

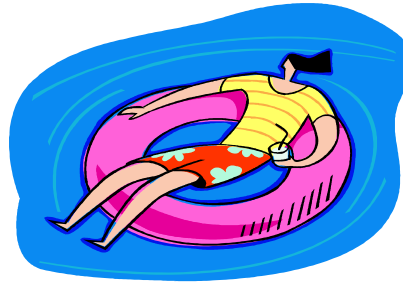


THE LIGHTHOUSE

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

President's Message

By Cheryl Schilke, CPMSM



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Educational Meeting Schedule

September 29- October 3
NAMSS National Conference

October 8 –Writing Workshop
Portland, ME

November 16 – MeAMSS
Meeting
Central Maine Medical Center

It is those lazy, hazy, crazy days of summer... Wait – that's what I said last month! Well, if anything the days have gotten even crazier. We upgraded our software in June and you all know what that means. What was I thinking to schedule that just before everyone started to go on vacation?

Oh well – another challenge to overcome in a profession that is nothing but challenges. Being a medical staff professional is like a juggling act and there is always someone tossing you some new urgent task that only you can do. And somehow you always pull it off. No one seems to notice but WE know what we do and I am proud of each and every one of you for keeping all those balls in the air. But remember, you can only do that for so long before everything falls to the ground.

Take advantage of these lovely summer days to rest and re-charge whenever you can. It is usually not too hard to convince committees not to meet in August and the July new grads should all be on staff by now. Take some time for yourself. Trust me - the work will be there tomorrow.

And speaking of work, I better get back to it! See you in September.

NOTEWORTHY

MOC – The American Board of Orthopaedic Surgery *Submitted by Claudia J. Edwards, CPMSM*

The American Board of Orthopaedic Surgery (ABOS) has launched its Maintenance of Certification process. At the direction of ABMS, the ABOS created the MOC to evaluate the continuing qualifications and knowledge of orthopaedic surgeons.

From now on ABOS diplomates must pursue a series of educational activities under four component areas throughout a 10-year cycle in order to maintain certification. These areas include:

1. Evidence of professional standing
2. Evidence of lifelong learning and self assessment
3. Evidence of cognitive expertise and
4. Evidence of performance in practice.

The first class of Diplomates required to participate in MOC will be those whose certificates expire in 2010.

There are two examples of pursuing MOC: either written exam or oral exam. In both cases, orthopaedic surgeons must obtain 120 orthopaedic topically related category I CME in each of the two 3-year cycles. Topics may include orthopaedics, ethics, professionalism, and cultural competence. Within the 120 CMEs, they must include a minimum of 20 credits of scored and recorded self-assessment examinations. And, finally, they must complete a secure cognitive examination.

The last four years (years 7-10) in the MOC process, the orthopaedic surgeon may obtain the CMEs necessary by state licensure requirements. In other words, the CMEs do not have to be specifically topical to orthopaedics.

In year 6, the diplomate must provide case list and patient survey. In year seven, the diplomate files recertification application and undergoes credentialing and peer review.

Source: American Board of Orthopaedic Surgery

Written Consents for Verifications

Submitted by Deb Carter, CPCS

From “Ask the Expert”
Credentialing and Privileging Advisor, June 2007, HCPro

Do all credentialing verification requests require a written consent form?

No. The following are guidelines you might wish to consider as part of a medical staff confidentiality policy:

When responding to requests from hospitals, credentialing verification organizations, managed care organizations, or insurance companies, medical staff offices (MSO) can verify the following information by telephone or in writing without a written consent form from the practitioner:

- Staff status and dates on staff
- Specialty
- Statements that the physician has “privileges in good standing”, meaning that the practitioner’s hospital privileges are current and active and enable him or her to admit patients

However, a specific, signed authorization and release, or copy thereof, is typically needed for the medical director’s office to release additional information contained in the physician’s credentials file, including past or current disciplinary actions and results of quality improvement activities.

Who's Who in MeAMSS

Submitted by Julie Plummer, CPCS, The Aroostook Medical Center

Meet Deborah McCullough!!

