



MD-Staff

2023 Educational Conference Agenda

March 1st - 3rd, 2023

PRE-CONFERENCE WORKSHOP WEDNESDAY, MARCH 1, 2023

11:30 AM - 12:30 PM

Workshop Registration

CONCURRENT SESSIONS

12:30 PM - 4:30 PM

MD-Staff Back to School

This hands-on foundational workshop is designed for those attendees with little to no experience in MD-Staff. You will complete this workshop feeling more confident in your skills and with a firm understanding of the most efficient way to manage your providers. We will cover best-practice setup and workflow scenarios to ensure you don't miss a critical step in your credentialing process. Topics will include MD-App, checklists, verifications, Aiva automation, Pronto, expirables management, reporting, and much more!

MD-Staff - Beyond the Basics

Medical Staff Professionals must adapt their day-to-day activities to meet the demands of our ever-changing healthcare environment. Remote work, system consolidations, centralization, and technology have all contributed to redefining your roles and responsibilities. Are you keeping up with the changes? Are there MD-Staff features you just haven't had time to explore? This workshop has you covered!

In addition to reviewing many of the standard workflows needed to build a foundation of efficiency, we will discuss the more advanced features and tools of MD-Staff. Topics will include Aiva cycles, Pronto, productivity metrics, advanced reporting, automation tools, Virtual Committee workflows, and more!

CONFERENCE THURSDAY, MARCH 2, 2023

7:00 AM - 8:00 AM

Conference Registration & Breakfast Hosted by MD-Staff

8:00 AM - 4:00 PM

ASM Office Hours

Do you have a question or would you like to learn more about a feature or module? Stop by and we will share some tips and tricks! Visit us outside the conference rooms.

8:00 AM – 8:45 AM

Provider Burnout: What Can Medical Staff Professionals Do To Help?

The AMA attributes 50% of providers are “burnt out” from administrative burden. Caregivers are struggling and many are considering leaving the profession. Don't be part of the problem! Empower yourself and your team to implement practices that remove unnecessary provider obstacles, and in turn improve your own professional satisfaction.

NAMSS Learning Objectives:

- 1. Understand the challenges facing clinical practitioners and MSPs
- 2. Learn ways to reduce obstacles while staying compliant with regulatory requirements
- 3. Develop a plan to combat administrative burden created by the MSP

Presenters	
Amy Madden, CPMSM, CPCS	Geneva Million, CPCS, CPMSM
<i>VP, Client Services</i>	<i>Implementation Manager</i>
ASM / MD-Staff	ASM / MD-Staff

8:45 AM - 9:45 AM

**Ready. Set. Launch.
Tips, Tricks & Startling Facts of CVO Implementation**

Discover the ins and outs of successfully implementing a credentialing solution. This session will address:

- Who to involve and why
- Role of the physician champion
- Explore software secrets to do the job
- The value of communication
- The need for collaboration

Presenters		
Jodi J. Smith, CPMSM	Peter K. Dempsey, MD	Stheffany De Lima, MHA
<i>Director, BILH Credentials Verification Office</i>	<i>Medical Director, BILH Credentials Verification Office & Neurosurgeon</i>	<i>Database Manager, Credentials Verification Office</i>
Beth Israel Lahey Health	Beth Israel Lahey Health	Beth Israel Lahey Health

9:45 AM - 10:00 AM

Break

10:00 AM - 11:00 AM

There's an Imposter Among Us?

Have you ever found your way into a job and felt like you didn't deserve to be there? Have you felt like a fraud at work and like everyone knows that you'll be 'found out' at any moment? Do you have trouble accepting your own successes? You are not alone! Imposter Syndrome is real! In this session, we will learn all about Imposter Syndrome and ways to identify, overcome, and become the hero you always were. This presentation is designed to help MSPs get over their own internal conflict and self-limiting behaviors to ensure that they are Tomorrow's MSP! The hope is that this information is passed down and continually used to create self-promotion for years to come.

Presenters

**Maggie Palmer,
CPCS, CPMSM**

VP, Professional Medical Affairs

Parkland Health

**Brianna Foulkrod,
CPCS, CPMSM**

Director, Credentialing

Texas Health Physicians Group

11:00 AM - 12:00 PM

Creating a Central Verification Office

What we did and what we wished we did first!

