



# MAMSS ANNUAL CONFERENCE 2022

Change. Challenge. Opportunity.

APRIL 20, 2022 - APRIL 22, 2022

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Please join us April 20, 21 and 22 for the 39<sup>th</sup> Annual Conference of the Minnesota Association of Medical Staff Services! This year's conference will again be held virtually, allowing you to attend from your office or home. The virtual format not only helps to keep our members, speakers and communities safe during the pandemic, it also allows us to offer a wealth of educational and motivational content at very low cost to you!

The 2022 Annual Conference is designed for all Medical Staff Services Professionals, including Credentialing and Privileging Specialists, Managed Care Professionals and Provider Enrollment Specialists and is open to both MAMSS members and non-members. Administrators and Medical Staff Leaders are also invited to attend to gain a better understanding of the importance of the work MSPs do and how to ensure the organization's policies meet best practice standards.

The past two years have brought many changes and challenges to the healthcare industry which have impacted MSPs along with the organizations, practitioners and patients we serve. Having the essential tools and resources will help you embrace change and turn challenges into opportunities! You will not want to miss this conference packed with outstanding educational sessions from nationally known speakers!

A total of eight sessions will be offered, with up to 11 NAMSS-approved CEs available. Attendees may choose to register for the entire conference or just one or two days. All registrants are also invited to attend the MAMSS Social Hour on Thursday evening.

Please see the enclosed agenda and registration information for full details.

We hope you'll join us!

Michaela Jackson, MAMSS President

Keri Pruette, CPCS, MAMSS President-Elect & Conference Committee Chair



# AGENDA – DAY I

## WEDNESDAY, APRIL 20, 2022

8:00 am to 8:30 am	Welcome & Announcements
8:30 am to 9:30 am	From Broken to Beautiful – Courtney Godfrey, Keynote Speaker
9:30 am to 9:45 am	Rest & Refuel Break
9:45 am to 11:15 am	A Diamond Standard for Professional Competency – John Pastrano
11:15 am to 11:30 am	Rest & Refuel Break
11:30 am to 1:00 pm	TJC and NCQA: What’s Hot and New? – John Pastrano
1:00 pm to 1:15 pm	Closing Comments

## Session Descriptions – Wednesday, April 20, 2022

### **From Broken to Beautiful – Courtney Godfrey, Keynote**

From the depths of trauma and despair, Courtney Godfrey takes you on her journey to happiness and success. She'll share how she found the courage to not just recover but thrive, following a 2017 boating accident that nearly took her life. Using her own personal story, she'll inspire you to love bigger and reach higher.

### **A Diamond Standard for Professional Competency – John Pastrano, BBA, CPMSM, CPCS**

Healthcare organizations have developed credentialing processes which have stood the test of time. You may be curious how your process compares with those of similar entities. This session uncovers potential “diamonds” in credentialing to incorporate within your own credentialing process to help ensure all providers are qualified and competent to perform the privileges requested.

- Review the status quo or processing applications
- Discuss the purpose and potential need for a pre-application
- Discover and identify key competency indicators to obtain from the application and primary source verifications

### **TJC and NCQA: What's Hot & New? – John Pastrano, BBA, CPMSM, CPCS**

This session will explore the hot topics identified in the acute care hospital and managed care industry as it relates to Credentialing and Leadership standards.

- Discuss standards that TJC and NCQA have identified as areas of focus during accreditation surveys
- Identify the differences between acute care hospital issues versus managed care issues when credentialing across the industry
- Develop effective policies and procedures to ensure compliance

# AGENDA – DAY 2

## THURSDAY, APRIL 21, 2022

8:00 am to 8:15 am	Welcome & Announcements
8:15 am to 9:45 am	Critical Skills to Elevate Your Role – Jenny Jackson and Mathieu Gaulin
9:45 am to 10:00 am	Rest & Refuel Break
10:00 am to 11:30 am	Building Your Provider Enrollment Toolbox – Jenny Jackson and Mathieu Gaulin
11:30 am to 12:00 pm	MAMSS Annual Meeting
12:00 pm to 12:15 pm	Closing Comments

## Session Descriptions – Thursday, April 21, 2022

### **Critical Skills to Elevate Your Role – Jenny Jackson, EdD, MBA, CPMSM, CPCS, FMSP and Mathieu Gaulin, CPMSM, CPCS**

This session will provide an overview of the critical skills needed to elevate the role of the Provider Enrollment Professional and tools to enhance your value, visibility, and effectiveness. This session will be part participant-centered learning, part didactic, and part question and answer.

