

## NAMSS EDUCATION POLICIES AND PROCEDURES

**POLICY NAME:** Instructor Selection

**Number:** Education 1000.10  
**Effective Date:** 12.18.08

### **POLICY STATEMENT:**

It shall be the responsibility of the Education Committee to select qualified instructors in support of NAMSS' educational programs.

### **PURPOSE:**

To enable NAMSS to recruit and retain qualified instructors and to outline instructor expectations.

### **PROCEDURE:**

#### **Application Requirements and Process**

- 1) The process of recruitment and selection shall include the following:
  - a. Candidates must complete an application form to include:
    - i. Current Curriculum Vitae outlining the applicant's accomplishments in the medical services field.
    - ii. Listing of speaking engagements and evaluation summary for the previous 12-24 months.
    - iii. Candidates must provide verified documentation of recent teaching/speaking experience.
    - iv. List of three references who can attest to applicant's speaking experience
  - b. Candidates should currently be working in the medical services profession.
  - c. Candidates must be a current NAMSS Active Member as defined by the NAMSS bylaws (**Active Members** shall consist of individuals actively involved in credentialing, privileging, practitioner or provider organizations and/or regulatory compliance in the healthcare industry).
  - d. Candidates must not currently be serving as a NAMSS Board Member, Committee Member, Taskforce Member, or as an officer/officer-elect as defined by the state association bylaws at the national, regional or state level.
    - i. \* Instructors approved prior to September 2018 are permitted to serve out their terms of any existing volunteer service in any capacity at national, regional or state medical staff services position but cannot accept new positions.
  - e. May not work for or consult with a competing commercial business, organization, or vendor (State associations and their chapters are exempt).
  - f. Preferred candidates should have recent public speaking experience, i.e., at NAMSS Annual Conferences, state conferences or other speaking venues, addressing credentialing and other medical services professionals and healthcare related topics.
  - g. Hold dual NAMSS certification in good standing: CPMSM and CPCS\*, unless otherwise approved by the Education Committee and Board of Directors. Leadership Certificate preferred.  
\*Instructors approved prior to 2022 are not required to hold dual certifications.
  - h. It is recommended that a candidate submit a video clip of a teaching/speaking experience.
  - i. Candidates must adhere to the NAMSS Code of Ethics, represent NAMSS positively in all public forums, and be an overall ambassador of the NAMSS education program.

- 2) After becoming a full instructor, the expectation will be to teach a minimum of one NAMSS course each year, virtually or in-person, and receive average evaluation scores equivalent to 4.25 or higher on a 5-point scale. Scores below this threshold will be reviewed by the Education Committee who may recommend additional action as needed. Instructors will be provided with their evaluations and scores within thirty (30) days following completion of a course.

### **Education Committee Review and Approval Process**

- 1) Process to be used by the Education Committee when considering instructor applicants shall include:
  - a. Review of applications to determine all requirements have been met; and
  - b. Evaluation of data submitted by each applicant.
  - c. Committee may obtain input from any organization for whom the applicant has previously spoken.
- 2) Upon acceptance into the program, an applicant shall become a student instructor:
  - a. Student Instructors:
    - i. Must attend the next available Training of Trainers workshop after their acceptance into the program.
    - ii. Must teach one NAMSS course as a student instructor within 12 months after their attendance at the workshop, and receive an average evaluation score of 4.25 or higher on a 5.0 scale for each course taught.
    - iii. Must receive full recommendation from the NAMSS instructor(s) with whom the student instructor taught in order to be considered as a full instructor by the Education Committee. Recommendation from NAMSS instructor(s) will remain confidential.

After the Education Committee reviews the evaluation scores and the recommendations, a decision will be made as to whether full instructorship will be granted.

