What to Expect

Innovation for Patient Safety
Join NAMSS in Long Beach to earn up to 32 CE credits towards maintaining your CPCS or CPMSM certifications and partake in education sessions focused on credentialing, regulatory, management, and leadership trends that will make you a successful Medical Services Professional (MSP).

Best Practices
Networking receptions, roundtable discussions, and dine-around outings provide opportunities to engage in conversations with colleagues and reconnect with old friends. Sharing ideas and lessons learned will add to the value of your conference experience.

Inventive Solutions
Industry vendors and sponsors will be in the exhibit hall ready to address your current challenges with innovative solutions. Conversations in the exhibit hall can spark lasting relationships with key companies and add efficiencies to your department.

About the Educational Conference & Expo
The NAMSS 42nd Educational Conference & Exhibition is a focused event designed to enhance the professional development of and recognition for professionals in the medical staff and credentialing services field. The conference unites MSPs from across the country to network, engage, learn, and improve their ability to be gatekeepers of patient safety.
**Schedule at-a-Glance**

Visit [NAMSS.org/ConferenceSchedule](http://NAMSS.org/ConferenceSchedule) for full schedule details.

### Friday, September 28

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 a.m. – 5:00 p.m.</td>
<td>FR01 Leadership Certificate Program: Live Course (Part 1)*</td>
</tr>
</tbody>
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### Saturday, September 29

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>7:00 a.m. – 8:00 a.m.</td>
<td>Continental Breakfast</td>
</tr>
<tr>
<td>8:00 a.m. – 5:00 p.m.</td>
<td>FR01 Leadership Certificate Program: Live Course (Part 2)*</td>
</tr>
<tr>
<td>8:00 a.m. – 4:00 p.m.</td>
<td>SA01 Medical Services Management (CPMSM) Certification Preparation Course (Part 1)*</td>
</tr>
<tr>
<td>8:00 a.m. – 4:00 p.m.</td>
<td>SA02 Credentialing Specialist (CPCS) Certification Preparation Course (Part 1)*</td>
</tr>
<tr>
<td>8:00 a.m. – 4:00 p.m.</td>
<td>SA03 Credentialing 101 (Part 1)*</td>
</tr>
<tr>
<td>10:00 a.m. – 10:30 a.m.</td>
<td>Break</td>
</tr>
<tr>
<td>12:00 p.m. – 1:00 p.m.</td>
<td>Lunch on Own</td>
</tr>
<tr>
<td>2:30 p.m. – 3:00 p.m.</td>
<td>Break</td>
</tr>
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### Sunday, September 30

<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>7:00 a.m. – 8:00 a.m.</td>
<td>Continental Breakfast</td>
</tr>
<tr>
<td>8:00 a.m. – 5:00 p.m.</td>
<td>FR01 Leadership Certificate Program: Live Course (Part 3)*</td>
</tr>
<tr>
<td>8:00 a.m. – 4:00 p.m.</td>
<td>SN01 Ready to Lead*</td>
</tr>
<tr>
<td>8:00 a.m. – 4:00 p.m.</td>
<td>SA01 Medical Services Management (CPMSM) Certification Preparation Course (Part 2)*</td>
</tr>
<tr>
<td>8:00 a.m. – 4:00 p.m.</td>
<td>SA02 Credentialing Specialist (CPCS) Certification Preparation Course (Part 2)*</td>
</tr>
<tr>
<td>8:00 a.m. – 4:00 p.m.</td>
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<tr>
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<td>Break</td>
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### Monday, October 1

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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<tbody>
<tr>
<td>7:00 a.m. – 8:00 a.m.</td>
<td>Continental Breakfast</td>
</tr>
<tr>
<td>8:00 a.m. – 9:30 a.m.</td>
<td>Opening Keynote Presentation and Introduction of 2018 Board of Directors</td>
</tr>
<tr>
<td>9:30 a.m. – 12:45 p.m.</td>
<td>Exhibit Hall Open</td>
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</tbody>
</table>

