



IOWA ASSOCIATION
MEDICAL STAFF
SERVICES

Policy and Procedure Manual

Objective

The Iowa Association Medical Staff Services, an affiliate of the National Association Medical Staff Services, was founded in 1993 by a group of enthusiastic medical staff service professionals throughout the state. Objectives in forming the organization were to provide the opportunity for continuing education, promote the growth of professional knowledge and skills, uniting persons engaged in medical staff activities throughout the state, and to support the mission of the National Association. The mission of the National Association of Medical Staff Services (NAMSS) is to influence and promote quality standards for the administrative management of healthcare professionals.

Code of Ethics

The Code sets forth the principles and standards that guide our decisions and actions, and 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.

Violation of this code of ethics may lead to termination of membership as determined by the Board of Directors of the Iowa Association Medical Staff Services.

Position: President

I. Position Description

The President shall be the Chief Executive Officer of the Iowa Association Medical Staff Services. The President shall provide effective leadership to IAMSS in keeping with the Bylaws of NAMSS and IAMSS.

II. Position Responsibilities

The President shall:

1. Preside at all meetings.
2. Serve as Chair of the Board of Directors of IAMSS.
3. Supervise the activities of IAMSS.
4. Assist in defining a clear mission, goals, and objectives for the successful operation of IAMSS.
5. Provide effective governance and leadership.
6. Oversee and support committee activities to include, but not be limited to: membership, nominating, program, and bylaws.
7. Provide communication between the NAMSS Representative and the Board as well as facilitate effective communication between IAMSS members and the Board.
8. Communicate as needed via email or telephone with the NAMSS regional representative and communicate these discussions with the Board.
9. Schedule semi-annual board meetings, designate the time, and place, and prepare an agenda for the meeting.
10. Review the minutes of the board meetings and educational conferences prior to disbursement.
11. Send a welcome letter to new members upon notification from the Membership Chair.
12. Perform such other duties as authorized by the Board of IAMSS.

III. Qualifications

1. Shall be an active member in good standing of IAMSS.
2. Possess reasonable leadership skills.
3. Possess knowledge and understanding of state and national association bylaws.
4. Possess knowledge and understanding of meeting protocols.

Position: President-Elect

I. Position Description

The President-Elect shall act for the President in his/her absence and at the direction of the President. The President-Elect shall serve as Chair of the Program Committee.

II. Position Responsibilities

The President-Elect shall:

1. Preside at meetings in the President's absence.
2. Serve as Chair of the Program Committee for IAMSS.
3. Assist the President in any way possible to facilitate the effective operation of IAMSS.
4. Assist in facilitating effective communication between IAMSS members and the Board.
5. Assist in defining a clear mission, goals and objectives for the successful operation of IAMSS.
6. Perform such other duties as authorized by the President of IAMSS.

III. Qualifications

1. Shall be an active member in good standing of IAMSS.
2. Possess reasonable leadership skills.
3. Possess knowledge and understanding of state and national association bylaws.
4. Possess knowledge and understanding of meeting protocols.

Position: Immediate Past President

I. Position Description

The Immediate Past President shall act as consultant to the President and Board of Directors of the Iowa Association Medical Staff Services.

II. Position Responsibilities

The Immediate Past President shall:

1. Serve as Chair of the Nominating Committee, with the following responsibilities:
 - a. Assure agenda items for the Association's spring meeting of election year will include the nomination from the floor of two IAMSS members to serve as members of the Nominating Committee.
 - b. Solicit from Board members, at the Spring Board meeting of election year, the appointment of one member of the Association to serve on the Nominating Committee.
 - c. Meet with the Nominating Committee to compile a slate of officers, with at least two candidates for each office if possible.
 - d. Contact potential candidates, assuring their willingness to serve.
 - e. Develop ballot.
 - f. Assure that the ballot, listing the proposed slate of officers, is emailed to the active membership in the Fall of the election year. Include reminder that all ballots must be returned to the President of the Association within 15 working days of the date of email.
 - g. Announce results of the election at the fall meeting of the Association.
2. Act as a member of the Program Committee by:
 - a. Assisting the Program Chair as necessary.
3. Continuously promote teamwork and provide motivation and encouragement to the Association and Board.

