



# KEYNOTES

## “Your Key To the Future”

June 2003

Editor: Rose Mary Hunt, CMSC

### CMSC/CPCS Certification—What’s in it for me?? Rose Mary Hunt, CMSC

One of the questions in the spring survey addressed CMSC/CPCS certification and interest in forming a study group for those preparing to take one of these exams. There were several comments from members questioning how certification helps them in their job, etc.

CMSC (Certified Medical Staff Coordinator) is a comprehensive credential, targeted to professionals in healthcare settings who perform the full range of functions of medical staff services. Areas covered include: Principles of Hospital/Managed Care Organizations; Accreditation Knowledge; Healthcare Law; Medical Terminology; and Administration and Management.

CPCS (Certified Provider Credentialing Specialist) is a specialized credential, targeted to professionals in all healthcare settings whose primary function is credentialing. Areas covered include: Principles of Credentialing/Recredentialing; Accreditation Standards and Surveys; Legal Principles of Credentialing; Healthcare Definitions; and Management of Information.

Like most of us, I pretty much fell into the position of credentialing medical staff. I started out in the Medical Records Department of our hospital and helped the director with the credentialing process which at that time involved verifying license and liability insurance. Then came the Data Bank and other criteria to follow until in 1993 I was moved out of the Medical Records department and into Administration. My main responsibility was credentialing physicians but I really had no formal training and relied on experience (or lack thereof) and information my CEO forwarded to me.

One day I received a verification letter from another hospital and the initials “CMSC” were at the end of the verifier’s name. I got brave and called her to see just what that stood for and she gave me the information I needed to get started. I had a fulltime job, 3 children and all the responsibilities that come with taking care of a family. I hadn’t really studied since I graduated 15 years earlier and I was afraid of getting back into the swing of homework. My facility was very supportive and always encouraged continuing education. I enrolled in the Independent Study Program which took about 18 months to complete. I sat for the CMSC exam in the fall of 1997 and unfortunately missed passing by 4 points!!

Being that close just made me more determined to try again so in the summer of 1998 I took the exam again and this time I passed.

The feeling of accomplishment was overwhelming. I learned a great deal from the Independent Study Program and from studying for the exam. I still use those study guides as resources. I feel much more confident when dealing with credentialing issues.

Probably the most benefit I have received from being certified is the respect I get from the Medical Staff. They look to me for answers when it comes to privileging questions, and often tell me they respect my opinion and input.

Certification establishes industry standards and serves as a measure of knowledge for the medical services professional in the hospital/managed care setting. The CMSC/CPCS credentials help to identify medical staff services professionals who are knowledgeable in the field of healthcare credentialing, law, and regulatory compliance. The credentials also provide prospective employers with a means to identify qualified candidates to fill the many vital roles associated with medical staff and credentialing management. These positions are increasing in importance and visibility within healthcare organizations as public awareness of regulations, legal precedents, and patient safety grows.

I’ve gone from being a file clerk to now being responsible for all the Medical Staff Services functions plus managing 7 employees in the HIS Department.

Though sometimes it feels like no one understands our job or respects us, getting my CMSC certification has helped me respect myself. If you are even slightly thinking about it, I encourage you to give it a chance. You never know where it may take you!

### IAMSS Fall Conference

Plans are underway for the IAMSS Fall 2003 Conference. October 17 has been set at Mary Greeley Medical Center in Ames in their new auditorium. Jodi Schirling will be the speaker for the day. Jodi is the Manager of Corporate Credentialing at Nemours Foundation in Wilmington, Delaware and is a member of the NAMSS faculty. She will be covering the following topics: Reappointment Competency, Core Privileges, Meeting Management, National Practitioner Data Bank and Networking.

This Conference will celebrate the 10<sup>th</sup> anniversary of IAMSS. Attendees will receive a special gift in celebration of this anniversary.

A block of rooms has again been reserved at the Microtel Inn in Ames and the Whine and Wine Session will be held the evening before. The phone number for the Microtel Inn is 877-422-5250. Please mention block number 1016 when making reservations.