### **Instructor Expectations:**

- 1) When teaching for NAMSS, Instructors shall:
  - a. Obtain and maintain NAMSS membership in good standing, be an advocate for NAMSS and overall ambassador of the NAMSS education program;
  - b. Refrain from making disparaging comments about course content, NAMSS, NAMSS staff and NAMSS leadership and other faculty in any capacity, including but not limited to personal social media;
  - c. Refrain from marketing their personal business interests when teaching a NAMSS course
  - d. Refrain from teaching programs that directly compete with NAMSS courses, both while serving as an instructor and for no less than two years after leaving their position as an instructor with NAMSS, or speaking independently on topics that directly compete with a NAMSS educational course or program offering.
  - e. Notify the Education Committee thirty (30) days in advance of all speaking requests which may compete with a NAMSS education offering.
  - f. Promptly communicate concerns or issues with content or processes directly with NAMSS staff;
  - g. Dress in appropriate business attire when representing NAMSS;
  - h. Adhere to all responsibilities outlined in Memorandum of Understanding (MOUs) or other education agreements with NAMSS;
  - i. Annually complete a NAMSS Conflict of Interest form;
  - j. Review and sign instructor policies.
  - k. Adhere to the NAMSS Code of Professional Conduct.
  - l. Refrain from using his/her NAMSS instructor title or access to NAMSS instructor materials for their personal gain or benefit professionally or financially.

Violations of any of the above may result in referral to the NAMSS Ethics Committee.

**Instructor Reappointment**

- a. Instructors must apply for reappointment every three years.
- b. Reappointment criteria consist of:
  - i. A comprehensive list of NAMSS courses taught.
  - ii. A comprehensive list of other public speaking engagements during the previous three years with evaluation data.
  - iii. Committee may obtain input from any organization for whom the instructor has previously spoken.
  - iv. One reference from a current NAMSS instructor with whom the instructor has taught in the past three years.
  - v. At the discretion of the Education Committee, an interview may be required.
  - vi. Review and sign current instructor policies.
- c. Instructors who do not reapply or submit all required documentation prior to the deadline will be considered a voluntary resignation as a NAMSS instructor.
- d. The NAMSS Education Committee will notify instructors of their decision. If reapplication is denied, the instructor will have an opportunity to meet with the Education Committee prior to denial being finalized.

**NAMSS Guidelines**

- 1) Instructors can expect NAMSS to do the following:
  - a. Make teaching assignments for courses and notify instructors at least 60 days in advance of the course (exceptions may be made for state-hosted programs);
  - b. Provide MOUs at least 60 days in advance of the course (exceptions may be made for state-hosted programs);
  - c. Provide materials for courses being taught at least 30 days prior to the activity (90 days if possible);
  - d. Provide a list of participants at least one week prior to the activity (if registration is being done through NAMSS);
  - e. Provide instructors with timely course evaluation data (within 30 days of the event);
  - f. Process expense reports within one month of receipt, including automatic payment of honorarium.
  - g. Decision to cancel course for lack of participants will be made as early as possible; and
  - h. Will facilitate a conference call with all instructors to review issues and ideas quarterly.

<b>Originating Workgroup or Committee</b>	
<b>Bylaws And Other References</b>	
<b>NAMSS Bylaws</b>	
<b>Pertinent documents or other policy/procedure</b>	
<b>Communication Methodology</b>	Will be communicated to all instructors on quarterly call.

<b>Amended Date</b>	<b>Bylaws Committee Review Date</b>	<b>Board Approval Date</b>
12/2010		1/21/2011
4/18/2016		5/19/2016
8/4/2016		11/14/2016
9/14/2018		1/25/2018
12/13/19		12/19/19
9/17/2021		10/14/2021

**POLICY NAME: Instructor Evaluations****Number:** Education 1000.20**Effective Date:** 12.18.2008**POLICY STATEMENT:**

It shall be the responsibility of the Education Committee to provide, on an ongoing basis, evaluation of the NAMSS instructors, to ensure NAMSS standards are being met.

**PURPOSE:**

To provide high quality instructors, who will act as NAMSS' representatives and who are able to teach NAMSS educational material in the manner in which NAMSS requires it to be taught.