- Learn ways in which the Provider Enrollment Professional role can be elevated and made more visible
- Suggestions on how to create affinity amongst PEP colleagues to enhance effectiveness
- Review opportunities to engage Provider Enrollment Professionals at the state and national level

### **Building Your Provider Enrollment Toolbox – Jenny Jackson, EdD, MBA, CPMSM, CPCS, FMSP and Mathieu Gaulin, CPMSM, CPCS**

Do you have all the provider enrollment tools you need to be effective? Or do you only have a hammer? This session will provide concrete tools to make Provider Enrollment Professionals more effective in addressing a multitude of functions. The goal is to make enrollment less abstract through slides that will double as tangible checklists that can be used when these tasks present themselves.

- Use the preparatory tools needed to establish a strong provider enrollment foundation
- Implement basic tools used to perform day-to-day provider enrollment activities
- Know which intermediate tools to use to address more advanced provider enrollment challenges
- Tackle unusual circumstances and special projects through the power tools of provider enrollment

# MAMSS SOCIAL HOUR!

THURSDAY, APRIL 21, 2022 – 5:00 PM TO 6:30 PM



**Tim Gabrielson – The Magic of Comedy**



All conference attendees are invited to join MAMSS on Thursday evening for our Social Hour!

We'll kick off the night with entertainment from Tim Gabrielson!

Using quick wit, interactive magic and a playful spirit to connect with his audience, Tim focuses on his underlying theme of “Keeping it Funny” and takes the audience along on the comedic journey. He masterfully weaves a subtle, uplifting message throughout his show and leaves the audience thoroughly entertained, enlivened and inspired!

This is sure to be a great way to unwind after the workday and laugh alongside your colleagues!

We'll finish up the night with some door prizes and other fun!

# AGENDA – DAY 3

## FRIDAY, APRIL 22, 2022

8:00 am to 8:15 am	Welcome & Announcements
8:15 am to 9:45 am	Promoting a Healthy Work/Life Balance – Jenny Jackson
9:45 am to 10:00 am	Rest & Refuel Break
10:00 am to 11:00 am	When Health Professionals Need Help – Tracy Erfourth
11:00 am to 12:30 pm	Joint Commission 2022 Medical Staff Update – Robert Campbell
12:30 pm to 12:45 pm	Closing Comments



## Session Descriptions – Friday, April 22, 2022

### **Promoting a Healthy Work/Life Balance – Jenny Jackson, EdD, MBA, CPMSM, CPCS, FMSP**

A healthy work/life balance is something that we all need and strive for. However, it often seems out of reach. In this session, we will explore the pursuit of work/life balance for ourselves by encouraging others to find balance.

- Learn the importance of putting people first, before projects and processes
- Describe the characteristics of listening, empathy and commitment to others
- Discuss the importance of providing employees with education and leading by example
- Review specific strategies for supporting balance at work

### **When Health Professionals Need Help – Tracy Erfourth, BS, MN HPSP Case Manager**

The Health Professionals Services Program (HPSP) is a program of the Minnesota Health Licensing Boards. HPSP provides services to regulated healthcare professionals (HCP) who have illnesses which may impact their ability to practice safely. This presentation will provide attendees with an overview of the HPSP intake and monitoring processes.

- Learn about providing HCP patients with information about HPSP and reporting options
- Learn how HPSP collaborates with treatment providers, occupational health programs, employers, and other parties
- Learn about the affects COVID has had on HCPs

### **Joint Commission 2022 Medical Staff Update – Robert Campbell, PharmD, BCSCP, Clinical Director, Standards Interpretation Group**

This session will identify the most commonly scored Joint Commission standards for the Medical Staff Chapter. In addition, tactics which can be used to ensure compliance with the standards will be shared. The session will also provide some updates on interpretations made to the standards related to the Medical Staff.