### Tuesday, October 2

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>7:00 a.m. – 7:45 a.m.</td>
<td>Continental Breakfast</td>
</tr>
<tr>
<td>7:45 a.m. – 9:15 a.m.</td>
<td>Business Meeting and Keynote Presentation</td>
</tr>
<tr>
<td>9:30 a.m. – 11:00 a.m.</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>11:00 a.m. – 12:00 p.m.</td>
<td>Exhibit Hall Open</td>
</tr>
<tr>
<td>11:00 a.m. – 11:30 a.m.</td>
<td>Break in Exhibit Hall</td>
</tr>
<tr>
<td>11:30 a.m. – 1:00 p.m.</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>1:00 p.m. – 5:00 p.m.</td>
<td>Exhibit Hall Open</td>
</tr>
<tr>
<td>1:00 p.m. – 2:30 p.m.</td>
<td>Lunch on Own</td>
</tr>
<tr>
<td>1:15 p.m. – 2:15 p.m.</td>
<td>Lightning Learning in the Exhibit Hall</td>
</tr>
<tr>
<td>2:30 p.m. – 4:00 p.m.</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>4:30 p.m. – 5:00 p.m.</td>
<td>Exhibit Hall Giveaways</td>
</tr>
<tr>
<td>5:15 p.m. – 6:00 p.m.</td>
<td>Certificants' Reception</td>
</tr>
<tr>
<td>6:30 p.m. – 8:00 p.m.</td>
<td>Dine-Around Dinners</td>
</tr>
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</table>

### Wednesday, October 3

<table>
<thead>
<tr>
<th>Time</th>
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</thead>
<tbody>
<tr>
<td>7:30 a.m. – 8:30 a.m.</td>
<td>Roundtable Networking Breakfast and Continental Breakfast*</td>
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<tr>
<td>8:30 a.m. – 10:00 a.m.</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>10:00 a.m. – 10:30 a.m.</td>
<td>Break</td>
</tr>
<tr>
<td>10:30 a.m. – 12:00 p.m.</td>
<td>Concurrent Sessions</td>
</tr>
<tr>
<td>1:30 p.m.</td>
<td>CVO Excellence Symposium begins*</td>
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</tbody>
</table>

* Separate registration required
Pre-Conference Workshops

Start your conference experience with in-depth instruction and training for the betterment of your career.

**NAMSS Leadership Certificate Program: In-Person Course**
Friday, September 28; Saturday, September 29; Sunday, September 30
8:00 a.m. – 5:00 p.m.
*John R. Pastrano, BBA, CPCS, CPMSM;*
*Faith E. Rhoades, MMHC, CPMSM, CPCS, FMSP;*
*Merella Schandl, MHA, CPMSM, CPCS*
**Total CE Credits: 14**

Participants must complete all online modules before participating in this workshop.

This in-person workshop is a continuation of the online modules portion of the Leadership Certificate Program. Designed for MSPs wanting to gain the skills, confidence, and industry understanding to be stronger leaders, this workshop focuses on team leadership, negotiations, critical thinking, and communications skills.

**Credentialing Specialist (CPCS) Certification Preparation Course**
Saturday, September 29; Sunday, September 30
8:00 a.m. – 4:00 p.m.
*Maggie Palmer, MSA, CPMSM, CPCS;*
*Stephanie M. Russell, BS, CPMSM, CPCS*
**Total CE Credits: 14**

This two-day interactive workshop helps you assess your knowledge of the CPCS exam content and identify areas in which additional study is necessary. Through scenario-based exercises, case studies, and instructor-led learning, you will gain a high-level overview of the exam topics and develop a personalized study plan.

**Medical Services Management (CPMSM) Certification Preparation Course**
Saturday, September 29; Sunday, September 30
8:00 a.m. – 4:00 p.m.
*Karen L. Reed, Ph.D., CPMSM;*
*Constance E. Riedel, BS, CPMSM, CPCS, FMSP*
**Total CE Credits: 14**

This two-day interactive workshop helps you assess your knowledge of the CPMSM exam content and identify areas in which additional study is necessary. Through scenario-based exercises, case studies, and instructor-led learning, you will gain a high-level overview of the exam topics and develop a personalized study plan.

