Medical Services Professionals (MSPs) are the gatekeepers of patient safety, ensuring quality care through the credentialing and privileging of healthcare providers in an ever-changing industry.

**Current Landscape**
- Technology advancements
- Multi-state licensing
- Value-based over volume-based medicine

**Looking Forward**
- Cross-department relationships
- Specialized education

**Very Essential Skillsets By Stage of Career**
As experience increases, the skillsets deemed very essential to an MSP’s role also increase.

<table>
<thead>
<tr>
<th>0-4 Years</th>
<th>5-14 Years</th>
<th>15-24 Years</th>
<th>25+ Years</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Ethics</td>
<td>Professional Ethics</td>
<td>Professional Ethics</td>
<td>Professional Ethics</td>
</tr>
<tr>
<td>Communication</td>
<td>Communication</td>
<td>Communication</td>
<td>Communication</td>
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<tr>
<td>Professional Presence</td>
<td>Professional Presence</td>
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<tr>
<td>Relationship Building</td>
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<tr>
<td>Analytical Thinking</td>
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<tr>
<td>Team Building</td>
<td>Knowledge of Clinical Competence Evaluation</td>
<td>Knowledge of Clinical Competence Evaluation</td>
<td>Knowledge of Clinical Competence Evaluation</td>
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<td></td>
<td>Political Savvy</td>
<td>People Management</td>
<td></td>
</tr>
</tbody>
</table>

**Core Functions of an MSP**
Across all employment settings, MSPs work to:

- Conduct, Participate In, and Maintain:
  - Credentialing and/or Privileging
  - Primary Source Verification
  - Current Clinical Competency Evaluations and Peer Review

- Manage:
  - Comply with Accreditation and Regulatory Standards, Policies and Procedures
  - Compliance with Accreditation Standards and Regulatory Requirements
  - Departmental Operations
  - The Credentialing and/or Privileging Process
  - Medical Staff Functions

It’s up to MSPs to communicate the importance of the profession.

Visit www.NAMSS.org/report for more resources.