President’s Thoughts…

I can’t believe my term as President will soon be ending. It has been a very rewarding experience working with our membership, Board, speakers, and NAMSS representatives. The friendships I have gained are priceless. I highly encourage you to run for a board position when the opportunity is right for you. It is an experience that you will never forget.

This past spring, the IAMSS Board held a strategic planning session. From that session, we came up with five strategic goals for the organization:

The first goal was a green initiative, which is to move from paper to electronic for handouts, evaluations, election, and dues. We have already moved to electronic handouts and will gradually add in the others.

The next goal was succession planning and orientation. In order for this organization to thrive, we must appropriately train our incoming board members.

Our 3rd goal focused on continuing education. IAMSS would like to offer Credentialing 101 and Advanced Credentialing courses on a rotating basis. These programs cost a lot so we will need to be conscious of our spending. Also, IAMSS is looking for ways to make our conference more robust, and tossed around the idea of a two-day conference, once a year, to save on travel expenses and increase networking time.

Speaking of networking – networking is very important for our job and our 4th goal. Remember, you are not alone in this credentialing world and IAMSS members are always willing to help. The Board would like to provide you with more opportunities to meet other IAMSS members.

The last goal is to develop partnerships with other credentialing organizations. If we could get vendors to sponsor our conferences, the goal of bringing Credentialing 101 and Advanced Credentialing will become more of a reality.

I know our current and future Board will help IAMSS continue to thrive. Thank you for the opportunity to serve as your IAMSS President!

Jodi Ridder, CHC
**New Names At IAMSS...**

Tammy Adams—Monroe County Hospital (Albia, IA)
Shell Barsby—Manning Regional Healthcare Center (Manning, IA)
Shannon Baum—Shenandoah Medical Center (Shenandoah, IA)
Leanne Benson—Mercy Medical Center (Des Moines, IA)
Danni Bock—UnityPoint Health—St. Luke’s Hospital (Cedar Rapids, IA)
Melanie Boyd—Clarke County Hospital (Osceola, IA)
Kelli Bullerman—Paramount Health Options (Cedar Rapids, IA)
Christine Carter—Keokuk County Health Center (Sigourney, IA)
Angela Freeman—Monroe County Hospitals and Clinics (Albia, IA)
Dana Gamble—Acute Care, Inc. (Ankeny, IA)
Tammi Geiber—Trinity Regional Medical Center (Fort Dodge, IA)
Robin Hensen—Shenandoah Medical Center (Shenandoah, IA)
Judy Hillman—Greene County Medical Center (Jefferson, IA)
April Husted—Tri-State Specialists, LLC (Sioux City, IA)

Cheri Jensen—Decatur County Hospital (Leon, IA)
Michelle Kennedy—The Iowa Clinic, PC (West Des Moines, IA)
Connie Leinen—Iowa Endoscopy Center (Clive, IA)
Kelly Luedtke—UnityPoint Health—St. Luke’s Hospital (Cedar Rapids, IA)
Stacy Oakland—Palmer Lutheran Health Center (West Union, IA)
Carol Reckin—Midlands Choice (Omaha, NE)
Katie Scheeler—Paramount Health Options (Cedar Rapids, IA)
Irene Schuiteman—Sioux Center Health (Sioux Center, IA)
Brenda Schwewe—UnityPoint Health—Corporate (West Des Moines, IA)
Stephanie Snell—Covenant Medical Center (Waterloo, IA)
Dina Torsell—Van Diest Medical Center (Webster City, IA)
Carolyn Wagner—Audubon County Memorial Hospital (Audubon, IA)
Sabrina White—Skiff Medical Center (Newton, IA)

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**Welcome to IAMSS!**

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**IAMSS Members—A Closer Look**

**Ashley Cole**—UIHC

1. Husband: Jason
   Children: Draven (7); Dolan (4)
   Pets: Duke (lazy lab); Naughty Kitty (mischievous cat).

2. On my days off, I like to volunteer with a 1st grade class at my kids’ school, helping with math and reading.

3. Likes: Camping, being on the river, and riding dirt bikes with my boys.

4. Dislikes: Storms—hate them!

5. I’ve been in this profession for 6.5 years—best career move of my life.

6. Best part of being in IAMSS? Being part of IAMSS is like being part of a big family. Everyone helps each other out by providing resources or guidance when asked. The network this group has built is truly amazing.

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**Beth Falk**—Montgomery County Memorial Hospital

1. Husband: Tom
   Children: Laura, Matthew, Andrew
   Grandchildren: Fatee, Bailey Mae

2. I am also the HIM Manager, so I keep very busy.

3. Likes: Traveling and spending time with family.

4. Dislikes: Cooking, cleaning, ...

5. I’ve worked in credentialing for 32 years.

6. Best part of being in IAMSS? Networking—I like being able to bounce ideas/problems off others to see how they would handle a certain situation.