III. Qualifications

1. Shall be an active member in good standing of IAMSS.
2. Possess reasonable leadership skills.
3. Possess knowledge and understanding of state and national association bylaws.
4. Possess knowledge and understanding of meeting protocols.

POSITION: Secretary

I. Position Description

The Secretary shall keep accurate minutes of all meetings of IAMSS and shall be custodian of all Association records.

II. Position Responsibilities

The Secretary shall:

1. Be custodian of all Association records.
2. Take minutes, transcribe and provide written copies of all meetings of IAMSS and State Association Board of Directors.
3. Maintain a file of all association agendas, minutes and other corresponding documents.
4. Bring sufficient copies of the minutes of the prior conference meetings to put in the conference attendee's informational packet.
5. Send copies of board meeting minutes to the board prior to the next scheduled board meeting.
6. Serve as Chair of the Bylaws Committee.
7. Perform such other duties as may be necessary to assist in the smooth operation of IAMSS.

III. Qualifications

1. Shall be an active member in good standing of IAMSS.
2. Possess reasonable leadership skills.
3. Possess knowledge and understanding of state and national association bylaws.
4. Possess knowledge and understanding of meeting protocols.

Position: Treasurer

I. Position Description

The Treasurer shall be the custodian of any funds collected or received by the Iowa Association Medical Staff Services.

II. Position Responsibilities

The Treasurer shall:

1. Pay bills from check requests.
2. Reconcile IAMSS bank statements and checkbook.
3. Maintain proper allocation of funds in checking and savings accounts per Board's direction.
4. Prepare quarterly financial statements.
5. Receive registrations for the educational conferences, develop a list of attendees, notify conference chair of numbers for meeting preparations, deposit checks and make name tags. Notations will be made on the membership list when members include dues with their registrations in the fall for the next year. The Treasurer will purchase pocket folders for the conferences and prepare names for door prizes.
6. Prepare financial statements for each meeting including revenues, expenses, and variations from the budget.
7. Prepare an annual budget to be approved by the Board prior to presenting to the membership for approval at the spring meeting.
8. Pay the expenses and file the requests/receipts received from Board members for expenses.
9. Maintain the membership checkbook keeping track of checks written, deposits, interest earned, etc. The Treasurer will be responsible for carrying the checkbook to meetings so that payments may be made as requested.
10. Keep track of monies invested and report these monies on general financial statements.
11. The Treasurer will serve a four (4) year term.

III. Qualifications

1. Shall be an active member in good standing of IAMSS.
2. Possess reasonable leadership skills.
3. Possess knowledge and understanding of state and national association bylaws.
4. Possess knowledge and understanding of meeting protocols.

Position: Member at Large – Newsletter

I. Position Description

- a. Publish Keynotes twice a year for the Winter and Summer editions.
- b. Solicit information from the membership and other credentialing related agencies for articles for newsletters through the year. This position will edit the articles provided for the newsletter and determine what to publish.

II. Position Responsibilities

The Member at Large-Newsletter shall:

1. Publish Keynotes twice a year. Keynotes shall be e-mailed to the membership by Spring and Fall.
2. Maintain an electronic or paper copy of the newsletter and all previous Keynotes editions.
3. Maintain a file with all article submissions, notes, and drafts of newsletter until the next newsletter is published.
4. Send a draft of Keynotes to the Board prior to publishing.
5. Perform such other duties as may be necessary to assist in the operation of the Association.

III. Qualifications

1. Shall be an active member in good standing of IAMSS.
2. Possess reasonable leadership skills.
3. Possess knowledge and understanding of state and national association bylaws.
4. Possess knowledge and understanding of meeting protocols.

Position: Member at Large—Membership

I. Position Description

The Member at Large—Membership shall:

- a. Collect and record all memberships of the Association.
- b. Present 5, 10, 15 and 20 year membership pins at fall conference.