**Credentialing 101**
Saturday, September 29; Sunday, September 30
8:00 a.m. – 4:00 p.m.
*Dr. Mary A. Baker, DHA, CPMSM, CPCS;*
*Geneva M. Harris, CPCS, CPMSM*
**Total CE Credits: 14**

This two-day, interactive course will present the foundational elements of credentialing in an acute care (hospital) setting with a primary focus on the CMS regulatory standards and The Joint Commission accreditation standards, as well as how and when to apply them. This course is a must-attend for anyone new to the field and is an excellent refresher for current MSPs who want to enhance their knowledge of credentialing.

**Ready to Lead**
Sunday, September 30
8:00 a.m. – 4:00 p.m.
*Janet L. Wilson, CPMSM, CPCS*
**Total CE Credits: 7**

Formerly known as “Becoming Your Own Advocate Course” this newly updated workshop is designed for MSPs at every stage of their career. This comprehensive, interactive program will help you increase your professional credibility and achieve your goals within your organization. Learn how to a better advocate for yourself, your staff, and the safety of the patients you serve.

Instructors teaching the certification preparation workshops are not involved in any way with the CPCS and/or CPMSM test development or administration process. Attendance at these workshops does not guarantee a passing score on the CPCS and/or CPMSM exams. Pre-conference workshops require separate registration and are an additional fee.
Lee Woodruff  
**Monday, October 1**  
8:00 a.m. – 9:30 a.m.

A testament to strength and grace during life’s many challenges, Lee Woodruff has not only overcome immense obstacles, but has also continued to excel in her personal and professional life. Lee Woodruff knows that life can change in an instant. One minute, you’re a successful freelance writer and businesswoman, mother of four children, and wife of Bob Woodruff, the newly appointed co-anchor of ABC’s World News Tonight. The next minute, your life turns upside down when your husband is severely wounded in a roadside bomb attack in Iraq. Showing immense courage, Woodruff held her family together. Now a best-selling author, Woodruff shares her personal story of love, healing, and an understanding that we’re all fighting our own battle.

Lisa Bielamowicz, MD  
**Tuesday, October 2**  
7:45 a.m. – 9:15 a.m.

2018 has been a year of reckoning for healthcare. Mergers, cost-cutting, retail strategies and other trends in the market are reshaping American healthcare. Meanwhile, disruptive innovators from Walmart to Amazon are beginning to upend traditional players. Working with the nation’s largest health systems, physician groups and healthcare retailers, Dr. Lisa Bielamowicz, President of Gist Healthcare, has had a front seat to change. She will identify key strategies for success in the turbulent market—and predict how these changes will affect the medical staff organization and health system enterprise.
Insights into the management of a medical staff office and structure including a broad look at credentialing and privileging topics relevant to hospitals, ASCs, CVOs, MCSs, and ACOs.

**Key:**
- New to field (0-4 years)
- Newly Certified (5-14 years)
- Experienced (15+ years)

**Monday, October 1**

10:00 a.m. – 11:30 a.m.

**MN04** Maintenance of Certification Under Fire
*Kimberly Daniel, JD, CPMSM*

**MN06** Clinicians Seeking to Resume Privileges or Reenter Practice After an Absence: Resolving Credentialing Concerns
*Elizabeth Korinek, MPH*

12:45 p.m. – 2:15 p.m.

**MN07** Dealing with Disruptive Communication: Why it Matters and How to Effect Change
*Elizabeth Korinek, MPH; Matt Steinkamp, MSW, LCSW, CCP*

**MN09** The Impact of Population Health on Credentialing and Privileging
*Jon Burroughs, MD, MBA, FACHE, FAAPL*

2:45 p.m. – 4:15 p.m.

**MN12** An Overview of ABMS: Where Are We Going Next?
*Jennifer Michael, MHSA; David Urda, MBA*

**MN16** Maintaining Relevant Privilege Lists: What Does it Take
*Christine S. Mobley, CPCS, CPMSM*

**Tuesday, October 2**

9:30 a.m. – 11:00 a.m.

