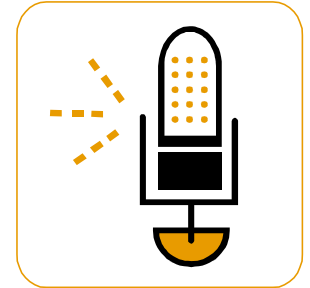


CREDENTIALING CHATTER

MAY/JUNE — 2008



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EMPLOYEE RECOGNITION

Every one of us has a need to be recognized for what we do. When our work is noticed, we feel better about our jobs and happy employees make for a much more pleasant work environment for all.

Recognition can be big or small. It doesn't always have to be money and most of the time shouldn't be. Any gesture of "thank you" from the manager lets the employee know that you are paying attention and appreciate the work they do.

Here are some things to consider while preparing your recognition plan. If you haven't noticed, people are different. Some employees like public recognition and others are more private. Consider the amount of fanfare you shed onto your unsuspecting staffer. Our personal belief is that even employees who do not like public recognition need to be given it at times. It is important for everybody to see the accomplishments of each team member but, at times, private recognition is appropriate.

You will need to consider what motivates your employees. Some employees are motivated by a pat on the back during a staff meeting while others pull

their motivation from being offered roles on committees or projects. Take five minutes to write down what you think motivates your staff. Also, it doesn't hurt to hand out a small survey asking what personally motivates them as well as some personal preference questions so you can get to know your team (e.g. favorite color, hobbies, favorite munchies). Knowing what they like helps to make your recognition more personal and meaningful.

Here are some ideas for individual recognition:

- * Recognition certificate during a staff meeting
- * Box of candy or candy bars (Consider a Score™ bar for a great presentation or a Snickers™ for being positive about a major change)
- * A simple hand written Thank You note
- * Leave work a couple of hours early, with pay (You may need to have this approved by Human Resources first)
- * Lunch (Who doesn't like free food!?)
- * A spot on a project team or the opportunity to present at a meeting
- * A gift card (Starbucks™, Barnes & Noble™, etc.)

Appropriate timing and frequency need to be consid-

ered as well. Recognizing an employee's great performance six months after isn't going to be as effective. Create a spreadsheet with the names of your staff to keep track of when you recognized each staff member, the reason for the recognition and what was given. Don't forget, the recognition doesn't just have to be individual; you can recognize your entire team for meeting that really tight deadline.

Team recognition ideas:

- * Take them out to lunch or cater in
- * Go bowling during the lunch hour (or 2)
- * Throw an ice cream social or root beer float party
- * Shirt with company logo

These are some ideas for you to consider. The list can be long and varied.

We would love to hear your success stories so please send us an e-mail to credchatter@lsmssc.com to let us know about your plan and how it worked out! By the way, you're doing a great job!



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CHATTER BOX

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LS Medical Staff Services Consulting, LLP is a consulting and temporary staffing company. Our mission is to equip your Medical Staff/Credentialing Office with the tools needed to enhance and further promote the success of your organization.

FINDING THE RIGHT CREDENTIALING SPECIALIST

As we are all aware, the typical test for a new "clerical" employee is a typing test; however, this test does not tell the Medical Staff/Credentialing manager whether or not the prospective new employee can process a credentials file. So, why not develop a test of the skills that will be needed to successfully perform the functions of a credentialing specialist?

Before scheduling a face-to-face interview, have candidates go to the HR Department, just as they would for a typing test, and take a credentialing assessment test. The test will consist of reviewing a mock-up file that should contain all of the required credentialing elements (e.g., application, license, affiliation verifications). The responsibility of the candidate will be to review the file and note any deficiencies that you have created in this file. Examples of deficiencies include an expired license, a missing affiliation

verification, or a negative verification that requires follow-up but none was done. These are just a few examples of items that should "jump out" at an experienced credentialing specialist. Even if you do not have any candidates with experience, and are willing to train, it would not be a bad idea to briefly explain the credentialing process and have the candidates conduct the file review. A candidate who pays attention to detail should be able to identify expired items or note that something may be missing because there are no pages behind a tabbed area.

The process of pre-employment testing in this manner could significantly decrease the number of interviews you conduct and can give you an idea of the applicant's attention to detail, which is so critical in the credentialing arena.

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