President’s Thoughts…

Spring always brings me joy with the sunshine, blossoming flowers, and the smell of freshly mowed grass—but this year, I especially longed for spring because that meant that the arrival of our fourth child. I’m pleased to announce that Kyper June Zevenbergen arrived on April 11th—and what a blessing she has been to our family.

With this new addition, I was unable to make the trip to the IAMSS Educational Conference this year. Even in my absences, I heard wonderful feedback during the conference regarding the caliber of educational speakers and content provided. I also heard wonderful things about our new venue at the Drury Inn & Suites and how nice it was having the conference at the hotel. I have to extend a HUGE thank you to my fellow Board Members who really made those two days such a success. There was a large amount of planning, organizing, and meetings for several months to make that event happen. Kudos to a wonderful team! Also, I hope all those who attended took the survey that was sent out so we can use your feedback to make any needed improvements and adjustments for next year.

As the healthcare environment continues to change at a rapid pace, it is our goal to continue to be nimble as an Association and look for opportunities to continue to provide great educational opportunities and ensure that IAMSS is strategically positioned to respond to the changing needs in our profession. It is also important that we remain good stewards of our resources so that we can continue to be financially viable and offer new programs and opportunities to our members.

Thank you for your continued support as a valued member, and we are always looking for the next leader in our industry that would like to volunteer to make a difference by serving on the IAMSS Board. Believe me, it is such a blessing and a wonderful opportunity to grow alongside some wonderful leaders!

Brandi Zevenbergen, MS, CPMSM, CPCS, MSOW-C
IAMSS President

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CLARIFICATION—

On the follow-up survey for the 2016 IAMSS Educational Conference, National Board of Physicians and Surgeons (NBPAS) was listed as a certifying board.

Fellow IAMSS member, Jacquie Buol, Clinical Staff Office Manager with University of Iowa Hospitals and Clinics, noted the following:

I contacted the NBPAS and have in writing from them that they do not contact the education/training institutions themselves to verify education and training. If the board is a non-ABMS or non-AOA board, they must obtain annually, written documentation showing that they perform primary source verification of education and training, in order for their certification board to meet the credentialing standards. In this case, the NBPAS does not meet the Joint Commission or NCQA credentialing standards, so we could not use the NBPAS to verify a physician’s board certification.

Additional Note: Accrediting bodies do not require Board Certification. Board certification requirements are based on each individual hospital’s decision and stated in the Medical Staff Bylaws and Rules & Regulations. CMS, TJC and DNV will survey based on what’s written in the Medical Staff Bylaws as it relates to board certification. NCQA and HFAP requirements say if the practitioner claims to be board certified, the organization must verify it.
**New Names At IAMSS...**

Tammy Anson—Mercy—Iowa City (Iowa City, IA)
Natalie Brincks—Mercy Medical Center (Des Moines, IA)
Maggie Brown—Clarinda Regional Health Center (Clarinda, IA)
Suzanne Cooner—Decatur County Hospital (Leon, IA)
Mindy Deppe—Grinnell Regional Medical Center (Grinnell, IA)
Dana Derflinger—Wheaton Franciscan Healthcare—Iowa (Waterloo, IA)
Tracy Ford—Mercy Medical Center (Sioux City, IA)
Rachel Frederick—Manning Regional Healthcare Center (Manning, IA)

Christine Kulhavy—Central Iowa Healthcare (Marshalltown, IA)
Janet Lampe—Pocahontas Community Hospital (Pocahontas, IA)
Abbie Mayer—Acute Care, Inc. (Ankeny, IA)
Sarah Ripperger—Chest Infectious Diseases and Critical Care Associates (Des Moines, IA)
Teresa Seuferer—Clarke County Hospital (Osceola, IA)
Wendy Stenzel—George C. Grape Community Hospital (Hamburg, IA)
Tonya Summerson—Dallas County Hospital (Perry, IA)
Amy Witte—UnityPoint Health Des Moines (Des Moines, IA)

...Welcome to IAMSS!