## SPEAKER BIO: Courtney Godfrey, Keynote Speaker

Courtney Godfrey is a local TV reporter at Fox 9 in Minneapolis. Her job has taken her all over the country, from San Francisco to New York City. She has reported on major news events, appearing on Fox News Channel and CNN.com. She has interviewed celebrities and sports icons and covered major events including the Super Bowl and multiple Kentucky Derbies, but her greatest joy comes from telling inspiring stories of everyday people doing extraordinary things.

In September 2017, Courtney's life was sent into a tailspin following a tragic accident, but she never lost her positivity, learning to harness her trauma and turn it into good.

Courtney serves on the board of the Hennepin Healthcare Foundation and nationally recognized amputee non-profit, Wiggle Your Toes.

On her own time, she mentors and visits hospitals... or she did before the pandemic! She advocates at the state and federal level, lobbying members of the Minnesota Legislature and U.S. Congress.

Courtney lives in Minnetonka with her husband and two-year-old son.



## SPEAKER BIO:

### John Pastrano, BBA, CPMSM, CPCS

John Pastrano is the System Director of Credentialing for CHRISTUS Health in Irving, Texas, and oversees the CVO, Health Plan, and Medical Staff Offices.

John is a co-founder of Southern Belles & Beau Speakers Bureau which provides educational credentialing and self-development presentations to the Medical Staff Professionals at local, state, and national associations.

John, a native of Houston, received his BBA from the University of Houston-Clear Lake and both CPCS and CPMSM NAMSS Certifications.

John's 30 years of credentialing experience includes hospital, managed care, and CVO settings which includes being an Intermittent Consultant for Joint Commission Resources.

In 2014, John became the first male President of NAMSS and continues sharing his passion for credentialing, Medical Staff Professional well-being, and other various topics in healthcare.



## SPEAKER BIO:

### Jenny Jackson, EdD, MBA, CPMSP, CPCS, FMSP

Jenny Jackson is a medical service professional with over 20 years of experience in managed care and provider enrollment. She is the Senior Director of Provider Enrollment for Community Health Systems in Nashville, Tennessee.

Jenny is passionate about developing other leaders and specializes in building strong teams through communication, empathy and trust. She believes that practicing servant leadership and putting people first is fundamental to the success of every organization.

Jenny is a Past President of the Kentucky Association of Medical Staff Services and is an instructor for the National Association of Medical Staff Services. She is a Certified Professional in Medical Services Management, a Certified Provider Credentialing Specialist, and a Fellow of NAMSS. She holds a Master of Business Administration and an Educational Doctorate in Organizational Leadership from Western Kentucky University.



## SPEAKER BIO: Mathieu Gaulin, CPMSM, CPCS

Mathieu has been at Boston Children's Hospital since 2006, starting as an agency temporary employee. Mathieu worked in Provider Enrollment for 10 years, during which time he created and managed the centralized Provider Enrollment Team.

Currently, Mathieu is the Director of Health Affairs with oversight of Medical Staff Services and Provider Enrollment while working with the Medical Staff and its Leaders on their self-governance.

To that end, he serves as the Secretary of the Medical Staff Executive Committee and the administrator for the Medical Peer Review Committee, Credentials Committee and Bylaws Review Committee, amongst others.

Mathieu served as the Massachusetts Association of Medical Staff Services for close to 5 years. He is currently the Vice Chair of the Membership Committee of NAMSS and collaborates with other volunteer leaders on various initiatives.

## SPEAKER BIO:

Tracy Erfourth, Minnesota HPSP Case Manager



Tracy has over thirty years' experience working with individuals with substance use disorders and mental health disorders. She has been a case manager with the Minnesota Health Professionals Services Program (HPSP) for eighteen years.

Minnesota's Health Professionals Services Program protects the public by providing monitoring services to regulated health care professionals whose illnesses may impact their ability to practice safely.

The goals of HPSP are to promote early intervention, diagnosis and treatment for health professionals with illnesses, and to provide monitoring services as an alternative to Board discipline.



