



NAMSS™

EDUCATION. ADVOCACY. PATIENT SAFETY.



EDUCATION. ADVOCACY. PATIENT SAFETY.

NAMSS PASS

**Protect Patients + Reduce Costs =
NAMSS PASSTM**

NAMSS PASSTM **Protects Patients**

Marginal Practitioners

- Some practitioners require more research and review.
- Information gaps exacerbate uncertainties.
- You don't know what you don't know.



Notable “Marginal Practitioners”

- **Dr. Michael Swango** (Blind Eye, by James Stewart)
Serial-killer physician who murdered patients.

- **Dr. Christopher Duntzch**
Neurosurgeon who maimed patients and whose colleagues called a sociopath and deemed him a “clear and present danger” to patients.



How will you protect patients and families from marginal practitioners?

Where is the Danger Lurking?

- Terminated or resigns, but not reported to the NPDB.
- Applies for credentials at another facility, lists all affiliations but one.
- Other facilities are unaware of the missing affiliation.
- You can't verify what they don't know!

How Often Does This Happen?

- Happens every day.
- NAMSS surveyed over 4,000 MSPs who used NAMSS PASS.
- 37% of respondents found information in NAMSS PASSTM that their practitioner applicants did not disclose.

Bringing Our Shared Vision to Reality

Practitioner

Affiliation

Sharing

Source

WHAT is NAMSS PASS™?

First and only national centralized data-repository for primary-source affiliation history.

Designed by the NAMSS and Horty, Springer & Mattern, a nationally-recognized healthcare law firm.

NAMSS PASS™ Provides:

- A practitioner's affiliation history for all healthcare entities that credentialed him/her (as reported by those healthcare entities).
- Instant verification of affiliation information an applicant discloses.
- A quick “gap analysis” to detect omissions or credentialing “red flags”
- Primary-source verification letters on the contributing entity's letterhead, if available.

The Joint Commission Supports NAMSS PASS™

“We do understand that a great many hospitals believe that this process (verifying past affiliations) is an important element of credentialing, and an important practice to promote quality and patient safety...We applaud NAMSS’ commitment... and hope that your continued program development proceeds smoothly and that NAMSS PASS™ becomes an effective resource for the health care field.”

David W. Baker, M.D.,MPH, FACP

*Executive Vice President Healthcare
Quality Evaluation
The Joint Commission*

Ana Pujols McKee, M.D.

*Executive Vice President and
Chief Medical Officer
The Joint Commission*

It's Easy to Contribute Data

- Accepts excel spreadsheets
- Only collects non-confidential or publicly-available information (Name, NPI, Dates of Affiliation, etc.)
- Doesn't include practitioner quality data; only shows the availability of affiliation-verification letters.
- Easy-to-understand Gap-Analysis Profile.

**Together, we can protect patients
by contributing affiliation
histories to NAMSS PASS™**

Our Legal (and Moral) Duty of “Due Diligence”

- Selecting and retaining competent medical staff is every facility’s responsibility
- Facility obligation is the same, regardless of size
- *Johnson v. Misericordia Hospital* (1981) – Healthcare entities are responsible not only for what they know, but also what they ***should have known***.

Failure to Disclose Past Affiliations or Actions Taken at Past Affiliations

- *Dunbar v. Hosp. Auth. of Gwinnett County*, 182 S.E.2d 89 (Ga. 1971)
- *Johnson v. Misericordia Community Hospital*, 301 N.W.2d 156 (Wis. 1981)
- *Lapidot v. Memorial Medical Center*, 494 N.E.2d 838 (Ill. Ct. App. 1986)
- *Garrison v. Board of Trustees of Memorial Hosp. of Laramie County*, 795 P.2d 190 (Wyo. 1990)
- *Oskooi v. Fountain Valley Reg'l Hosp. and Medical Center*, 49 Cal.Rptr.2d 769 (Cal. Ct. App. 1996)
- *Richstone v. Novello*, 726 N.Y.S.2d 188 (N.Y. App. Div. 2001)
- *Fine v. Childrens Hospital Los Angeles*, (Cal. Ct. App. 2002)
- *Masood v. Kentucky Board of Medical Licensure*, (Ky. Ct. App. 2005)
- *Daigle v. Stulc*, 794 F.Supp.2d 194 (D. Me. 2011)

WHAT NAMSS PASS™ Accomplishes:

- Protects patients by raising credentialing standards
- Reduces the legal risk for negligent credentialing
- Creates best-practice affiliation letters
- Defines “good standing” in affiliation letters
- Makes the verification process more efficient
- Eliminates unnecessary systematic costs
- Reduces practitioner-onboarding timeframe

**NAMSS PASS™ reduces your
department's administrative
costs.**

Cost-Savings Comparisons

Based on MSP Cost at \$20/hr.