**PROCEDURE:**

- 1) All instructors will be required to receive average evaluation ratings of at least 4.25 on a 5.0 point rating scale, at all NAMSS courses taught.
- 2) Instructors will be provided with a summary of their evaluations, along with the average evaluation score, within 30 days after each course.
- 3) All instructors may be randomly audited by an Education Committee observer while teaching.
- 4) The Education Committee shall review NAMSS instructors during the reappointment window, along with courses taught by each instructor and evaluation scores. Scores below the 4.25 threshold will be reviewed by the Education Committee who may recommend additional action as needed.
- 5) NAMSS Executive Office staff will provide an evaluation summary of programs presented by each instructor to the Education Committee to determine any changes to the NAMSS instructor roster.
- 6) Instructors who are removed from the NAMSS instructor program may be reconsidered in two years, but may be subject to new instructor requirements including those of the Student Instructor Training Program as dictated by the Education Committee.
- 7) Instructors taking a leave of absence to serve as a NAMSS Board Member or Committee Chair, or in another volunteer position, upon their return need to demonstrate that they meet current instructor criteria. They will not be required to participate in the Student Instructor Training Program, however participation is strongly encouraged.

<b>Originating Workgroup or Committee</b>	
<b>Bylaws And Other References</b>	
<b>NAMSS Bylaws</b>	
<b>Pertinent documents or other policy/procedure</b>	
<b>Communication Methodology</b>	Will be communicated to all instructors on quarterly call.

<b>Amended Date</b>	<b>Bylaws Committee Review Date</b>	<b>Board Approval Date</b>
12/2010		1/21/2011
4/18/2016		5/19/2016
		11/14/2016
10/23/17		1/25/18
9/17/2021		10/14/2021

**POLICY NAME: Instructor Reimbursement**

**Number:** Education 1000.30

**Effective Date:** 12.18.2008

**POLICY STATEMENT:**

It shall be the responsibility of the Education Committee to provide a method for reimbursing reasonable and documented expenses to NAMSS instructors when they teach courses at NAMSS programs.

**PURPOSE:**

To reimburse instructors for their services to NAMSS.

**PROCEDURE:**

- 1) NAMSS will reimburse instructors for reasonable travel, transportation, meals and incidentals for serving as an instructor for an in-person NAMSS course. The U.S. General Services Administration (GSA) per diem rates which are calculated based on location and the NAMSS/SmithBucklin reimbursement policies will be used as guidelines.
  - a) Instructor shall make own travel arrangements, as far in advance as possible, to receive the best rate. Airfare must be coach travel through the NAMSS travel service and instructors must exercise due diligence when selecting airline and flight times to obtain the best value.
  - b) A Saturday night stay is encouraged when required for reduced air fare, if feasible, if the savings covers the cost of additional hotel and meal expenses.
- 2) Instructors who are teaching with a student instructor must complete Student Instructor Feedback form with or before expense reimbursement forms in order to receive payment.
- 3) Instructors will be responsible for completing a travel/expense reimbursement form, provided by NAMSS, for all reimbursable expenses according to NAMSS official travel policy. Receipts shall be attached to the expense report. An original expense form and original receipts are required by NAMSS finance department. Complete reimbursement forms must be submitted to NAMSS within 30 days following the event for which reimbursement is being requested. NAMSS will process all reimbursements within 30 days of submission.
- 4) NAMSS will provide honoraria as agreed to following instruction of a course.
- 5) Student instructors will receive expense reimbursement but not honoraria.

<b>Originating Workgroup or Committee</b>	Education Committee
<b>Bylaws And Other References</b>	
<b>NAMSS Bylaws</b>	
<b>Pertinent documents or other policy/procedure</b>	
<b>Communication Methodology</b>	Will be communicated in all instructor contracts and posted in the Education Policies File, as well as on the NAMSS website

<b>Amended Date</b>	<b>Bylaws Committee Review Date</b>	<b>Board Approval Date</b>
12/18/08		
12/31/2010		1/21/2011
4/18/2016		5/19/2016
8/4/2016		11/14/2016
9/17/2021		10/14/2021

**POLICY NAME: Instructor Honoraria**

**Number:** Education 1000.80

**Effective Date:** 5.19.2016

**POLICY STATEMENT:**

The Education Committee will set and standardize instructor payment based on length of class, number of attendees, and how many instructors are contracted per course.