In this session, you will learn about the multi-year, multi-facility credentialing and medical staff services centralization of >20,000 providers and MD-Staff system implementation at Mass General Brigham. We will share an overview of the modules, project plan, operational readiness plan including communication, testing, best practices, and lessons learned.

Mass General Brigham is the largest integrated health care delivery system in Massachusetts and New Hampshire. Mass General Brigham consists of 16 member institutions including Brigham and Women's Hospital and Massachusetts General Hospital academic medical centers, top-tier specialty hospitals, community hospitals, a rehabilitation network, a health insurance plan, and many locations for urgent and community care.

Presenters

**Alexis E. Williamson,
MPH**

*Executive Director, Central
Credentialing Office*

Mass General Brigham

**Michelle Butler,
CPCS, CPMSM**

*Director, Medical Staff Services,
Central Credentialing*

Mass General Brigham

Megan E. Leonard

*Senior Project Specialist, Patient
and Provider Services*

Mass General Brigham

12:00 PM - 1:00 PM

Lunch Hosted by MD-Staff

1:00 PM - 1:45 PM

2023 ASM Roadmap

Learn about ASM's strategic plan with Nick Phan, EVO, COO.

1:45 PM - 2:30 PM

Sharing Peer Review Information: Is Transparency Really Necessary?

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.

NAMSS Learning Objectives:

1. State elements of a peer review information sharing policy
2. Identify one law that provides immunity for peer review information sharing
3. Identify one piece of information that should not be included in peer reviewing information sharing

Presenter

Erin L. Muellenberg, JD, CPMSM, CPCS

Polsinelli

2:30 PM - 2:45 PM

Break

2:45 PM - 3:30 PM

Sharing Information About Problem Providers: Is the Benign Affiliation Letter Adequate?

Have you ever breathed a sigh of relief when the problem practitioner turns in his/her resignation? And then the affiliation letters start coming...there have been no formal actions but there have been plenty of little problems. What do you tell the next hospital? This session will discuss the legal and ethical obligations of information sharing and work through the practitioners that are in the "gray zone".

NAMSS Learning Objectives:

1. Identify one way to advise the medical staff leadership on affiliation responses
2. Identify when to require more information from the institution that sends the benign affiliation letter
3. Identify one law that provides immunity for responses

Presenter

Erin L. Muellenberg, JD, CPMSM, CPCS

Polsinelli

3:30 PM – 4:30 PM

Provider Enrollment Basics
What to do on Day 1, Week 1, Month 1, Year 1

Congratulations you're a Provider Enrollment Professional (PEP)! Now what? This presentation will walk you through some tips for getting you through Day 1, Week 1, Month 1 and Year 1. Leave better prepared to tackle the most common Enrollment challenges and questions.

NAMSS Learning Objectives:

1. Learn the 5 W's of enrollment
2. Learn how to use skills learned as an MSP to be successful as a PEP
3. Learn common challenges and opportunities for new provider enrollment professionals

Presenters

Mathieu O. Gaulin,
CPMSM, CPCS

Director, Health Affairs

Boston Children's

Jenny Jackson,
EdD, MBA, CPMSM, CPCS

*Senior Director of CVO, Onboarding & Provider
Enrollment*

Community Health System

CONFERENCE
FRIDAY, MARCH 3, 2023

7:30 AM – 8:00 AM

Breakfast Hosted by MD-Staff

8:00 AM – 2:00 PM

ASM Office Hours

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CONCURRENT SESSIONS - CHOOSE ONE BELOW

8:00 AM – 8:50 AM

Improve Turnaround Times Using Aiva

Time is of the essence in your world! Feeling rushed or overwhelmed can often result in poor quality. We will teach you methods to ensure excellence while quickly onboarding new providers and finishing reappointments with time to spare. Aiva automation, Aiva cycles, and Virtual Committee Workflows will improve your efficiency and result in fewer delays and less re-work.