**Welcome to the world...**

**Kyper June**
Daughter of Brandi Zevenbergen (Morrisey Associates | Chicago, IL)
7 pounds, 7 ounces * 22 inches
April 11, 2016
Welcomed by older siblings Kyra, Cale, and Korah!

**Madden James**
Son of Kelly Kintzel (Mercy Hospital | Iowa City, IA)
Born in January 2016, Madden joined three older siblings.
Congratulations Kelly!

**IAMSS Members—A Closer Look**

**Dana Derflinger, BA, NREMT—Wheaton Franciscan Healthcare | Waterloo, IA**

1. Wife—Janice | Son—Dawson
2. Title: Manager of Medical Affairs
3. Likes: Boating, Cyclone football
4. Dislikes: Politics—in their current state
5. I’ve been in this profession for 8 months. I enjoyed my first conference in Des Moines—it was very insightful for a new MSP.
6. Advice to New Members? Network—I’ve learned a lot by talking to others in the industry. Never hesitate to admit you don’t know something, and ask for help.

**Karla Nielsen, RHIT—Spencer Municipal Hospital | Spencer, IA**

1. Husband—Tracy | Pets—Happy and Annie (dogs)
2. Likes: Animals (especially horses and dogs), reading, and auto racing
3. I’ve worked in the healthcare field, in various roles, since I was 17 (CNA, Activity Director, Medical Records Clerk, Credentialing Specialist, Transcriptionist).
4. I fulfilled a lifelong dream in 2015 by completing my AAS degree in Health Information Technology and obtaining my RHIT certification. I graduated Magna cum Laude, and it was a proud moment in my life, at the age of 50.
5. Best part of being in IAMSS? Knowing help is only a phone call/email away. I have made excellent contacts for any help I need and I have loved helping those with questions. Of course, making friends along the way is a huge positive also!!
6. Advice to New Members? Reach out to us “old-timers” with questions and/or concerns. I guarantee no one will turn you away, and will be happy to help.
I shared my experience with the Iowa Board of Pharmacy and Federal DEA Registration processes at the IAMSS conference session and wanted to share with the entire IAMSS group for those who might not have been in attendance.

My experience with both the IA Board of Pharm and the Federal DEA over the last couple years has been increasingly positive. For new providers – the Iowa CSA must be applied for and obtained BEFORE the practitioner can apply for the Federal DEA. Iowa CSA is a paper application and can be downloaded from their website. The practitioner must complete every piece of the application or it will be returned. (I learned that the hard way!) My experience has been that the Iowa CSA is issued as soon as 3-5 days later, and can be verified online. As soon as I have verified that the IA CSA has been issued, I contact the practitioner to complete the online Federal DEA registration. I typically have them do this with me present, so I can 1) pay for the registration (which they love); and 2) ensure that the questions are being answered accurately. Historically, over the last couple of years, I have found that the Fed DEA is issued within 48-72 hours of the initial application, however, you cannot verify this online until the practitioner has received the card/letter in the mail providing their DEA number. The work-around to this wait, is to have the practitioner call the DEA Customer Service at 1-800-882-9539 and ask to have the registration verification sent to them via fax. For practitioners whom I’ve done this with, I had a fax in my hand in less than five minutes containing their DEA number and issue date. You can then use that information to print a duplicate certificate copy from the Fed DEA registration website. I have been pleasantly surprised at the speed at which these elements have been completed and hope that this information can help you in the future for your practitioners. Feel free to contact me with questions – we’re all in this together!

Melinda Wheeler, CPCS | mwheeler@mahaskahealth.org

Additional comments from the Iowa Board of Pharmacy Breakout Session:
“Very helpful to have so much time for questions!” | “This info would be good for the whole group.” | “Speakers friendly and informative” | “Good info!” | “Jennifer and Terry answered all questions clearly!”
"I can honestly tell you that this last IAMSS meeting was one of the best ever. It was extremely well attended and it was very informative…“

Stephanie Giberson, MS, RHIT, CRCE, CHPE
Henry County Health Center

"I thought the new conference was really good, wish I could have stayed for both days!!"