**TU03** Locum Tenens Chat Room: Management Strategies and Solutions
*Susan Collier, MHA; Donna Goestenkors, CPMSM; Tammy Pressnal, CPMSM, CPCS*

**TU05** Advanced Practice Professionals Conundrum: Attribution, Give Credit Where Credit is Due
*Sally Pelletier, CPMSM, CPCS; Frances Ponsoien, CPMSM, CPCS*

11:30 a.m. – 1:00 p.m.

**TU08** Telehealth
*Sally Pelletier, CPMSM, CPSC; Frances Ponsoien, CPMSM, CPCS*

2:30 p.m. – 4:00 p.m.

**TU12** 2018 Payer Enrollment Forum
*Donna Goestenkors, CPMSM; Dina Solis*

**TU16** Verify and Comply: CMS, JC, NCQA, HFAP, and DNV Credentialing Standards Compared and Contrasted
*Carol Cairns, CPMSM, CPCS; Sally Pelletier, CPMSM, CPCS*

**Wednesday, October 3**

8:00 a.m. – 10:00 a.m.

**WE02** Hiding in Plain Sight
*Kay Brown, CPMSM, CPCS; Erin Muellenberg, JD*

10:30 a.m. – 12:00 p.m.

**WE09** PAs: Certification, Credentialing, and Competencies
*Tricia Marriott, PA-C, MPAS, MJ Health Law, CHC; Greg P. Thomas, PA-C Emeritus, MPH*

**WE10** The Virtual Reality of Credentialing
*Amy Niehaus, CPMSM, CPCS, MBA*
Designed for MSPs who currently work in credentials verification organizations (CVOs), this inaugural two-day event will gather leaders from across the country to discuss:

- State of the CVO
- Staffing models
- Legal and regulatory issues
- Technology and innovation
- Streamlining various processes from the top-down

Register today to gain new insights from other CVOs that can be applied to your facility. [www.namss.org/CVOSymposium](http://www.namss.org/CVOSymposium)

*Separate registration required.*
Navigate the legal aspects of the medical services profession and better understand the regulations impacting credentialing and privileging.

**Key:**
- New to field (0-4 years)
- Newly Certified (5-14 years)
- Experienced (15+ years)

**Monday, October 1**

10:00 a.m. – 11:30 a.m.

**MN05** Important Legal Developments and Impact on MSP Responsibilities  
*Michael R. Callahan, JD*

12:45 p.m. – 2:15 p.m.

**MN11** National Practitioner Data Bank (NPDB): Do You Know Everything You Need to Know?  
*David Loewenstein; Harnam Singh, PhD*

2:45 p.m. – 4:15 p.m.

**MN15** Maximizing Your Peer Review Privilege and Confidentiality Protections Under State and Federal Law  
*Michael R. Callahan, JD*

**Tuesday, October 2**

9:30 a.m. – 11:00 a.m.

**TU02** The Joint Commission 2018 Medical Staff Standards Update  
*Joint Commission Representative*

11:30 a.m. – 1:00 p.m.

**TU09** The 2018 Managed Care Panel  
*Moderator: Diana K. Hall, CPCS, CPMSM, FMSP; National Committee for Quality Assurance (NCQA) Representative; Utilization Review Accreditation Commission (URAC) Representative*

**TU10** The Leadership Quest  
*John Pastrano, CPCS, CPMSM, BBA; Faith E. Rhoades, MMHC, CPMSM, FMSP, CPCS; Rachel L. Silva, BS, CPMSM, CPCS*

2:30 p.m. – 4:00 p.m.

**TU14** The 2018 Hospital and Ambulatory Panel  
*Moderator: John Pastrano, CPCS, CPMSM, BBA Joint Commission Representative, Det Norske Veritas (DNV) Healthcare Representative, Healthcare Facilities Accreditation Program (HFAP) Representative*

**Wednesday, October 3**

8:30 a.m. – 10:00 a.m.

