



IAMSS NEWSLETTER

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IAMSS



President's Corner by Chris Hinton

Are these really the lazy, hazy, crazy days of summer? I'm waiting, but it seems as though I'm going to have to wait a little longer. At the IAMSS Board meeting in May, it actually snowed, hailed, rained and the sun shined in just a few hours. To say the least, I was just a little confused.

sized the need for two conferences per year and holding those meetings throughout the State. I encourage you to attend the meeting in Coeur D' Alene. My hospital is unable to pay the expenses for my attendance this year and I have chosen to pay that cost myself. In an attempt to cut costs, I'm sharing a room, carpooling, etc. Get creative and find a way to attend the Fall Conference. You won't be disappointed.

Susan Pastizzo, from Warmup the Workplace that I hope you find as interesting as I did.

At the counter of a convenience store recently, I apparently was annoying the clerk just by being there. I think summer help season has started and this young teenager was faced with the sightful burden of listening to me, figuring out what I needed, giving it to me, taking my money for it, and giving me change. When I asked for some extra quarters for the parking meter, her eyes rolled to the degree proportionate to having asked her to mow the lawn with a push mower. She seemed totally in a hurry to get rid of me so she could return to her seat and continue to hate being there.

Overall, take advantage of these lovely summer days (soon to come) to rest and recharge whenever you can. It is usually not too hard to convince committees not to meet in August. Take some time for yourself. Trust me – the work will be there tomorrow.

I found the following insightful article by *Frank and*

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A special thank you to Shelle' Zachary for hosting the IAMSS Board meeting and serving us homemade quiche, salad and two scrumptious desserts. We were treated like royalty and it was greatly appreciated. But, it was a work session and as a result of the suggestions of membership, we diligently worked at revising the Fall IAMSS Conference. We appreciate your input, and continue to strive to meet the needs of the membership. The IAMSS Questionnaire (returned by membership in January) emphasized

IAMSS MISSION STATEMENT

A mission statement is a brief description of an organization's fundamental purpose. A mission statement answers the question, "Why do we exist?"

IAMSS is in need of a mission statement and it would be wonderful if our membership submitted their suggestions. Did I mention that a prize of some kind will be awarded to the winner?

As there were no suggestions offered, members at-

tending the September conference will have the opportunity to review suggestions and chose the statement that best suits our organization.

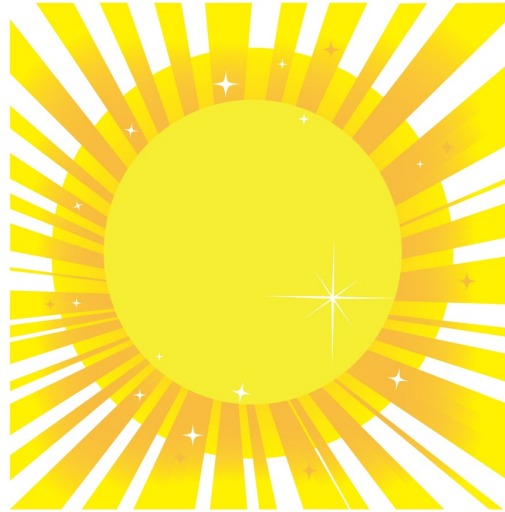


Special points of interest:

- * Mission Statement Contest
- * Save the Date!

What's Going On?, Chris Hinton

- The IAMSS website is now located on the NAMSS website. It is a work in progress, but we've made great progress. Thank you Shelle' Zachary!
- Shelle' Zachary is leading the Membership Committee and contacting individuals of IAMSS who expressed an interest in becoming involved with this committee.
- Shelle' is also leading the 2010 Conference Committee and will contact individuals of IAMSS who expressed an interest in becoming involved with this committee.
- Laura Clark is leading the Government Liaison Committee and contacting individuals of IAMSS who expressed an interest in becoming involved with this committee.
- Jeanney Whitney will be working with the Certification Commission of NAMSS on our Test Development activities.



IAMSS OFFICERS

Chris Hinton, CPCS, CPMSM,
President

Shelle' Zachary, CPCS, President-elect

Rosie McGee, Treasurer

Laura Clark, CPS, Secretary and
Government Liaison Committee
Chair

Jeanney Whitney, CPMSM, CPCS
IAMSS Newsletter Editor

***OUR IAMSS WEBSITE IS UP AND RUNNING!
LET US KNOW WHAT YOU THINK!***

***PLEASE LOG INTO THE IAMSS WEBSITE AT [http://
www.namss.org/StateAssociations/StateWebsites/Id](http://www.namss.org/StateAssociations/StateWebsites/Id)
OR ACCESS VIA WWW.NAMSS.ORG
SELECT STATE ASSOCIATIONS AND THEN CLICK ON
IDAHO***

***PLEASE SEND YOUR SUGGESTIONS AND COMMENTS TO SHELLE'
ZACHARY AT margarestz@portmed.org
Your feedback is greatly appreciated!***

NEW CERTIFICANTS/ CERTIFICATION EXAM SCHEDULE

Congratulations to:

Gay Hedrick—She acquired her CPMSM in June 2010!