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**Credentialing 101 Testimonials**

**June 18-19, 2015 | West Des Moines**

“With minimal training prior to the Credentialing 101 Conference, I obtained a great deal of knowledge on the history of credentialing and why it’s so important. The speakers were great at making it interesting. I would definitely recommend all to attend even if they have been in credentialing for years as well as those who are new to the field. It was a great educational opportunity and a great way to network!”

Crystal Etringer
Buchanan County Health Center

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“...Welcome to IAMSS!”
UPCOMING EDUCATIONAL OPPORTUNITIES

2015 IAMSS Fall Conference
Friday, September 18, 2015
Iowa Methodist Medical Center—Des Moines, IA

2015 NAMSS Annual Conference
October 3-7, 2015
Washington State Convention Center—Seattle, WA

2016 IAMSS Conferences
Dates: TBD
Iowa Methodist Medical Center—Des Moines, IA

New IAMSS Board Members*
Treasurer—Melinda Wheeler
President Elect—Rhonda Meyers
* Effective January 1, 2016

American Telemedicine Association
With a worldwide trend in medicine incorporating more telemedicine, you may find the American Telemedicine Association website helpful. Follow bills through the system, and use the site as a legal tool when researching telemedicine. Check it out!

Forward topics, articles, or photos to me for future publications!
Teri Allan, IAMSS Newsletter
tallan@regmedctr.org

Zoe Michelle Ohler
7 pounds, 10 ounces * 19 inches
April 15, 2015
Granddaughter of Karen Russell
(Great River Health Systems, West Burlington)
Congratulations and welcome to Grandmother-hood, Karen!

Davis County Hospital—DIA Visit Summary
Submitted by Denyse Gipple, Clinical Support Director
The Department of Inspections and Appeals (DIA) completed a regular survey at Davis County Hospital during the week of August 10th. Items requested relating to medical staff included: Medical Staff Bylaws and Rules and Regulations, current Medical Staff roster, credential files [as selected from Medical Staff roster], and Medical Staff meeting minutes from the past 12 months.

They also asked us to produce external peer reviews on selected doctors. The expectation is that these reviews are kept separate from the credentialing file, and that there is one external peer review on each doctor during the previous two-year credentialing period. They did not ask to see external reviews on non-physician practitioners [ARNP, CRNA, PA-C] and said those are not required. We had a few providers with no activity during the previous two years and they did not expect anything on them.

The surveyor did not ask to view the external reviews, but asked for the date of the review and if there were any quality issues identified. If there were issues identified, they wanted to hear about how you followed-up with that provider. One of our external reviews was not done by a peer [ARNP reviewed a family physician], but fortunately, we were able to produce another external review done by a peer during the appropriate timeframe.

During the surveyors’ time in our Surgery Department, they asked staff to view the privilege lists—and were particularly interested in ‘visiting physicians’ and their staff. We previously identified the need to adopt a policy for Persons Employed by Privileged Practitioners (PEPPs). For example, when a surgeon brings his own nurse, we need to grant privileges for that nurse for the procedures she will assist with and is competent to perform. This needs to be available to the surgery staff so they can confirm the PEPPs are privileged.

Please direct questions relating to this survey to Denyse at dgipple@DavisCountyHospital.org.
Behind the Scenes: How Providers Become Part of the Great River Health Systems Team

Great River Health Systems (GRHS) is growing as it welcomed 15 new providers through the summer and into fall. Few know how much work went into acquiring them. The following team worked together to get these new providers employed quickly and feeling comfortable.

K.C. Fleming, Recruiter ➔ Becky Peitz, Medical Staff Coordinator ➔ Karen Russell, Executive Assistant
Melissa Jones, Integration Coordinator ← Trina Tucker, Contract Analyst

“At K.C. recruits new providers, I (Pietz) send a 16-page application that asks for the complete histories of the providers. I need to know their training, state medical licensures, certifications, malpractice history, hospital affiliations, competencies and previous employment,” Peitz said. “When I receive the applications, I verify the information with telephone calls or letters, and I send emails to a group of people responsible for bringing on new providers.”

When verification is complete, each application is reviewed by the service chief in the new provider’s respective department. A chief of service is a physician who oversees a group of services. After his/her approval, the files proceed to the Medical Staff Credentials and Medical Executive Committees for review. A recommendation for approval is forwarded to the Great River Medical Center Board of Directors, who make the final decision.

After a new provider is approved, Russell adds their name to the master provider list used throughout GRHS. “I communicate with providers to make sure their medical licensure is up to date,” says Russell.

Tucker ensures that insurance companies have information about new providers so GRHS and providers can receive payments for services. “Each time a provider works in a different location in the health system, I have to credential them so the payers are aware,” Tucker said. “I’m always working to update them. Communication between departments and people is ongoing.”

Peitz said it’s helpful to have 60 days to complete the verification and credentialing process, “but it doesn’t always happen.”

