



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

President's Message March 2007

March/April 2007
Volume 7, Issue 2

Inside this Issue

- 1 - 3 **President's Message**
- 3 **Kudos Korner**
People on the Move
- 4 **NAMSS News**
Did You Know?
- 5- 6 **APNs – A Lesson Learned**
Library-Coming Soon
- 7 **Clear Communication?**
A Bit of Humor
- 8 **From the Editor**
- 9. **2007 MeAMSS Board**
Helpful websites
- 5 **From the Editor**

Mark Your Calendars



Educational Meeting Schedule

March 23 – MeAMSS Meeting
Mayo Regional Hospital

June 29 – MeAMSS Meeting
Maine General Medical Center
Waterville

September 29- October 3
NAMSS National Conference

November 16 – MeAMSS Meeting
Central Maine Medical Center

Sometimes you just need to get organized! Periodically, when my office looks like a tornado passed through or I am so busy multi-tasking I forget what I am doing, I stop, take a deep breath and pull myself together. I clean my desk, make a prioritized list of tasks and start again. It is amazing how centered I feel after this simple step. I get re-charged and can get back into the fray.

The same thing holds true for organizations. Sometime we need to step back and re-focus. In December, I asked what MeAMSS does or should do that was important to you. The majority of you took time from your busy day to respond quickly. The answers were very helpful to the Board in deciding the association activities for 2007.

First and foremost, what you want from MeAMSS is continued focus on education and networking. This is the reason we came together as a group in the first place and validates all the hard work done by the Education Committees over the past 10 years. We have been able to present top quality educational sessions and earn sufficient CEUs to maintain certification right here at home. And we will continue to do so. A significant portion of our budget and energy will be allocated to education. Rose Lyons, CPCS from Synernet is the education chair and welcomes all ideas, assistance and speakers.

Next, and in the same vein, was a request to establish a lending library of educational materials as a day-to-day resource and as certification exam study aids. Pat O'Connor has agreed to spearhead this project. A budget has been allocated, materials have been ordered and donations are being sought. A policy has been written to formalize the process for lending materials and it is anticipated we will be set to begin in April.

Still in the educational/resource arena, many of you wanted to have a formal mentoring program where members new to our profession are matched with an experienced MSSP. The mentor is not necessarily someone who knows all the answers but would serve as a sounding board

Continued on Page 2

President's Message Continued:

and provide direction on accessing resources to answer questions. Much like the Big brothers/Big Sisters organization, sometimes just being there is enough. Ron Lambert, CPCS, from York Hospital has volunteered to lead this project and we look forward to interesting developments over the next few months.

Another issue of concern to many of you was quality data for reappointment. You asked that as an organization we develop ties with the Maine Association of Healthcare Quality professionals. Debbie Carter, CPCS from Mercy Hospital has volunteered to be our liaison with this group and is discussing possible joint educational programs.

Many of you also were interested in establishing an “auxiliary” for medical staff leaders. The purpose of that group would be to provide our medical staff leaders a forum for education on credentialing issues and a network they too could use for problem solving. This project would take considerable time and energy so the Board has decided to put this on hold for a year or two while we concentrate on an alliance with the quality professionals.

Finally, 25% of you were interested in the possibility of a group trip to NY for the NAMSS conference in September. Rose Lyons, CPCS, as Education chair, looked into renting a bus to take us all to the Big Apple. It was determined that Trailways, Amtrak and Delta from Portland were all less expensive than a charter. So no bus – but we still hope many of our members can attend. NAMSS will not be this close again for some years.

The Board also has some on-going projects of note. Debra Carter, CPCS, continues to represent MeAMSS in meetings with the State Emergency Credentialing Task Force. Becky West, from Cary Medical Center, and her committee continue to work on revisions to the Maine uniform applications. The Board is also exploring methods to employ technology to archive association records and enhance our website and is seeking advice on managing our assets.

So you can see the Board has a busy year planned and we will keep you posted on our progress and how you can help. If you are interested in helping out with any of these projects, don't wait to be asked, volunteer. Contact the Board member in charge.

Notes from your Board – March 2007

Pat O'Connor – Lending Library

Tammera Race from The Aroostook Medical Center has agreed to act as the custodian of the library materials. A petty cash fund has been established and will be used for lending library related costs. As it is anticipated that “Verify & Comply” will be a popular item, two copies of the new 4th edition have been ordered. These two acquisitions along with the 3rd edition of Verify & Comply and other donated materials will form the core of our library. Materials should be ready for lending by the middle of April.