Mark your calendars now to join fellow IAMSS members in Ames in October!

## IAMSS Survey—Spring 2003

The following are the results from the survey distributed at the Spring Conference.

Do you use a credentialing software program?

16—yes      19—no

If yes, which program do you use?

3—Cactus  
3—Get Proof Vision 2000  
3—MSO Morrissey  
2—Applied Statistics & Management/MD Staff  
2—Priv Plus  
2—Intellicred  
2—Med Cred  
1—Midas  
1—Paradox database for tracking  
1—Microsoft Access/Word  
1—Filemaker Pro database

What do you like most about the program?

### Applied Statistics & Management/MD Staff

- Automation; versatility; ease in using program writer; demand report.
- Easy to enter data

### Get Proof Vision 2000

- I just started using the program so don't know much about it.
- Allows multi-entity health systems to share data.
- Reports; labels; reappointment listings.

### Med Cred

- User friendly.
- It's easy to check expiration dates of license, etc.

### Midas

- Not used frequently by me—mostly by my staff. I don't think it's user friendly.

### MSO Morrissey

- Multiple data fields—endless. Able to query on any data field; automated generation of references.

### Cactus

- The reports (but we find the queries somewhat difficult) and the flexibility of the system. We were able to put our recredentialing application design with all the required elements in Cactus with the assistance of Cactus staff and can change the format as needed for various providers.

### Intellisoft/Intellicred

- We contract with 10 entities so the software can run individual or all entities. Reports and

profiles are easy to run and all applications are repopulated easily.

What Standards does your organization adhere to?

21—JCAHO  
17—State  
9—Critical Access Hospital  
7—NCQA

Other—

1—CVO follows JCAHO, NCQA  
2—URAC  
1—Tricare

What are the most useful resources (books, websites, etc.) that your office uses for credentialing purposes on a regular basis?

### Books

- 3—AHP Credentialing Guide by Carol Cairns
- 9—The Credentialing Desk Reference
- 2—AHA Guide
- 1—Graduate Medical Education Directory
- 1—Medical Staff Credentialing—A Guide for Developing Policies & Procedures
- 1—The Top Twenty Medical Staff Policies and Procedures

### Websites

- 3—IAMSS list serve/EM
- 1—bdcert.online
- 2—hospital finder
- 1—board certifications
- 3—docbd.org
- 1—UPIN website
- 2—NCQA website
- 3—credentialinfo.com
- 2—NAMSS website
- 1—docfinder website
- 5—NPDB website
- 4—OIG website
- 5—IBME website
- 1—Iowa Board of nursing website

### Other Resources

- 1—JCAHO
- 1—MS Leader
- 1—Certifacts
- 1—Primesource
- 1—CIN-BAD
- 2—Briefings publications
- 3—AMA
- 4—AOA
- 1—Hcpro materials
- 1—Greeley group resources
- 2—ABMS
- 1—health Partners of SW Iowa
- 4—Credentialing Resource Center White Papers

Would you be interested in developing a study group to prepare for the CMSC or CPCS exam?

6—Yes 19—No

If yes, please list your name, phone number and email.

- \* DeArliss Karsjen (515) 382-2671 [karsjen@mgmc.com](mailto:karsjen@mgmc.com)
- \* Tracy Kalenske (319) 235-3604 [kalentl@ihs.org](mailto:kalentl@ihs.org)
- \* Kim Sime (641) 422-7180 [simek@mercyhealth.com](mailto:simek@mercyhealth.com)
- \* Julie Cox (515) 643-0724 [jcox@mercydesmoines.org](mailto:jcox@mercydesmoines.org)
- \* Sharon Hicks [hickssl@ihs.org](mailto:hickssl@ihs.org)

Would you be in favor of IAMSS sending the president to the NAMSS conference?