**PURPOSE:**

To provide a standard policy for reference when contracting with instructors.

**PROCEDURE:**

- 1) Instructors of in-person two-day programs will receive the following honoraria:
  - a. When teaching 25 or fewer students, instructors will teach alone and receive \$3000.
  - b. When teaching more than 25 students (26+), instructors will co-teach with another instructor and each will receive \$1750
  - c. When extenuating circumstances arise and NAMSS is unable to contract a second instructor for courses over 25 students (26+), a single instructor will receive \$3000.
- 2) Instructors of in-person one-day programs will receive the following honoraria:
  - a. When teaching 25 or fewer students, instructors will teach alone and receive \$1750.
  - b. When teaching more than 25 students (26+), instructors will co-teach with another instructor and each will receive \$1250.
  - c. When extenuating circumstances arise and NAMSS is unable to contract a second instructor for courses over 25 students (26+), a single instructor will receive \$1750.
- 3) In the event that NAMSS provides an in-person three-day course, instructors will receive an additional \$500 per session.
- 4) Instructors of virtual programs will receive the following honoraria:
  - a. All virtual programs will have two instructors, both will receiving \$1750.
  - b. When extenuating circumstances arise and NAMSS is unable to contract a second instructor for virtual courses, a single instructor will receive \$1750.
- 5) When teaching at NAMSS Annual Conference and NAMSS Education Summit, NAMSS will book two speakers regardless of class size and adhere to in-person subpoints "b" above for honorarium structure. If enough instructors are not available, NAMSS will default to option "c" above.
- 6) Student instructors do not receive honorarium while student teaching, however expenses will be reimbursed per the education policies.

<b>Originating Workgroup or Committee</b>	Education Committee
<b>Bylaws And Other References</b>	
<b>NAMSS Bylaws</b>	
<b>Pertinent documents or other policy/procedure</b>	
<b>Communication Methodology</b>	Will be communicated to all instructors on quarterly call.

<b>Amended Date</b>	<b>Bylaws Committee Review Date</b>	<b>Board Approval Date</b>
9/14/2018		11/14/2016
9/17/2021		10/14/2021



**POLICY NAME: Instructor Training**

**Number:** Education 1000.90  
**Effective Date:** 5.19.2016

**POLICY STATEMENT:**

The Education Committee will set and standardize new and current instructor training and competencies for courses for which the instructor is able to teach.

**PURPOSE:**

To provide a standard policy for reference when accepting new instructors, and outlining how current instructors can expand the courses they are able to teach.

**PROCEDURE:**

- 1) New instructors:
  - a. Must attend the Training of Trainers workshop where they will be trained to teach NAMSS courses.
  - b. Instructors always have the option to audit courses before student teaching. If a student instructor chooses to audit an in-person program, they do so at their own expense. Auditing a virtual program incurs no expense.
  - c. Following the Training of Trainers, new instructors must student-teach with an experienced instructor once within the following 12 months. NAMSS Executive Office shall coordinate with new and experienced instructors on upcoming available courses. If this requirement is not met, student instructor will forfeit their ability to become a NAMSS instructor, barring an exemption granted by the Education Committee.
  - d. Following successful student teaching experiences, with an average instructor evaluation of 4.25 or higher on a 5 point scale, new instructors may request to start teaching independently each course for which they have successfully student taught.
    - i. If the above evaluation score is not met, new instructors will be required to audit the course and will then have one additional opportunity to student teach the course in order to achieve an average rating of 4.25 or higher. Upon completion of this additional instruction, the education committee will review the results and make a final determination on whether the instructor will be assigned to teach the course independently.
  - e. Student instructors will receive reimbursement for expenses incurred while teaching a course, but will not receive an honorarium.
  - f. Current instructors must provide written feedback to the Education Committee, on all student instructors with whom they teach during the student instructor period before final approval will be granted for the student in question to become a NAMSS instructor.
  - g. All student instructors may be randomly audited by an Education Committee observer while teaching.
- 2) Experienced Instructors interested in teaching a new course:
  - a. Instructors interested in teaching a new course shall complete an "Additional Teaching Course Request" form. This form shall be submitted to the Education Committee via the NAMSS Executive Office for review and approval. If approved, the Instructor shall be notified and provided an outline of the next steps.

