



UAMSS

Date: Thursday, Nov. 4th, 2021
Time: 2:00 pm to 4:00 pm
Location: Virtual conference

Agenda
UAMSS Nov 2021
4th Quarter Conference

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| 2:00 – 2:10 pm | Welcome/Introduction and UAMSS Information <i>UAMSS Board</i> |
| 2:10 – 3:00 pm | Improving the Provider Experience in your Organization <i>Pam Postma, CPMSM, CPCS</i> |
| 3:00 – 3:55 pm | Multi-level Critical Analysis of Appointments and Reappointments: Avoiding the One Who Slipped Through <i>Erin L. Muellenberg, JD, CPMSM</i> |
| 3:55 – 4:00 pm | Closing Comments <i>Jen Gillespie, UAMSS President</i> |

See following page for learning objectives and speaker information.

Improving the Provider Experience in your Organization

Pam Postma, CPMSM, CPCS

-50 minutes-

Learning Objectives:

- Steps to create a provider experience project in your organization
- Identify stakeholders to be involved
- Learn what work groups may be needed
- Learn how to assess the success of your project

Speaker Bio:

Pam Postma, CPMSM, CPCS

Pam is the current Director of Medical Staff Offices, Office of Physician and APP Affairs at Intermountain Healthcare. Prior to her current position, Pam was the Manager over the five Intermountain Salt Lake Valley Hospitals. Pam has a BA in Health Administration and is dual-certified through NAMSS (CPMSM/CPCS).

Fun facts: Pam is a founding member of UAMSS; she has served as UAMSS President twice; she is a previous recipient of the NAMSS Charlotte Cochrane Scholarship.

Multi-level Critical Analysis of Appointments and Reappointments: Avoiding the One Who Slipped Through

Erin L. Muellenberg, JD, CPMSM

-55 minutes-

Learning Objectives:

At the conclusion of this presentation the participant will be able to:

- Identify at least two areas where a breakdown in review of a red flag application can occur
- State at least three questions that medical staff leadership may wish to ask a new applicant
- Identify one best practice for evaluation of a new applicant

Speaker Bio:

Erin L. Muellenberg, JD, CPMSM

Erin Muellenberg brings a strong skillset to her exclusive practice of medical staff law. As a former director of medical staff services in a large community-based hospital, she is intimately familiar with the daily operations of the medical staff organization and its governance process. Erin's practice focuses on advising hospitals, health systems, critical access hospitals, ambulatory surgery centers, and medical groups on the regulatory, compliance, and practical requirements of credentialing, peer review, disciplinary matters and for interfacing the medical staff and allied health professional staff with hospital operations.