Pat O’Connor, our Lighthouse Editor, had a wonderful idea to periodically interview one of the newer MeAMSS members for the Lighthouse as a means to welcome them and introduce them to other MeAMSS members. I have volunteered to assist with this process, so let me introduce to you Deborah (Deb) McCullough!

Deb is a Credentialing Specialist at Penobscot Community Health Care, located in Bangor, Maine. Penobscot Community Health Care is one of the largest federally qualified health centers in New England and is reportedly the largest primary care practice in Maine, serving over half of the population of the greater Bangor region.

Deb has been working in her current position for about 7 months and has been working in the Medical Staff Services field for 8 years. Her main duties include verification of provider credentials; setting up and maintaining provider credential files; contracting providers with insurance companies; notifying department heads of changes in insurance participation; and is the Credentialing Committee Secretary. The department she works in consists of five people. Deb says the most enjoyable part of her job is the team she works with. “They are exceptional. Everyone helps everyone and there is little room for miscommunication.” She also finds verifying who providers are and where they come from to be very interesting. The not so enjoyable part of her job is the lack of knowledge other departments have about credentialing. “They think credentialing happens overnight.” I think we can all agree with that! Deb decided to join the MeAMSS organization for its ongoing education and the vast network of experienced and knowledgeable individuals.

Some interesting tidbits about Deb is that she enjoys singing, horseback riding, crocheting, outdoor activities, and spending time with her family... and our one and only Kim Pelletier is her sister! Please join me in welcoming Deb to MeAMSS!

FROM THE EDITOR



Time....

*That elusive
butterfly*

I don't know about you, but I'm always chasing time trying to catch more minutes in an hour, more hours in a day, more days in a week and at least one more month in a year.

As I thought about what my topic would be for this issue, the title, "Time...that elusive butterfly" came to mind. It sounded vaguely familiar so I decided to look back at some old issues of The Lighthouse. Sure enough, an article with that same title appeared in the May/June 2002 edition and guess who the author was...ME!!

After reading that article, I discovered that I didn't have much to say that was different so decided to use most of what I wrote 5 years ago. I find it absolutely amazing that I still don't manage time as efficiently as I could. Hopefully, reading this again and incorporating the ideas into my life will help me. I hope it does some good for you.

I have adapted that old adage, "Time flies when you're having fun" to "Time flies whether you're having fun or not!" Not to imply that I don't have fun, but I realize that time, like the butterfly, does indeed fly. This becomes very clear as I realize that it's time for the July/August newsletter even though it feels like I just finished the May/June edition!

If the premise of Einstein's theory of relativity (simplified, of course!) is correct and there is really no such thing as time, then why do so many of us never seem to have enough of it?

Having time enough to accomplish all that is required is one obstacle that most medical staff services professionals share. Some of us find ways to solve this problem and are usually successful. On the other hand, some figure they have too much to do and continually gripe about their situation. Into which category do you fall?

Time management specialists indicate that we all have the same 10,080 minutes a week at our disposal. Why, then, do some people accomplish much more than others?

Literally millions of words have been written on the subject of time management and most books and articles contain dozens of suggestions. Having read several of these books, attended various seminars, and fought the battle against the pressures of time for as long as I can remember, I realize that the key words that relate most to time management are: *plan, prioritize, do or delegate.*

Many people who have stacks of files and papers all over their desks usually have no idea of how they'll ever catch up. They expect that things will quiet down the following week or month and then become



A DOZEN TIME SAVING TIPS

Set Goals

Write specific measurable outcomes you want to achieve in the next week, month, year and five years. Go from goals to develop work plan.

Use a Master “To Do” List

Categorize all of your to do ideas according to which goal each serves. Eliminate all others.

Get the Big Picture

Plan your priorities. So you work foremost on whatever gives you the biggest payoff and potential.

Cluster Common Tasks

Do similar tasks in the same time block (e.g., a bunch of letters, then a bunch of errands).

Create Systems

Keep tools, forms, checklists and information handy for repetitive tasks.

Establish Place Habits

Keep everything in its pre-determined place.

Delineate Time Blocks

Schedule blocks of uninterrupted time to work on projects requiring concentration. Assure colleagues of availability at other times.

Design Your Environment

Make your setting conducive to concentration (e.g., sit with your back to traffic passing your office, screen calls).

