides reasonable accommodation to assist qualified individuals to perform essential job requirements.

PERFORMANCE EVALUATION FORM**Employee:** _____ **Date:** _____**OVERALL RATING**

Put a "√" next to the rating that was selected most consistently within this evaluation and that most closely approximates this employee's total impact on Astria Sunnyside Hospital.

- Does Not Meet Standards/0:** In the evaluator's judgment and experience, this employee's performance is in need of improvement. This employee is not meeting the expectations of the organization in this area. Requires more than the typical amount of oversight and close supervision on this standard. Selection of this rating by the Manager requires written comments to support this score.
- Meets Standards/1:** In the evaluator's judgment and experience, this employee's performance meets the Hospital's high performance expectations for the job. Requires a normal amount of oversight and supervision regarding this standard.
- Exceeds Standards/2:** In the evaluator's judgment and experience, this employee's performance is exceptional and demonstrates performance at a level well beyond that normally expected of the majority of experienced employees in similar positions. This employee provides a model for other staff employees in the department/unit to follow and functions as a resource for others. Requires little or no oversight or supervision concerning this standard.

Manager: I acknowledge with my signature that this document constitutes my evaluation of this employee for the evaluation period.

Manager Signature **Date**

Employee: I acknowledge with my signature that I have reviewed this evaluation. I understand that my signature does not necessarily mean that I agree with the evaluation remarks.

Employee Signature **Date**

Employees may submit written comments to be included with this evaluation in the personnel file if requested. Please attach document.

Goals/Areas for Growth for Next Evaluation Period – To be determined by Manager.

- 1.
- 2.
- 3.