

CREDENTIALING CHATTER

JANUARY/FEBRUARY — 2009

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LS Medical Staff Services
Consulting, LLP

Lynn Deaver, CPCS, CPMSM
Winston, Oregon
lynn@lsmssc.com
(541) 679-1453

Sarah Brown
Loveland, Colorado
sarah@lsmssc.com
(970) 292-8687

Fax (866) 878-6847

www.lsmssc.com

COMMITTEE MEETINGS

Medical Staff Services Professionals (MSSPs) are responsible for a number of Medical Staff meetings, from Credentials Committee to Medical Executive Committee, and just about any meeting where physician's are in attendance. Regardless of the meeting, the MSSP needs to be prepared for anything, which means you should know your Bylaws and you should be prepared to answer questions by having documents that support the agenda items. Having this information available as questions are raised will be invaluable as it can avoid delaying the conclusion of a subject and it will reinforce to the committee members that you are a vital part of the committee's structure and success.

One week prior to the meeting, get together with the Chair to review the agenda that you have developed. This agenda should contain: **Old Business** - items that were not closed at the last meeting or required follow-up; **New Business** - items that the Chair or other members have brought to you since the last meeting; and **Reports** - regular updates from Administration, Nursing, or other Departments/ Committees. Meeting with the Chair helps the MSSP to be prepared for the discus-

sion that will occur during the meeting and have the necessary supporting documents available.

Each agenda item should have a timeline to help the meeting progress, as well as letting you and the Chair know what can realistically be discussed at the meeting. The MSSP can be the timekeeper for the Chair. As time for discussion of an item is nearing the end, the MSSP can discreetly inform the Chair so (s)he can make the decision to *table* the item to the next meeting, call for a *vote*, or *conclude* the discussion.

Once the Chair has agreed to a final agenda, it should be distributed to all committee members in advance. This provides the members with a reminder of the upcoming meeting and it also allows them to prepare for discussion of the agenda items. Whenever possible, send supporting documents for agenda items as this provides members the opportunity to be prepared with questions and/or answers and allows the agenda to move much more smoothly and efficiently.

Two days before the meeting, call or e-mail the committee members to remind them of the upcoming meeting. Although remind-



ers may seem tedious and bothersome, it is worth the effort so that each meeting has a quorum and, if a quorum will not be present, provides the Chair the opportunity to make calls to influence the members to attend. Also call the caterer to confirm your food order and ensure that delivery is scheduled for thirty minutes before the meeting start time. Late meal deliveries can be disruptive to the meeting, causing delays and frustration, and this gives the impression of poor planning on the part of the meeting coordinator, the MSSP.

For the day of the meeting, be certain to copy enough agendas and packets for the committee membership. If packets are sent in advance, bring copies for one-quarter of the membership. Because there will not be enough copies to go around, over time this will ensure that the members bring their own packets. (Caution: Do this only with the approval of your Administration and your Chair because some may want you to bring enough pack-

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COMMITTEE PREPARATION—CON'T

ets for everyone.) Arrive 30 minutes prior to the start of the meeting to ensure that the room is set up appropriately, the food has arrived, and distribute the agenda packets. Now you can relax and enjoy your meal prior to the start of the meeting and this also gives you time to get to know the committee members who arrive early.

LS Medical Staff Services Consulting, LLP is dedicated to providing quality and timely credentialing & privileging services to the Medical Staff/Credentialing Office. We have over 25 years of combined experience in the field and have been certified by the National Association Medical Staff Services.

We formed our company with you in mind. Our services are customized to meet the needs of your organization. Whether consulting, training or temporary staffing, our mission is to equip your Medical Staff/Credentialing Office with the tools needed to enhance and further promote the success of your organization. Medical Staff/Credentialing services are challenging for all healthcare organizations, large or small.

Are you ready for tomorrow? Don't wait; call us today and find out how we can help get you on track!

LS Medical Staff Services Consulting, LLP
3665 Downieville Street
Loveland, CO 80538