- 17—Send president
- 8—Send president every other year
- 2—Send president, IAMSS to pay registration fee only
- 2—Send president; IAMSS to pay half the cost

Comments:

- President to NAMSS conference—yes one of two years in office.
- It would be good to get info from NAMSS. Maybe too expensive every year. Also, would be nice to have speakers for IAMSS conference.
- I would support sending the president to national conference. I belong to several professional organizations and it is quite standard to send the president to national convention. If the “sustainability” is a problem due to monetary resources I would support a dues increase to accommodate this.
- I think it would be great to have a representative there at the national conference.
- I’m in favor of sending our president to the NAMSS conference this year and IAMSS pays all expenses and we as a group evaluate the benefits for further attendance.
- I am very much in favor of sending the president to the national conference.
- One question—how would this be funded in the future to replenish the expense?

### Thought for the Day

What if moods were contagious?  
What would people catch from you?

## Job Task Analysis Workshop

Pamela Burlin, CPCS, was invited by the National Association of Medical Staff Services to attend a Job Task Analysis Workshop in Chicago, Illinois. Fifteen NAMSS members from around the country, as well as a public member, a physician and a member of the NAMSS Executive Office staff, came together for the CMSC/CPCS Job task Analysis Workshop. The workshop was facilitated by Ray Talke, President of Minds in Action, a company that assists organizations with training, skill development and data collection and measurement, to help ensure creation and maintenance of the highest quality professional certification examinations and supporting education. There were 66 separate and distinct tasks identified that are part of the expected skill set for a CMSC or CPCS or someone about to take the exam. Burlin said, “I was stunned when we identified this many tasks. It just goes to show how difficult our jobs really are. The four day workshop was intense, exhausting and ultimately rewarding, as we worked very hard to give our all to this common purpose.”

The results of the hard work by this national team will be compiled into a report by Minds in Action and distributed to the national membership.

“The ultimate goal is to bring knowledge and skill level uniformity to credentialing professional across the country,” Burlin said. “The process of credentialing physicians and other healthcare providers is critical to health centers and patients. It is important that the people who provide this vital service be recognized as true professionals.”

## News from NAMSS

**Annual Conference**—The NAMSS Conference Program is on the NAMSS website under “Education”. The 27th Annual Conference is scheduled for September 29 through October 3 in San Antonio, TX. This year’s opening session and Keynote speaker will be James Stewart, author of “Blind Eye”. Mr. Stewart will be available for a book signing following his presentation. CMSC and CPCS prep course will be offered on the 29<sup>th</sup> and 30<sup>th</sup> of September and the opening reception will be the evening of the 30<sup>th</sup>. The NAMSS Education Council has approved the preconference work shops and conference program for up to 33.5 continuing education hours. If you are not currently a member of NAMSS you can still join to receive membership discounts.

## What’s Your Board Been Doing for You?

The Board met on June 6 in Johnston, Iowa and reviewed the following:

**Spring Conference**—Evaluations from the Spring conference were reviewed. Attendees again had overall positive comments about the conference. The Board discussed the break out sessions which were new to the

spring conference. The suggestion was made next time we have a networking discussion we have a panel rather than trying to break into small groups. This way everyone attending can have a chance to get in on the discussion.

**Regional Seminar**—Cheryl Swearingen reported at the time of the last conference call it was doubtful this seminar would be held in our area. This is mainly due to the fact there are too many members in our region who cannot afford the cost of a regional meeting. Most facilities are limiting their education budgets and members must choose the most economical.

**Market Survey**—It was brought to the Board's attention that most hospitals use the IHA Salary Survey to determine salaries for employees. There currently is not a category for Medical Staff Services professionals. The IAMSS Board will be pursuing recognition of the medical staff services professional as a category for inclusion in the IHA Salary Survey.

**Nomination Committee**—Phyllis Meyer noted she is still open for suggestions for names to put on the ballot this fall. If any members are interested in serving on the IAMSS Board please contact Phyllis by July 1. The following positions are open: President-elect, Secretary, Treasurer and 3 At large positions.