Debra Carter, CPCS – Quality Professional Liaison

I met with Anne Sands, Risk Management, York Hospital and President, Maine Association for Healthcare Quality and Sue Currier, Patient Quality and Safety, York Hospital Program Chair, Maine Association for Healthcare Quality to discuss the possibility of a collaborative educational meeting. Anne not only would very much like to do this with MeAMSS but would also like to include the Regional Risk Management

Continued on Page 3

chapter. We will each do some ground work over the next few weeks to put together some concrete ideas for this collaborative program, potentially in November. Anne wanted to speak with the members of Risk Management. We will meet again in March.

Debra Carter, CPCS – Treasurer

For the first two months of 2007, MeAMSS has received \$495 from dues and education program fees and incurred expenses of \$162.50 for website fees and educational program expenses. Cash on hand in our checking account as of 2/28/07 is \$9,469.93. Investment in CDs total \$17,500.00.

Rose Lyons, CPCS – Education Chair

We have 3 meetings scheduled for 2007.

- March 23rd at Mayo Regional Hospital – Dover-Foxcroft
- June 29th at Maine General – Waterville
- November 16th at Central Maine Medical Center – Lewiston

In addition, John Sturdevant of the Writing Workshop has agreed to do a program for MeAMSS at a significantly reduced cost. This will be an all-day workshop with a total of 6 CEUs. To save us travel expenses, John is coordinating his workshop with another visit to Maine tentatively scheduled for July or October. As soon as the date is final, it will be announced to all. Space will be limited and MeAMSS will be subsidizing some of the cost for room and meals so the final cost to members will be \$50.00. So think now about whether you wish to attend this workshop which promises to sharpen your business writing skills.

Kudos Korner

Congratulations to **Cynthia Scott** who has moved on to a new position. She assumed her new duties as Executive Director of the Pine Tree Hospice located on the campus of Mayo Regional Hospital. Best wishes Cynthia in your new career move!

Kandi Thiel shared exciting news. She left her position at St. Joseph Hospital for a new opportunity. To her surprise, a second opportunity arose and I was offered a position as Executive Assistant/Credentials Coordinator with Mayo Regional Hospital. She will be assuming Cynthia Scott's former role. She is grateful to remain in the MeAMSS family. We wish you the best Kandi!

A round of applause and sincere congratulations to **Cheryl Schilke**. She has been invited to speak at the NAMSS National Conference in New York City in September. How proud we are of you Cheryl!

People on the Move

Pat O'Connor completed her assignment in Rhode Island and recently spent a couple of weeks visiting family in Colorado. Pat plans to spend the next few weeks focusing on her shamanic practice and most likely will not be taking another consulting assignment until late spring.

NAMSS News

NAMSS 2007 Annual Conference

The Conference Committee has been working very diligently to develop an exciting and informative conference. The conference will be held in New York, NY, at the Marriott Marquis, September 29 – October 3, 2007. The theme is **NAMSS Setting the Stage for Excellence in Healthcare – Start Spreading the News.**

The hosting state of New York is busy planning the extras that will make your trip to “The Big Apple” very enjoyable. Beginning in April look for “Big Apple Bites” to appear in the monthly e-newsletter. This section will focus on topics such as, Getting to and Around NYC, Sightseeing, Dining, Shopping, etc., from a “native New Yorker’s” perspective. Watch for more details on NAMSS.org website. Specific questions regarding the “Big Apple Bites” can be emailed to Sue Walther, Hospitality Team Leader, swalther@bronxleb.org. General conference questions can be emailed to Constance Riedel, Conference Chair, criedel@elliott-hs.org

2007 Annual Conference Hotel Block is OPEN!

The block of rooms at the New York Marriott Marquis for this year's conference is now open!

Make your reservations now and view a tentative schedule of events by visiting the NAMSS website.

1



Sharpen Your Pencil!

2007 Certification Exam Dates

June Testing Period

June 9 thru June 23

8 a. – 12 noon

Computer-based administration

Application Deadline – April 2

September Conference Test

Sunday, September 30

8 a.m. – 12 noon

Paper & pencil exam only

Application Deadline – August 1

Fall Testing Period

November 3 thru 17

8 a.m. – 12 noon

Computer-based administration

Application Deadline – Aug 31

Did you know?

Did you know that you could view the Nighthawk Radiologists’ stats online? What a wonderful way to obtain that valuable peer review information! All you need to do is register your facility for an “institution login” and you can access information directly from their website. This enables you to calculate the number of reads each Nighthawk performs, average turnaround times for reads, etc. If interested, you may contact Maine’s Sales Representative, Andrew Byrnes, at 866-400-4295.

Submitted by Julie Plummer, CPCS

A LESSON LEARNED ABOUT ADVANCED PRACTICE REGISTERED NURSES

Submitted by Julie Plummer, CPCS, The Aroostook Medical Center

During the reappointment verification process for one of our Family Nurse Practitioners (FNPs) in Dec 06, I received notification from the American Nurses Credentialing Center (ANCC) that the practitioner's certification as a FNP expired 7/31/06. As soon as I received this notification, I contacted the ANCC to check if an extension was given (as the practitioner claimed had occurred); however, I was told that extensions are never given. Certifications are either considered "current" or "expired". I was then advised by the ANCC to contact my state nursing board to further inquire about the possible repercussions from allowing this certification to expire.

