

KEYNOTES



“Your Key To The Future”

Volume 2004, Issue 2—Summer Editor: Pamela Burlin, CPCS

President’s Report

Kathy Szary

I hope many of you had a chance to attend our spring conference. Lynn Buchanan was our featured speaker for the day and again shared her wealth of knowledge with us. She has become a great friend of IAMSS.

Since our last mailing we have experienced times of new beginnings and change—the grass turned green, flowers have poked through the ground, and the temperature has warmed up—spring arrived. We recently welcomed the official beginning of summer—another time of change. We can expect more change.

Change. What is change? Dictionary.com defines change as “to cause to be different; to give a completely different form or appearance to; the act, process, or result of altering or modifying.” Change is good. Change isn’t easy at times. However, it gives us all an opportunity to look at how we manage processes. Have you experienced new beginnings and change lately? Have

you looked at how you process a credentialing application to see if there are ways to make the process simpler?

- Do you use the American Medical Association physician profile? Effective April 1, 2004 the AMA physician profile was designated by the ABMS as an official display agent of the ABMS board certification data. As a result, the ABMS board certification information on the AMA physician profile is considered a designated equivalent source with regard to credentialing standards set forth by accrediting bodies such as the JCAHO and NCQA.
- Did you know that the AMA also has a physician assistant profile available for purchase that meets the JCAHO equivalency standards for PA education and NCCPA certification. The

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Fall Education Conference
October 8, 2004 in Ames!

- price is only \$16 per profile.
- Are you accessing as many online verifications as possible? Many physician board certifications and licenses can be verified through the web.
- Are you asking for a picture ID from applicants (driver's license or passport picture)?
- Have you reviewed the latest version of the Medicare Conditions of Participation Regulations and Interpretive Guidelines for Hospitals to make sure that you are meeting these standards?
- Are you using the Iowa State-wide Universal Practitioner Application and Recredentialing Application? Did you know that Accountable Health Plan, Healthcare Preferred, John Deere, Midlands Choice, United Healthcare, and Wellmark, to name a few, are accepting this application from practitioners? Are you? If so, you are making a difference and helping to reduce the amount of paperwork that has to be completed.

My life is changing...my "baby" graduated from high school this spring and soon will be heading off to college. Yup, I'm going to be one of those

"empty nesters". Is it going to be hard? Yes and no. My son is ready to fly the coop and experience life on his own. And me, I'm ready to kick up my feet, let the phone ring, and maybe it will actually be for my husband or me for a change.

Pencil in October 8—the date of our next state conference. Rose Mary has planned a great day for us. I hope to see all of you there.

Thank you for giving me the opportunity to lead our organization. I have met so many wonderful people through my association with IAMSS. You are a great bunch of people who should take pride in the vital service that you provide in confirming practitioner qualifications and protecting our patients.

So...savor that first bite of a garden grown tomato, soak in the beauty of the earth during this wonderful time of year, and enjoy the summer because we all know that change will happen again sooner than we want it to.

Take care,

Kathy

You must be the change you wish to see in the world."

Mahatma Gandhi

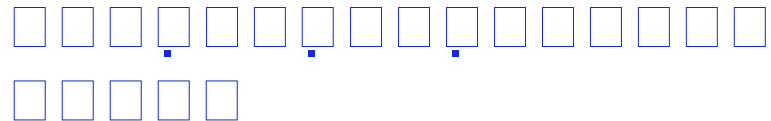
Iowa Credentialing Coalition Update

The ICC recently conducted a survey among representatives from IAMSS, physician clinics, managed care, CVOs and the Iowa Medical Society regarding additional steps that the ICC could take to foster uniformity, cost and time savings and ease of administration in credentialing. In addition, presentations were given to the ICC on May 26 by representatives from the Coalition for Affordable Quality Healthcare and Credentialsmart regarding their databases and information capabilities. The ICC will be meeting again soon to consider information from these presentations and the potential impact for future considerations of the ICC.

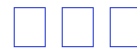
Website Update

Do you need to look up a physician or physician group UPIN number? Go to this website: www.upinregistry.com

If you haven't visited MSSPNexus.com recently or at all, you might want to take a few minutes to stop by. The site is updated frequently with new information and features designed to help you keep up with the rapidly changing, increasingly complex role of the Medical Staff Services Professional.



Please submit items of interest for Keynotes to Pam Burlin at pburlin@lchcia.com or Lucas County Health Center



The most up-to-date information from the Iowa Board of Medical Examiners, e.g., Press Releases, Licensure verification, etc. can be found at www.docboard.org/ia/ia?home.htm



Don't forget to mark your calendars and attend the 2004 Fall Educational Conference at the Mary Greeley Medical Center in Ames, Iowa on October 8, 2004. The Wine & Whine Reception on October 7th, 7 p.m. at the Microtel Inns & Suites is a fun and informal way to meet and greet your fellow IAMSS peers. For more information, contact one of the IAMSS Board members.



