



David Colon-Margolies is the Director of Provider Engagement at CAQH where he focuses on strengthening CAQH's relationship with the provider community and advocating for their unique needs. David previously served as a CAQH Senior Account Manager, partnering with customers to streamline the business of healthcare. Prior to CAQH, David spent 6 years at Avalere Health, where he advised manufacturers, payers, and providers regarding healthcare policy, reimbursement, and health economics research. In his free time David writes and plays music and spends time with his family, including his 11-year-old terrier Frida.



Dawn Amsdill is the manager for the Trinity Health's CVO initial credentialing team. Dawn became a manager to a team of 15 and has grown it to 54 colleagues as the CPI expanded to 25,000 providers. She is an advocate for her team and enjoys coaching colleagues toward continuous improvement. In her free time, Dawn loves going to cardio drumming and spending time with her family.



Melissa Walters, MHA, FMSP, CPMSM, CPCS

Melissa Walters is the Assistant Vice President – Medical Staff Operations for MedStar Health in Columbia, MD.

Melissa has over thirty years experience in the healthcare field as it relates to credentialing, privileging, physician contracting, compliance, and the self-governed Medical Staff. Melissa's expertise is in establishing centralized credentialing departments for large academic and community health systems while meeting various accreditation standards (i.e. TJC, HFAP and NCQA) and facility specific Bylaws, Rules and Regulations. Melissa is accomplished in helping hospitals, healthcare systems, and internal Centralized Credentialing Offices cope with an ever changing industry and regulatory environment as an advocate for patient safety. Her projects often involve changes in operations necessary to meet accreditation and licensing standards, as well as to improve productivity and operational efficiency.

Melissa has served in various leadership positions on State and National Associations and was the President of the National Association Medical Staff Services (NAMSS) in 2013. She recently served as NAMSS as the Chair, Leadership Development Workgroup (2018 – March 2020) and is now serving NAMSS in a faculty position. Melissa often lends her expertise to state and national educational providers and professional organizations by speaking at meetings and serving on a variety of advisory boards.

Melissa holds a Master's in Health Administration, Bachelor's in Justice Studies and certification in Medical Services Management (CPMSM) and Provider Credentialing Specialist (CPCS). Melissa was inducted as a NAMSS Fellow in September 2018.



Natalie Rose, MHA, CPMSM, CPCS, is the director for Trinity Health's system-wide CVO. She serves as Past-Chair of the NAMSS Certification Commission and on the MAMSS Board. Natalie champions certification and encourages MSPs to invest in their professional growth. In her free time, Natalie spends time at her cross fit gym still trying to do a single proper push up.



As the CEO of *Kelum*, Preethi Fernando inspires people on emotional intelligence, trust building, and wellness topics. Her simple messages make deep connections with her audiences. She speaks at associations, corporations, and does consulting for city staff and private companies. She has published 14 books. Preethi is the CEO of *Kelum*, a training and consulting company based out of Colorado, kelumteam.com Visit preethifernando.com



Sally Pelletier, CPMSM, CPCS

Chief Credentialing Officer

Sally Pelletier is an Advisory Consultant and the Chief Credentialing Officer with Chartis Clinical Quality Solutions. She brings over 30 years of credentialing and privileging experience to her work with medical staff leaders and medical services professionals across the nation. She advises clients in the areas of medical staff accreditation and regulatory compliance, medical staff services department and centralized credentialing operations, and privileging redesign. She is also a frequent presenter, providing leadership development training for medical staff leaders and medical services professionals.

Sally serves on the faculty for The Credentialing Solution, a 3-day educational program for medical leaders and professionals. Her client engagements have included leading three system-wide initiatives to integrate and centralize credentialing across their respective enterprises and leading system-wide privileging redesign for several clients including a prominent NYC integrated health system.

Sally is a member of the National Association Medical Staff Services (NAMSS), New Hampshire Association Medical Staff (NHAMSS), and National Credentialing Forum, and she serves on the Editorial Advisory Board of the Credentialing Resource Center. With NAMSS, Sally has been an instructor and served on the Board of Directors, chairing the Bylaws Committee; the Credentialing Elements Task Force; and the Governance, Management, and Manpower Committee. In addition, her service as President of NHAMSS earned her the 2008 Excellence in Medical Staff Services Award.

She has authored and co-authored several industry publications including: "Core Privileges for Physicians: A Practical Approach to Developing and Implementing Criteria-based Privileges," "The Medical Staff's Guide to Overcoming Competence Assessment Challenges," "Core Privileges for APPs: Develop and Implement Criteria-Based Privileging for Non-physician Practitioners," and "Assessing the Competency of Low-Volume Practitioners: Tools and Strategies for OPPE & FPPE Compliance."

Prior to joining Chartis Clinical Quality Solutions, Sally was the Medical Staff Coordinator at The Memorial Hospital in North Conway, NH.

Sally is a dual-certified medical services professional: Certified Professional Medical Services Management and Certified Provider Credentialing Specialist.

Providing specialized knowledge and actionable strategies of credentialing and privileging experience to her work with healthcare organizations nationwide.



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