Connie Schachtner
Pocahontas Community Hospital

"I feel like I can take this information back and streamline my own process."

Anonymous | Practitioner-Centric Onboarding Session Evaluation

"The hotel was not just accommodating to us as a Board, but also to our members."

Jodi Ridder
Buchanan County Health Center

“Wonderfully informational and informative. Can never get enough information about these topics. Ms. [Barbara] Person is very competent and knowledgeable—wealth of information. ”

Anonymous | Delegated Credentialing Session Evaluation

Department of Inspection and Appeals reminded the group they are allowed ten business days to get results report back to a facility following a survey, but that facility only has ten days (including weekends) to get their responses accumulated and returned.

Renee Aird Dengler shared tips on how to communicate between the employment silo and the Medical Staff silo to ensure an onboarding process that is practitioner-focused. With an increasing amount of employed practitioners, this session was filled with relevant and timely information.

Barbara Person, partner with Baird Holm, LLP, discussed negligent credentialing in one of her sessions, and reminded the conference attendees that ‘services that are worth less are not worthless’. When completing affiliation verifications, it is wise to note the ‘information provided is based solely on the practitioner’s credentialing file’—which is helpful in discerning between employment and Medical Staff information.

Natalie Sipes with Iowa Board of Medicine clarified third parties cannot communicate on behalf of the physician. The physician is expected to complete the application and can request IBOM to cc: an office manager if they will be assisting. Third parties can assist with documents, but physician needs to complete the application. Sipes also noted, in Iowa, no temporary licenses are issued while awaiting permanent licensure.
April Fool’s Day Fun!
Here is our fun-loving President-Elect, Rhonda Meyers, pulling an epic April Fool’s Day prank at the end of Friday’s conference sessions. Trashed hotel room? Scary how well you can lie.
Well played, Rhonda!
IAMSS Conference Mentors—

The IAMSS Board will be looking for individuals who are interested in becoming a Mentor at next year’s annual conference. With the amount of new members who join IAMSS each year, IAMSS wants to ensure we are offering our ‘newbies’ the support they need. Each Mentor will “buddy” with someone who has expressed interest during the annual conference. Whether you sit with this person, connect with them after each session, or simply have lunch together—being a Mentor can be a benefit for both you and the Mentee.

Being new to credentialing/provider enrollment can be challenging. Having someone with experience to ask questions of, share your thoughts and concerns with, and seek advice from is invaluable to Medical Staff Professionals. A mentor is a coach, a guide, and a guru! Mentors share expertise and have a passion to share knowledge. Mentoring is about listening without judgment. Consider becoming a Mentor for a new member of IAMSS at our next conference! If you, or someone you know, would make a great Mentor during the 2017 annual conference, please contact Rachel Barta, IAMSS-Membership, at bartar@winmedical.org or (563) 387-3123.

Connie Schachtner, Pocahontas Community Hospital, will be retiring from her position on July 29, 2016. She shared the following:

“This is my 15th year with IAMSS and have thoroughly enjoyed this wonderful group of ladies! Please tell them to stay strong with their positions and keep searching!! Many times after hours of searching, I have found what I needed, and I felt that I could finally send the providers file on to Medical Staff with a good feeling that I had done everything possible to make sure this provider was going to be good for our patients!! Thanks again everyone and God Bless you for what you do, your value is worth way more than what they are paying you!!”

Thank you for your many years of dedicated service to the profession, Connie!

Rachel Frederick is the new credentialing contact at Manning Regional Healthcare Center. Welcome Rachel!

[The State of Credentialing—and the Costly Impact of Delays | ©SkillSurvey, Inc.]

