



# THE LIGHTHOUSE

**The official publication of the Maine Association  
Medical Staff Services, published by and for the  
MeAMSS membership**

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## **2010 Education Meeting Dates**

**Mark your calendars!**



**January 22, 2010  
Maine General –  
Waterville**

**May 13 & 14<sup>th</sup>, 2010  
Biennial Conference  
Wells, ME**

**November 12, 2010  
Stephens Memorial Hosp  
Norway, ME**

## ***President's Message*** ***Lena McDougal, CPMSM CPCS***

We are approaching the end of 2009 with great anticipation for 2010. Some of us may have decisions to make involving college, marriage, career change, retirement, etc. These events most often are life changing and I wish you all well as we step into another decade.

In this report, I will provide you with an overview of the board's activities during 2009 and some plans for 2010. Earlier this year, the board developed and approved a 2-year budget that we felt would present a more accurate financial picture of our Association. This budget allows us to plan for the biennial conference and reflects monies spent during 2009 with no income received (yet) to off-set those expenses. At the same time, we have to account for the fact that some of the 2009 dues were deposited in 2008 and do not reflect as income for 2009, even though expenses were incurred and planned with those budgeted monies. Becky West, Treasurer, is working on a way to correctly reflect the membership dues so that our financial reports aren't skewed. She will also provide you a year-end treasurer's report which will be distributed at our January education session as well as by email so that everyone will receive a copy.

The Board also decided to maintain status quo for the 2010 MeAMSS dues and registrations. We understand that many organizations are freezing travel and education accounts, and we don't want to add to this hardship by increasing our fees. By the same token, our expenses are increasing (e.g., fewer hospitals are willing to absorb the cost of our meeting lunches) but our commitment is to provide quality education and at times, some of those expenses may have to come out of our bottom line.

After the work was done by the Nominating Committee last year, the Board noted that it is becoming increasingly difficult to find volunteers to serve on the Board. Some organizations will not reimburse expenses for an employee to attend a Board meeting. By unanimous vote, we decided to offer incentives for Board members as a way to attract members to serve on the Board. Our incentives include: 1) Board members may submit travel related expenses to attend a board meeting. For this reason, we utilize conference calls, schedule board meetings in conjunction with an educational session, and

(Continued Pg 2)

*President's Message (continued)*

whenever possible, select a region of the state that will lessen travel for most members. 2) Eliminated registration fees for educational sessions. 3) Reduced by one-half the registration fee for the biennial conference. Offering incentives is not unique to Maine and some states offer even more to their volunteers.

Please make plans now to attend our biennial conference at Village by the Sea in Wells on May 13&14. Rose has brought together an outstanding speaker panel once again and I'm sure there will be something for everyone. Please invite your Medical Staff leadership and Quality Management personnel and encourage them to attend. Also, for the first time, we will be hosting a President's Reception on Wednesday evening, 5-7pm (location TBA). This promises to be an enjoyable time with delectable hors d'ouervess and a great networking opportunity with your peers. We have a sponsor for this event so it won't be an expense to MeAMSS.

I'd like to take this opportunity to thank Rose for her exceptional performance as Education Chair and to offer congratulations on being the recipient of the Golden Star Award!

Congratulations to MaryCarol upon her retirement! Thank you, MaryCarol, for mentoring so many of us and for your years of service to MeAMSS. We will truly miss you.

Looking forward to all that 2010 holds for us!

### **2009 Uniform Application Formats Available**

Most everyone has agreed to begin using the 2009 revisions of the Maine Uniform applications. The forms are available in three electronic formats only. It is available as an executable Omniform program (.exe). This type file needs to be sent via disk as executable files are generally stopped by virus shields. This format can be populated and saved by practitioner.

For those of you who invested in Omniform filler in 2002, there is a form-filler format (.ofm) available. This format only works with Omniform filler and can be emailed. If you require either of the Omniform versions, please contact me and I will be happy to send the proper format.

