

“Your Key To The Future”

Volume 2009—Issue 1

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President’s Report—Cheryl Swearingen



Another year has come and gone. I hope you have all set goals for 2009.

IAMSS continues to grow and the Board makes an attempt to keep us moving forward. Natalie has been working very

hard with our website making it as user friendly as possible, yet having all the functionality we as members can utilize. Natalie will explain the updates that have been made later in this issue.

Amanda and Crystal are busy recording membership dues for 2009. If you haven’t done so, please send yours in. Crystal is doing a super job keeping our financial records and even though we didn’t gain much in interest income last year, we are still very strong.

Jackie continues to put together exceptional programs for our educational conferences. Finding good speakers at a reasonable cost, and all the details that go along with it takes a great amount of time and effort. Until you have assumed this role, you don’t realize how much fun it is! We do appreciate all of your suggestions and ideas for topics however.

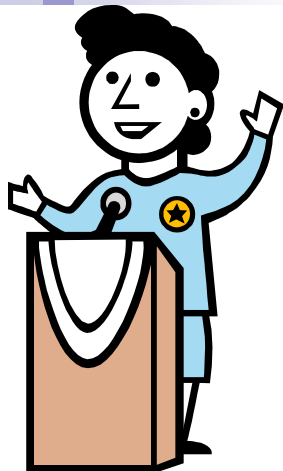
Brenda is putting together our newsletter twice a year so if you have articles or information you would like to share with the membership, please send them Brenda’s way. Brenda has recently written and submitted an article to NAMSS which will be published in an upcoming issue of Synergy. Congratulations Brenda! What an honor. IAMSS is very fortunate to have such talented members!

A lesson I am learning the hard way is to always do what you know is right, even if it may mean losing your job. The last six months at our medical center have been filled with major challenges; those you hope you will never have to experience.

We hear it from each other, and we are always encouraged and reminded of how important our jobs are at our meetings and at other conferences. However, sometimes it takes going through a true “test” before we really realize that every step we take in the credentialing process is for a reason, and does make a difference. It is so easy to get bogged down with all of our other responsibilities and let things slide through, especially if you are getting pressure from higher authority. We are experts in our field; let’s help one another live up to those high standards.

I’ll get off my soap box. Best wishes for another great year!

Cheryl Swearingen
IAMSS President



SPRING CONFERENCE—April 3, 2009

The IAMSS Spring Conference will be held **Friday, April 3 at Mary Greeley Medical Center in Ames, Iowa.**

Many of you have had the opportunity to hear Lynn Buchanan speak during some of our past IAMSS conferences.

We are please to have her back this spring to talk about some hot topics:

- ◆ Expanding Role of Medical Staff Professionals in Today's Credentialing (legal issues, skills sets, embracing transition, obtaining resources)
- ◆ FPPE / OPPE Overview (what is it, do we have it, how does it work, why do we need it if not Joint Commission accredited)
- ◆ Solutions to Credentialing Dilemmas (avoiding negligent credentialing, red flags, administrative pressure, low/no volume providers, temporary privileges)

Lynn Buchanan is a frequently requested speaker at state and national conferences across the country, with programs ranging from basic credentialing to management skills, as well as medical staff leadership training.

She is President of Buchanan & Associates Consulting, a national consulting firm founded in 1998 and located near Dallas, Texas. Utilizing her 20+ years of experience, Lynn provides clients with assistance in all areas of credentialing, privileging, medical staff support services and medical staff governance. Clients from coast to coast include rural and urban hospitals, large healthcare systems, MCOs and CVOs.

An avid supporter of the medical services profession, Lynn is a Past President of both the National Association Medical Staff Services (NAMSS) and the Texas Society Medical Staff Services (TSMSS). She has been a team surveyor for NCQA's CVO certification program, is a charter member of the National Credentialing Forum, has served on several editorial boards, and is a regular contributor to various healthcare publications. Lynn is also co-founder and Managing Partner of **Edge-U-Cate**, a national company providing educational products for healthcare professionals. She is also co-developer and faculty for Edge-U-Cate's Credentialing School.

Lynn is a wonderfully entertaining speaker who is sure to captivate you during this informative day.

HOTEL ACCOMMODATIONS

For anyone wanting to stay in Ames the night before the conference, a block of rooms has been reserved **specifically for IAMSS members.** The cut-off date for the block of rooms is March 15, 2009.

EVERYONE is welcome to stay!

Contact GrandStay Residential Suites,
1606 S. Kellogg Avenue
Ames, IA 50010
515-232-8363

WHINE & WINE

You've got to try it . . . WINE & WHINE. On Thursday evening before our Friday meeting, we will be gathering in the conference center at the GrandStay Hotel. What a great time to socialize, network, and gain valuable insight on a variety of topics (including Jackie's latest cat shenanigans).