Cut Meeting Times

Use proven meeting time-savers (e.g., go to others' offices for meetings, do stand-up meetings, set and follow agenda).

Delegate

Stretch your preconceptions about what you can delegate. Give clear directions and descriptions of expected outcomes.

Reduce Panic

Handle first what worries you most.

Take the One-Minute Test

Periodically take a minute to ask yourself, “Am I doing this in the best way to meet my goals, serve others and take care of myself?”

frustrated when that time never comes and the piles mount.

To avoid this situation, you must have a written plan to accomplish your daily workload; a plan that enables you to gauge progress. Furthermore, if you don't know what you want to accomplish on a given day, you won't know whether or not you've had a productive day.

Planning is important, but it doesn't have to be as complicated as we sometimes make it. The following is a simple four-step planning process to get you started:

Make a master list of everything you have to accomplish.

Friday is a good time to begin. Categorize your list; i.e., telephone follow-up, correspondence, minutes, policies, etc. Next to each task on your list, enter the estimated amount of time it will take. Once your list is complete, update it on a daily basis.

Prioritize your list.

Ask yourself how important each task is and use numerals to prioritize each item. In another life, I used the alphabet, but since becoming a medical staff services professional, I have found that there are usually more than 26 items on my list!

Reserve enough time for each task.

It isn't enough to make a master list; an accurate estimate of the time each task will take is also required. The process won't work unless you actually reserve time on your calendar to complete the tasks. Also bear in mind your personal work habits when scheduling time. If you are a morning person, for example, don't reserve late afternoon time to do a complicated project. It is likely that you'll be able to accomplish the task in half the time if you schedule it for 8 a.m.

Finally, do those tasks on your list that only you can handle and delegate those that can be accomplished by someone else.

Now, I said the process was simple, but I didn't say it was easy! Creating the master list may seem like an overwhelming task and you may have to schedule time several weeks ahead in order to clear everything on your desk. The master list will not only provide you with a full picture of everything you must do, but if used correctly, it will alleviate a great deal of frustration. Once you have completed the list, you will feel in control of your time and your workload. It is then that you will believe it was time well spent.

Good luck with your time management plans!

Pat O'Connor, Editor

Summer Fun

Submitted by Rose Lyons, CPCS

Summer is here and going fast, where does the time go. I just wanted to share my experience with you on Four Wheeling. In April I went to visit my sons & granddaughter in Texas and we went four wheeling in Call, Texas. Had my son shown me the following website ahead of time I'm not sure if I would have gone. But I had a blast! It was so much fun I can't wait to go back and do it again. I even drove the machine through some of the swamps myself.

http://www.triangleatv.com/Videos_Page.html then click on the video "Forestry Ride – Call, Texas Feb 3, 2007

I think I have been blessed with always having a positive attitude but every now and then everything seems to go wrong, that is when you need to know how to do the Happy Dance a friend of mine sent me this so I thought I would share it with you , so when you get the blues try this dance.



Arms up and out, half bent, hands just above head level, facing your peeps waving in a circular fashion. Subtly sway to the left, then to the right. Keep with it, back and forth. Don't stop waving. Now mix in a gentle bob, up and down... That's right, good...

Now add a little, "Whoo-hooooo, Whoo-hoooo....." as you sway.

Perfect.

Just 5 seconds of this happy dance, just 5 seconds, even when feeling blue, will always make you smile. Your smile will lift your spirits. Your spirits will summon ancient friends. And your friends will raise you higher into the light.

Works every time.

This has been a public service announcement brought to you by.... *The Universe*

Have a Happy Summer, Rose Lyons

People on the Move

No one seems to be moving much this summer!

2007 MeAMSS Board

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HELPFUL WEBSITES

<http://www.mainedental.org/>
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https://www.do-online.org/index.cfm?PageID=cme_guidereqs
<http://www.maine.gov/sos/cec/rules/10/chaps10.htm>
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jointcommission.org
<https://www.nursys.com/Common.asp?pt=LICENSEVERIFICATION>
<http://www.maine.gov/boardofnursing>

Thanks to all who contributed items for this newsletter.

Next deadline for submission of items is September 7th Email to poconnor62@msn.com

Remember – this is YOUR newsletter and the content reflects your input