EDUCATION. ADVOCACY. PATIENT SAFETY.
Protect Patients + Reduce Costs = NAMSS PASS™
NAMSS PASS™
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 Duntsch**
  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 PASS™ 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.
“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

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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

- *Johnson v. Misericordia Community Hospital*, 301 N.W.2d 156 (Wis. 1981)
- *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)
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.

<table>
<thead>
<tr>
<th>Cost 1 – Responding to Third-Party Verification Requests</th>
<th>NAMSS PASS™</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 Minutes/Request</td>
<td>$10.00</td>
</tr>
<tr>
<td>Letterhead, Ink, Fax, Postage Costs</td>
<td>$3.00</td>
</tr>
<tr>
<td>Per-Letter Costs</td>
<td>$13.00</td>
</tr>
<tr>
<td>100 Letters/Month</td>
<td>$1,300 / Month</td>
</tr>
</tbody>
</table>

| No Resources                                             | $0.00        |
| No Cost                                                  | $0.00        |
| Unlimited Queries and Letters                            | $0.00        |

NAMSS PASS™ provides unlimited queries and letters at no cost, offering significant savings compared to traditional methods.
# Cost-Savings Comparisons

Based on MSP Cost at $20/hr.

<table>
<thead>
<tr>
<th>Cost 2 – Verifying Affiliation History</th>
<th>NAMSS PASS™</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 Minutes (Including 2-3 Follow-Up Attempts)</td>
<td>$10.00</td>
</tr>
<tr>
<td>Letterhead, Ink, Fax, Postage, Webcrawls</td>
<td>$3.00</td>
</tr>
<tr>
<td>Per-Cost Letter</td>
<td>$13.00</td>
</tr>
<tr>
<td>100 Letters/Month</td>
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</tr>
</tbody>
</table>
Cost-Savings Comparisons

**Based on MSP Cost at $20/hr.**

<table>
<thead>
<tr>
<th>Costs for Responding and Verifying</th>
<th>NAMSS PASS™</th>
</tr>
</thead>
<tbody>
<tr>
<td>100 Letters Per Month</td>
<td>Unlimited Queries and Letters</td>
</tr>
<tr>
<td>$2,600/Month</td>
<td>$67/Month ($800/Year)</td>
</tr>
</tbody>
</table>

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

- Vanderbilt University Medical Center
- Aurora Health Care
- PeaceHealth
- Baystate Health
- Beloit Health System
- Centura Health
- Cincinnati Children’s
- Health Care
- Mercy Health
- UNC Health Care
- Johns Hopkins Medicine
- SSM Health
- Genesis
- Indiana University Health
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 PASS™ 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.
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.
**Good-Standing Letters**

- Good Standing Letter Template #2

### 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
AAMC National Board
Suite 200
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:

<table>
<thead>
<tr>
<th>Dates of Affiliation</th>
<th>Facility Location</th>
<th>Specialty</th>
<th>Staff Category</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/1/2009 - 11/12/2011</td>
<td>Vested Campus</td>
<td>Family Medicine</td>
<td>Resigned</td>
<td>Good Standing</td>
</tr>
</tbody>
</table>

"Good Standing" means as follows:
1. Our hospital evaluates the surgeon's general competencies (patient care, medical knowledge, practice-based learning, interpersonal and communication skills, professionalism, and systems-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 the practitioner.
3. Specifically, neither the practitioner's staff membership nor clinical privileges have been revoked, restricted, suspended, mandated, denied, or not renewed. For purposes of this letter, "restricted" means that no mandatory continuing education 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
4. 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 888-274-6828.

Sincerely,

Andy Lock, John Smith
Credentialing Coordinator
HMS Medical Center

Information in this letter last updated by HMS Medical Center on 02/26/2013
Credit: Credit Card Number: SAMPLE123456

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**NAMSS** | www.namss.org
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.
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”.

www.namss.org
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?

<table>
<thead>
<tr>
<th>Basic Service at No Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contribute Affiliation Data</td>
</tr>
<tr>
<td>Add Additional Users</td>
</tr>
<tr>
<td>Browse Practitioners and Facilities</td>
</tr>
<tr>
<td>Auto-Print Good-Standing Letters</td>
</tr>
<tr>
<td>Gap-Analysis History Research</td>
</tr>
</tbody>
</table>
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

Ultimately, Success Depends On You
Questions About NAMSS PASS™?

www.NAMSS.org

support@namsspass.com