**WE03** PAs and NPs: Hot Topics and Emerging Issues  
*Tricia Marriott, PA-C, MPAS, MJ Health Law, CHC; Greg P. Thomas, PA-C Emeritus, MPH*

10:30 a.m. – 12:00 p.m.

**WE08** Interactive Case Studies Where “The Names have been Changed to Protect the Innocent”  
*Erin Muellenberg, JD*
Executive Management

Practical skills and interactive discussions for executive level professionals responsible for managing the complexities of the medical staff organization.

Key:

- New to field (0-4 years)
- Newly Certified (5-14 years)
- Experienced (15+ years)

Monday, October 1

10:00 a.m. – 11:30 a.m.

MN02 How to Monetize Quality in a Pay for Value World
Jon Burroughs, MD, MBA, FACHE, FAAPL

12:45 p.m. – 2:15 p.m.

MN10 Medical Staff Governance Documents: Advice on Bylaws, Policies, Rules and Regulations
Todd Sagin, MD, JD

2:45 p.m. – 4:15 p.m.

MN13 The Hospital Has No Walls: Extending Medical Staff Activities into the Outpatient Setting
Todd Sagin, MD, JD

Tuesday, October 2

9:30 a.m. – 11:00 a.m.

TU06 From Independent to Unified: Building a Staff Structure that Works
Elizabeth Snelson, JD; David Welsh, MD, FDACS

11:30 a.m. – 1:00 p.m.

TU07 Understanding Physician Health Programs (PHPs) and Considerations for Health Professionals Being Monitored by PHPs
Chris Bundy, MD, MPH

TU11 Who Should Handle What: Compliance, Peer Review, Risk Management
Christine Ballard, JD; Jeremy Morris, JD

2:30 p.m. – 4:00 p.m.

TU13 Navigating Managed Care Standards and Clarifications for Real World Application: Let's Get On the Same Page
Andrea Nyman, CPCS; Patricia D. Riles; Rachelle Silva, BS, CPMSM, CPCS

Wednesday, October 3

8:30 a.m. – 10:00 a.m.

WE04 Getting Practical: Concrete Steps to Achieving an Effective Medical Staff of the Future Now
Richard Sheff, MD

WE05 Breaking Down the Silos in Your Health System
Tawna Miles, CPCS; Heidi Thompson, MBA, CPMSM, CPCS

10:30 a.m. – 12:00 p.m.

WE06 HRO: What is it and are you Part of it?
Maggie Palmer, MSA, CPMSM, CPCS

WE07 Taking OPPE to the Next Level: How OPPE and Quality Programs Lead to Success
Brian Betner, JD

Visit NAMSS.org/ConferenceSchedule for full session descriptions and schedule.
Leadership

Training and development for effective managers and aspiring leaders.

**Key:**
- New to field (0-4 years)
- Newly Certified (5-14 years)
- Experienced (15+ years)

**Monday, October 1**

10:00 a.m. – 11:30 a.m.

**MN03** Creating the Future Through Young Professionals
Leslie Elmer, CPCS; Brianna Foulkrod, CPCS, CPMSM

12:45 p.m. – 2:15 p.m.

**MN08** Harassment in Healthcare: Effective Prevention and Responses in the #MeToo Era
Barbara Blackmond, JD; Kimberly Daniel, JD, CPMSM

2:45 p.m. – 4:15 p.m.

**MN14** Medical Staff Professional Review Actions: Can We Turn Lose-lose to Win-win?
Barbara Blackmond, JD

**Tuesday, October 2**

9:30 a.m. – 11:00 a.m.

**TU04** The Art of Critical Thinking
Faith Rhoades, MMHC, CPMSM, CPCS, FMSP

2:30 p.m. – 4:00 p.m.

**TU15** Burnout, Depression, and Suicide in Physicians: Approaches and Strategies
Sidney Zisook, MD

**Wednesday, October 3**

8:00 a.m. – 10:00 a.m.

**WE01** Think Like a CMO: Elevate Your Role Within the Organization
Brian Betner, JD
“Thank you for developing the NAMSS Leadership Certificate Program; I highly recommend it for generations of MSPs to come.”

