

CREDENTIALING CHATTER

2ND QUARTER — 2009

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WORKING WITH CREDENTIALS COMMITTEE CHAIRS

Credentials Committee Chairs are the backbone to getting credentialing processes completed. Every Credentials Committee is different and so is every Chair. Some like to take a "hands-on" approach while others take more of a "backseat" approach. Which is your Chair? If you don't know already, think about it since the type of Chair you support will dictate how you as the Credentials Coordinator need to work and prepare.

Knowing how your Chair operates is important but knowing how you want your Chair to operate is key. We all have strengths, as well as limitations, and that is where teamwork begins. What would the ultimate team look like between you and your Chair?

In our last issue we discussed preparing for your committee, which included information on the Committee Chair's involvement with the agenda and moving the actual meeting along; now, let's back up. How do you get the Chair's buy-in for the agenda items? Many items on the agenda are "staples": initial appointments, reappointments, proctoring, etc. But let's get to agenda items that move Medical Staff Services forward, such as process improvements, policy enhancements or regulatory

changes.

You might be having difficulty getting the Medical Staff to inform you of changes to their privileges. Start the legwork by creating a policy and/or process that you think will work, then at your regular preparation meeting with the Chair, present your plan for discussion and comments. Give examples on how the process will help the Chair in his/her role while enhancing the Medical Staff Services program at your organization. Also, be prepared to compromise and do some revisions based on the comments you receive. Once you have his/her buy-in, request the Chair present the policy/process at the next Credentials Committee meeting. Support your Chair at the meeting by being prepared to answer questions other committee members may have about the process and then sit back and watch the positive changes take place.

We all have non-compliant practitioners that simply won't do what we need them to do. You've sent three letters and left a thousand phone messages (OK, a bit of an exaggeration). Help your Chair support you by doing some of the work for him/her. Compose an e-mail to send to the non-compliant practitioner then



ask your Chair to forward it to the practitioner.

Most of the time an affective relationship between Credentialer and Credentials Chair is not getting the Chair to do the work but getting the Chair to buy-in to your work. The last thing a Chair wants to do is spend time researching or writing process but if you can present a well thought out process getting buy-in should be fairly easy.

Communicating regularly and effectively with your chair will build trust and support between the two of you. Support, as well as trust, is earned and a little work ahead of time will generally get you the support that you need.

Back Page Fun!

When explaining your role as a MSSP, have you met with the response, "Can you speak in English please?" Or, have you ever thought about the mainstream meaning of words that we use everyday? The puzzle on the following page contains words you know well but with the real world definitions. Some are easy and some might be a bit challenging!

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CHATTER BOX

Results of last edition's Polling Question:

*How far back do you primary source
verify affiliations?*

5 Years—14%

10 Years—31%

15 Years—7%

20 Years—0%

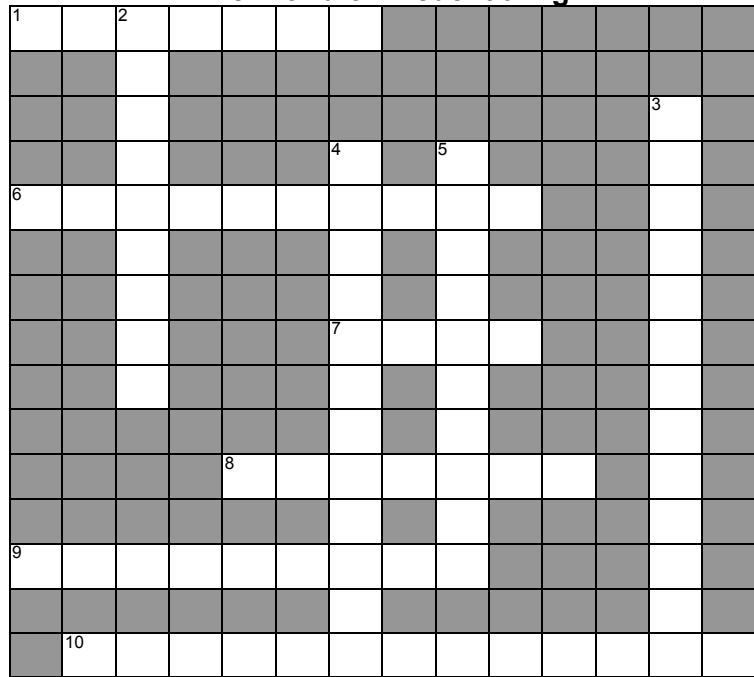
From Training Forward—38%

We don't primary source—10%

Thanks to everyone who participated!

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 experience in the field and have been certified by the National Association Medical Staff Services. We are a consulting and temporary staffing company whose mission is to equip your Medical Staff/Credentialing Office with the tools necessary to enhance and promote your organization's success.

The World of Credentialing



Across

Down

- | | | | |
|----|--|---|---|
| 1 | Formal permission from a constituted authority to do something | 2 | A group or person appointed to perform a function |
| 6 | Special advantages or permissions granted | 3 | A process of testing and peer evaluation |
| 7 | A folder | 4 | Evidence that establishes accuracy |
| 8 | Character or nature distinguishing a thing | 5 | An order prescribed by an authority |
| 9 | A person qualified to practice medicine | | |
| 10 | Evidence or testimonials concerning one's right to authority | | |

Answers can be found at: <http://lsmssc.com/credentialingchatter.html>

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