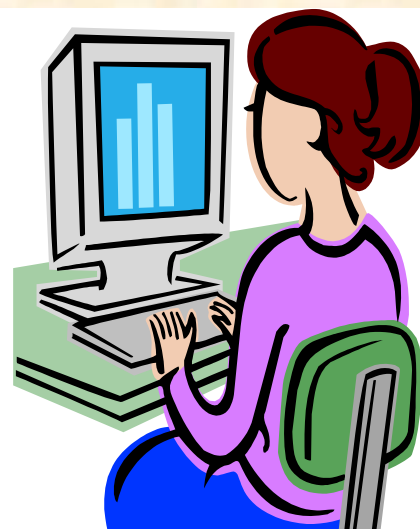
As a reminder, if you are interested in taking your CPMSM or CPCS exam in 2010:

Fall Testing Period

Application Deadline: September 3

Testing Period—Saturday, October 30 — Saturday, November 20, 2010 (Computer-based administration)

For more information, visit NAMSS.org



Membership Spotlight: Chris Hinton/Jeanney Whitney Interview

Thank you, **Lisa Santoyo**, St. Luke's Boise•Meridian Medical Staff Coordinator, for the following spotlight on Chris and Jeanney upon achieving dual certification in April 2010.

Chris Hinton has been the Medical Staff Coordinator at St. Luke's Magic Valley for seven years.

Jeanney Whitney is the Medical Staff Services Supervisor at St. Luke's Boise • Meridian where she has worked in the Medical Staff Services Department for 15 years. Both are dual-certified: CPMSM, CPCS.

[What is your Medical Staff Services Professional \(MSSP\) work history?](#)

Chris:

I began my career as a Medical Staff Professional in 2003. I had worked as the Senior Executive Assistant to the CEO at St. Luke's Magic Valley for three years prior

to accepting this position. Prior to this I had worked in the resort/casino business as an Administrative Systems Manager. As you can see, I had no experience for the task I was taking on.

Jeanney:

I began working in the health care environment at Loma Linda University Medical Center, OB/GYN Department from 1980-1994; and joined St. Luke's Regional Medical Center, Medical Staff Services Department as a Medical Staff Coordinator in 1995.

[How long have you had your CPMSM credentials?](#)

Chris:

I received my CPCS certification in 2006 and my CPMSM certification in April 2010.

Jeanney:

I received my CPMSM certification on November 19, 2005, and my CPCS in April 2010.

[Why did you decide to become dual-credentialed?](#)

Chris:

I have always been a driven individual and have taken on every educational opportunity placed before me. Medical Staff Professionals are responsible for the lives of the patients our physicians tend, and as a result we need to be the best that we can be at what we do.

Jeanney:

At the 2009 NAMSS Conference, I expressed an interest in the Certification Commission of NAMSS to several members who sit on that Commission Board. They explained that dual certification is preferred for this volunteer body. I made a commitment at that time to take the CPCS exam with the hope that I could join the NAMSS education team.



It's Not Too Late to Register!

IAMSS Annual Fall Conference 2010

WHEN: SEPTEMBER 10, 2010

WHERE: KOOTENAI MEDICAL CENTER, COEUR D'ALENE, IDAHO

General Conference Information

We are pleased to bring you the IAMSS Annual Fall Conference 2010! This year's conference committee is planning an exciting, educational, fun-filled full day event with a Pre-Conference "Certification Study Group" available on Thursday afternoon. NAMSS CEU's are available for conference attendance.

Registration fee: \$50 IAMSS member/\$75 non-IAMSS member

Detailed information and agenda will be available mid April. Please check the IAMSS website at <http://www.namss.org/StateAssociations/StateWebsites/Idaho/tabid/256/Default.aspx>

Who should attend?

- Medical Staff Service Professionals (MSSPs)
- Provider Credentialing Specialists
- Centralized Verification Organization Professionals
- Managed Care Professionals
- Clinic/Group Practice Credentialing Professionals
- Accreditation/Compliance Professionals

A special thanks to our hosts, Kootenai Medical Center

President's Corner, continued.

While this was clearly one of the most obvious and over-the-top exhibitions of how some find being at work distasteful, there are other, milder attitudes that people employ to show they are not happy when placed in the role of service provider.

I find it is always worth the attempt to try to connect with the person in front of you, not matter which side of the service counter you're standing on.

