

# DEFINING TOMORROW'S MSP®:

The Future of the Medical Services Profession

## FREQUENTLY ASKED QUESTIONS

### About the Defining Tomorrow's MSP®: The Future of the Medical Services Profession Report

#### What is The Future of the Medical Services Profession Report?

The report is designed to equip you with the resources you need to become the voice of the medical services profession and the MSPs of tomorrow. In it, you will find a brief background, the current and future landscape of the profession, core functions of Medical Services Professionals (MSPs), and skillsets by years of experience.

#### Why did NAMSS create The Future of the Medical Services Profession Report? How?

The report was created to raise awareness, educate, and demonstrate the vital role MSPs play in the healthcare industry as gatekeepers of patient safety. This report will help build recognition within the industry for MSPs and illustrate how their role is continuously evolving and expanding.

The core responsibilities, skillsets, and knowledge are defined based on feedback and responses from MSPs across the country that were collected via the Job Task Analysis (JTA), and comprehensive member surveys, focus groups, and interviews conducted in 2019. We updated the report in October 2021 to reflect results from the 2021 NAMSS member survey.

#### How can I use this report?

Use this report to demonstrate the essential role of MSPs in the healthcare industry. The evidence-based research shows that the role of the MSP has evolved and grown, and professionals must advocate for changes in their facilities to reflect the expanded role MSPs play within the healthcare industry.

### About the Medical Services Profession

#### What is a Medical Services Professional?

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. MSPs are highly-trained professionals with specific expertise in credentialing processes and regulatory compliance.

#### Is the Medical Services Profession different than Medical Staff Services?

As the healthcare landscape has evolved over the past 40 years, the field of Medical Staff Services has grown to encompass more than clerical positions. The MSP of today works in a wide range of employment settings that requires specific knowledge and competencies. The term Medical Services Profession was established to reflect the growth in settings, responsibilities, and qualifications. While some organizations may use the term Medical Staff Services, NAMSS believes that Medical Services Profession more fully explains how these professionals support patient safety, quality care, and continued improvement for excellence in healthcare delivery.

### About NAMSS

#### What is NAMSS?

The National Association Medical Staff Services (NAMSS) celebrates more than 40 years of enhancing the professional development of and recognition for professionals in the medical staff and credentialing services field. NAMSS' vision is to advance a healthcare environment that maximizes the patient experience through the delivery of quality services. NAMSS membership includes 6,000+ medical staff and credentialing services professionals from medical group practices, hospitals, managed care organizations, and CVOs.