

MICHIGAN ASSOCIATION OF
MEDICAL STAFF PROFESSIONALS PRESENTS

44TH ANNUAL STATE CONFERENCE
Riverfront Reunion!

SUNDAY, JUNE 2 - TUESDAY, JUNE 4, 2024
DOUBLE TREE, RIVERFRONT - BAY CITY, MICHIGAN
ONE WENONAH PARK PLACE

Join us for the Welcome Reception
Sunday, June 2, 2024 beginning at 5 PM
Hors d'oeuvres and beverages will be available

Meet Our Speakers!



Amy Dee, RN
Motivational
Speaker

KEY NOTE



Karen Vargas,
MSA, OTR/L,
CPHQ

JOINT COMMISSION



Rachelle Silva,
BS, CPMSM,
CPCS

TMG UNIVERSITY
TEAM LEAD



Erin
Mullenberg, JD,
CPMSM, CPCS

PRINCIPAL,
POL SINELLI, PC



Ropizah
Ervin, CPMSM,
CPCS

NAMSS DIRECTOR
AT LARGE



Michele
McDonald, CHC

RISK &
COMPLIANCE



David Colón-
Margolies

DIRECTOR, PROVIDER
ENGAGEMENT



Karen
Vineyard,
CPMSM

NAMSS DIRECTOR AT
LARGE & MAMSS PAST
PRESIDENT



Jo Hoevet,
CPMSM

CREDENTIALS
SUPERVISOR



Sharon
Beckwith

HARDENBERGH
GROUP



Sally Pelletier,
CPMSM, CPCS

CHIEF CREDENTIALING
OFFICER
GREELEY

FOR MORE INFORMATION OR TO REGISTER NOW

PLEASE REFER TO THE MAMSS CONFERENCE CANCELLATION, REFUND AND TRANSFER POLICY FOR ANY QUESTIONS REGARDING CANCELLATIONS, REFUNDS OR TRANSFERS. ALL CANCELLATIONS MUST BE MADE TWO WEEKS PRIOR TO THE CONFERENCE AND TRANSFERS MUST BE MADE AT LEAST 7 DAYS PRIOR TO THE CONFERENCE.

MICHIGAN ASSOCIATION OF MEDICAL STAFF PROFESSIONALS PRESENTS 44TH ANNUAL STATE CONFERENCE

SUNDAY, JUNE 2 - TUESDAY, JUNE 4, 2024
DOUBLE TREE, RIVERFRONT - BAY CITY, MICHIGAN
ONE WENONAH PARK PLACE

Riverfront Reunion!

SCHEDULE OF EVENTS

Monday, June 3, 2024

Resilience: Awareness, Perspective, Choice

Amy Dee, RN & Key Note Speaker

8:00am – 9:00am

Resilience is about becoming stronger not in spite of challenges but because of challenges. Amy uses hilarious stories and her psychiatric RN training to teach her audiences mental techniques that broaden and build resilience through awareness, perspective, and choice.

Joint Commission Update

Karen Vargas, MSA, OTR/L, CPHQ

9:00am – 10:30am

Review what's new in The Joint Commission Medical Staff Chapter. Application of TJC medical staff standards across all health care systems. Update on current TJC telemedicine requirements and Medical Staff Chapter implications now post COVID

Peak Performance: Mastering NCQA Accreditation Standards

Rachelle Silva, BS, CLE, CPCS, CPMSM

9:00am – 10:30am

Embark on a comprehensive journey through the National Committee for Quality Assurance (NCQA) accreditation standards. Join us for an in-depth exploration of NCQA's criteria and best practices for ensuring compliance. Then, discuss the real-world implications of these standards, demonstrating how they directly impact patient care and operational efficiency.

Break time! Be sure to report to your next session by 10:45am

Sharing Peer Review Information; Is Transparency Really Necessary?

Erin Mullenberg, JD, CPMSM, CPCS

10:45am – 11:45am

Can there be too much transparency? Yes! But too little is equally bad and a definite patient safety issue. Knowing how to share information and having a policy to information sharing is key to successfully managing this area. We will explore case scenarios and specific ways to share information, what legal safeguards are necessary, and the boundaries that should be followed.

Streamlining Success: Merging Credentialing and Provider Enrollment

Rachelle Silva, BS, CLE, CPCS, CPMSM

10:45am – 11:45am

Increasingly, healthcare organizations are combining provider enrollment and credentialing. This integration is occurring in environments ranging from hospital systems to managed care, often as a result of organizational mergers and acquisitions or departmental consolidations. Discover the functions of this new frontier, which include credentialing, billing, and contracting.

Business Lunch!

Business Meeting & NAMSS Director at Large Update

Katherine Cramer, CPMSM & Ropizah Ervin, CPMSM

12:30pm – 1:00pm

Physician Arrangement Integrity: Lessons From Recent Settlements

Michele McDonald, CMC

1:00pm – 2:00pm

Learn about varying types of arrangements that health systems may have with medical staff members and physicians, and how regulations are applicable in physician relationships. The speaker will further define questions to ask when you suspect a compliance concern, and how to support compliance investigations as a medical staff professional.