Finally, this year we also have a fillable adobe acrobat form (.pdf). This is the version found on-line at [www.meamss.org](http://www.meamss.org). This format may be completed on-line but data cannot be saved within Acrobat Reader. You must have Adobe Acrobat Professional to save the form with the data.

Please note - these forms are not available in Word. This was a decision made by the Board as Word documents are too easy to edit and would **compromise the uniformity of the applications.**

**Cheryl L. Schilke, RN, CPMSM**

### **News Briefs from MeAMSS October 2009 Education Meeting**

From **Susan Strout, the Maine Board of Osteopathic Licensure** - The osteopathic licensure verification web-site will now display "**PEND**" if the license is pending active. If you call Sue, she can tell you if the license is pending active due to CME shortage but is unable to discuss other actions until those actions are final and made public.

**Cheryl Schilke, RN, CPMSM** discussed the current status of equivalent process. Utilizing this process avoids the need to meet medical staff standards such as OPPE and FPPE for mid-level providers and can be a much faster process for employees. Please contact Cheryl if you would like to see her power point presentation or obtain a copy of a sample policy addressing equivalent process. [cschilke@synernet.net]

**Lisa Davis, CPMSM** and **Nancy Horn** presented Maintenance of Certification. “The renewal of Board Certification for all medical specialists in this country is evolving into the Maintenance of Certification process (MOC). They shared their power point presentation as well as a worksheet for the orthopedic specialists. Both of these were sent out to the membership electronically but if you missed it and would like a copy, please contact Lisa or Nancy. [ldavis@cmogroup.org] [hornn9@spectrummg.com]

**Kim (Pelletier) Sibley, CPMSM, CPCS** presented Dissecting an Application – Can You Spot the Red Flags? This was an excellent review for seasoned MSPs and a great example for all to demonstrate the diligence, persistence and common sense all those in the field of credentialing must possess. To contact Kim about this very interesting applicant [ [Kimberly.Pelletier@sjhhealth.com](mailto:Kimberly.Pelletier@sjhhealth.com) ]

### **Professional and Personal Development**

By Deb Carter, MS, CPMSM, CPCS

National Medical Staff Services Awareness Week has passed. As a medical staff professional you have been recognized for your expertise, your role as a member of the healthcare team, and your work in credentialing and monitoring the ongoing competence of practitioners. But will this recognition continue over the next fifty one weeks as you plow through the paperwork and put out one fire after another? Will you continue to feel good about what you do and have the support of those around you?

How does one create a work environment where people feel supported, useful and rewarded so at the end of the day there is a sense of accomplishment? It is not only administrative expectation and the culture created by a CEO, COO, VPMA, or CMO but the manner in which the individual medical staff professional is perceived that contributes to the professional work culture. The medical staff professional, by virtue of the job itself, must rise to the challenge of defining the work culture by developing relationships of trust and mutual respect with medical staff leaders, administration and management. Ralph Gabarro, CEO, Mayo Hospital, spoke of the “high performing individual” who is a problem solver, solution focused, flexible, proactive, and respectful and possesses excellent communication skills. Those skills include being a good listener as well as having flexible communication skills.

The most important task we can do for ourselves and our work environment as the medical staff professional member of the healthcare team is to further our professional development. Professional and personal development is not just going to education seminars but also includes many areas of performance improvement such as networking with colleagues as well as other healthcare professionals; skills development such as writing and communication techniques; technology skills and training; or participation and involvement in a professional organization. These are only a few of the many areas of professional development. To continue to be a “high performing individual” in the medical staff profession takes time and the support of administration. If an individual is committed to professional and personal growth and administration encourages professional development, the result is a medical staff professional who is a vital member of the healthcare team contributing to a culture of high performing individuals. When professional achievements are earned, such as the MeAMSS presentation of the Golden Star, it is noteworthy because that individual has been recognized for his or her role as a high performing individual.