Thursday, April 2 will be our next gathering immediately following dinner at a near-by location.

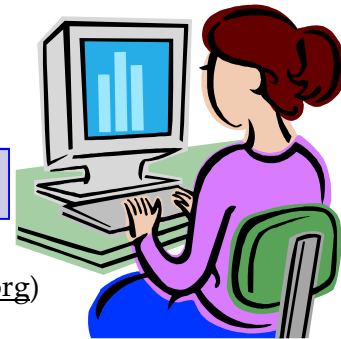
IAMSS New Members

A warm welcome to all of our new members. We hope you find your IAMSS membership as valuable as we have throughout the years. Feel free to send an e-blast to Natalie anytime and she will forward it on to the group. We are here to support you.

Following are the new members listed at the time of publication:

- ◆ Dawn Bisenius, DMU Clinics
- ◆ Lisa Coulter, Acute Care, Inc.
- ◆ Kim Gay, Mercy Medical Center
- ◆ Lisa Halverson, Winneshiek Medial Center
- ◆ Barbara Hemernik, Montgomery County Memorial Hospital
- ◆ Gail Keefe, Winneshiek Medical Center
- ◆ Jan Lyons, Ringgold County Hospital
- ◆ Leah Morlan, Mercy Iowa City
- ◆ Amy Nicholson, Community Health Care, Inc.
- ◆ Lindsay Oltrogge, Acute Care, Inc.
- ◆ Joan Peter, Winneshiek Medial Center
- ◆ Emily Piper, Acute Care, Inc.
- ◆ Jennifer Richards, Acute Care, Inc.
- ◆ Jodi Ridder, Buchanan County Health Center
- ◆ Gina Ryan, Acute Care, Inc.
- ◆ Dawn Stephenson, Virginia Gay Hospital
- ◆ Genevieve Velde, Waverly Health Center
- ◆ Ann Vortmann, Jennie Edmundson Hospital
- ◆ Tiffany Wellington, Great River Medical Center

Board member information can be found at our web site iowaamss.org under "Leadership". Feel free to e-mail or call any of us if you have questions about the organization.



Web Site Changes

IAMSS Website Enhancements

IAMSS members will notice significant enhancements to the IAMSS website in the near future.

Secure Member Login

Given increased scrutiny of data security, *especially on the internet*, IAMSS has implemented website format changes that will provide enhanced protection of membership data. In the next couple of months, the IAMSS website will transition to a *secure member login*.

What this means for you, the member:

Until now, members have been able to pull up the IAMSS website (www.iowaamss.org) and readily access membership contact information (their *own* information as well as any other 100+ IAMSS members' contact info). Having easy access to these emails and phone/fax numbers is a convenient mechanism for both you the member, *and for spammers*. In order to ensure membership contact information is used solely for the purposes intended by IAMSS, (and is not used to spam your email account or fax machine) members will soon have a unique login and password that must be entered in order to view the membership information.

eBlast Archival

Have you ever said to yourself "I *know* there was an eBlast query sent out asking the same question I have! I wonder what the responses were??" Another new website feature will be the ability to "archive" frequently asked eBlast questions and their responses. eBlast questions will continue to be submitted as they

are now (to Natalie Brincks at natalie.brincks@mercyic.org) so the questions can then be "blasted" out to the entire group.

However, when there is a question that has wide-spread application, Natalie will have the ability to "publish" the question and responses on the website. Natalie will request a document with the compiled responses from the person who submitted the question.

Consolidated Membership Directory

This is a small change, but a helpful one. The Membership Directory drop-down feature has been enhanced so that facilities now have only one "comprehensive" listing (as opposed to multiple listings depending on the number of staff in their office). This means a member can select a facility and now see a listing of *all* of the medical staff professionals in that office (ie: if you select the University of Iowa, you will now be able to view all *four* clinical staff persons in the Clinical Staff Office).

PayPal Payment Option

We are currently exploring the option of linking to PayPal through the IAMSS website. PayPal would be a cost-effective way for IAMSS to offer online payment of conference registration and membership dues.

Stay tuned! Watch for an email communication announcing the move to the secure member login.

Natalie Brincks, CPMSM, CPCS
IAMSS Website Chair
Natalie.brincks@mercyic.org

Newly Certified . . .

Congratulations to the following individuals who passed their CPMSM Certification exam in November 2008:

Natalie Brincks, CPMSM, CPCS—Mercy Iowa City

Lynn Longer, CPMSM—Genesis Health System, Davenport

Becky Peitz, CPMSM, CPCS—Great River Medical Center, West Burlington

For more information on the Certified Professional in Medical Services Management (CPMSM) certification or the Certified Provider Credentialing Specialist (CPCS) certification, go to www.NAMSS.org