Topics: Aiva Automation, Aiva Cycles, Aiva Dashboard, End-to-end Workflow, Virtual Committee Workflows, Turnaround Time Dashboards

Presenters

Kaleb Palmer

Implementation Manager

ASM / MD-Staff

Xochitl Spoerer

Application Analyst Lead

ASM / MD-Staff

Travis Trainer

Customer Success Manager

ASM / MD-Staff

MD-Stat Implementation Best Practices

This frequently requested topic is perfect for any MD-Stat user. Whether you are about to implement MD-Stat or looking to revamp or enhance your provider performance evaluation process, this session will provide proven strategies for success. We will provide recommendations for scoping your project, developing requirements, resourcing, and understanding your clinical data.

Topics: Project Scope, Achievable Expectations, Proper Resources, Understanding Data

Presenters

Michael Garcia, PMP

Director, Implementations

ASM / MD-Staff

Tyler Giovannetti

Implementation Manager

ASM / MD-Staff

**Geneva Million,
CPCS, CPMSM**

Implementation Manager

ASM / MD-Staff

Provider Enrollment Revisited

This session is geared toward all Enrollment attendees and will highlight exciting changes in Version 10+ that will simplify your daily work. From customizable screens to quick click enrollments, don't miss this informative session.

Topics: New Enrollment Features, Customizable Layouts and Grids, Rosters

Presenters

Matthew Clupper

Implementation Manager

ASM / MD-Staff

Keith Gibson, CSM

Implementation Manager

ASM / MD-Staff

CONCURRENT SESSIONS - CHOOSE ONE BELOW

8:55 AM - 9:45 AM

Is Anyone Listening? Effective Provider Communication Solutions

Stop spending unnecessary hours composing emails and making phone calls. Learn to communicate with your providers quickly and effectively using MD-Staff features such as Demographic Merge, Pronto Update, Scheduled Messages, MD-Staff Connect, and more!

Topics: Demographic/Email/SMS Merges, MD-Staff Connect, Scheduled Messages, Pronto Update, Pronto Survey

Presenters		
Janelle Medor	Damon Peters	Jean Polanco
<i>Implementation Manager</i>	<i>Customer Success Specialist</i>	<i>Training Specialist</i>
ASM / MD-Staff	ASM / MD-Staff	ASM / MD-Staff

Ad Hoc Fundamentals: "I Need that Report ASAP!"

This popular session is back and perfect for both new users or users needing a training refresher. No more spending countless hours developing reports! We will provide you with a clear understanding of the fundamentals of Ad Hoc query. Using a simple, step-by-step process, learn to quickly create reports with the desired information and formatting.

Presenters		
Tom Blaylock	David Calvi	Bobby Lawson
<i>Customer Success & Content Manager</i>	<i>Customer Success Manager</i>	<i>Customer Support Manager</i>
ASM / MD-Staff	ASM / MD-Staff	ASM / MD-Staff

No Paper, No Problem: Audits Made Easy

Get excited to revamp your survey process. This session will provide strategies to ace that next audit. Practice makes perfect to get rid of those nerves when it's survey time! Listen to your peers share their paperless audit experiences with TJC, NCQA, and health plans.

NAMSS Learning Objectives:

1. Learn strategies to develop advanced MSP skills required to successfully participate in regulatory and health plan audits.
2. Review techniques to implement a paperless process while staying in compliance with hospital, legal, and regulatory bodies.

Presenters			
Amy Madden, CPMSM, CPCS	Angela J. Skinner	Cheri Lipps-Brindle	Kristin Vess, CPCS
<i>VP, Client Services</i>	<i>Director, Office of Medical Affairs</i>	<i>Senior Credentialing Coordinator, Office of Medical Affairs</i>	<i>Manager of Operations, MSPS</i>
ASM / MD-Staff	Centura Health	Centura Health	Parkland Health

9:45 AM - 10:00 AM

Break

CONCURRENT SESSIONS - CHOOSE ONE BELOW

10:00 AM - 10:50 AM

Ad Hoc Advanced: "If Only I Could Get That Report..."

This in demand session is back and includes key enhancements in Version 10+. Impress your peers and management by developing advanced Ad Hoc skills to support those urgent and complex report requests. In this session, we will build some of the most common types of Ad Hoc reports with advanced formatting. Learn to identify which tables to use in your report, output format, and how to pull information from multiple sections of provider and facility records.