CAQH Credentialing Update

David Colón-Margolies

1:00 pm – 2:00 pm

Attendees will learn about industry trends that are affecting provider data management and how consolidated solutions like the CAQH Provider Data Portal simplify this work. Use cases explored will include the collection, maintenance and sharing of provider data with multiple health plans to support credentialing, primary source verification, directory management and more. New users will learn how to get started with CAQH Solutions, including the Provider, Groups, and Practice Manager modules. Experienced users will appreciate the up-to-date tips for maintaining provider data and how to maximize its utility.

Break time! Be sure to report to your next session by 2:15pm

Job Descriptions for Tomorrow's MSP, Are You Ready?

Karen Vineyard, CPMSM & Jo Hoevet, CPMSM

2:15pm – 3:15pm

This presentation will take a glance at the current requirements and skillsets required to keep up in this ever changing industry while evaluating the up and coming requirements to support career growth to include valuable resources MSP's have access to, to support continued personal and professional growth.

Hiding in Plain Sight: What you don't know can hurt you

Erin Mullenberg, JD, CPMSM, CPCS

3:15pm – 4:15pm

The news is full of health care providers and imposters who have committed crimes, including fraud, intentional or gross negligent acts causing severe harm, sexual assault, murder and a variety of other crimes. In recent years there have been a flurry of documentaries and true crime stories about these medical criminals. This program will highlight some of these individuals and discuss how they were able to work in the system without detection for years. We will discuss the role of credentialing and peer review in early intervention and detection of these individuals along with practical strategies for protecting patients and others.

Join us at Retro Rocks-Bay City
Networking Event sponsored by Greeley
5:00 – 7:00 PM

MICHIGAN ASSOCIATION OF MEDICAL STAFF PROFESSIONALS PRESENTS 44TH ANNUAL STATE CONFERENCE

SUNDAY, JUNE 2 - TUESDAY, JUNE 4, 2024
DOUBLE TREE, RIVERFRONT - BAY CITY, MICHIGAN
ONE WENONAH PARK PLACE

Riverfront Reunion!

SCHEDULE OF EVENTS

Tuesday, June 4, 2024

Physician Engagement: How to Incentivize & engage Physicians in Peer Review

Sharon Beckwith

7:30am – 8:30am

Well-run peer review committees are essential to maintaining high-quality medical staff but recruiting for the peer review committee can be challenging. This program will discuss the history and importance of peer review and explore opportunities to cultivate physician engagement and participation in the process.

Verify and Comply: CMS, TJC, NCQA, ACHC, and DNV Credentialing Standards Compared and Contrasted

Sally Pelletier, CPMSM, CPCS

7:30am – 8:30am

This session compares and contrasts the specific standards for the five agencies [CMS, TJC, ACHC, DNV, NCQA], for initial appointment and reappointment, to include detailed description of the four steps of credentialing and the responsible parties for each step.

The Lorna Breen Act: Balancing Patient Safety and the Need to Ask Questions about a Practitioner's Physical and Mental Health

Erin Mullenberg, JD, CPMSM, CPCS

8:30 am – 10:00 am

In 2020, during the height of the pandemic, Dr. Lorna Breen, an emergency physician, committed suicide after spending weeks working 16–18 hour shifts daily, struggling with lack of PPE, scarce resources, and a constant flow of critically ill patients. When she was no longer able to work her friends and colleagues convinced her to be admitted to an inpatient psychiatric facility. Believing that a mental health crisis on her record would bring an end to her career, she instead chose to take her own life. This session will discuss the Lorna Breen Act and subsequent legislation related to practitioner mental health along with the limited questions about mental health that have been adopted by at least 21 state licensing boards and the push for institutions to similarly limit their credentialing questions. We will discuss options for managing these questions balancing practitioner mental health against patient safety.

Breather to stretch your legs & get checked out! Be sure to report to your next session by 10:15 am

2020–2022: Years we learned things we never wanted to learn

Erin Mullenberg, JD, CPMSM, CPCS

10:15am – 11:15 am

The "Covid Years" brought us disaster credentialing, challenges to staffing, burnout, and many other things. This session, with humor and compassion, will review some of the lessons, including multi-tasking, virtual meeting management, imposters, and empathy for ourselves and our providers.

Suspension of Privileges: A Valuable Pause Button

Sharon Beckwith

10:15am – 11:15 am

Of all the challenges facing medical executive committee members, some of the most difficult may involve the timely management of a provider suspected of having competence or conduct issues. Suspension of clinical privileges limits privileges prior to completion of a professional review action but does not mandate any disciplinary action. We will discuss the process of suspension as well as other approaches that may be used to address concerns with a provider's care.

Join us for a Mac n' Cheese bar 11:15–11:30 am

How to manage the expanding scope of Advanced Practice Professionals and determine competency

Sally Pelletier, CPMSM, CPCS

11:30 am – 12:30pm

This session deals with the ever expanding 'scope creep' of APPs and policy considerations for training up the APP for clinical privileges.

Thanks so much to our Platinum Sponsors!

Welcome Reception Sponsor



QGenda

Networking Event Sponsor



Greeley

A CHARTIS COMPANY