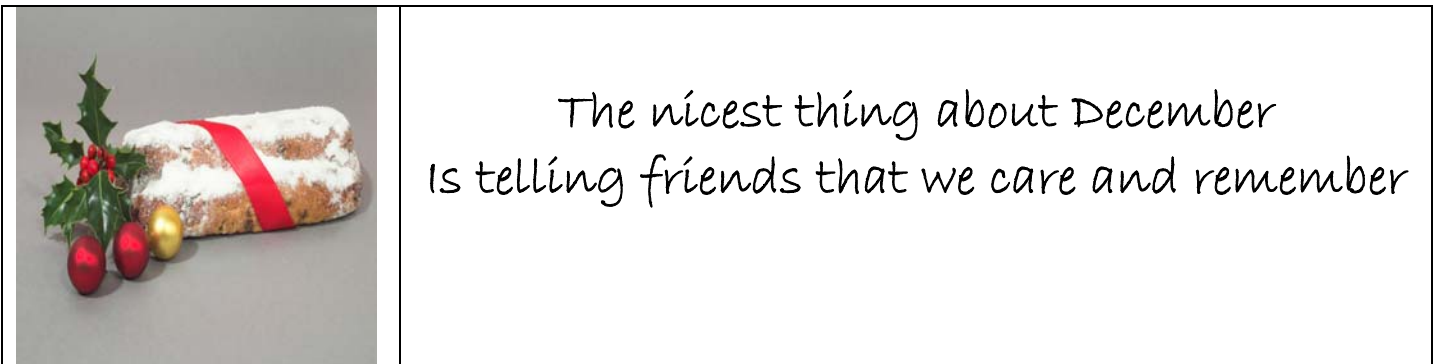
Gerald Vicenzi, FACHE, President and CEO of Synernet, was asked what it means to him to have employees participate in a professional organization, such as the Maine Association Medical Staff Services. His response follows:

“Human resources are the people with technical and professional skills that comprise the heart of a service business like Synernet. Our organization's success is the result of hundreds of day-to-day interactions with customers. We seek professionals with strong technical knowledge of their discipline coupled with people and team skills.

Professional organizations such as MeAMSS provide opportunities for people to develop in their chosen profession; participation in these organizations demonstrates an individual's commitment to their personal growth and their profession. There is no greater acknowledgement of professional achievement than the kudos of your peers.

When someone (such as Rose Lyons, CPCS) receives an award it is cause not only for personal satisfaction but also organizational acknowledgement and celebration. Synernet is proud of the professional achievement of our employees. These achievements not only reflect positively on the individual but also are a role model for other staff and enhance Synernet's image (brand) with our customers.”

Congratulations to all the medical staff professionals and the contributions you make as a very important member of the healthcare team. At the end of the day, it is your work that ensures quality patient care.



## **2009 MSSP Week Recognitions**

It was suggested that members who received recognition during MSSP Week send items to the newsletter.

I wanted to let you know that I received a bouquet of flowers from my CEO last week in recognition of Medical Staff Services week.

Becky West, Cary Medical Center

TAMC's CMO, Dr. Jay Reynolds, provided his own personal limousine service to a local restaurant where he and the medical staff services staff enjoyed a lovely lunch in honor of Medical Staff Services Professionals Awareness week.



## 2009 Golden Star Winner!

Winner of the 2009 Golden Star Award for outstanding service to MeAMSS and/or demonstrating excellence in the field of medical staff/credentialing services is Rosemary Lyons, CPCS.

Despite an extremely busy job, she has taken on the role of Education Chair for the past two terms and has worked hard to provide interesting and excellent education programs. Knowing she had big shoes to fill, she moved forward to design pertinent and current education programs for our members. Rose has assumed the responsibility of Education Chair with enthusiasm and determination. She has established MeAMSS as a premier educational opportunity for MSPs, both within Maine and beyond, to obtain continuing education credits, for little cost, as well as adding to their professional knowledge. Our members are able to accumulate sufficient CEU for maintaining certification without leaving the State.

Several programs now offer CME credits to physicians. This is a benefit to our medical staff leaders financially and to improve the professional working relationship with the medical staff professional by recognizing the MSPs expertise.