Presenters

Tom Blaylock

Terrani Giesbret, PMP, CSM

Travis Trainer

Customer Success & Content Manager

Director, Customer Success

Customer Success Manager

ASM / MD-Staff

ASM / MD-Staff

ASM / MD-Staff

Addressing Provider Performance: FPPE and Proctoring

Are you looking for a more streamlined approach to managing new provider privileges? This session will review best practice workflows for managing FPPE and proctoring. Learn new techniques and communication tools to ensure proper documentation of your evaluation process.

Topics: FPPE, Proctoring, Virtual Committee, Communication Tools

Presenters

Geneva Million, CPCS, CPMSM

Kaleb Palmer

Implementation Manager

Implementation Manager

ASM / MD-Staff

ASM / MD-Staff

Multifacility Must-Haves

Calling all multifacility organizations! Drop by this session and make sure you aren't missing out on a feature or workflow to create efficiency and foster collaboration within your organization. Learn ways to reduce the burden on providers, speak the same data language, and showcase your wins to leadership.

Topics: Market Workflows, Market Aiva Cycles, Market Privileges, Data Control and Standards, Productivity Metrics

Presenters

Matthew Clupper

Michael Garcia, PMP

Keith Gibson, CSM

Implementation Manager

Director, Implementations

Implementation Manager

ASM / MD-Staff

ASM / MD-Staff

ASM / MD-Staff

CONCURRENT SESSIONS - CHOOSE ONE BELOW

10:55 AM - 11:45 AM

Data Overload: What Can I Do With All This Data?

The need for a source of truth for provider data within hospitals, health systems, and health plans has never been greater. Learn ways in which MD-Staff can meet the needs of your organization in sharing and accessing key provider data.

Topics: API, Data Warehouse, MFN, Change Audit, Purge Records, MD-Query Logs

Presenters

Kyle Gettemeier, CPHQ

Implementation Manager

ASM / MD-Staff

Kaleb Palmer

Implementation Manager

ASM / MD-Staff

Travis Trainer

Customer Success Manager

ASM / MD-Staff

Best Practices for Managing Expiring Credentials

Are you spending too much time tracking expiration dates for your providers? Or worse, are you missing critical alerts? This session will teach you best practice steps to ensure you are taking advantage of automation to help manage expirables.

Topics: Alarms, Applying Web scrape Results, Needs Review Flags, Aiva IQ, Scheduled Tasks, Scheduled Messages, Pronto Update

Presenters

Whitney Votaw (Butts)

Director, Customer Support

ASM / MD-Staff

Damon Peters

Customer Success Specialist

ASM / MD-Staff

Jean Polanco

Training Specialist

ASM / MD-Staff

Simplify Your Application Process

No more delays in receiving completed applications!

Improve the first step of your credentialing process by creating a more efficient application process. Adopt setup and workflow options that are guaranteed to please!

Topics: MD-App Templates, MD-App Payments, Scheduled Messages for Applicants, Document Mapping, MD-App Screening and Import

Presenters

David Calvi

Customer Success Manager

ASM / MD-Staff

Tyler Giovannetti

Implementation Manager

ASM / MD-Staff

Bobby Lawson

Customer Support Manager

ASM / MD-Staff

11:45 AM - 1:00 PM

Lunch Hosted by MD-Staff

1:00 PM - 2:00 PM

The Power of Communication

Our communication holds so much power that it can create war or peace, friendships or enemies, failure or success. However, we most often are unaware of how we are communicating. Professional and personal success depends not only on your knowledge and technical skills, it depends on how well you communicate with others. As part of your professional and personal development, explore ways to improve your communication in the workplace and every place.

NAMSS Learning Objectives:

1. Learn communication skills to promote your role and industry within your organization
2. Adopt strategies to build relationships across your organization
3. Align your daily work and goals with Tomorrow's MSP

Presenter

John Pastrano, CPCS, CPMSM, BBA

2:00 PM - 2:45 PM

Closing Session - MD-Staff Trivia

Let's end the conference with some FUN! Join us for games and prizes in our closing session.

Presenters

David Calvi

Customer Success Manager

ASM / MD-Staff

Jean Polanco

Training Specialist

ASM / MD-Staff