## SPEAKER BIO: Robert Campbell, PharmD, BCSCP, The Joint Commission

Robert Campbell, PharmD, BCSCP, currently serves as the Clinical Director for the Standards Interpretation Group at The Joint Commission. In this role, Dr. Campbell is responsible for providing interpretation of Joint Commission standards in all accreditation programs, with special emphasis on standards issues. He provides direction and leadership to surveyors and Standards Interpretation Group staff addressing interpretation of standards. He also participates as a consultant in the development and revision of standards and supports ongoing accreditation services and special projects.

Dr. Campbell also serves as Director of Medical Management for the Joint Commission Enterprise. In this role, he functions as the subject matter expert for medication management related topics and assists with interpreting the intent of standards as well as the development and revision of standards.

Dr. Campbell continues to function as a Surveyor for The Joint Commission in the Hospital Accreditation and Critical Access Hospital Accreditation Programs. He also provides guidance to organizations and Surveyors and is a member of the Accreditation Council for the Joint Commission.

Prior to joining The Joint Commission, Dr. Campbell worked in health care organizations and held leadership positions with oversight responsibilities for accreditation readiness, risk management, and medical staff services, amongst many others.

Dr. Campbell is board certified in Compounded Sterile Preparations by the Board of Pharmacy Specialties and is licensed as a Registered Pharmacist in Florida. In addition, he holds a Green Belt in Six Sigma.

# REGISTRATION INFORMATION

Registration Rates	Full Conference	Two Days Only	One Day Only
MAMSS Member	\$80.00	\$60.00	\$30.00
Non-Member	\$110.00	\$80.00	\$40.00

If you are not yet a MAMSS Member and would like more information on how to join and the benefits of becoming a member, please contact Laurie Pechovnik at [Laurien.Pechovnik@allina.com](mailto:Laurien.Pechovnik@allina.com) or 763-236-4712, or visit [www.mnamss.org](http://www.mnamss.org) and click the Join tab.

## To pay online (see next page to pay by check):

1. Go to the MAMSS website: [www.mnamss.org](http://www.mnamss.org)
2. Click on the Education tab and select Upcoming Events
3. Complete the online registration form
4. Click the Continue to Payment button to launch the PayPal site. Complete the transaction using your PayPal account or credit card. Please note a 4% fee is included to cover PayPal processing fees.
5. You will receive a confirmation email within one week of registering. Please contact [keri.pruette@essentiahealth.org](mailto:keri.pruette@essentiahealth.org) with any questions about your registration.

**\$2 from every registration will be donated to MNCOVIDSitters!**  
See "MAMSS Gives Back" page for details

**Register by April 11, 2022. Registration will increase by \$20.00 after this date.**

*Fee is refundable with a \$15.00 charge by written request to Terri Winter postmarked or emailed no later than April 11, 2022.*



# REGISTRATION FORM – MAMSS 2022 ANNUAL CONFERENCE

April 20, 2022 – April 22, 2022

**Remember to mail by  
April 11, 2022!**  
Registration postmarked after  
04/11/2022 will be increased by \$20.00

**To pay by check, please complete and mail as below**

Name: \_\_\_\_\_

Credentials: \_\_\_\_\_

Facility: \_\_\_\_\_

Title: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_

State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Current MAMSS Member:     YES     NO

Please check all dates you are attending:     April 20     April 21     April 22

Please mail Registration Form and check payable to MAMSS (41 1891785) to:

Terri Winter, MAMSS Treasurer  
611 North 9<sup>th</sup> Street  
St. Peter, MN 56082



# MAMSS GIVES BACK!

Supporting our members and communities is important to MAMSS.

This year, MAMSS has chosen to give back by donating \$2 from each registration to MNCOVIDsitters!

The mission of MNCOVIDsitters is to provide support to healthcare providers who need help managing their household while serving at the frontlines during the coronavirus outbreak.

The MNCOVIDsitters is made up of hundreds of college students who volunteer by offering free childcare, pet sitting, and household errands to healthcare heroes. The goal of the organization is to help offset the impact of school closures and increased work demands on healthcare workers during the pandemic.

To learn more, visit [www.mncovidsitters.org](http://www.mncovidsitters.org).

Thank you for joining us in supporting their mission!



# QUESTIONS?

Keri Pruette, CPCS, MAMSS President-Elect & Conference Committee Chair

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Michaela Jackson, MAMSS President

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[MNamss.org](http://MNamss.org)

