



KEYNOTES

“Your Key To the Future”

March 2003

Editor: Rose Mary Hunt, CMSC

IAMSS Spring Conference

The IAMSS Spring Educational Conference will be held Friday, April 4 at Mary Greeley Medical Center in Ames. A block of rooms has been reserved at the Microtel Inn for \$54.95 for a double queen and \$62.00 for a suite. The phone number for the Microtel Inn is (877) 422-5250 (toll free). Please mention block #403 when making your reservation.

The conference will feature Richard Baker, CMSC, CPCS. Mr. Baker is currently the Michigan Association of Medical Staff Services state president. He also serves as the chairman of the NAMSS Education Council. Mr. Baker has been in the medical staff/credentialing field for 15 years serving as a medical staff coordinator in hospitals, managed care, and specialty group practices. Currently he is the supervisor of corporate medical affairs with Oakwood Healthcare System located in Dearborn, Michigan.

Mr. Baker's presentation is titled “The Virtual Medical Staff Office”. Here is a short summary of his presentation: What is paperless credentialing? Where are we headed in the future with universal applications being online? What does JCAHO and NCQA say about using the Internet? These and many more questions will be answered during this session. Learn how to start using the upcoming technology to benefit your job functions, and much more. Time permitting we will look at some of the newer technology online.

There will be breakout sessions in the afternoon for an hour and half. IAMSS Board members and Mr. Baker will facilitate these. Topics include:

- JCAHO
- State Accreditation/Critical Access Status
- Privileges/Low Volume Practitioners
- Policies and Procedures/Bylaws
- Medical Staff Orientation
- Credentialing Potpourri
- Allied Health Professionals
- Reappointment Profiles
- NCQA

The afternoon will end with an update on survey processes by Mr. Baker.

IAMSS will also host a “Wine and Whine” reception the night before the conference at 7:00 p.m. at the Microtel Inn. We encourage you to attend and network with your peers.

NAMSS Leadership Conference

Joyce Reed, IAMSS President

As your IAMSS President, I attended the NAMSS Leadership Conference February 27 and 28 in Austin, Texas. State presidents were allowed to attend four hours of the NAMSS Board meeting on Thursday. Some of the highlights of that meeting follow:

- There will be an additional column in the Synergy Magazine entitled “Legislative/Legal Update”
- Synergy is requesting help from state presidents to encourage members to write articles for Synergy.
- A report of NAMSS strategic alliances was presented. A new alliance with the National Quality Forum was approved. Other alliances include: VetPro; JCAHO Professional Technical Advisory Committee; AMA-OMSS; NCQA; Federation State Medical Boards; PDB/HLIPDB; HPCVA; AHA; Greeley Company; HcPro; Brownstone; Harty Springer; Federal Credentialing Forum; and National Credentialing Forum.
- Membership by region: Western – 862; Southeasters – 825; Central – 733; Great Lakes – 830; Northeastern – 861. There were 663 new NAMSS members in 2002.
- The NAMSS Board voted to begin the transition of using Medical Services Professional instead of Medical Staff Services Professional to better define our profession.
- The Certification Council is working in conjunction with the Professional Testing Corporation to conduct a job analysis for medical staff coordinators in an effort to ensure the certification examination reflects current knowledge essential to the profession. Each region is being asked to identify two representatives to participate in the workshop, which will be held in Chicago, IL on April 9-12. Participants should be individuals with 2-7 years experience in medical services. The time commitment is for four full days of intensive work, identifying those tasks and skill sets needed to perform job responsibilities. All travel and expenses will be covered.
The Leadership Council Retreat was held on Friday.

Mark Levin gave a presentation entitled “The Gift of Leadership.” He has a website (www.baileadership.com) with books and articles available. There were approximately 30 state leaders in attendance. The newly revised Leadership Manual was distributed and will be mailed to those state presidents who were unable to attend.

On a lighter note, the Driskill Hotel was a very beautiful old hotel, located downtown with mostly bars within walking distance all celebrating Mardi Gras. This hotel apparently has a famous ghost living in it (I think on the fifth floor). I was on the fourth floor, so I didn't come in contact with the ghost. They told us the story of this ghost was featured on Unsolved Mysteries.

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What's Your Board Been Doing for You?

The Board met in Des Moines on January 31, 2003 and discussed the following:

Membership—Rose Mary reported there are 89 paid memberships. There are 12 new members. Members who have not paid have until the Spring Conference and then their names will be taken off the membership directory. Members who have paid should have a membership card included with this newsletter. Five and Ten year membership recognition pins will be given out at the Spring Conference.