If we respond to our initial defense mechanisms and match or even escalate the distasteful tone, we effectively lower ourselves to the same level we find distasteful in others. This tactic might make us feel better for the moment, but does nothing to alleviate the underlying problem. A curt or sarcastic response, whether aimed at a preoccupied teen, a disgruntled adult, or anyone in between, just makes the atmosphere even more hostile. Instead, an offering of empathy: "Will you get to have any time off today?" or "Sorry, you seem to be having a really tough day" may just bring out an appreciative smile, or a small bit of friendly conversation. When people feel validated, often they feel freed up to examine their own countenance and the possible negative effect it is having on those around them. Often, this may be enough to have them *tune up* their demeanor and turn the exchange into a good-humored one.

Some might ask, "Why should I make the effort to be nice when someone is acting like a jerk?" Because in improving the environment, we are making things more pleasant for everyone, including ourselves, the person in front of us, and for those that will follow. Rather than simply saying, "Have a nice day," we have taken a few simple steps to try to create one.

Membership Spotlight, cont.

Jeanney:

At the 2009 NAMSS Conference, I expressed an interest in the Certification Commission of NAMSS to several members who sit on that Commission Board. They explained that dual certification is preferred for this volunteer body. I made a commitment at that time to take the CPCS exam with the hope that I could join the NAMSS education team.

How many months/hours did you study before each exam?

Chris:

I took a CPMSM course in October 2009 and studied on my own for six months. One hour each day for five months, and then I began adding eight hours on Saturday and Sunday for the next month.

Jeanney:

Twenty-four months for the CPMSM as, at that time, there were self-study modules to help with the

preparation. For the CPCS examination, I made the commitment in October and studied approximately 15 hours a week until testing on April 13.

What techniques would you recommend to someone studying for these exams?

Chris:

First of all, know your study style. Once you have done this, follow this process. Don't overload yourself, but put time aside each day that you can put towards study. Doing a little over a long period was most useful to me.

Jeanney:

The Study Manuals provide general information and list reference materials for more thorough review. I would strongly recommend that those be downloaded and studied particularly for those areas one is not as familiar with. For an example, St. Luke's is a TJC accredited facility.

I had to focus more on NCQA and URAC standards as those areas were not my strength.

Now that you have become dual-certified, what's next on your professional to-do list?

Chris:

My goal is to become CPHQ certified due to the quality direction Medical Staff Professionals are taking.

Jeanney:

Being a mentor or resource for my coworkers and others in preparation for the certification examinations. Sitting on the NAMSS CCN Board as a volunteer in identifying scopes and areas that should be a focus for certification exams.



Membership Spotlight, cont.

What is your involvement with NAMSS?

Chris:

Audit and Finance Committee (2010 to present)
Marketing and Communications Committee (2006 – 2009)
Mentoring Program (2008 – Present)
Nominating Committee (2009)
Staffing Ratio Sub-Committee (2009)
NAMSS Curriculum Development Workshop (July 21-25, 2010)

Jeanney:

NAMSS Member since 1997
Idaho State Chapter Member since 2000
News editor for the Idaho State Chapter, 2009-2010

Are people outside “the industry” familiar with MSSP credentials?

Chris:

One of my goals is to make people aware of Medical Staff Professionals. I am always telling people about the MSP video on the NAMSS website and talking about my career. It’s funny, but most people never thought about someone doing what we do.

Jeanney:

No

How do you see the MSSP job description changing over the next 10 years, especially in light of changes in technology?

Chris:

I see the MSSPs taking on more quality issues and the credentialing process becoming a national process. With the healthcare re-

form, I believe there will be more and more IT programs produced. As a result, we will need to keep on top of what is occurring and expand our education to meet those needs.

Jeanney:

I would like to see hospitals and managed care organizations recognize the MSSP as a professional rather than the current clerical category. This may be more quickly achieved if certification is a requirement for the position. We owe it to ourselves to take on new challenges with credentialing and peer review through education. The end result will be that we all win!

Other comments:

Chris:

Over the years of my working career, I have found my current profession to be the most satisfying and enlightening. I encourage everyone to seek out every educational opportunity that comes their way and be the best you can be.

Jeanney:

I love what I do. At the end of the day, I take pride in knowing that what I do on a day-to-day basis is measured by positive patient outcomes, improved patient safety,



Plan to attend the NAMSS 34th Annual Conference & Exhibition, held October 2 – 6, 2010, in Orlando, Florida, and gear up for an action-packed week of learning and fun! This year’s [program](#) is unique from any other, presenting the information, tools, and expert insights to help you advance your career in what’s become a quickly-changing healthcare arena.

The NAMSS 34th Annual Conference & Exhibition offers more than 40 sessions tracked by medical environment (Hospital, CVO, or MCO) and level of experience (New to the Field, Newly Certified, and Experienced) to help you choose offerings that best suit you. Whether you want to learn more about credentialing services, regulations, administration, or groundbreaking technologies, NAMSS connects you to the most pertinent information for your work and medical environment. And don’t forget, all sessions are CE-approved to help you gain credit towards [renewing your NAMSS certification!](#)

