MSP Burnout

John R. Pastrano BBA, CPMSM, CPCS

Overview
Who am I? Where am I? You may feel that you are currently in a rut and need to revitalize. This session will help you identify and review the various aspects of burnout one may experience in the job, the pathways available to becoming revitalized, and the discovering the new you.

Objectives
1. Identify the various components of MSP burnout and how this affects your behavior
2. Provide pathways to revitalize yourself and/or your work environment
3. Discover the new you and how your mind, body and soul is ready to take on the job

Help me Help You. A Question and answer Session

John R. Pastrano BBA, CPMSM, CPCS
Rachelle L. Silva BBM, CPMSM, CPCS

Overview
We sometimes wish we had a genie in a bottle that had all the answers to some of our credentialing problems. This hour is dedicated to asking questions and utilizing the years of experience from the speakers and other attendees for resolutions. This session relies on audience interaction and participation.

Objectives
1. Share credentialing issues/problems and discover real solutions and outcomes
2. Network with others who have or have had similar issues
3. Expand your knowledge on problem resolution

Drowning in Duplication, explore the benefits of delegation

Rachelle L. Silva BBM, CPMSM, CPCS

Overview
This session will evaluate the duplication in the credentialing process across the regulatory and accrediting bodies and explore the benefits of entering into delegated credentialing agreements, when appropriate, to improve the timeliness of beginning the revenue cycle.

Objectives
1. Identify the duplicative regulatory and accreditation standards across the industry
2. Discuss the requirements of a delegated credentialing agreement
3. Recognize when delegated credentialing agreements are beneficial in improving the beginning of the revenue cycle

Lean Process in Central Credentialing Medical Staff Services

Melissa Walters MHA, FMSP, CPMSM, CPCS, MSOW-C

Overview
Lean Six Sigma represents a management approach for driving innovating processes inside an organization in order to achieve superior results. It involves a practical analysis based on facts to increase efficiency of workflow process while at the same time aiming towards innovation and growth. It is a long-term process of gradual and continuous improvement. When applied in a Central Credentialing environment, the key achievement is the best quality, at the lowest cost, while decreasing application turnaround times and eliminating the duplication and waste in the credentialing process.

Objectives
1. To gain a basic understanding of LEAN principles
2. The ability to identify “waste” related to credentialing/medical staff department processes/functions
3. Ability to apply practical LEAN principles in a credentialing/medical staff department
# How to start a CVO

John R. Pastrano BBA, CPMSM, CPCS

**Overview**

Starting a CVO could be overwhelming, but a review of the objectives and benefits may far outweigh the negatives for you and your company. This session will review items for your initial assessment, collaboration of goals and outcomes with effectuated Medical Staff Offices, and ensuring communication and timely turn-around times of completed applications.

**Objectives**

1. Review initial assessment tools to determine the potential advantage of starting a CVO
2. Identify collaboration with Medical Staff Office to identify current credentialing process, turn-around times and expectations
3. Engagement of medical staff, allied health professionals and Medical Staff Offices to ensure effective communication and timely completion of application

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# Streamlining Credentialing in a Multi Hospital System

Melissa Walters MHA, FMSP, CPMSM, CPCS, MSOW-C

**Overview**

This session will provide the tools necessary to assess your multi-facility health system and how together as a leadership team you can streamline the credentialing process. How do you manage this process? What factors do you need to assess? This session provides one health system’s approach on how to achieve a highly effective and streamlined process, while learning from their mistakes and capitalizing on their successes.

**Objectives**

1. Learn how to assess the needs of your system
2. Define roles and responsibilities
3. Determine what can be standardized

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# Legal Issues with Medical Staff Governance, Credentialing, Privileging and Peer Review

Craig Sieverding, Attorney at Law

**Overview**

This presentation will review legal issues involved in a number of medical staff processes, including credentialing and privileging and peer review activities. There will be a focus on applicable law, including the Data Bank Guidebook, final CMS medical staff and board standards, HCQIA, and practical applications to existing practices, bylaws and other related policies.

**Objectives**

1. Identify potential legal issues of credentialing and privileging and peer review
2. Understand application for practical solutions and provisions into policies and procedures to assist with compliance and organizational quality improvement
3. Incorporate improvements in medical staff self-governance

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# The Evolution of Medical Staff Services

Melissa Walters MHA, FMSP, CPMSM, CPCS, MSOW-C

**Overview**

This will be an interactive presentation of the past, the present and the future of Medical Staff Services. We will review the history of the profession and MSPs, discuss the current state and together engage in real-time discussion about the future state. Will we be asking, “Will the last MSP in America, please turn out the lights?”

**Objectives**

1. A look back at how MSPs evolved into their current positions today
2. Review of the current state of the MSP profession
3. Gain insight into the future of the profession – one MSP’s perspective