©SkillSurvey shared an infographic* on a typical credentialing process, based on survey results from industry leaders. It chronologically identifies sources of delays in credentialing processes via a visually-appealing graphic. At the 2016 IAMSS Educational Conference, Renee Aird Dengler discussed a similar topic involving streamlining the practitioner onboarding process. Click [here](#) to see the full infographic*.

*Content of infographic is not sponsored or endorsed by the Iowa Association Medical Staff Services.

Forward topics, articles, or photos to me for future publications!

Teri Allan, IAMSS Newsletter | tallan@regmedctr.org
A Message from Chris Hinton, CPCS, CPMSM

It was my pleasure to attend the March 2016 Iowa Association of Medical Staff Services annual conference in Des Moines, Iowa. Each of you exhibited the skill set, dedication and devotion to being the Gatekeeper to Patient Safety. I applaud you for your accomplishments and your desire to improve processes and outcomes within our chosen field.

Within this short article, I would like to reiterate a few of the key elements presented in my NAMSS presentation.

What does NAMSS do for MSPs?
- Serve as a voice of the profession, advocating on behalf of MSPs across the nation.
- Provide essential education and professional development opportunities.
- Informs and connects a network of medical staff and credentialing services professionals.
- Supports state affiliates and associations on the local level.

NAMSS recently performed a job task analysis aimed at identifying knowledge gaps that may exist within the industry due to the expanding roles and responsibilities for the traditional MSP. NAMSS has evaluated the data gleaned from the survey, and had identified several key areas where we feel that the association may currently underserve industry professionals. NAMSS is utilizing this data to create new educational and resources aimed at filling the knowledge gaps identified from the data.

The NAMSS Volunteer Path has been developed and provides a pathway to become the best volunteer or NAMSS leader of the future. In addition, we have established a Leadership Career Pathway to assist in continuous growth and learning. Included in this program is the Leadership Certificate Program.

NAMSS State Leaders have already been asked to provide their input to the Model Credentialing Application and it will be the focus of the third annual roundtable meeting in Washington DC in May 2016. Depending upon the results of the field review and (Continued on Page 8)

New Form: Verification of Graduate Medical Education Training—
[Excerpt from NAMSS Blog Post | Wednesday, April 13, 2016]

In an effort to streamline the credentialing process, NAMSS and our partners (AHA, ACGME, OPDA, among others) have collaborated to create a standardized “Verification of Graduate Medical Education Training” (VGMET) form. For the full article and to access this form, please click here.

NAMSS is proud of this group's work to create this new form as it is a significant step toward greater efficiency and will ease the burdens placed on Medical Staff and Credentialing Services Professionals, hospitals, program directors, and other stakeholders. It is a prime example of the type of reforms that are possible when those within the industry identify a problem and work together to achieve a creative solution.

NAMSS Update...
- Recently, NAMSS Board met in conjunction with the National Credentialing Forum (NCF) in Washington D.C. The Model Credentialing Application received excellent feedback from NAMSS State Leadership through the field review process and a call was conducted to discuss edits to the Application based on the responses. The application was discussed at the NCF and more information will be presented at the NAMSS 40th Education Conference.
- Leadership Selection Committee has commenced the interviews with Director at Large and Secretary/Treasurer candidates.
- Hall of Fame Program has been well received and the first inductees will be announced at the 40th NAMSS Educational Conference.
A Message from Chris Hinton, CPCS, CPMSM (continued from page 7)

the roundtable meeting, the long term goals for this project will be for NAMSS to evaluate the feasibility of investing financial and government lobbying toward efforts for the model credentialing application to become nationally mandated for the industry. NAMSS PASS provides MSPs the opportunity to contribute to patient safety. By submitting data for MSPs to query, we eliminate the need of relying on questionable practitioners to tell you where they have practiced in the past. NAMSS PASS puts the availability and accessibility of physician’s practice histories in our database rather than in their unreliable applications that frequently are missing hospitals where they have practiced or do not want to report that may be identified in the reporting process, but will be reported though NAMSS PASS when the practitioner’s name is queried. NAMSS encourages all of you to consider reporting your practitioner information to NAMSS PASS.