II. Position Responsibilities

The Member at Large—Membership shall:

1. Send membership applications to all current members in December each year.
2. Collect all membership application forms and dues.
3. Record all membership information in Excel database.
4. Order and present 5, 10, 15 and 20 year membership pins (fall conference).
5. Promote teamwork (suggest ideas, perform duties as assigned, help members of The Association).
6. Provide motivation and encouragement to the Association members and Board members.
7. Keep current with the issues involving the medical staff services professional.
8. Maintain confidentiality of information pertaining to State and National Association Business.
9. Adhere to State and National Association Bylaws.
10. Demonstrate and encourage commitment to the State Association mission.

III. Qualifications

1. Shall be an active member in good standing of IAMSS.
2. Possess reasonable leadership skills.
3. Possess knowledge and understanding of state and national association bylaws.
4. Possess knowledge and understanding of meeting protocols.

Position: Member at Large—Website

I. Position Description

The Member at Large—Website shall:

- a. Facilitate timely electronic distribution of eBlast question emails
- b. Work collaboratively with website designer to maintain website

II. Position Responsibilities

The Member at Large—Website shall:

1. Facilitate the timely electronic distribution of eBlast question emails
2. Facilitate the electronic distribution of conference registration notices, dues notices, Association correspondence, etc.
3. Work closely with the Membership & Treasurer to keep abreast of membership contact information changes; forward these changes to website designer for update
4. Promote teamwork (suggest ideas, perform duties as assigned, help members of the Association)
5. Provide motivation and encouragement to the Association members and Board members
6. Keep abreast of current medical staff services professional issues.
7. Maintain confidentiality of information pertaining to State and National Association Business.
8. Adhere to State and National Association Bylaws.
9. Demonstrate and encourage commitment to the State Association mission.

III. Qualifications

1. Shall be an active member in good standing of IAMSS.
2. Possess reasonable leadership skills.
3. Possess knowledge and understanding of state and national association bylaws.
4. Possess knowledge and understanding of meeting protocols.

Bylaws Policy and Procedure

Policy: It shall be the policy of the Iowa Association Medical Staff Services (IAMSS) that the Board of Directors shall review the Bylaws every other year or as needed.

Procedure:

All proposed changes of these Bylaws initiated by an active member of the Iowa Association Medical Staff Services shall be referred to the Board of Directors. Neither the membership nor Board of Directors may unilaterally change the Bylaws.

The Bylaws may be amended by a two-thirds vote of the voting membership at any State Association meeting or by mail ballot (by a two-thirds vote of mailed ballots returned within the time specified by the Board of Directors). Proposed changes in the Bylaws may be submitted by any Active member to the Bylaws Chair, who shall submit these proposed changes to the Board of Directors for review. The Bylaws may not be unilaterally amended by either the members or by the Board of Directors. The Bylaws will be reviewed and approved in accordance with the NAMSS Bylaws Committee policy.

The Board of Directors shall have the power to adopt, reject or modify such changes to the Bylaws as are, in the Board's judgment, technical or legal modifications or clarifications or renumbering, or changes made necessary because of punctuation, spelling, or other errors of grammar or expression

CONFERENCE PLANNING PROCEDURE

The President-Elect will serve as the Conference Committee Chair. Under his/her direction, the Board of Directors will work as a team to plan and coordinate successful educational events for the IAMSS membership and other interested attendees.

Initial Planning Stage:

1. Program evaluations from the conference will be submitted to the President-Elect for review and tabulation. The results will be submitted to the Board prior to or in conjunction with the next Board meeting. Comments and suggestions from the evaluation and IAMSS members regarding potential locations, meeting format, program topics and speakers will be considered.

2. The President-Elect shall contact the hotel/conference center or facility for the IAMSS conference.

3. The President-Elect will provide a copy of the proposed conference costs to the Board. The conference budget will be available for the Board to review.

Conference Committee Meeting:

1. Board members will submit suggestions for meeting format, topics and speakers obtained from conference evaluations and suggestions submitted by IAMSS members.

2. Proposed Budget: Modification of the budget may be necessary. Recommendations for registration and other related fees as appropriate should be made.