I contacted Virginia deLorimier, MSN, RN, Assistant Executive Director at the Maine Board of Nursing (MBON), who informed me that all advanced practice registered nurses (APRNs) who received their approval to practice as advanced practice nurses after 9/8/93 *must* maintain national certification to practice as an APRN. She quoted to me Chapter 8 regulations relating to APRNs (Section 2, 4, D), which read: "A nurse who is no longer certified by the national organization for the specific area of practice shall notify the Board immediately and shall not practice as or use the titles of 'certified nurse practitioner' or 'advanced practice registered nurse'." Ms. deLorimier informed me that the ANCC does not automatically notify her when an APRN's certification expires, and it is the practitioner's responsibility to notify the Nursing Board if this occurs.

At this point, I notified Ms. deLorimier of the practitioner's name, and she verified that the practitioner did not inform her of the expired certification. Immediately upon being notified of this information, Ms. deLorimier attempted to contact the practitioner via telephone to inform her that her approval to practice was no longer valid and that she must cease work as an FNP immediately (but ended up relaying this information to the office manager, as the practitioner happened to be on vacation). The office manager immediately contacted the practitioner at home to inform her she could not return to work until this matter was settled. Ms. deLorimier warned all parties involved that the reinstatement process through the ANCC could take up to six weeks to accomplish, as they do not expedite any applications for any reason.

That same day, Ms. deLorimier sent written notification to the practitioner (copying myself, the practitioner's office manager and the Board of Licensure in Medicine) stating that the practitioner's approval to practice as an advanced practice nurse was voided and that she must "cease and desist from practicing as an FNP until such time as the Board office received written verification that she is recertified by the ANCC."

Upon being informed of this event, our VPMA sent a letter to the practitioner informing her that her Allied Health Professional Staff membership was revoked, as the Procedural Policy of our Medical Staff Bylaws require that all members hold a valid license from the appropriate State of Maine licensing authority. A new application packet for Allied Health Professional Staff membership was sent to her along with this letter, informing her that she was welcome to reapply once her approval to practice as an advanced practice nurse was reinstated by the MBON. The VPMA also sent letters to the hospital's risk management/corporate compliance officer and her physician supervisors notifying them of the situation.

An informational memorandum was then sent out by our Medical Staff Services Department to all our APRNs and their Department Managers, which stated the following:

Per the Maine State Board of Nursing Rules and Regulations (Chapter 8), all advanced practice registered nurses (FNPs, CNMs, CRNAs, CWOCNs, RNFAs, etc.) whose advanced practice license was approved after September 8, 1993 must maintain current certification

from a national certifying organization, such as, but not limited to: American Nurses Credentialing Center; American Academy of Nurse Practitioners; Council on Certification/Recertification of Nurse Anesthetists; American College of Nurse-Midwives Certification Counsel.

A nurse who is no longer certified by the national organization for their specific area of practice shall:

- (1) Notify the Board of Nursing and the Medical Staff Services office immediately;
- (2) Have their "approval to practice" as an advanced practice nurse suspended by the Board of Nursing until certification is obtained;
- (3) Have their Allied Health Professional Staff status revoked due to the suspension of their advanced practice licensure status;
- (4) Not practice as or use the titles of "certified nurse practitioner" or "advanced practice registered nurse."

The Medical Staff Services office will be tracking these expirations and will be sending notifications out when expiration of certification is near; however, it is the primary responsibility of the advanced practice nurse to ensure current certification is maintained.

Please be sure to forward proof of current/renewed certification to the Medical Staff Services office as soon as it is received. Also, we would greatly appreciate that you notify Amber Lahey at 768-4574 or alahey@tamc.org when you submit the application for renewal of certification.

If you have any questions, please feel free to contact either Virginia deLorimier, MSN, RN, Maine State Board of Nursing at 207-287-1133, or Julie Plummer, CPCS, Credentialing Coordinator at 768-4573. Thank you.

A little over a month later, I'm happy to say our FNP obtained her certification, her approval to practice was reinstated and her application for Allied Health Professional Staff membership is in process.

This event was a very important wake up call for us. We learned that we really need to be tracking the expiration dates of all APRN certifications, just as we do with Maine licensure, DEA and insurance expiration. According to Ms. deLorimier, this situation happens way too often. Hopefully, this information will help prevent this nightmare from occurring at your facility.



With recent acquisitions and donations, the MeAMSS Lending Library will be operational by Mid-April.

The Purchasing & Loaning Educational Materials policy and request for materials is available on the MeAMSS website.

www.meamss.org. A list of available materials will be posted soon.