**IAMSS President to National Conference**—The Board reviewed survey results from the spring conference and discussed paying for the IAMSS president to attend the NAMSS conference. It was unanimously voted to pay the president's expenses for the national conference on an annual basis. The expenses will be reimbursed according to the IAMSS Reimbursable Expense policy. The president will not be attending the annual NAMSS Leadership Retreat as it was felt the National Conference was much more beneficial.

**Mileage for Board Members**—Discussion was held concerning IAMSS reimbursing the Board for their mileage to Board meetings. The Board approved paying mileage effective immediately and the Board members will be expected to utilize the Reimbursable Expense Form in the IAMSS Policy Manual.

**Scholarship Applications**—The Board reviewed scholarship applications and voted to award the 2003 scholarship to Teresa Klemesrud of Des Moines.

## Board Members

President: Joyce Reed  
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1200 North 7<sup>th</sup> Street  
Chariton, IA 50049

## Great Lakes Region Representative Report Gail Barko, CMSC

**Strategic Planning:** The NAMSS Board Strategic Planning Session will be held Friday, June 6 and the NAMSS Board meeting is on Saturday, June 7 in Kansas City.

**Seminar Series in Great Lakes Region**—The 2003 Seminar Series ran smoothly with rave reviews for a number of the speakers. The Seminar Team has had conference calls to discuss the 2004 Seminar Series scheduled for Minneapolis in March 2004.

**Update on Job Task Analysis**—The report has identified 66 job tasks and out of these, 838 enabling objectives. These objectives would then be used by the Education Council for educational resources and the item writers for the certification exams. NAMSS can then ensure that they are targeting these objectives and/or skills that test applicants are expected to possess.

### **Task Force Proposal for Uniform Credentialing Tool**—

The Executive Committee has agreed that the Task Force will be made of NAMSS members only. The original proposal was to include people from accrediting bodies and those working on standardize applications, the Executive Committee has decided to use these people as resources to gather information with the goal of having this Task Force make a recommendation via a "White Paper". This "white paper" would contain the common elements that are deemed vital to the credentialing process including the data elements that the Executive Committee feels would be critical. The Executive Committee feels this process can be completed in a number of months (rather than the 1-2 years that was suggested in the initial proposal).

**New Joint Commission Standards**—A request has been made that an article be submitted to SYNERGY regarding the new Joint Commission Standards. The Joint Commission's "Survey and Standards" meeting was held on May 6, 2003 at which time these standards were supposed to be approved. NAMSS will not know the outcome until the Joint Commission Board makes their final decision and released this information to the public mid June, 2003.

**Federation of State Medical Boards**—Georganna Biggins and Diane Oests attended the FSMB meeting in Chicago. The meeting had international participation, including Canada, Australia, England, New Zealand, South Africa as well as the 77 state medical boards. The theme of the program was "Professionalism". The program dealt with professionalism and how medical boards can anticipate the professionalism of the applicant for licensure as they are coming out of their training programs.

**National Quality Forum**—NAMSS has been accepted as a member of the National Quality Forum. Becky Nichols attended the first meeting in mid-May. Susan Pickren will be the primary spokesperson/strategic liaison.

**Joint Commission**—Has asked that NAMSS participate in their expert panel on credentialing and privileging. Georganna Biggins will be the NAMSS participant. The first meeting for this panel is scheduled for June 11, 2003 in Chicago. The focus of this meeting is on Allied Health credentialing and the processes involved.

### **Great Lakes Region State Educational Conferences**

**Indiana**—July 25, 2003 at Community Hospital South in Indianapolis, IN.

**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**—25<sup>th</sup> MAMSS Annual Conference will be held April 22 and 23, 2004 in Novi, MI.

**Ohio**—November 14, 2003 Annual Conference at the Embassy Suites in Dublin, OH. JCAHO and NCQA updates are on the agenda.