In addition she just took on the role of "librarian" for the MeAMSS resource materials. She did this in order to make it easier for members to borrow materials as she is willing to bring them to educational meetings.

No matter how busy she is, she is always cheerful and willing to help in any way that she can. MeAMSS has benefited from her enthusiasm and willingness to devote time and energy for extremely popular, cost effective educational programs.

*Submitted by Cheryl Schilke, CPMSM*

Kim Sibley CPMSM, CPCS received the following from my QA contact at Nighthawk and thought it might be of interest to the membership:

*You will be happy to know that we are currently developing an online QA system that will allow clients to log-in and obtain QA reports whenever necessary. We are hoping to make this available to all clients at the beginning of the year. We will be sending out notifications once this is available to you.*

Perhaps it can go as a "things to put on your radar screen for 2010" and more to follow.

Take care and Merry Christmas.

**More High-Tech Robbery.....** – Submitted by Becky West

This gives us something to think about with all our new electronic technology.

GPS - A couple of weeks ago a friend told me that someone she knew had their car broken into while they were at a football game. Their car was parked on the green which was adjacent to the football stadium and specially allotted to football fans. Things stolen from the car included a garage door remote control, some money and a GPS which had been prominently mounted on the dashboard.

When the victims got home, they found that their house had been ransacked and just about everything worth anything had been stolen.

The thieves had used the GPS to guide them to the house. They then used the garage remote control to open the garage door and gain entry to the house. The thieves knew the owners were at the football game, they knew what time the game was scheduled to finish and so they knew how much time they had to clean out the house. It would appear that they had brought a truck to empty the house of its contents.

Something to consider if you have a GPS - don't put your home address in it. Put a nearby address (like a store or gas station) so you can still find your way home if you need to, but no one else would know where you live if your GPS was stolen.

**MOBILE PHONES**

I never thought of this.....

This lady has now changed her habit of how she lists her names on her mobile phone after her handbag was stolen. Her handbag, which contained her cell phone, credit card, wallet... Etc...was stolen.

20 minutes later when she called her hubby, from a pay phone telling him what had happened, hubby says 'I received your text asking about our Pin number and I've replied a little while ago.'

When they rushed down to the bank, the bank staff told them all the money was already withdrawn. The thief had actually used the stolen cell phone to text 'hubby' in the contact list and got hold of the pin number. Within 20 minutes he had withdrawn all the money from their bank account.

**Moral of the lesson:**

Do not disclose the relationship between you and the people in your contact list. Avoid using names like Home, Honey, Hubby Sweetheart, Dad, Mom, etc....

And very importantly, when sensitive info is being asked through texts, CONFIRM by calling back. Also, when you're being texted by friends or family to meet them somewhere, be sure to call back to confirm that the message came from them. If you don't reach them, be very careful about going places to meet 'family and friends' who text you.

***Good to Know***

***CMS finalizes Medicare physician supervision policy.  
Read about this in the MHA Friday report dated November 6, 2009***

**from Horty Springer, October 9, 2009**

**Submitted by Deb Carter, CPMSM, CPCS**

**Question:** Our bylaws say that new medical staff members are provisional members or have provisional status for at least 12 months, sometimes for 24 months. Is this the same thing as focused professional practice evaluation?

**Answer: No!** Focused professional practice evaluation (“FPPE”) is the Joint Commission terminology for the period of focused review that is required for all new privileges – meaning all privileges for new applicants and all new privileges for existing practitioners (i.e., increases in privileges). FPPE may be

effectuated through chart review, direct observation, external reviews, even discussions with others who are involved in the care of the individual's patients. The Joint Commission does not mandate the duration of FPPE for any practitioner and, in fact, notes in a December 2008 FAQ on this issue that "using a 12 month provisional period for focused review might be burdensome when the volume of activity is very large."