Cost 1 – Responding to Third-Party Verification Requests		NAMSS PASS™	
30 Minutes/Request	\$10.00	10 Minutes/Month	\$small
Letterhead, Ink, Fax, Postage Costs	\$3.00	No Resources	\$0.00
Per-Letter Costs	\$13.00	No Cost	\$0.00
100 Letters/Month	\$1,300 / Month	Unlimited Queries and Letters	\$0.00

Cost-Savings Comparisons

Based on MSP Cost at \$20/hr.

Cost 2 – Verifying Affiliation History		NAMSS PASS™	
30 Minutes (Including 2-3 Follow-Up Attempts)	\$10.00	Subscriptions for 1,000 Practitioners	\$2,000
Letterhead, Ink, Fax, Postage, Webcrawls	\$3.00	No Resources	\$0.00
Per-Cost Letter	\$13.00	20% Discount if 1,000+ Practitioners	-\$400.00
100 Letters/Month	\$1,300 / Month	Unlimited Queries and Letters	\$67.00 / Month ((\$800/year))

Cost-Savings Comparisons

Based on MSP Cost at \$20/hr.

Costs for Responding and Verifying	NAMSS PASS™
100 Letters Per Month \$2,600/Month	Unlimited Queries and Letters \$67/Month (\$800/Year)

Cost savings can free up existing resources so MSPs can focus on higher-level work that cannot be automated.

The Five “W’s” of NAMSS PASS™

Who, What, When, Where, and Why

WHO is Currently Contributing

Top healthcare systems that are leading the way to better Patient Safety



What is NAMSS PASS™?

- A critical credentialing tool to protect patients and protect our facilities from marginal practitioners.
- A centralized database created by you and your peers to communicate safely and effectively.
- A free web-response software to auto-respond to requests to verify affiliation information.

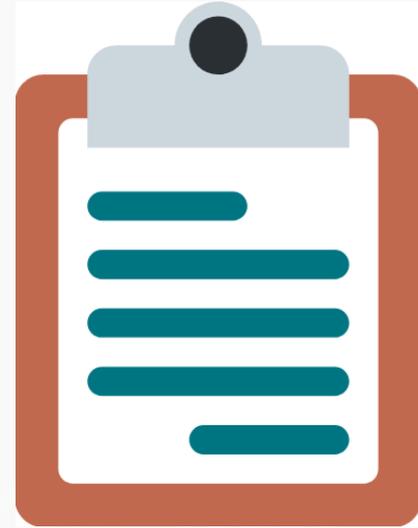
What NAMSS PASSTM is NOT:

- Credentialing Software
- Centralized Verification Organization or Service
- Credentialing Clearinghouse



When?

- Healthcare is Changing – *the MSP Role is Evolving*
- Healthcare is Challenging – *Collaboration is Critical*
- Healthcare is Expensive – *Facilities Need to Reduce Costs*



Where?



Why?

- Beneficial (Improves Patient Safety, Reduces Costs, Reduces Credentialing Risks)
- No Cost to Contribute and User-Friendly
- The ***Right*** Thing to Do!



What Does NAMSS PASS™ Look Like?

Practitioner Profile

- The Practitioner Profile shows healthcare-affiliation histories with corresponding, verifiable dates.
- Facilities can provide photos of their medical staff.



The screenshot shows the NAMSS PASS website interface. At the top, there is a navigation bar with links for Home, Search, Query History, Account, Billing, Support, and Pilot Feedback, along with a user profile for Andy Lock. The main content area is titled "View" and displays the "Affiliation Profile for NPI: 1013177010". A profile picture of a female healthcare professional is shown on the right. Below the photo, the following information is listed: First Name: Susan, Middle Name: (blank), Last Name: Adams, Suffix: (blank), and Title: (blank). A summary of records is provided: Total Facilities/Entities on file: 3, Total Records on file: 3 (includes archived). A note states: "Note: to view archived records, you must have a Gap Analysis subscription." Below this is the "Affiliation History" section, which includes a table with columns for Facility/Entity, Location, Name, From, To, and Letter Available. The table lists three affiliations: HMS Del Mar Hospital, HMS San Diego Hospital, and HMS Palm Springs Hospital, all for Susan Adams. Each row has a "Print Letter" button.

