









**Indiana Association of Medical Staff Services (INAMSS)
Business Meeting and Annual Education Conference
April 26, 2024**

A special thank you to our sponsors!



Friday, April 26, 2024		
7:30am – 8am	<p>Welcome & INAMSS Business Meeting</p> <p>INAMSS Mission:</p> <ol style="list-style-type: none"> 1) Promote a positive and professional image of the medical staff professional and credentialing specialist. 2) Develop opportunities for networking. 3) Create an atmosphere to promote understanding of continuous changes in the organizational structure of healthcare. 4) To stimulate professional education activities through formalized workshops and programs that improve skills and competence. 5) Promote Educational Certification within our healthcare industry. 	
8am – 9:00am  Preethi Fernando	FR-01 1 CEU	<p>The Emotional Intelligent Leader... Doing Things for the Right Reasons <i>Preethi Fernando</i></p> <p>Emotionally intelligent leaders bring out the best in others. Their influence inspires others to work for the greater good, than for self-centered benefits. They trust and inspire; they think beyond themselves. Businesses led by leaders high in EQ, treat employees with dignity, authenticity, and transparency. Emotionally intelligent leaders know how to say “no.” They continuously weed out toxic employees and retain engaged, productive, peak performers. Rather than tolerating disengagement, toxicity, burnout, and fatigue, they address them without delay.</p> <p>Emotionally intelligent leaders are kind. Kindness is not meekness. It is a strength. ‘Tis hard to fight kindness. ‘Tis equally harder to dupe kind people as they have clarity of thought, have great vision for the organization, and they know how to make others buy-in to that vision. They unleash the power of kindness through sensitivity, fairness, and by doing things for the right reasons. People can see through their motives very quickly and this helps to build trust.</p> <p>People can feel the genuineness, sincerity, and simplicity of emotionally intelligent leaders. They remain calm during workplace storms. They know how to effectively tackle angry people. Workplaces led by people high in emotional intelligence are happier, productive, and innovative.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • How to trust and inspire oneself and others • How to implement emotionally intelligent qualities on the daily demands of your job • How to earn the title of being “authentic and genuine” in an artificial intelligent driven workplace • How to use emotional intelligence in handling angry people
9:00am – 9:15am		Morning Break
9:15am – 11:15am  Sally J. Pelletier	FR-02 2 CEU	<p>Hot Topics in Privileging <i>Sally J. Pelletier, CPMSM, CPCS</i></p> <p>Relevant current privileging challenges e.g., low/no volume, ambulatory settings, expanded scope for APPs, cross specialty disputes, temporary privileges, and FPPE/OPPE will be addressed in a rapid-fire manner that includes a combination of lecture, interactive case studies, polling, and audience participation.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • Develop privileging for expanding APPs scope of practice • Create solutions for managing low/no volume practitioners • Define provider-based clinics • Identify methods for administering Initial FPPE

<p>11:15am -12:15pm</p>  <p>Natie Rose</p>  <p>Dawn Amsdill</p>	<p>FR-04 1 CEU</p>	<p>MSO and CVO Collaboration <i>Natalie Rose MHA, CPMSM, CPCS & Dawn Amsdill</i></p> <p>Collaboration and a sense of team among CVO and MSO colleagues is key to efficient, meaningful, and timely credentialing processes. Credentialing is high-risk and highly visible to health system leaders and physicians, and partnering lends itself to timelier credentialing and informed decisions. A spirit of collaboration improves colleague satisfaction and provides a lasting and positive first impression for new practitioners.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • Identify opportunities for collaboration for the CVO and MSO • Determine how to establish standard work for different departments • Create common vocabulary (e.g. “completed application”) • Familiarize impact on colleague engagement and particular satisfaction • At the end of this session, participants will be able to identify successes that already have in place and opportunities to strengthen the partnership among CVO and MSO teams.
<p>12:15pm – 12:45pm</p>		<p>Lunch</p>
<p>12:45pm – 1:45pm</p>  <p>David Colón-Margolies</p>	<p>FR-05 1CEU</p>	<p>CAQH Credentialing Update <i>David Colón-Margolies</i></p> <p>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.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • Learn about industry trends and requirements driving requests for provider data and attestations. • Learn how to streamline the process of completing credentialing applications for multiple health plans using the CAQH provider data platform. • Gain best practices to reduce the time and effort needed to prepare data for credentialing, delegated credentialing, primary source verification, and directory management using CAQH’s Provider Data Portal.
<p>1:45pm – 2pm</p>		<p>Afternoon Break</p>
<p>2pm – 3pm</p>  <p>Melissa Walters</p>	<p>FR-06 1CEU</p>	<p>Streamline Credentialing <i>Melissa Walters MS, FMSP, CPCS, CPMSM</i></p> <p>A review of credentialing best practices in a multi-hospital system. Participants will learn to apply best practices to develop a clear, well- defined and consistent credentialing and privileging process and minimize duplication of effort and resources.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • Define streamlining • Review a Four Step process for SUCCESS
<p>3pm – 4pm</p>	<p>FR-07 1 CEU</p>	<p>Transformative Performance Metrics <i>Melissa Walters MS, FMSP, CPCS, CPMSM</i></p> <p>Digital Transformation is not just a perception anymore it’s a reality. Real-time data for today’s remote workforce is a key asset for MSPs. In this session learn how to utilize technology to measure performance by looking at how you can build “real-time” dashboards to measure department/facility performance as well as individual performance.</p> <p>Objectives:</p> <ul style="list-style-type: none"> • Understand the basics to create value for your performance • Utilize LEAN to map the value stream for credentialing • Learn how to leverage current technology • Develop your own performance metrics roadmap
<p>4pm – 4:15pm</p>		<p>Conference wrap-up</p>