On the other hand, there is no requirement that hospitals and medical staffs maintain a provisional appointment status, though many of the hospitals that we work with have continued to utilize that status. In such cases, while on provisional status, all new members of the medical staff are evaluated for behavior, attendance at and participation in the medical staff affairs, completion of medical records, fulfillment of call obligations, etc. In addition, at the same time, but generally for a much shorter duration, all new members are subjected to FPPE, the requirements of which depend on the practitioner's specialty and clinical privileges.

**Happy Holidays to You and Yours!!**

**Editor's Note:**

**We will now be on a quarterly Lighthouse publishing schedule for 2010. There will be issues in March, June, September and December.**

***From the Editor  
Beat the Holiday Doldrums***

<b><i>Practice Gratitude Every Day</i></b>	Gratitude has the power to transform your inner emotional landscape. Take time every day to express thanks for all the good and positive things you have in your life. It's a good way to start the day in a positive frame of mind!
<b><i>Get Outdoors</i></b>	Nature has remarkable restorative benefits. The changing season, phases of the moon and shifting weather all remind us of the larger cycles of which we are a part. As nature goes "up and down" we too have rhythms and when we can allow ourselves to notice and honor our own natural cyclic flow, we can move through our life a little easier
<b><i>Practice Good Eating Habits</i></b>	Often at this time of the year, we fall into poor eating patterns. We may eat too much and/or choose foods that are high in sugar and carbohydrates. Poor diet is a contributing factor to seasonal blues as well as true depression. Our brain needs balanced nourishment to be able to function well and remain healthy. Get <b>support if needed to</b> clean up your diet and stay on an even keel!
<b><i>Have your Vitamin D level checked</i></b>	Many of us in the Northern Hemisphere have chronically low Vitamin D levels. This can lead to depression as well as several chronic health issues. To know where your level stands and to get an appropriate a

<p><i>Go for a walk</i></p> <p><i>Follow a regular bedtime routine</i></p> <p><i>Don't Get Stressed By your To Do List</i></p>	<p>"prescriptive strength" dosage regime, it is imperative to work with a doctor or nurse practitioner. They will order simple blood tests to keep an eye on your levels of Vitamin D and calcium to make sure you get enough without worry of a toxic overload.</p> <p>Any exercise that moves your body in a healthy and fun way is great. Walking, swimming, dancing, even shopping all help to support a healthy metabolism which in turn supports a healthy mental state!</p> <p>Often when we feel blue or depressed, our sleep becomes ragged. It is at these times more than ever that we need to keep a good bedtime routine. This means doing quiet reading, meditation, listening to soft music or even taking a warm bath for the last hour before you go to bed; going to bed at the same time every night and rising at the same hour each day to help regulate your inner clock; and staying away from stimulants such as caffeine, carbohydrates and alcohol as all of these contribute to poor sleep regulation. It is important to get exercise in the daytime which also supports your mood as well as good sleep.</p> <p>Remember the true meaning of the season and ENJOY IT!!</p>

2009 MeAMSS Board		HELPFUL WEBSITES
<p><b>President</b> Lena McDougal, CPMSM, CPCS <a href="mailto:lenamcd@maine.rr.com">lenamcd@maine.rr.com</a></p>	<p><b>Education Chair</b> Rose Lyons, CPCS <a href="mailto:rlyons@synernet.net">rlyons@synernet.net</a></p>	<p><a href="http://www.mainedental.org/">http://www.mainedental.org/</a>  <a href="https://profiles.ama-assn.org/amaprofiles/">https://profiles.ama-assn.org/amaprofiles/</a>  <a href="https://www.do-online.org/index.cfm?PageID=cme_guidereqs">https://www.do-online.org/index.cfm?PageID=cme_guidereqs</a>  <a href="http://www.maine.gov/sos/cec/rules/10/chaps10.htm">http://www.maine.gov/sos/cec/rules/10/chaps10.htm</a>  <a href="http://www.rovalcollege.ca/">http://www.rovalcollege.ca/</a>  <a href="http://www.state.me.us/pfr/olr/">http://www.state.me.us/pfr/olr/</a></p>
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