

The State of the Medical Services Profession Toolkit

Ready. Set. Advocate.

Congratulations on taking another step towards leadership! By partnering with the National Association Medical Staff Services (NAMSS) and downloading this toolkit, you are on your way to becoming an advocate for the medical services profession, your department, and role in patient safety. Now, more than ever, it's time for Medical Services Professionals (MSPs) to speak up about the important role they play in the delivery of quality healthcare. **We are the gatekeepers of patient safety.**

In 2016, NAMSS released the [State of the Medical Services Profession Report](#) to raise awareness, educate, and obtain recognition within the healthcare industry for medical services as a true and valuable profession. This toolkit will help you translate the findings outlined in that report into tangible actions that can change perceptions, increase funding, and open doors to new opportunities. Together with NAMSS, MSPs from across the country can further expand the profession's reach and communicate its importance.

Talking Points

Use these talking points to effectively communicate the importance of your role in the healthcare field to your peers, department management, and facility leadership.

- The role of Medical Services Professionals is to be the gatekeepers of patient safety – we are the first point in healthcare delivery, connecting qualified physicians with patients. My job is to ensure that we are employing and onboarding the best practitioners.
- The field of Medical Staff Services has developed from one that encompassed primarily clerical positions to one that spans employment settings and requires specific knowledge and professional competencies. The term Medical Services Profession was established to reflect this shift in settings, responsibilities and qualifications.
- With the development of new technology, the healthcare industry has been increasingly focused on standardization, centralization, and consolidation, as well as value-based over volume-based medicine in order to increase patient/member satisfaction.
- Credentialing and privileging practitioners is not easy – I often do background checks on practitioners with very little resources and incomplete databases. I work to ensure that credentials and previous experience are verified, and that practitioners have no history of malpractice.
- The medical services profession has grown into a significant role within any healthcare setting and will continue to evolve as patient safety remains a core value of the healthcare industry.

- While skills like professional ethics and communication are important at all levels, specialized skills like clinical competence and political savvy become crucial as MSPs advance in their career and roles evolve.
- As the healthcare field becomes more and more focused on standardization and consolidation, my role is changing tremendously. I now need to have a multidisciplinary approach and become well-versed in topics like risk management, project management, economics, legal and malpractice issues, leadership, and more.

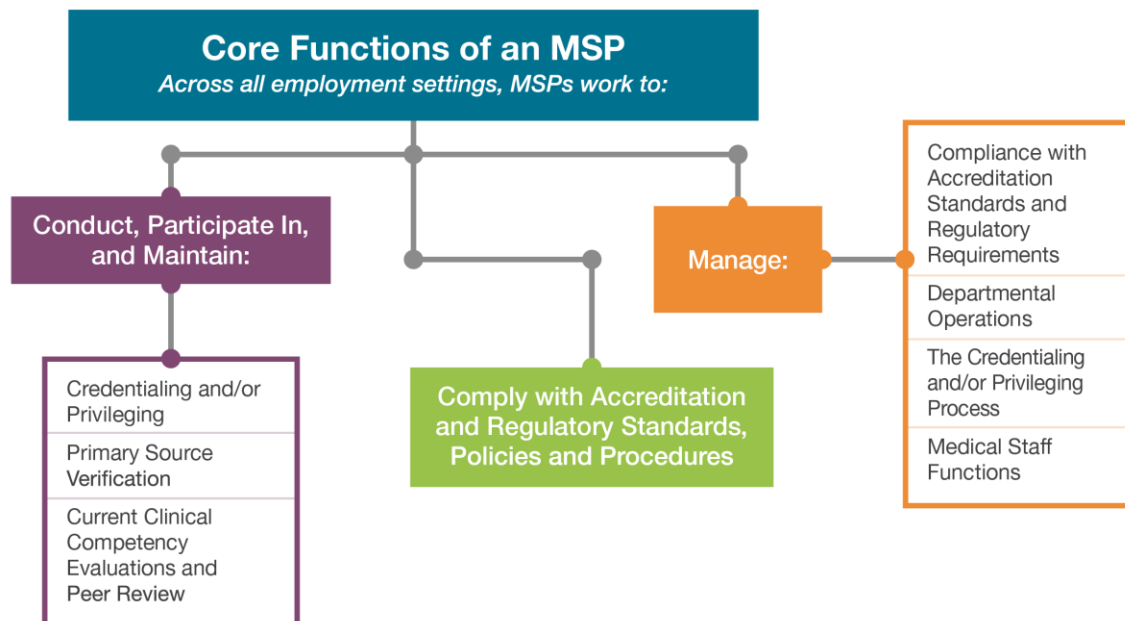
Sample Communications

To organization decision makers and stakeholders

Customize and send a message like this to start a conversation about your department’s role with key decision-makers at your facility.