NAMSS PASS
PRACTITIONER AFFILIATION SHARING SOURCE

Home Search Query History Account Billing Support Pilot Feedback Andy Lock

View

Affiliation Profile for NPI: 1013177010

First Name: Susan
Middle Name:
Last Name: Adams
Suffix:
Title:

Total Facilities/Entities on file: 3
Total Records on file: 3 (includes archived) Note: to view archived records, you must have a Gap Analysis subscription.

Affiliation History

Show Archived Hide Archived

Facility/Entity	Location	Name	From	To	Letter Available
HMS Del Mar Hospital		Susan Adams	01/01/2000	10/01/2002	Print Letter
HMS San Diego Hospital		Susan Adams	07/20/2004	11/15/2010	Print Letter
HMS Palm Springs Hospital		Susan Adams	12/01/2011	present	Print Letter

Good-Standing Letters

- Letters can be printed at any time.
- If a letter is not available, the user is instructed to directly contact the facility.

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HMS Hospital
Palm Springs Campus



CONFIDENTIAL PEER REVIEW DOCUMENT
For Credentialing Use Only
Printed on behalf of HMS Health System

09/18/2012
AndyLockPractitioner Hospital Data Bank, --
Re: Susan Adams (License Number: G51236) (State: CA)



To Whom It May Concern:

This letter is to respond to your request for primary source verification regarding the status of the above-referenced practitioner at HMS Palm Springs Hospital. Please note the following information:

<u>Dates of Affiliation</u>	<u>Facility</u>	<u>Specialty</u>	<u>Staff Category</u>	<u>Status</u>
12/01/2011 - present		Vascular Surgery; Thoracic Surgery	Active	Good Standing

"Good Standing" means that no adverse professional review action as defined in the Health Care Quality Improvement Act has been taken regarding this practitioner. Specifically, neither the practitioner's staff membership nor clinical privileges have been reduced, restricted, suspended, revoked, denied, or not renewed. For purposes of this letter, "restricted" means that no mandatory continuing consultation requirement has been imposed upon the practitioner (i.e., the practitioner must obtain a consult and the consultant must approve the course of treatment in advance).

If this information does not agree with your records or if you need additional information, please feel free to contact me at 760-887-3989.

Sincerely,



HMS Palm Springs Hospital
Information in this letter last updated by HMS Palm Springs Hospital on 08/29/2012
Query Confirmation Number: CH-VI-131f10400000056952268610881



https://pro-file2.winstaff.com/winstaff/phdb2/print_reprint.jsp?paoid=569

9/18/2012

Good-Standing Letters

- Good Standing Letter Template #2

HMS Hospital
San Diego Campus



CONFIDENTIAL PEER REVIEW DOCUMENT
For Credentialing Use Only
Printed on behalf of HMS Medical Centers

02/25/2013

Andy Lock
HMS Medical Centers
4455 Morena Blvd
Suite 203
San Diego, CA 92117



Re: **John Doe** (License Number: **LIC:1234567890**) (State:)
To Whom It May Concern:

This letter is to respond to your request for primary source verification regarding the status of the above-referenced practitioner at **HMS Medical Center**. Please note the following information:

Dates of Affiliation	Facility/Location	Specialty	Staff Category	Status
5/1/2009 - 1/1/2011	West Campus	Family Medicine	Resigned	Good Standing

"Good Standing" means as follows:

1. Our Hospital evaluates the six ACGME general competencies (patient care, medical/clinical knowledge, practice-based learning, interpersonal and communication skills, professionalism, and system-based practice) as part of our appointment, reappointment, and privileging processes.
2. No adverse professional review action as defined in the Health Care Quality Improvement Act has been taken regarding this practitioner.
Specifically, neither the practitioner's staff membership nor clinical privileges have been reduced, restricted, suspended, revoked, denied, or not renewed. For purposes of this letter, "restricted" means that no mandatory concurring consultation requirement has been imposed upon the practitioner (i.e., the practitioner must obtain a consult and the consultant must approve the course of treatment in advance), and
3. Our Hospital is unaware of any health issues that might affect the practitioner's ability to practice safely and competently.