Jones oversees onboarding—the process of helping new providers learn resources to be effective in the health system and comfortable in their new positions. It takes a least one year to complete. She leads new providers through one- to three-day orientations that include learning about the community, meeting employees and other providers, and touring GRHS. Jones ensures each new provider bonds with another provider early on—which can serve as a mentorship for some. She has 45, 75 and 105 day follow-ups.
Jones also introduces their families to the community, helping them with the logistics of moving, finding homes, schools, day care and entertainment. “I plan lunches, invite them to places applicable to their interests, and try to find whatever they are looking for,” Jones said. “If the family doesn’t like the community, then the provider will leave. Helping make the family happy and comfortable is great for retention.”

Everyone on the team agrees that the process is intensive, but having providers who are comfortable in their new positions and the community is the reward.

“We are the core team, but it really is a group effort,” Peitz said. “Bringing new providers into the health system involves many departments, including Accounting, Administration, Human Resources, Information Systems, Legal Services, Patient Access, Public Relations, Volunteer Services and all clinical areas.”
**NAMSS State Newsletter Contribution...**

**Access NAMSS on your Phone—**

NAMSS is launching a new mobile app focused on the benefits of the association. Download the NAMSS mobile app to stay in touch with industry news, find product discounts in the NAMSS store, gain instant access to NAMSS PASS and certification resources, and much more!

To download the app, search for "NAMSS" in the Apple App Store or Google Play Store. If you do not have a smart phone, point your browser to [www.namss.org/mobileapp](http://www.namss.org/mobileapp).

If you have any questions about the app, please contact us at 202-367-1196 or [info@namss.org](mailto:info@namss.org).

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**Payer Credentialing Standards Discussion in D.C.—**

The NAMSS Director’s at Large met in Washington DC in May and sat in on discussion regarding Payer Credentialing Standards. Much progress was made in this area and we will continue to pursue forward with the standards. In addition, these areas were covered as well:

- Implementation of changes to the Leadership Selection Committee policy to include hosting “Becoming A Volunteer” presentations at the Annual Conference and reviewing candidates and selection for the NAMSS Medical Services Hall of Fame and NAMSS Fellows Designation.
- Approved a budget variance to move forward with the NAMSS MSP Redefinition process.

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**Developing Issue: CMS and Temporary Privileges—**

[NAMSS Blog Post | Wednesday, August 12, 2015]

Recently, during a NAMSS hosted webinar, CMS officials specified that in compliance with CMS’ Conditions of Participation, only the hospital governing body can grant privileges and that the process for granting temporary privileges must be the same as the process for credentialing and granting of full hospital privileges. This is in contrast to standards put forth by The Joint Commission (TJC), Healthcare Facilities Accreditation Program (HFAP), and other accrediting bodies.

NAMSS is working to attain clarification on this significant change in CMS’ interpretation of the Conditions of Participation and will be working with our industry partners to address this change. As NAMSS obtains additional information, we will update our members via the [NAMSS Blog](http://www.namss.org) so please stay tuned.

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**Iowa became the 10th state to enact the Interstate Medical Licensure Compact after Governor Terry Branstad signed legislation into law on July 2, 2015 (retroactive to July 1, 2015).**

[NAMSS Blog Post | Wednesday, July 08, 2015]

Following Alabama, Idaho, Minnesota, Montana, Nevada, South Dakota, Utah, West Virginia, and Wyoming, Iowa enacted the Interstate Medical Licensure Compact earlier this month. The legislation was signed into law by Governor Terry Branstad and received endorsements from the Iowa Board of Medicine, the Iowa Academy of Family Physicians, the Iowa Hospital Association, the Iowa Medical Society, and others.

According to a press release by the FSMB, “The final model Interstate Medical Licensure Compact legislation was released in September 2014. Since then, 19 state legislatures have introduced the Compact legislation and nearly 30 state medical and osteopathic boards have publicly expressed support for the Compact. The Compact has been endorsed by a broad coalition of health care stakeholders, including the American Medical Association (AMA).”

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**Click [here](http://www.namss.org) for press release.**
Becker Gets Creative at the Iowa State Fair
Brenda Becker, IAMSS Immediate Past President, has a talent you are likely unaware of—Sugar Artistry! Becker entered the Sugar Artistry class at the 2015 Iowa State Fair, and noted, “For this class, you can use any type of sugar product or frosting and make anything out of it...it is one of my favorite classes to enter!” This year, Brenda took home a blue ribbon and 3rd Overall in the Amateur Class with her Quilt/Sewing Kit (pictured right)*. In past years, she’s created such things as sand pail/sea creatures, Santa Claus atop a chimney, and frog/lily pad. Entries in this division are judged on difficulty, appearance/neatness, originality, and color. She added, “Now that this year’s fair is over, I’m already thinking about ideas for next year!” WAY TO GO BRENDA!!

*This year, Brenda also received a blue ribbon and 1st Overall on her decorated cookies in the same division!