**South Dakota**—Annual conference will be held in April of 2004.

**Wisconsin**—October 23 & 24, 2003 at The Waters of Minocqua in Minocqua, WI. Contact Debbie Woods at [Debbie.woods@thedacare.org](mailto:Debbie.woods@thedacare.org) for registration information.

### **News from the Board of Medical Examiners**

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

**Theodore J. Anfinson, M.D.**, a 48 year-old physician from Iowa City, Iowa, was charged by the Iowa Board with engaging in unethical conduct or practice harmful or detrimental to the public when he violated appropriate professional physician/patient boundaries. Dr. Anfinson, a practicing psychiatrist, engaged in an inappropriate personal and/or sexual relationship with a patient. A hearing in this matter is scheduled for June 18, 2003.

**Donald R. Gebers, D.O.**, a 46 year-old physician from Cherokee, Iowa, entered into a Settlement Agreement with the Board to resolve pending disciplinary charges. Dr. Gebers was charged with the inability to practice medicine in a safe manner due to substance abuse and engaging in inappropriate prescribing practices and his Iowa medical license was immediately suspended. Under the terms of the Settlement Agreement, Dr. Gebers' Iowa medical license is suspended indefinitely.

**Paul D. Goodrich, M.D.**, a 52 year-old physician from Omaha, Nebraska, entered in to a combined Statement of Charges and Settlement Agreement with the Board. Dr. Goodrich was charged with violating a Board order when he failed to complete a comprehensive Board-ordered substance abuse evaluation. Dr. Goodrich voluntarily surrendered his Iowa medical license.

**David P. Houlihan, M.D.**, a 39 year-old physician currently from Onalaska, Wisconsin, entered into a Settlement Agreement with the Board to resolve pending disciplinary charges. Dr. Houlihan was charged with engaging in unethical conduct or practice harmful or detrimental to the public when he violated appropriate professional physician/patient boundaries. Dr. Houlihan completed a comprehensive professional boundary evaluation. Under the terms of the Settlement Agreement, Dr. Houlihan agreed to successfully complete an education program on physician-patient boundaries in the practice of psychiatry within 90 days.

**Cassim Igram, D.O.**, a 47 year-old physician from Batavia, Illinois, entered into a Settlement Agreement with the Board to resolve pending disciplinary charges. Dr. Igram was charged with being disciplined by the Illinois Medical Board. The Illinois Board accused Dr. Igram of engaging in unprofessional, unethical and dishonorable conduct in his care and treatment of several individuals who sought nutritional consultation. Dr. Igram was fined \$4,000 and his Illinois medical license was placed on permanent and

irrevocable inactive status. Under the terms of the Iowa Settlement Agreement, Dr. Igram must provide the Board 90 day's written notice and fully comply with any and all requirements established by the Iowa Board prior to beginning the practice of medicine under his Iowa medical license.

**Jeffrey J. Joyce, M.D.**, a 31 year-old resident physician from Iowa City, Iowa, entered into a combined Statement of Charges and Settlement Agreement with the Board. Dr. Joyce was charged with engaging in unethical or unprofessional conduct based on evidence he inappropriately pursued romantic relationships with several females, engaged in the inappropriate use of alcohol and inappropriately provided medical treatment to a woman with whom he shared a romantic relationship. Dr. Joyce completed a comprehensive evaluation. Under the terms of the Settlement Agreement, Dr. Joyce's Iowa medical license is placed on probation for five years under certain terms and conditions.

**Richard J. Leth, M.D.**, a 44 year-old physician from Des Moines, Iowa, was charged by the Board with habitual intoxication and the inability to practice medicine and surgery with reasonable skill and safety due to the excessive use of alcohol, and a mental condition. A hearing in this matter is scheduled for May 28, 2003.

**Charles T. McGlynn, M.D.**, a 47 year-old physician from Dubuque, Iowa, voluntarily surrendered his Iowa medical license to resolve a pending disciplinary investigation. The Board received information indicating Dr. McGlynn may suffer from a mental or physical condition which impairs his ability to practice medicine in a safe manner. Dr. McGlynn has not practiced medicine in Iowa for some time.