Sherry James has resigned her position on the IAMSS Board, as she is no longer involved in the Credentialing or Medical Staff profession. The Board voted to not replace her currently and wait until the next election when Joyce Reed will step in as Past President.

Membership directories will be distributed at the Fall Conference and Rose Mary will add the list of members by facility, city and name.

Mentoring—Pam Burlin will be contacting new IAMSS members to see if they would like a contact person to assist them with any questions.

Spring Conference—Kathy Szary reviewed final arrangements for the spring conference (see attached article).

IAMSS Scholarship—The 2003 IAMSS Scholarship Application is attached to this letter. This application needs to be returned to Rose Mary Hunt by May 1, 2003. The Board will review them and announce the winner by August 10 in the Keynotes newsletter and at the fall conference. This scholarship is for up to \$1500 and must be applied to an educational conference or Independent Study Program. The recipient has 1 year to use the scholarship or it will be forfeited.

Fall Conference—The tentative date for the fall IAMSS Conference is October 17 at Mary Greeley Medical Center in Ames.

Budget—The 2003 budget was reviewed and approved as submitted.

The Board will meet again prior to the Spring Conference on April 3, 2003.

Keynotes is also available on the IAMSS website (www.iowaamss.org).
If you have information for the newsletter, contact Rose Mary Hunt at (563) 927-7399 or rhunt@regmedctr.org.

2002 IAMSS Salary Survey

1. From the following select **ONE** that best describes your current job:

- 10-Medical staff coordinator
- 12-Administrative assistant
- 2-Director of medical staff services
- 7-Credentials coordinator
- 7-Other

Other:

- 1-Director Health Information
- 1-Administrative Coordinator
- 1-Director of Quality & Community Services
- 1-Credentialing specialist
- 1-Administrative assistant/clinical services assistant
- 1-Compliance Coordinator
- 2-Provider relations (recruitment, retention, managed care credentialing, compliance auditing)

2. What is your current salary range?

- 2-Less than \$20,000 per year
- 21-\$20,000 to \$30,000 per year
- 6-\$30,001 to \$40,000 per year
- 6-\$40,001 to \$50,000 per year
- 1-More than \$50,000 per year

3. What is the highest level of education you have attained?

- 12-High school
- 2-Master's degree
- 9-Bachelor's degree
- 10-Associate's degree
- 9-Other

Other:

- 1-Business school with medical secretary
- 1-Medical secretary course
- 1-Some college
- 1-Related college credits
- 1-RNC, MSN
- 2-Executive secretarial diploma
- 1-Business college (1 year)
- 1-RN, BSN
- 1-FAHM (fellowship in managed care)

4. What are your credentials? (Check all that apply)

- 6-CMSC
- 2-CPCS
- 25-Not credentialed
- 0-RRA
- 5-Other

Other:

- 1-RHIT
- 1-CMOM
- 1-Testing CPCS in November 2002

5. How long have you held your current position?

- 9-Less than two years
- 10-Two to five years
- 6-Five to ten years
- 5-Ten to 15 years
- 5-15 to 20 years
- 4-More than 20 years

6. A. How many employees are dedicated to credentialing in your office/department?

- 24 responded 1 employee
- 2 responded 1.5 employees
- 1 responded 2 employees
- 1 responded 3 employees
- 3 responded 7 employees
- 1 responded 8 employees

B. What is the ratio of FTE's to practitioners in your office/department?

- 3-1:50
- 12-1:100
- 6-1:150
- 2-1:200
- 2-1:250
- 3-1:300
- 2-1:400
- 0-1:500
- 1-1:600
- 2-1:700
- 4-Other
- Other:
- 1-7000+ providers and facilities

7. Do you handle credentialing for multiple sites?

- 16-Yes
- 22-No

8. If you answered "Yes" to the previous question, please indicate the types of sites for which you perform credentialing services:

- 1-Ambulatory surgery center
- 10-Clinic/physician office
- 6-Managed care organizations

Other:

- 1-IPA-PHO

9. What setting do you work in?

- 20-Rural hospital
- 8-Urban hospital
- 4-Managed care organization
- 2-Credentials verification organization

Other:

- 1-Multi-specialty corporation/group
- 1-Insurance company

10. Do you delegate any of your credentialing activities?

If "Yes", please indicate to what entity you delegate credentialing:

- 8-Credentials verification organization
- 0-Another hospital
- 2-Managed care organization
- 2-PHO

11. A. Do you charge fees for processing initial provider applications?

- 3-Yes
- 35-No
- 1-Not Applicable

If "Yes", indicate amount:

- 1-\$150 (application and reapplication)
- 1-\$130

1-\$200

* The CVO charges the fee-not the hospital. The fee is charged only to non-active staff (courtesy, consulting)

B. Do you charge fees for processing provider reappointment applications?

2-Yes 32-No 3- Not Applicable

If "Yes", indicate amount: 2-\$75

C. Temporary privilege fees?

0-Yes 32-No 6-Not Applicable

If "Yes", indicate amount _____

12. Do you charge medical staff dues?

9-Yes 21-No 6-Not Applicable

If "Yes", indicate amount:

4-\$50

3-\$100

1-\$125

* Due at same time reappointment or initial appointment every two years

* Medical staff has choice and waived dues for the past two years (they were \$20/year prior to that)

13. Duties/responsibilities of your position (please check all that apply):

35-physician credentialing

36-Allied health professional credentialing

28-Bylaws, external regulatory requirements

compliance

32-Committee/department

meetings/minutes/agendas/attendance

8-CME program coordination

8-Completion of insurance applications for

physicians

6-Completion of insurance applications for allied

health professionals

9-Work with medical records

2-Other

Other:

1-Numerous other duties not listed here

1-Haven't been exposed to all duties yet

1-Act as liaison between providers and insurance

company regarding credentialing/recredentialing, contracting, payment, claims, etc.

News from NAMSS

Code of Ethics

The NAMS Board of Directors recently updated the Code of Ethics.

The Code sets forth the principles and standards that guide our decisions and actions, connects our values and our ideals to the work Medical Services Professionals do every day.

The Code encourages us to seek guidance and clarification when we have questions about principles, practices, and standards of conduct.

It is every member's responsibility to preserve and enhance ethical standards to maintain the respect and credibility of our profession.

Medical Services Professionals shall strive to meet the expectations of the following Code of Ethics by:

- Maintaining the highest standard of integrity and ethical behavior
- Promoting the highest possible standards of professional competence
- Preserving the confidentiality of information
- Acting within the scope of responsibilities
- Refraining from using authority for personal gain; and
- Continually reaching new heights of knowledge and productivity

Doctor's Day

March 30th marks the annual observance of Doctor's Day. This day is celebrated as an opportunity to show appreciation for our nation's doctors.

Doctors of all specialties are honored on Doctor's Day because of the efforts of a physician one-hundred-sixty years ago. On March 30, 1843, Dr. Crawford W. Long of Jefferson, Georgia, administered the first ether anesthetic for surgery. This history-making achievements and the continuous efforts by doctors to alleviate human suffering have become the basis for celebrating Doctor's Day.

Ether remained the anesthetic of choice for more than a century. By the mid-1900's new anesthetic drugs and more sophisticated monitoring were introduced. Over the years, training and research have produced great strides in the physician's skill and fund of knowledge, yet even with the latest technology, the "art" of practicing medicine continue to be a challenge. Patients benefit from being well-informed and the assurance that doctors do care.

The Barrow County Medical Auxiliary in Winder, Georgia, held the first Doctor's Day observance on March 30, 1933.

In 1990, President George Bush signed into law a Joint Resolution of the U.S. Congress proclaiming March 30th of each year as National Doctor's Day. The enactment of this law allows people in their community to publicly show appreciation for the vital role that doctors play in caring for the sick, advancing medical knowledge, and promoting good health.

Everyone understands that our physicians are important to our communities not only as caregivers, but also as neighbors and civic leaders. Our doctors are part of our communities and are part of our families, so we want to be sure to publicly thank and acknowledge them for their contributions to our health and well-being.

Education Council

The 20th annual NAMSS Institute Seminar is being held March 27 and 28 in Nashville. The host of the conference is the Southeastern Region and plans are underway for the seminar series to be held in the Great Lakes Region in 2004 followed by Central, Northeast and Western regions. The Education Council is exploring the options for providing a virtual seminar series.

Membership

Goldie Steele, who was elected to the Northeastern Region Representative position for 2003-2005 has resigned for personal reasons.

