



UAMSS

Date: Friday, Aug. 13th, 2021
Time: 8:00 am to 4:00 pm MT
Location: Virtual

Agenda
UAMSS August 2021
Annual Conference

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| 8:00 – 8:30 | Welcome/Introduction and UAMSS Information
<i>UAMSS Board Members</i> |
| 8:30 – 9:30 | Unifying Provider Enrollment, Credentialing, and Privileging
<i>Lisa Velasco, MSM, CPMSM, CPCS</i> |
| 9:30 – 10:20 | NAMSS Updates +
<i>Lisa Goodwin, CPCS, CPMSM (NAMSS Director At Large)</i> |
| 10:20 – 10:30 | Break |
| 10:30 – 12:00 | The Power of Critical Thinking
<i>Faith Rhoades, MMHC, CPMSM, CPCS, FMSP</i> |
| 12:00 – 1:00 | Lunch Break |
| 1:00 – 2:50 | Credentialing Across the Continuum: Hospital, Managed Care, CVO
<i>Faith Rhoades, MMHC, CPMSM, CPCS, FMSP</i> |
| 2:50 – 3:00 | Break |
| 3:00 – 3:50 | Wellness & Recharging
<i>Rachel Smith, CPCS</i>
<i>Medical Staff Services Supervisor at Primary Children’s Hospital, SLC, UT</i> |
| 3:50 – 4:00 | Drawing/Closing Comments
<i>UAMSS Board Members</i> |

Next UAMSS Conference – 11/4/2021 (Quarterly 2 hr. Conference)

Unifying Provider Enrollment, Credentialing, and Privileging

Lisa Velasco, MSM, CPMSM, CPCS

-60 minutes-

Session Description –

Credentialing and provider enrollment are complex, time-consuming, and redundant processes that negatively impact provider satisfaction, patient satisfaction, and revenue cycle management.

This solutions-oriented presentation will provide MSPs with specific tools and takeaways to streamline processes, gain operational efficiencies, and accelerate turn-around time which will result in cost savings, positive impact to revenue and improve provider and patient satisfaction.

Learning Objectives --

1. Discuss advantages and disadvantages of a unified credentialing process.
2. Describe fundamentals for unifying provider enrollment, credentialing, and privileging.
3. Identify tools and resources to achieve a unified process or validate your current process.

Speaker Bio:

Lisa Velasco, MSM, CPMSM, CPCS

Lisa Velasco is Director, Professional Services for The Hardenbergh Group. She brings almost 30 years of experience in hospitals and managed care organizations, accreditation and regulatory standards, knowledge of healthcare law, credentialing and privileging, administration, project management, start-up operations, acquisitions and mergers, graduate medical education, continuing medical education, physician relations, recruitment, and practitioner wellness.

Lisa leverages her vast professional experience to identify and place experienced, qualified MSPs to help clients fill temporary vacancies, supplement existing staff during peak workloads, assess and improve operational efficiency, prepare for regulatory surveys and audits, pursue NCQA accreditation and certification, and more. Lisa is a thought leader, having co-authored articles and spoken frequently on various topics.

Lisa completed the NAMSS Leadership Certificate Program in 2018 and has served on the NAMSS Certification Commission and Ethics Committee. She received the 2021 Mentor Award from Florida Association of Medical Staff Services and has served in leadership roles on the local, state, and national level. Lisa is a licensed physical therapist assistant and a certified health coach. Her passion is fostering an environment of continuous learning, professional development, and networking amongst her peers.

NAMSS Updates +

Lisa Goodwin, CPCS, CPMSM

-50 minutes-

Learning Objectives:

- Describe the history of NAMSS, strategic initiatives and impact on the industry.
- Identify elements of the NAMSS Leadership and Volunteer Pathways to better support the profession.
- Discuss verification benchmarks and grassroots efforts NAMSS is supporting to improve credentialing efficiencies.

Speaker Bio:

Lisa Goodwin, MBA, CPCS, CPMSM

Lisa Goodwin is the current NAMSS Director at Large for the state associations of Arizona, Colorado, Idaho, Montana, Utah, and Wyoming. She is also chair of the NAMSS Ethics Committee.

Lisa is the Director of Medical Staff Services at Kootenai Health. She holds a Bachelor of Science in Business Administration and a Master of Business Administration in Healthcare Management.

The Power of Critical Thinking

Faith Rhoades, MMHC, CPMSM, CPCS, FMSP

-90 minutes-

Session Description –

Apply critical thinking skills in credentialing and privileging decisions. Critical thinking is defined as active use of a person's reasoning ability to analyze arguments, ideas, and situations in order to reach optimal conclusions or decisions. For those in the business world who make decisions, develop plans, create strategies, and are called on to lead others, critical thinking is vital to success. This session looks at the elements of critical thinking, how to judge your own thinking and the thinking of others, and the influence critical thinking holds over the power of the mind.

Learning Objectives --

1. Look at elements of critical thinking and personally evaluate critical thinking skills
2. Discuss techniques used in problem solving, creativity and decision making
3. Consider the power of the mind and its implication for leadership

Speaker Bio:

Faith E. Rhoades, MMHC, CPMSM, CPCS, FMSP is director of medical staff services at Huntsville Hospital, the second largest hospital in Alabama, and the sixth largest publicly owned hospital in the nation. She holds a Bachelor of Science in Healthcare Administration and Masters in Management of Healthcare from Vanderbilt University.

Her more than 35 years' experience in the fields of medical staff management and leadership development includes service as president of the Alabama Association of Medical Staff Services, member of the NAMSS Bylaws, Industry and Government Relations and Membership Committees, member-at-large on the NAMSS Board and NAMSS instructor.

Credentialing Across the Continuum: Hospital, Managed Care, CVO

Faith Rhoades, MMHC, CPMSM, CPCS, FMSP

-110 minutes-

Session Description –

This session will review the regulatory and accreditation standards required throughout the healthcare industry to include policy and primary source verification requirements.

Learning Objectives --

1. Discuss the different regulatory and accrediting bodies and the types of organizations accredited by each.
2. Develop complete and concise Medical Staff Bylaws and Credentialing Policies and Procedures to ensure compliance.
3. Discuss the primary source verification requirements and the timeframes that affect the credentialing process.

Speaker Bio:

Faith E. Rhoades, MMHC, CPMSM, CPCS, FMSP is director of medical staff services at Huntsville Hospital, the second largest hospital in Alabama, and the sixth largest publicly owned hospital in the nation. She holds a Bachelor of Science in Healthcare Administration and Masters in Management of Healthcare from Vanderbilt University.

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Wellness & Recharging

Rachel Smith, CPCS

-50 minutes-

Learning Objectives:

We will discuss various dimensions of wellness and resiliency. Wellness and recharging are imperative to assist in our productivity, over all sense of wellbeing and happiness.

- Discuss the various components of wellness, which include:
 1. emotional
 2. spiritual
 3. intellectual
 4. social
 5. occupational, and
 6. physical.
- Discuss being able to identify what at an individual level helps in recharging / grounding of one's self.

Speaker Bio:

Rachel Smith, CPCS

Rachel Smith has 30 years' experience in Medical Staff Services. She currently serves as the Medical Staff Services Supervisor at Primary Children's Hospital in Salt Lake City. Rachel has a demonstrated history of working in the hospital & health care industry. She is skilled in Healthcare Consulting, Health Insurance, Customer Service, Credentialing, and JCAHO. Rachel is a Certified Provider Credentialing Specialist (CPCS) and served as UAMSS President in 2015.

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