3. Conference Committee Responsibilities:
 - a. Select theme and/or title for conference.

 - b. Outline meeting format (number of general sessions, workshops, focused sessions, etc.).

 - c. Select speakers and presentation topics (determine audio/visual equipment needed). Committee Chair will direct the communication with potential speakers to discuss proposed date(s), time(s), and honorarium reimbursement (to include expenses) using IAMSS Honorarium Guidelines. He/she will also direct communication of speaker confirmation to include written documentation of all items listed above and any additional information requested or provided by speaker and/or IAMSS representative in conjunction with upcoming conference. Assistance with travel arrangements/hotel reservations will be offered. A "Thank You" letter will be sent to all participating speaker/invited guests immediately following the conference by the Membership At Large – Newsletter.

 - d. Committee chair will also be responsible for submitting speaker fees/honoraria to the Treasurer within five (5) business days of receipt. Treasurer will also pay all conference related outstanding invoices within five (5) days of invoice receipt

- e. Select menu for lunch/breaks as necessary to all conference functions.
- f. Create evaluation forms.
- g. Confirm meeting room set-up(s) with hotel/conference center.
- h. Determine brochure style and establish timeframe for printing, mailing, etc.
- i. Request CEUs from NAMSS Education Council
- j. Provide information regarding conference to IAMSS Board at quarterly meeting.
- k. Coordinate and arrange hospitality night as appropriate (funds, theme, decoration, entertainment, menu).

Conference Publicity:

Date, place and other information regarding conference should be announced at conference meetings, appear in Keynotes and be posted on the IAMSS website as far in advance as possible.

Conference Registration:

The Treasurer will:

1. Keep the Board apprised of conference registration progress (ie number of members attending, number of non-members attending, number of NAMSS members/nonmembers attending, total number of certified attendees).
2. Provide sign-in sheet and name tags at registration table.
3. Assist in preparing registration packets/handouts; assist with registration, etc.
4. Refund conference registration if cancellation is received 10 days or earlier from the conference date.
5. Prepare attendees' names for door prize drawings.

Final Conference Arrangements:

The Conference Committee Chair and the President finalize decisions regarding:

1. IAMSS office welcome.
2. Introduction of speakers.
3. Message center (if needed).
4. Final meeting room(s) set-up.
5. Announcement delivery during conference.
6. Registration desk staffing.
7. Conference evaluation collection.

Newsletter Policy & Procedure

Policy:

1. It shall be the policy of the Iowa Association Medical Staff Services (IAMSS) that the Association newsletter be entitled Keynotes.
2. Keynotes is a document to further education and networking of the membership.
3. Editorials will be clearly defined.
4. Opinions expressed by authors and published in the Association newsletter are their own and do not represent the Association, nor imply endorsement or approval by the IAMSS.
5. IAMSS reserves the right to refuse any advertising.

Procedure:

1. The Editor shall publish the newsletter twice a year for Spring and Fall editions. The Board of Directors must review the draft of the newsletter via e-mail correspondence.
2. The Editor is responsible for obtaining articles and information from the Board of Directors and the membership for publication in the newsletter.
3. The Editor is responsible for compiling and publishing the information supplied.
4. Supplies and postage utilized in the publication of the newsletter will be reimbursed to the Editor upon submission of the appropriate expense form and receipts to the Treasurer.

Iowa Association Medical Staff Services Expense Reimbursement Policy

It is the policy of Iowa Association Medical Staff Services (IAMSS) to reimburse members and all others approved for expenses incurred in conducting IAMSS business while on authorized travel status. An expense report is used for requesting reimbursement. If the request deviates from the conditions outlined below, the circumstances must be explained in a written communication and attached to the expense report. IAMSS maintains the right to refuse reimbursement for expenses and/or travel, which have not received prior approval directly from IAMSS.