The 11th Annual NAMSS Institute Seminar was held May 6-7, 2004 at the Sheraton Bloomington Hotel, Minneapolis, MN, with approximately 220 attendees, most of whom were from the Great Lakes Region. Margie Ebel attended the seminar and reported the following: The seminar offered a number of half-day and full-day sessions including the following: “CPMSM Professional Development” presented by Sue King CPMSM, CPCS, Cris Mobley CPMSM, CPCS and Libby Snelson, Esq. “CPCS Professional Development” presented by Chris Otto, CPMSM, CPCS and Libby Snelson. “Credentialing 101” presented by Chris Giles, CPMSM, MS. “Credentialing Allied Health Professionals” presented by Sue King in the absence of Jodi Shirling. “What MSP’s need to Know About JCAHO Standards and Surveys” presented by Sheryl Deutsch, RN, CPCS and Lynn Buchanan, CPMSM, CPCS. This was a general review of the Joint Commission Standards, the changes in the 2004 standards, and proposed changes in 2005 standards, particularly the Medical Staff standards. The speakers also reviewed the National Patient Safety Goals and the Tracer Methodology, the new survey process method. Facilities will need to be in a state of continuous stan-

dards compliance with a continuous focus on safety and quality of care as JCAHO moves to their unannounced surveys. “What’s at the Core of Your Privileging Process? Criteria-based Privileges” presented by Lynn Buchanan and Sheryl Deutsch. In this session Ms. Buchanan and Ms. Deutsch discussed the various methods of privilege delineation for licensed independent practitioners and identified methods for obtaining and selecting privilege criteria. The speakers described the process of implementing changes and reviewed the impact of criteria-based privileges on the credentialing process. “Medical Staff Bylaws” presented by Libby Snelson. She provided a thorough review of the purpose, structure and contents of Medical Staff Bylaws and the influence of Medicare Conditions of Participation, State Licensure Laws and JCAHO Accreditation Standards. The seminar concluded Friday afternoon with “What’s New-What’s Hot? Ask the Experts”, during which attendees could ask questions of the panel consisting of Lynn Buchanan, Sheryl Deutsch, Chris Otto and Libby Snelson. There were many questions, and discussion lasted far beyond the scheduled conclusion time. The fact that participants and panel members were willing to stay late on a Friday afternoon was testimony to a successful seminar.

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Board News

The IAMSS Board met on
June 11, 2004:

Medical Staff Services Job Description

IHA has informed Kathy that they have a medical staff services job description. The job description will be included in the IHA salary survey.

Scholarship

There were no scholarship applications received in Spring, 2004. The Board approved discontinuing the scholarship and using that money to fund high quality state conferences where the general membership would benefit.

Fall Conference

JoEllen Whitney and Susan freed of the Davis, Brown, Koehn Law Firm of Des Moines will speak on the disruptive physician and ED call. A representative from DEA will also do a presentation. Larry Frazier from the state Department of Inspection and Appeals will also be present to answer questions.

Door Prizes

Door prizes for the Fall Conference will be two registrations for the spring meeting.

Website/Logo Redesign

The Board is accepting bids from outside groups to take over updating and maintaining our website. A decision will be made at the next Board Meeting on which bid to accept.

IAMSS Shirts

Shirt samples and prices, available and printed in Manchester were provided. Due to the redesigning of the logo, this was tabled.

Future Conferences

The 2005 spring conference was scheduled for April 1, 2005. Carol Cairns is a possible speaker as well as networking topics. The 2005 fall conference was scheduled for October 7, 2005.

News From NAMSS

Election Results

NAMSS is pleased to announce the newly elected 2005 slate of NAMSS officers:

Nilda Conrad, MBA, CPMSM, CPCS -- President-elect
Sue Westendorf, CPMSM, CPCS, CMSR -- Southeastern Region Rep
Kate Conklin, CPMSM, CPCS -
- Great Lakes Region Rep
Jack Jefferies, CPHQ,CPCS --
Western Region Rep

JCAHO: Proposed Revisions to Primary Source Verification Standard Field Review

The JCAHO is requesting your participation in a field review of proposed revisions to standard HR.1.20 which would establish consistent requirements for primary source verification of licensure, training and education for all practitioners who are required to have a license to practice. These revisions are being proposed for inclusion in the Ambulatory Care, Behavioral Health Care, Home Care, Hospital, Critical Access Hospital, Long Term Care and

Assisted Living accreditation manuals.

In proposing these revisions, JCAHO notes the growing numbers of practitioners now licensed in order to practice. Because of the ease of producing fraudulent credentials, the procedure of merely viewing the license or receiving a copy of the individual's license simply do not provide adequate protection against the use of fraudulent credentials.

Primary source verification of licensure, training and education is required for licensed independent practitioners in most accreditation programs. The proposed revisions to standard HR.1.20 would require all accredited organizations to verify licensure, certification or registration from primary sources for all licensed independent practitioners, advance practice nurses, physician assistants and other staff. You are invited to review and comment on the proposed revisions. **Your responses must be received no later than Friday, August 20, 2004 to lberry@jcaho.com**