According to the NAMSS bylaws, the President recommends to the Board of Directors a replacement to complete the original term of office. This process was followed and a new Region Representative was approved via a unanimous vote.

Sally Pelletier from New Hampshire is the new Northeastern Region Representative. As the Region Representative, Sally will be a member of the Board of Directors.

Resources

Whenever you are facing a specific "how to" problem at work, check the website Discussion Board for solution ideas. (www.namss.org) Sometimes other NAMSS members have recently faced the very same problem, and it is posted on the Discussion Board for comments and suggestions from your peers. In addition, there are numerous sample forms, policies, and job descriptions posted on the website Discussion Board, that might be very helpful to you.

NCQA

NCQA has posted proposed changes to the 2004 Standards. Public comment will occur until April 18, 2003. Managed care members are encouraged to make comments and forward to NCQA using their submission process. The NCQA website can be accessed as follows:

<http://www.ncqa.org/programs/accreditation/2004/publiccomment.htm>

Great Lakes Region Representative Report Gail Barko, CMSC

The Board of Directors and other designated attendees representing diverse membership of NAMSS participated in a 2-day strategic planning retreat on March 1 and 2. A mission statement, values and goals were tentatively agreed upon and will be finalized at the April 25 strategic planning retreat in Kansas City.

The question was raised if states have a Legislative Representative and if one is needed at the national level.

The NAMSS president and CEO have sent a letter on behalf of the organization to the Healthcare Providers Credentials Verification Association asking for correction to the statement

"HPCVA is the only Association representing the interests of the healthcare credentials verification industry." HPCVA has graciously agreed to revise their language.

The 2004 Leadership Council will be held on February 7 in San Diego.

The Communications Council is brainstorming on approaches to development of a staffing plan for MSSPs.

The site for the 2006 annual NAMSS conference is still under discussion. Options have been narrowed down to Atlanta and Orlando.

The 2003 conference will be held in San Antonio September 29-October 3, 2003. The theme is "Deep in the Heart of NAMSS". A variety of presentations are planned for hospital, managed care, and CVO attendees.

Great Lakes Region State Educational Conferences

Indiana—April 25, 2003 in Hobart.

Illinois—June 26-27, 2003 in Peoria. "22 and Red, White and Blue" Speakers include Carol Cairns, CMSC, CPCS, Lynn Buchanan, CMSC, CPCS, Judy Eastridge, CMSC, Michael Callahan, JD, Nancy Grane, RN, BS. Registration for both days is \$225.00 for non-Illinois members; \$130.00 for one day.

Michigan—April 24-25, 2003 in Frankenmuth

Minnesota—April 29-30, CMSC/CPCS Prep Course. May 1-2, 2003 Spring Conference in Red Wing, MN. Renee Aird-Dengler, CMSC, CPCS is the speaker.

Ohio—April 10-11, 2003 in Columbus. Topics include Negligent Credentialing, Criminal Background Checks, Customer Service, Proctoring.

South Dakota—April 10-11 in Sioux Falls.

Wisconsin—April 10-11, 2003 in Green Bay. Topics are Medical Malpractice Insurance, Performance Monitoring, Credentialing Basics, Professional Certification.

News from the Board of Medical Examiners

In separate hearings held in Des Moines, the Iowa Board of Medical Examiners took the following action:

Jeffrey L. Allyn, M.D., a 45 year-old physician practicing in Des Moines, Iowa, entered into a Settlement Agreement with the Board to resolve pending disciplinary charges. On December 13, 2001, Dr. Allyn was charged by the Board for violating the terms of his probation order. Under the terms of the Settlement Agreement, Dr. Allyn has agreed to immediately contact the Board if, for any reason, he is unable to comply with his Board order in the future.

Rafael Armendariz, M.D., a 40 year-old physician from El Paso, Texas, entered into a Settlement Agreement with the

Iowa Board to resolve pending disciplinary charges. On June 27, 2001, Dr. Armendariz was charged by the Iowa Board after being disciplined by the Texas Medical Board for failure to adequately supervise the activities of those acting under his supervision. If Dr. Armendariz chooses to practice medicine under his Iowa medical license in the future his Iowa medical license will be placed on probation for a period of two years subject to certain terms and conditions. Dr. Armendariz has not practiced medicine in Iowa for some time.