Hi **NAME**,

I just saw this image from the [National Association of Medical Staff Services](#) (NAMSS) that defines the importance of our department and areas of growth for the future. I thought you might like to share it with your team. This graphic nicely sums up the role our department plays in patient safety and to this facility.



In addition to what’s outlined above, we’re also responsible for **[LIST ADDITIONAL RESPONSIBILITIES]**.

Feel free to share this image with colleagues and if you want to learn more, download the [State of the Medical Services Profession Report](#) from NAMSS. I would love to discuss with you how our department helps to ensure quality healthcare delivery – let me know when you would like to chat.

Sincerely,
YOUR EMAIL SIGNATURE

To peers, colleagues, and employees you supervise

Don't advocate alone – empower those you work with to join you. Customize the message below to encourage others to speak out.

Hi **NAME**,

As you know, the [National Association Medical Staff Services \(NAMSS\)](#) offers resources designed to help us stay educated and relevant in our field. If you have not already read the [State of the Medical Services Profession Report](#), I encourage you to review it. The report establishes Medical Services Professionals (MSPs) as the gatekeepers of patient safety and summarizes the background and landscape of the profession. NAMSS completed a nationwide study to compile the core functions and required competencies that align with our role. The report also predicts emerging trends in our field that can help us stay ahead of the curve.

Once you have read the report, I encourage you to join me in becoming an advocate for our profession. Together we can help spread the word about how important our role is to patient safety and help establish our department, and departments like ours across the country, as an imperative step on the path to delivering quality patient care.

Will you pledge to advocate alongside me?

Sincerely,
YOUR NAME

Plus, share this toolkit with them!

To your facility's educational grant approver

Use this letter to request funding to participate in an educational program that will help you reach the next level of your career.

Dear **NAME**,

In order to further my professional development and better serve **YOUR ORGANIZATION/FACILITY** I am requesting **\$AMOUNT** to participate in the [National Association of Medical Staff Services \(NAMSS\) PROGRAM](#). **PROGRAM** offers the opportunity to **[LIST BENEFITS, e.g. enhance skills, gain a better understanding of a certain topic, etc.]**.

As outlined in the [State of the Medical Services Profession Report](#) released in 2016 by NAMSS, the essential skillsets required to effectively complete my job are shifting as I advance. I feel confident in my **STRONG SKILLS** skills but feel that **PROGRAM** will improve my **WEAK SKILLS**. Specifically, **[GIVE 3-5 SPECIFIC EXAMPLES OF HOW THE PROGRAM WILL HELP, e.g. the program includes a course on people management, a new responsibility I've taken on in the past few months]**.

As you can see, the knowledge and resources that I will obtain from **PROGRAM** will help me provide a higher level of support to **ORGANIZATION** as we deliver quality of patient care.

Thank you in advance for contributing to my professional development.

Sincerely,
YOUR SIGNATURE

Quick-Reference Sheets

Fact Sheet

This easy-to-read fact sheet summarizes the State of the Medical Services Profession Report and serves as a quick-reference guide when advocating for your career. Hang it in your department common area or personal workspace for easy access and as a reminder to speak out about your role.

[Download the Fact Sheet](#)

FAQs

Get answers to basic questions about the State of the Medical Services Profession Report, as well simple explanations of what an MSP is and what NAMSS does. Share this sheet with peers, colleagues in other departments, prospective MSPs, and anyone who wants to learn more about the state of our profession.

[Download FAQs](#)

Shareable Graphics

Email Signature

Add this graphic to your email signature to show your MSP pride and remind others of your important role.



Social Media

Share these graphics on LinkedIn, Facebook, Twitter, and Instagram using #MSPAdvocate!



Steps to Becoming an Advocate

Now that you have the tools you need to advocate for your profession, here are some tips to get started.

1. **Reflect.** Think about what is most important to you. This could be increasing funding for your professional development or department, fostering a clearer understanding or appreciation of your role, or broadening the reach of your work.
2. **Plan.** Set an attainable goal and write your plan to get there. Which of these tools will you use?
3. **Recruit.** Enlist colleagues near and far to join in your mission.
4. **Mobilize.** It's time to act on your plans.
5. **Measure.** Did you reach your goal? What worked well? What could have been better planned for? What obstacles and challenges were most difficult to overcome?

Additional Resources

- [State of Medical Services Profession Report](#)
- [Video: What is the State of the Medical Services Profession Report?](#)
- [Recorded Webinar: The MSP Pathway: How Do You Advance?](#)

Have questions or ideas? Contact us!

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