Certification applications and information can be found on the NAMSS website under the “Certification” tab. I encourage you to review this information and set a goal to become certified.

The upcoming NAMSS Leadership Conference will be conducted in San Francisco, CA on January 19-20, 2017. For more information on any of the subject matter presented at the conference, please visit the NAMSS website at NAMSS.org I hope to meet up with you again at the 40th Annual NAMSS Conference in Boston from September 17-21, 2016. Until then, I wish you the best in your MSP career. Don’t hesitate in contacting me with any questions at (208) 814-0650.

IBOM Asking Physicians to Provide Secure, Personal Email Address

IAMSS was fortunate to have Natalie Sipes, Director of Licensure with the Iowa Board of Medicine, share a little preview on this topic at our IAMSS Conference earlier this year. The Iowa Board of Medicine issued a press release on June 15, 2016 stating:

Iowa Board of Medicine is requiring all applicants for medical licensure and licensure renewal to provide a personal e-mail address that can be used for confidential correspondence from the agency.

Effective July 1, the personal e-mail address will be used for communication from agency staff to collect personal information needed to complete a license application or to receive information relating to a compliance investigation. In addition, the e-mail address will be used to provide notification of licensure renewals and to distribute information on new regulations affecting the practice of medicine in Iowa.

Natalie Sipes, director of licensure, said applicants and licensees have provided e-mail addresses for several years, however many of these e-mails are not personally monitored or maintained by the physician, but are delegated to others. The new requirement calls for physicians to use an email address that is secured and personally managed by the licensee.

The emphasis on e-mails comes as the agency activates more communications features in its comprehensive database of Iowa-licensed physicians. Sipes said the database allows the agency to timely communicate en masse with its licensees. It also allows licensees to easily update their information profiles, such as reporting changes in home or work addresses and telephone numbers. Physicians are required by administrative rule to report updates to the agency within 30 days of the change.

ISUPA Revised—January 2016

New versions of the initial credentialing (Version 1.7) and recredentialing (Version 1.5) universal applications are available on the IAMSS website. They are located on the 'Universal Applications' tab.

Upcoming IAMSS Board Elections

The Election Committee has completed their task of finding willing and qualified individuals to fill three IAMSS Board positions (beginning January 2017). Keep an eye out for an online ballot to cast your vote!

CAQH Proview® Updates (July 2016)

On June 20, 2016, CAQH Proview® announced it will be enhancing it’s site by including new screens, additional required fields, and functionality to help reduce requests for provider information. Sixteen additional fields will be required by the end of July—CAQH Proview® recommends to allocating time during the next reattestation to complete the required fields. Additionally, new voice prompts will be integrated to improve caller experience.
Envelope Pillow Cover
(from Instructables.com, and various other blogs!)

Items needed:
- 1 pillow or pillow form
- Fabric
- Tape Measure
- Scissors
- Pins
- Sewing Machine
- Iron

Words of Caution: If you plan to wash this pillow cover, wash the fabric beforehand in the way you normally wash. Otherwise, the unwashed sewn fabric can shrink in a hot washer or dryer later and cause seam rippage.

If you’re in a hurry to get started, make sure to at least steam press your fabric—you’ll just need to wash it normally and hang it out to dry later! This will keep your pillow cover in nice shape.

1. Measure width and height of your pillow
2. Cut one piece of material with those measurements—this will be your pillow front (Mine was 18” x 18”).
3. Cut another piece of fabric the same width as the front (18”), but add 6” to the height (18” x 24”). THEN cut that piece in half—ending up with two pieces (18” x 12”).
4. Fold over the two center edges of your two back pieces 1/4-1/2”. Iron and stitch.
5. With the right sides facing, lay the two back pieces on top of the front piece, matching outer edges. Two back pieces should overlap.
6. Pin and stitch all four side seams.
7. Clip corners and turn right side out.
8. Stuff your pillow into it and enjoy!