Kenneth A. Crawford, M.D., a 45 year-old physician from Browning, Montana, was charged by the Iowa Board with being disciplined by, and/or entering into a voluntary agreement that restricts the practice of medicine with, the medical licensing authority in another state, district, territory or country. On October 10, 2001, Dr. Crawford's clinical privileges were revoked by Indian Health Services following evidence he failed to meet the standard of care for the prescribing of controlled substances. On May 10, 2002, Dr. Crawford entered into a Settlement Agreement with Indian Health Services, Department of Health and Human Services, voluntarily resigning from the medical staff and agreeing that he would not apply for any direct patient care positions with Indian Health Service for a period of five (5) years. A hearing in this matter is scheduled for March 25, 2003.

David Lee Gannon, M.D., a 53 year-old physician from Rock Island, Illinois, entered into a combined Statement of charges and Settlement Agreement with the Board to resolve a pending disciplinary matter. On December 21, 2000, Dr. Gannon was formally reprimanded by the Illinois Medical Board for failing to properly monitor a patient who suffered a heart attack. The Iowa Board issued Dr. Gannon a Citation and Warning for being disciplined by the Illinois Medical Board.

Frank L. Lauro, M.D., a 65 year-old physician from Jackson, Mississippi, voluntarily surrendered his Iowa medical license to resolve a pending disciplinary investigation. The Iowa Board initiated an investigation upon receipt of information indicating Dr. Lauro voluntarily surrendered his Mississippi medical license on December 20, 2001, to resolve a pending disciplinary investigation in Mississippi.

Kyu-il Lee, M.D., a 59 year-old physician from Rock Island, Illinois, voluntarily surrendered his Iowa medical license to resolve a pending disciplinary investigation. Dr. Lee's Iowa medical license was subject to certain terms and conditions of probation due to substance abuse.

Pradeep Sarswat, M.D., a 52 year-old physician from Marshalltown, Iowa, was charged by the Board with inappropriately using controlled substances in violation of the terms of his probation Order, habitual intoxication and the inability to practice medicine in a safe manner due to the excessive use of drugs. A hearing in this matter is scheduled for February 6, 2003.

Kenzo Sato, M.D., a 63 year-old dermatologist from Dubuque, Iowa, entered into a Settlement Agreement with the Board to resolve pending disciplinary charges. Dr. Sato was charged with failing to have an appropriately trained physician review pathology slides and provide a second opinion in his treatment of two patients in 1998. Dr. Sato has

since implemented a system to ensure that all slides are reviewed by an appropriately trained physician when clinically appropriate.

Warren B. Scott, M.D., a 64 year-old physician practicing in Mt. Pleasant, Iowa, entered into a Settlement Agreement with the Board to resolve pending disciplinary charges. On May 29, 2002, Dr. Scott was charged by the Board for failing to appropriately confirm the delivery date and mistakenly initiated labor eight weeks premature in his treatment of an expecting mother and failing to administer the appropriate antibiotics to a five month old child. Under the terms of the Settlement Agreement, Dr. Scott has agreed to permanently discontinue his practice of obstetrics. Dr. Scott must also complete medical education in the area of pediatrics and his pediatric care will be monitored by another physician.

Stephen E. Sparks, M.D., a 48 year-old physician from Bloomfield, Iowa, was charged by the Board with the inability to practice medicine in a safe manner due to drug and alcohol abuse and dependence. A hearing in this matter is scheduled for March 25, 2003.

Terry L. Sprague, D.O., a 51 year-old general practice physician from Audobon, Iowa, had his Iowa medical license reinstated by the Board following hearing. Dr. Sprague's Iowa medical license was placed on indefinite probation subject to certain terms and conditions due to sexual misconduct with a patient. The Board concluded that Dr. Sprague is able to return to the practice of medicine so long as there are conditions and safeguards in place to monitor his practice. At hearing the Board found that Dr. Sprague engaged in an inappropriate sexual relationship with at least two patients. Dr. Sprague is permanently prohibited from treating any patient without having a Board-approved chaperone continually present and is permanently prohibited from providing psychotherapy services. On January 18, 2001, Dr. Sprague was charged with taking advantage of his position as a physician when he engaged in a sexual relationship with a patient. On October 1, 2001, Dr. Sprague entered into a Settlement Agreement with the Board, which indefinitely suspended his Iowa medical license.

The Board meets on a bimonthly basis and results of these meetings can be found on their web site at www.docboard.org/ia/Press.htm

IAMSS Membership Dues

Have you paid your 2003 IAMSS Membership dues? Dues are \$25.00 and can be mailed to Rose Mary Hunt.