**Joseph L. Monahan, III, D.O.**, a 46 year-old physician from Vinton, Iowa, was charged by the Board with habitual intoxication and the inability to practice medicine in a safe manner due to the excessive use of drugs or alcohol. In 1989, Dr. Monahan's Iowa medical license was placed on probation for five years based on allegations he excessively used drugs and/or alcohol which impaired his ability to practice medicine in a safe and skillful manner. The Board recently received evidence Dr. Monahan again engaged in the inappropriate use of drugs or alcohol and suffers from drug or alcohol dependence. A hearing in this matter is scheduled for May 13, 2003.

**Mukeshchandra Patel, M.D.**, a 43 year-old physician from Brookfield, Illinois, entered into a combined Statement of Charges and settlement Agreement with the board. Dr. Patel was charged with being disciplined by the Illinois Medical Board. The Illinois Board accused Dr. Patel of engaging in improper personal relationships with two patients and performing unnecessary breast exams on a third patient while serving in the United States Navy. The Navy revoked Dr. Patel's medical privileges and his Illinois medical license was placed on indefinite probation under certain terms and conditions. Under the terms of the Iowa Settlement Agreement, Dr. Patel must complete a comprehensive sexual misconduct evaluation and pay a \$5,000 fine prior to beginning the practice of medicine under his Iowa license. Upon beginning the practice of medicine under his Iowa

medical license, his licensed will be placed on probation for five years under certain terms and conditions.

**Dennis Ridgway, D.O.**, a 48 year-old general practice physician from Des Moines, Iowa, had his Iowa medical license immediately suspended by the Board. On April 15, 2003, the Board filed an Emergency Adjudicative Order and Statement of Charges immediately suspending Dr. Ridgway's Iowa medical license due to concerns of alcohol abuse. Dr. Ridgway was charged with habitual intoxication and the inability to practice medicine with reasonable skill and safety due to the excessive use of alcohol. A hearing in this matter is set for May 15, 2003.

**Pradeep Sarswat, M.D.**, a 53 year-old physician from Marshalltown, Iowa. On March 6, 2003, the Board issued a disciplinary decision suspending Dr. Sarswat's Iowa medical license for 180 days, effective September 14, 2002, due to drug abuse. At the conclusion of the license suspension, Dr. Sarswat's license is placed on indefinite probation subject to certain terms and conditions. Additionally, Dr. Sarswat may only practice in a group setting in the future and was ordered to pay a \$5,000 fine. Dr. Sarswat was charged by the Board for inappropriate drug use in violation of a probation order. The Board has charged Dr. Sarswat for inappropriate drug use on three prior occasions.

**Stephen E. Sparks, M.D.**, a 48 year-old physician from Bloomfield, Iowa, entered into a Settlement Agreement with the Board to resolve pending disciplinary charges. On February 6, 2003, Dr. Sparks was charged with habitual intoxication and the inability to practice medicine and surgery with reasonable skill and safety due to the excessive use of alcohol. Under the terms of the Settlement Agreement, Dr. Sparks' Iowa medical license was placed on probation for a period of five (5) years subject to certain terms and conditions.

**Mark A. Sundell, D.O.**, a 51 year-old radiologist from Rawlins, Wyoming, was charged with being disciplined by the Wyoming Medical Board. The Wyoming Board charged Dr. Sundell with professional incompetence, ordered that he complete a comprehensive competency evaluation and placed his license on probation for five years. A hearing in this matter is scheduled for June 18, 2003.

**Do you use this information?** Would you like to continue to receive the sanction information from the Board of Medical Examiners? Please let Rose Mary Hunt know if you use this information, otherwise we may discontinue publishing this.

Keynotes is also available on the IAMSS website ([www.iowaamss.org](http://www.iowaamss.org)).

If you have information for the newsletter, contact Rose Mary Hunt at (563) 927-7399 or [rhunt@regmedctr.org](mailto:rhunt@regmedctr.org).