Expense statements must be submitted to the IAMSS Treasurer no later than ten (10) days after travel has been completed. Reimbursement will be made within thirty (30) days of IAMSS receipt of completed form. The following original receipts must be attached to the expense form:

Transportation Receipts
Hotel/Lodging Bills
Receipts for Parking Charges
Receipts for Meals

Travel: All travel is to be economy class. Travel arrangements must be made as early as possible or no later than one month before travel date, to obtain the best rates available. Transportation to/from the airport to the meeting site is reimbursable. Attach all paid stubs from airline ticket, taxi, bus, rental car, etc., to the expense statement. If primary mode of transportation is your vehicle, car mileage is reimbursed at current IRS rate. Complete the expense report indicating miles driven when automobile mileage is claimed.

Car Rental: Attach receipt to the expense statement.

Hotel: IAMSS representative will make hotel reservations for hotel stay. The following are not reimbursable: telephone calls, incidental charges (in-room movies, bar, dry cleaning), and room upgrades. Extension of stay: expenses incurred during an extension of stay at the meeting site or travel to other locations for personal reasons are not reimbursable.

Guests: Expenses incurred by guests accompanying a person in authorized travel status are not reimbursable.

Meals: The current meal cost guidelines established by the Board of Directors state that the reimbursable amount for meals is the actual cost of the meals (including tips), with a cap of \$30 per day unless a different amount is pre-approved by the Board. Attach receipts to the expense statement.

Administrative: All reimbursable administrative expenses must clearly state the purpose of the expense. Receipts must be attached for all expenses.



EXPENSE REIMBURSEMENT REPORT

Expenses Incurred By: _____
 Address _____ City _____ State _____ Zip Code _____
 Purpose _____
 Dates _____

DETAILED Receipts are required – Please attach

TYPE OF EXPENSE	DATE _/_/___	DATE _/_/___	DATE _/_/___	DATE _/_/___	DATE _/_/___	DATE _/_/___	TOTAL
Meals (not to exceed \$30/day)							
Breakfast							\$
Lunch							\$
Dinner							\$
Tips							\$
Meals for Others *							\$
Lodging							
Hotel							\$
Travel							
Airfare							\$
Car Rental							\$
Taxi & Local Fare							\$
Parking							\$
Misc- Specify below *							\$
							\$
Seminar Presentation							\$
							\$
Totals	\$	\$	\$	\$	\$	\$	\$

MILEAGE REIMBURSEMENT

Date	Travel to/from	Mileage	Remarks
Total Mileage			<i>Current IRS rate</i> 0.____/mi \$

***Explanation of Meals for Others and Misc:** _____

I certify that I am familiar with the provisions of IAMSS' Expense Statement and Travel Policy and that this expense statement is accurate as to actual and necessary business expense.

SIGNATURE

DATE

Revised 04/02/2009

IAMSS Board Approved 04/02/2009 Submit to: Crystal Harrington, IAMSS Treasurer

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**IOWA ASSOCIATION MEDICAL STAFF SERVICES
SPEAKER AGREEMENT**

I agree to speak at the Iowa Association Medical Staff Services Conference to be held at _____ in _____. The date(s), time(s) and topic(s) of my presentation(s) are:

Date: _____ Time: _____

Topic: _____

I agree to forward a curriculum vitae, an outline and handouts on my topic at least one week prior to the date of the conference. I agree that I will bear the cost and responsibility of making copies of my outline and handouts if I do not meet this deadline.

In return for my services as speaker, IAMSS has agreed to pay \$_____, reasonable travel expenses, hotel accommodations and food (please see explanation below).

Hotel: IAMSS will provide accommodation for one night only*. Incidental expenses are the speaker's responsibility. (*Adjustment made for those speakers presenting more than one day.)

Travel: Airfare to Des Moines, Iowa, and return trip for speaker only. Transportation from airport to hotel: IAMSS will reimburse speaker for mileage at current IRS rate or for cost of rental car.

Reasonable Travel Expenses: Estimated travel costs should be forwarded to IAMSS no later than one month before engagement. Should the cost of travel be unreasonable, IAMSS reserves the right to negotiate your travel costs. IAMSS is willing to work with travel agent to find reasonable airfares.

Food: IAMSS agrees to pay up to \$30 per day for meals.

I agree to the terms listed above. I understand the terms will not be modified unless approved by the President of IAMSS.

Speaker Signature

Date

IAMSS Representative

Date

Revised 03/31/2009