– Jolanta Sikorska, CPMSM

Leadership Certificate Program

The NAMSS Leadership Certificate Program helps you connect with peers and become empowered leaders in healthcare credentialing. In-person and online courses focus on:

• Project management and leadership
• Corporate responsibility and compliance
• Human resources essentials
• Financial leadership and decision making
• Effective negotiation
• Leading a team
• Leadership in healthcare environment

Learn more about the program on page 4 and register today to attend the pre-conference workshop.
Sunday, September 30
6:00 p.m. – 8:00 p.m.

Ribbon Cutting and Exhibit Hall Opening Reception
*Sponsored by PreCheck*

Kick-off the 2018 Educational Conference & Exhibition by meeting the 2018 exhibitors over light refreshments.

Monday, October 1
11:45 a.m. – 12:30 p.m.

Brown Bag Volunteer Interest Meeting
*Add this event to your registration.*

Learn how you can become more involved with NAMSS and meet current volunteers who are active within the association. *Lunch is not included.*
Monday, October 1

4:15 p.m. – 6:00 p.m.

Beach Party Reception
Bring out your surfer shirts and flip flops for this California-inspired party!

Tuesday, October 2

5:15 p.m. – 6:00 p.m.

Certificants’ Reception
Add this event to your registration. Must hold an active CPMSM or CPCS certification.

Join fellow certificants and the Certification Commission of NAMSS (CCN) to celebrate your success as leaders in the industry.

6:30 p.m. – 8:00 p.m.

Dine-Around Dinners
Add this event to your registration.

Take a night off and enjoy dinner with your peers in Long Beach, California.

Wednesday, October 3

7:30 a.m. – 8:30 a.m.

Roundtable Networking Breakfast
Sign up information will be available on the NAMSS Website.

Engage in spirited discussions about industry hot topics with your peers.
Thank you to our sponsors

**Elite Sponsors**

- MD-Staff
- Sympllr
- Verity

**Diamond Sponsors**

- AOA
- IntelliSoft Group
- PreCheck

**Platinum Sponsors**

- AMA
- Verge Health

**Gold Sponsor**

- Hardenbergh Group

**Silver Sponsor**

- UC San Diego PACE Program
Hotel and Registration

NAMSS has secured room blocks at three hotels. Visit namss.org/ConferenceHotel to book your room today.

**Hyatt Regency Long Beach**
*Headquarter hotel*
200 South Pine Ave
Long Beach, CA 90802
$239 excluding tax
*Cutoff date: Friday, August 31, 2018*

**Renaissance Long Beach**
111 East Ocean Blvd
Long Beach, CA 90802
$239 excluding tax
*Cutoff date: Friday, August 31, 2018*

**Hilton Long Beach**
701 West Ocean Blvd
Long Beach, CA 90802
$189 excluding tax
*Cutoff Date: Friday, August 31, 2018*
Shuttle will be provided at this property.

**Register Early to Save**

**Full Conference Registration**

Full conference registration includes all educational sessions and activities Monday through Wednesday including the Exhibit Hall Opening Reception, Beach Party Reception, and Keynote Presentations. Visit namss.org/Registration to register and find one-day and guest registration options.

**Member**

Full Conference Registration
$710.00  $655.00 – if you register by August 3

**Non-Member**

Full Conference Registration
$860.00  $805.00 – if you register by August 3

Join NAMSS at www.namss.org and save up to $150 on conference registration.

2018 CVO Excellence Symposium
Add the CVO Excellence Symposium to your registration.

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<tr>
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<th>Before August 3</th>
<th>After August 3</th>
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</thead>
<tbody>
<tr>
<td>NAMSS Member</td>
<td>$299</td>
<td>$359</td>
</tr>
<tr>
<td>Non-Member</td>
<td>$299</td>
<td>$459</td>
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</tbody>
</table>
NAMSS 42nd Educational Conference & Exhibition 2018
Innovation for Patient Safety

Register by August 3, 2018
to save on registration. Visit namss.org/Registration to register.