- b. In order to teach a new NAMSS course, current instructors will be required to student teach the course one time.
    - i. Instructors will receive expense reimbursement only for student teaching.
  - c. Following student teaching, instructors will co-teach the course at least once with an experienced instructor.
    - i. Instructors will receive expense reimbursement and honoraria for co-teaching.
    - ii. If the instructor receives an average evaluation ranking of 4.25 or higher they may request to teach the course independently and receive full compensation in accordance with NAMSS instructor honorarium policy.
    - iii. If the instructor receives an average evaluation ranking lower than 4.25 they will not be qualified to teach that course.
      - 1. If the instructor is not qualified to teach the course, they may appeal the decision. All evaluations will be reviewed by the Education Committee, who will make a final determination on whether the instructor will be assigned to teach the course independently.
- 3) The Education Committee will review instructor evaluations following each course that they teach in accordance with current NAMSS policies.

**\*Virtual Courses:**

*Student teaching requirements for virtual programs will be made at the discretion of the Education Committee.*

<b>Originating Workgroup or Committee</b>	Education Committee
<b>Bylaws And Other References</b>	
<b>NAMSS Bylaws</b>	
<b>Pertinent documents or other policy/procedure</b>	
<b>Communication Methodology</b>	Will be communicated to all instructors on quarterly call.

<b>Amended Date</b>	<b>Bylaws Committee Review Date</b>	<b>Board Approval Date</b>
8/4/2016		11/14/2016
9/14/2018		1/25/2018
9/17/2021		10/14/2021

**POLICY NAME: Instructor Course Review**

**Number:** Education 1001.00

**Effective Date:** 5.19.2016

**POLICY STATEMENT:**

The Education Committee in collaboration with NAMSS staff will set and standardize the in-person course review process.

**PURPOSE:**

To provide a standard policy for reference when instructors teach a course and have feedback and updates to provide.

**PROCEDURE:**

- 1) Every effort will be made to provide all course materials at least 30 days in advance of a scheduled program. Exceptions may be made when courses are being updated.
- 2) Instructors have access to restricted pages of the NAMSS website with the Facilitator Guide, Participant Guide and presentation slides for their event.
- 3) Instructors will be provided a change log prior to their teaching experience. Instructors will keep a log of any additional edits noted during the teaching of a course and send suggested changes **only** to Subject Matter Expert(s) and NAMSS Education Team at [education@namss.org](mailto:education@namss.org) to include in future course updates.
- 4) Subject Matter Expert(s) will incorporate edits to in-person courses in collaboration with NAMSS Executive Office at least twice annually, and at least 60 days before the Education Summit and Annual Conference, except when scheduled updates coincide and can be condensed into the same timeline.
  - a) Updates made to course materials will be shared with instructors following their implementation.
  - b) NAMSS instructors should review updates to confirm changes made within 30 days of receipt.
- 5) All edits to the NAMSS courses must be approved by the NAMSS SME (Subject Matter Expert) prior to being integrated into the courses.
- 6) The NAMSS Subject Matter Expert role is filled by someone hired directly by NAMSS.

<b>Originating Workgroup or Committee</b>	Education Committee
<b>Bylaws And Other References</b>	
<b>NAMSS Bylaws</b>	
<b>Pertinent documents or other policy/procedure</b>	
<b>Communication Methodology</b>	Will be communicated to all instructors on quarterly call.

<b>Amended Date</b>	<b>Bylaws Committee Review Date</b>	<b>Board Approval Date</b>
9/14/2018		1/25/2018
9/17/2021		10/14/2021