CLEAR COMMUNICATION? You Decide

From Joyce Allen, CPMSM

I have just received an “interesting” Data Bank report, specifically the response from a physician to his data bank report. The report to the NPDB states that the reason for taking action was a resignation from staff following a suspension.

The physician’s rebuttal states he was not aware there was an investigation and that he resigned for (financial) reasons totally unrelated to the suspension. He noted that his suspension letter stated, “If you wish, you have the right to request to appear before the MEC at the (date) meeting, which appearance is not a hearing”.

He stated that he did not interpret that statement as an invitation to appear before the committee to discuss the matter, since the statement didn’t indicate that any investigation was ongoing and since his appearance was optional and not requested and the hospital never asked the physician to discuss or explain the incident before any group of people. He argues that he was not given due process, since no hearing was offered.

Perhaps, as the physician argues, proper procedure was not followed, But, primarily what caught my attention was his argument that the letter stating he had the right to appear before the MEC was not viewed by him as an invitation. I think most bylaws contain the language that this hospital used and, while the physician may be attempting to cry foul, it does seem to me that it’s worth noting and perhaps making absolutely sure that there’s no room for misinterpretation in a letter that is as important as this one.

A Bit of Humor

HOW TO STAY YOUNG

Throw out nonessential numbers like age, weight and height.

Keep only cheerful friends. The grouches pull you down.

Laugh until you gasp for breath.

Shoot the phone!



FROM THE EDITOR



How often are you in the “You Zone?”

Most of us, in addition to our often demanding credentialing/privileging jobs, are primary caregivers to children, husbands, parents and have busy lives and other responsibilities outside the workplace. All too often, to make room for these tasks, the first thing we give up is our personal time.

“Personal time isn’t a luxury – it’s a necessity,” says Deirdre Fitzgerald, PhD, assistant professor of psychology at Eastern Connecticut State University. “We’ve seen that having free time – even just a few moments of peace and quiet every day – helps you feel more centered. You’re more patient and able to deal with the demands of work and family.”

Do you take time each day for down time – in other words do you put yourself in the “You Zone” a least a few minutes every day? If not, you should.

Here are some hints and inspiration from other busy women who have created their own personal “me” zones.

GIVE YOURSELF PERMISSION TO TAKE A BREAK

The biggest thing to overcome is the idea that you’re too busy for free time. Get over that though quick! It’s often effective to pick a friend and commit to spending time together. The buddy system works for many things – why not for this?

MAKE A LIST

Make a list of things you will do in your free time and post it in a place that you will look at every day. It can be as simple as taking time out during your work day for a cup of coffee or tea, taking a few minutes to plan a dream vacation or listening to a favorite piece of music.

SET FIRM DATES

We all use calendars, Daytimers or Palm Pilots to schedule appointments and meetings – schedule a few minutes of down time for you each day.

CREATE SPACE FOR YOURSELF

If taking time at work, take it away from your office if possible. It’s tempting to answer a phone or respond to a knock on a closed door.

Too many of us put off taking a few minutes of personal time thinking that soon we’ll have a large block of time all to ourselves. How often does that happen for you?

Take a few minutes every day just for you – you deserve it!

Pat O’Connor

2007 MeAMSS Board

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HELPFUL WEBSITES

<http://www.mainedental.org/>
<https://profiles.ama-assn.org/amaprofiles/>
https://www.do-online.org/index.cfm?PageID=cme_guidereqs
<http://www.maine.gov/sos/cec/rules/10/chaps10.htm>
<http://www.royalcollege.ca/>
<http://www.state.me.us/pfr/olr/>
<http://www.archives.gov/locations/index.html>
<http://www.archives.gov/st-louis/military-personnel/letter>
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[docboard.org](http://www.docboard.org)
[msleader.com](http://www.msleader.com)
[msspnextus.com](http://www.msspnextus.com)
[qualityforum.org](http://www.qualityforum.org)
[credentialinfo.com](http://www.credentialinfo.com)
www.aana.com
[jointcommission.org](http://www.jointcommission.org)
<https://www.nursys.com/Common.asp?pt=LICENSEVERIFICATION>
<http://www.maine.gov/boardofnursing>

W A N T E D

**Medical Staff Coordinators, Credentialing Specialists,
Administrative Assistants & Office Managers**

We are currently on the look-out for new members.
If you know of a large group practice, ambulatory surgery center, hospital or nursing home where a designated employee does their credentialing , we would love to get in touch with them!

As we continue to strive for 100% participation, please forward the name and address of any potential members to
Lisa Davis, Membership Chair of MeAMSS
E-mail: Ldavis@cmogroup.org

Thanks to all who contributed items for this newsletter.
Next deadline for submission of items is May 10th. Email to poconnor62@msn.com