If this information does not agree with your records or if you need additional information, please feel free to contact me at **858-274-6828**.

Sincerely,



Andy Lock John Smith
Credentials Coordinator
HMS Medical Center

Information in this letter last updated by **HMS Medical Center** on **02/25/2013**
Query Confirmation Number: **SAMPLE12345**



Understanding “Good Standing”

- **Good Standing Definition**

- *No adverse professional review action*, defined in the Health Care Quality Improvement Act, taken practitioner.
- No reduction, restriction, suspension, revocation, denial, or non-renewal of practitioner’s staff membership or clinical privileges.

- **Restriction Definition**

- Mandatory concurring consultation requirement imposed on practitioner (i.e., the practitioner must obtain a consult and the consultant must approve the course of treatment in advance).

What if a Practitioner Does Not Have a “Good Standing” Letter?

- Letters may not be available for several reasons.
- The lack of a good-standing letter may have no relevance to qualifications.
- In such cases, contact the facility with the contact information NAMSS PASS provides.

**How NAMSS PASS™
Secures Data and Why It's
Less Risk Than Hosting
Your Own Website**

NAMSS PASS™ Data is Secure

- Completely separate, secured network.
- Hosted at a top-tier data center with state-of-the-art firewalls, highest encryption and authentication technology, and 365/24/7-staffed security and network monitoring.
- Does NOT contain any PHI, personal, or confidential information.
- Eliminates your own network's security risks.

NAMSS PASS™

Top-Five Common Questions

Question #1

Will my facility need to change Bylaws and secure releases from our practitioners to upload data to NAMSS PASS™?



Answer

Absolutely not. Your current bylaws and release should already have this language. You're just automating what you're already manually doing now.

Question #2

I do not feel comfortable explaining this to my Medical Staff Leadership. What resources are available that can help me obtain leadership buy-in?



Answer

You shouldn't need approval because you're already providing this information to others today. You're just automating it. See NAMSS.org for more information.

Question #3

How can my current software export affiliation data into NAMSS PASS™?



Answer

- Simple uploads through an Excel file (all major credentialing software can export. Some already have NAMSS PASS™ format).
- Uploads can be automated.
- Electronic Connectivity Program (ECP) allows existing credentialing software to directly interface with NAMSS PASS™.

Question #4

Our legal counsel has not yet approved the NAMSS definition of “Good Standing” and neither of the two letter templates at this time. What can I do?



Answer

- Use your existing letter content with our Custom-Letter feature.
- Educate your legal counsel and your credentialing colleagues!
- Within the data file, you assign a numeric designation of “0”.

Question #5

We already purchased a web-based letter response system. Why should we contribute data for others to print our letters that we already have in our system?



Answer

You can continue using your own letter response system. But contribute your data for the safety of patients and good of the profession! You're not required to use NAMSS PASS™ to print your letters. We can direct users to your web link to print your letters.

What are the Fees?

Basic Service at No Charge

Contribute Affiliation Data	No Charge
Add Additional Users	No Charge
Browse Practitioners and Facilities	No Charge
Auto-Print Good-Standing Letters	No Charge
Gap-Analysis History Research	No Charge

What are the Fees?

- Fees are only applicable when you query other facilities (for Contributing Entities).
- For an entity with 500 active practitioners: \$500 per year.
 - \$1/practitioner/year for unlimited access.
 - 20% discount for over 1000 practitioners.
- Entities can purchase individual letter credits.
 - Rates start at \$3.
 - Discounts available to data-contributors.

Top-10 Dangerous Doctors Straighten Call to Eliminate Affiliation Gaps

by Consumer Watchdog



Dr. Aria Omar Sabit



Dr. Van Vu



Dr. Shane Sheibani



Dr. Craig Alan Bittner



Dr. Efrain Gonzalez



Dr. Israel Chambi



Dr. Brian West



Dr. Carlos Estiandan



Dr. Daryl Westerback



Dr. Andrew Rutland



**Ultimately,
Success
Depends
On You**

Questions About NAMSS PASS™?

www.NAMSS.org
support@namsspass.com