# Sparrow Health System
## Job Description
### Professional

<table>
<thead>
<tr>
<th>Title: Med Staff Coordinator Health System</th>
<th>Last Updated: 2/2016</th>
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<tbody>
<tr>
<td>Job Code: 60312</td>
<td>Overtime Status: Exempt</td>
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<tr>
<td>Pay grade: P14</td>
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<tr>
<td>Department #: 8036</td>
<td>Department Name: Medical Staff Services</td>
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<tr>
<td>Position reports directly to: Director, Medical Staff Services and Performance Improvement</td>
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### General Purpose of Job:
The Health System Medical Staff Coordinator is responsible for assuring patient safety through application of a rigorous credentialing and privileging process, conducted in accordance with regulatory agencies, accrediting bodies, Medical Staff Bylaws and health system bylaws/policies for the initial, renewal, and augmentation of applicants requesting membership and/or clinical privileges. The Coordinator supports the Medical Staff's administrative functions as well as the Medical Staff Leadership. The Coordinator develops objective, criteria-based clinical privileging in conjunction with Medical Staff leadership and manages the development, deployment and baseline analysis of focused and ongoing professional practice measures. The Coordinator maintains current knowledge of accreditation and regulatory standards governing the medical staff, credentialing, credentialing delegation and peer review activities and receives, manages and protects highly sensitive medical staff peer review information.

### Essential Duties:
*This job description is intended to cover the minimum essential duties assigned on a regular basis. Caregivers may be asked to perform additional duties as assigned by their leader. Leadership has the right to alter or modify the duties of the position.*

- Maintain and apply expert knowledge of CMS, TJC, HFAP, URAC and NCQA accreditation and regulatory standards related to medical staff, credentialing, credentialing delegation, privileging and peer review functions
- Function as an expert in Medical Staff administrative matters at the Health System level
- Function as an expert in the ongoing management of Medical Staff data at the Health System level
- Develop, build and maintain complex Medical Staff databases and reports at the Health System level for internal and external customers
- Serve as an expert consultant to the Health System in Medical Staff matters, including but not limited to credentialing, credentialing delegation, clinical privileging, Focused Professional Practice Evaluation and Ongoing Professional Practice Evaluation
- Overseer, verify, compile, manage and maintain the confidential information required for credentials of initial appointees and bi-annual reappointments
- Manage sensitive medical staff peer review information with a high degree of confidentiality and security
- Assess potential physician problem areas for credentialing risks; gather and assess information from governmental agencies, e.g., National Practitioner Data Bank; maintain skills for effective retrieval of information
- Assist Medical Staff leadership in the determination of professional practice measures for Focused Professional Practice Evaluation and Ongoing Professional Practice Evaluation (FPPE/OPPE), provide baseline analysis of measures performance; coordinate education for performance improvement activities with Performance Improvement Department, Health Information Management, or other Departments in the Hospital
- Manage timelines for credentialing, appointments, reappointments, department meetings, credentialing committee, medical staff executive committee, bylaws committee and quarterly medical staff meetings
- Provide expertise for the revision of the medical staff bylaws, manuals (e.g. quality, policy and procedures), rules and regulations and privileges
- Participate in community-wide credentialing initiatives to promote efficiency of service and reduction of administrative redundancies
- Support physician leaders and associated Medical Staff Committee, Department and Section meetings
- Overseer, verify, compile, manage, maintain and transmit initial appointment, reappointment, resignation and other required practitioner data as part of delegated and/or centralized credentialing activities
- Manage and provide ongoing oversight of Medical Staff call schedules
- Coordinate and facilitate New Medical Staff Onboarding/Orientation; Other duties as assigned.
**Required Responsibilities of the Caregiver:**

- Demonstrates knowledge and maintains and respects patient right to privacy by following the HIPAA Privacy and Security policies and procedures.
- Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence).
- Role model behaviors that value the diversity of our caregivers, patients and customers and supports creating an environment that is inclusive, welcoming and respectful.
- Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Duration, Explanation, Thank).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- Adheres to policies and procedures designed to avoid, prevent and reduce the spread of communicable diseases.

**Knowledge, Skills and Experience Required:**

**Education:**
- Bachelor's degree in health, law or business-related field and a minimum of three (3) years of Medical Staff/credentialing experience in the hospital, managed care or other health care setting
- OR
- Associate's degree in health, law or business-related field and a minimum of five (5) years medical staff/credentialing experience in the hospital, managed care or other health care setting

**License / Certification:**
- Professional certification by the National Association of Medical Staff Services; e.g. Certified Professional Medical Staff Management (CPMSM) or Certified Professional Credentialing Specialist (CPCS)
- If not certified at time of initial hire, attainment of certification within three (3) years of hire

**Experience:**
- Knowledge of OPPE/professional practice measures, data analytics, and performance improvement principles

**Skills & Abilities:**
- Intermediate to expert knowledge and application of accreditation and regulatory requirements governing the Medical Staff, credentialing, credentialing delegation, privileging and peer review functions
- Superior organizational, written and oral communicative skills
- Able to work independently and apply critical thinking skills to complex processes and tasks
- Superior ability to manage multiple time sensitive processes with competing completion timelines
- Intermediate to expert ability to use various databases, software and Excel, Word and Power Point
- Demonstrated ability to manage highly sensitive medical staff peer review information with a high degree of security and confidentiality Demonstrates ability to use a keyboard as may be required to perform the essential duties of the job.

**Knowledge, Skills and Experience Preferred:**
- Experience in delegated/centralized credentialing functions
- Experience in harvesting, producing, and interpreting Medical Staff professional practice measures for OPPE
- Current certification as a Certified Professional in Healthcare Quality (CPHQ)

**Positions that Directly Report to this Position:**
- None

**Physical Aspects of this Position:**

<table>
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<tr>
<th>Factors</th>
<th>Not Applicable</th>
<th>Rare</th>
<th>Occasionally</th>
<th>Frequently</th>
<th>Constantly</th>
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<tr>
<td>Present in the role</td>
<td>0%</td>
<td>1% - 5%</td>
<td>6% - 33%</td>
<td>34% - 66%</td>
<td>67% +</td>
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- Unassisted Lifting
  - 0-10 lbs. 0%
  - 11-30 lbs. 1% - 5%
  - 31-50 lbs. 6% - 33%

- Standing 34% - 66%
- Walking 67% +
### Medical Staff Coordinator Professional Unit JD

Health System Medical Staff Coordinator 60312 approved by HR 2.22.2016

#### Physical Demands

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<thead>
<tr>
<th>Sitting</th>
<th>Carrying</th>
<th>Pushing / Pulling</th>
<th>Bending / Twisting</th>
<th>Grasping</th>
<th>Kneeling</th>
<th>Crouching</th>
<th>Climbing</th>
<th>Reaching</th>
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**Additional Physical Aspects Not Listed Above:**

- Keyboarding

#### Work Environment:
- Typical office environment, with frequent computer use and minimal travel involved.

**This position has the potential for exposure to:**

- Bloodborne Pathogens
- Blood &/or Other Infectious Diseases
- Blood &/or Body Fluids
- Latex
- Chemicals

#### Approvals:

**Manager/Director:** Jodie Chant, Director, Medical Staff Services and Performance Improvement  Date: 5/5/2015

**Executive:** Sherry Sohn, VP, Performance Improvement and Quality  Date: 5/5/2015

**Human Resources:**

**Revision History:**  2/2016

Format last revised: 12/31/09