

CREDENTIALING CHATTER

4TH QUARTER — 2009

INSIDE THIS ISSUE:

HANDLING PROBLEM FILES

SUDOKU FUN!

HANDLING "PROBLEM" FILES

I'm finding it hard to believe that 2009 is almost over! The holidays are upon us which means. . . our practitioners are getting ready to go on vacation and we have to credential their stand-ins!

Many of us have been in the field for some time and know the majority of our practitioners are good, even great. However, a few questionable files seem to always make their way into our offices. At times you can get lost in the chaos of one bad file. Well, here is a strategy that might help you through and still enjoy your holiday as well.

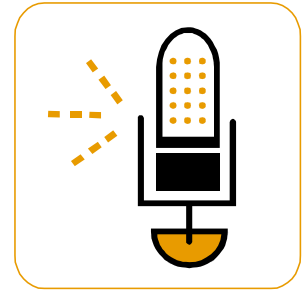
First, review the application and accompanying documents thoroughly. Look for "little" remarks or notations that raise a red flag. Write out your action plan. Questions automatically formulate in our minds when we are dealing with "problem" files, be sure that your action plan includes ways to answer all your questions. Note the issues with the file and decide what you think you need to obtain for your hospital/group leadership to make a decision about credentialing and privileging.

Next, go to your department Chair/Chief, Credentials Chair/Chief and whoever else oversees and makes decisions on the work you do. Tell them as soon as you can

about the questionable file so they are prepared. Let them know what your intended action plan is and ask what else they may want to know about the practitioner or who they may want to talk to prior to the file going to committee.

Make sure all the "i's" are dotted and all the "t's" are crossed. If the problem is with a past or current hospital, be sure that you get all the information the hospital is willing to supply and the same for licensure, DEA, malpractice insurance issues, etc.. Be sure to obtain the information your leadership is wanting as well and follow up with your leadership to ensure they have been able to contact outside sources that they wanted to talk to (e.g. your Chair/Chief contacting the "problem" hospitals Chair/Chief).

Be sure to have your file well organized and flag all the problems in the file and the information you obtained to address those problems. Document for your Chair/Chief any conversations they had with outside sources so that the information is available to your committee. When it is time for the final review, sit down with your reviewer(s) and go through the file with them as you know the file best and help guide them through the information. Ask the department Chair/



Chief what he would like to convey to the committee regarding the practitioner including reasons why s/he is recommending or not recommending approval. If you need, ask him/her to attend the committee meeting.

You now have two potential outcomes. One, the practitioner is approved. You did a great job, now get on with your holiday celebration. Two, the practitioner is denied and again, you did a great job in obtaining the information needed for your hospital to make an informed decision. One last suggestion, take the file through one final step. You need a letter should other legitimate organizations inquire about your hospital denial. Request that the hospital attorney write a letter explaining the denial or you can write the letter and have the attorney review it. Pull the file apart and place into a red folder and store the file in your office with the approved letter. When other organizations come calling, make a copy of the letter and send.

Now you can get on with your holiday celebrations!

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CHATTER BOX

3rd Quarter Survey Results: What is your actual timeframe for completing meeting minutes?

40% - The day after the meeting

50% - The week after the meeting

10% - Two weeks after the meeting

0% - Three weeks after or the day before the next meeting.

4th Quarter Survey:

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

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SUDOKU FUN!

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Key can be found at www.lsmssc.com

