



NEW PROGRAM IN 2023

# The MSP Institute

Building strong foundational skills and knowledge  
for new Medical Services Professionals

October 3-November 9, 2023

Medical Services Professionals play a crucial role in a healthcare organization's internal structure.

Their knowledge of policies, procedures, by-laws, peer review and credentialing of practitioners is critical to ensuring top-tier quality care and community trust. **Recruiting and training entry-level Medical Services Professional (MSPs) is a challenge for many organizations.**

## WE CAN HELP.

For more than 30 years, Chartis Clinical Quality Solutions, formerly The Greeley Company, has provided professional education solutions to address challenges within the high complexity, high volatility environment of the provider ecosystem. Our content is developed and presented by nationally recognized and certified MSPs.

## WHO SHOULD ATTEND?

The curriculum specifically speaks to those MSPs who function in a hospital environment, with no or minimum previous experience in the Medical Staff Services Department and/or exposure to the Medical Staff structure.

## WHAT IS THE CURRICULUM?

The curriculum covers major topics that a novice MSP should have knowledge or awareness of in regard to their role. The use of case studies, short activities and working a real application have been woven into the curriculum to enhance real life discussions and take away learning points.

## OVERALL PROGRAM OBJECTIVES

- Prepare individuals to work successfully as a MSP in the hospital environment
- Enumerate the various healthcare environments where credentialing takes place and explore the differences and similarities in required skills and knowledge
- Define required knowledge and resources for working in the field of Medical Services
- Present requirements for compliance with federal and accrediting bodies to assist in the development of a thorough and compliant credentialing and privileging program
- Provide experience in associated knowledge and skills in general management, management of information, research, basic healthcare law and personal and professional development in Medical Services

## FUNDAMENTALS SESSION

### GENERAL OBJECTIVES

- Introduce the basic knowledge and skills necessary for successfully working in this profession
- Review and interpret regulatory CMS and accrediting body requirements (Joint Commission, ACHC, DNV, and NCQA) for credentialing and privileging
- Identify areas for further study and research to assist the participant in developing a well-rounded education in Medical Services
- Define the four steps of credentialing and associated roles and responsibilities
- Recognize the essential components of a complete application, red flags that require additional information, and how to process a request for clinical privileges
- Investigate the necessary steps and components to develop a criteria-based privileging program
- Examine the necessary policies and procedures for maintaining a highly effective and efficient medical staff services and credentialing department

## Evolution of a Profession - Program Objectives:

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- Provide an overview of Medical Services as a profession
- Review certifications offered by the National Association Medical Staff Services (NAMSS), eligibility and components of the examination and sample job descriptions
- Utilize case study to discuss professional development in Medical Services
- Identify the environments where credentialing takes place, internal and external factors that influence the credentialing process
- Explain and define the organized medical staff in a hospital setting
- Identify the legal basis for performing credentialing and privileging
- Present Chartis Clinical Quality Solutions' key credentialing principles and apply to day-to-day operations
- Explore internal factors that influence the process

## Progression of Knowledge - Program Objectives

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- Recognize Chartis Clinical Quality Solutions' Evolving Credentialing Standards and apply them to day-to-day operations
- Utilize a sample application as a case study for searching for and identifying red flags and issues that may require additional consideration.
- Review similarities and differences amongst key accreditation agency requirements for hospitals related to credentialing and privileging
- Identify some key similarities and differences between hospital accreditation requirements and NCQA requirements for health plans and CVOs
- Explain the need to develop and maintain relevant governance documents
- Recognize and illustrate the relevant components of an effective MSSD

## Privileging Essentials - Program Objectives

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- Analyze accrediting body requirements in relation to steps in the privileging process
- Introduce Chartis Clinical Quality Solutions' Pyramid of Performance
- Investigate the components of measuring practitioner competence
- Examine criteria-based privileging
- Identify key components of the privilege road map and necessary policies and procedures

## Potpourri - Program Objectives

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- Recognize how to process and privilege advanced practice professionals; distinguishing between those who require privileging versus those who do not.
- Discuss credentialing and privileging dilemmas and challenges and how to address them
- Identify the components of good meeting management
- Determine next steps for professional growth and identify useful resources
- Examine ethics for medical services professionals

## ORGANIZATIONAL AND PROFESSIONAL BENEFITS

- Learn from industry experts and nationally recognized speakers
- Relevant content will enable participants to confidently move forward in their role
- Ongoing access to a community of MSPs intended to foster continued learning and building a professional network
- A virtual learning format positively impacts an organization's education budget, eliminating travel and significant time away while participants engage and collaborate with their peers as well as interact, ask questions and receive support and encouragement from the presenters

## SCHEDULE

**Session 1: Tuesday, June 6 - Thursday, June 22**

**Cost \$1,899**

- **Tuesday's:** 9:00 a.m. to 1:15 p.m. CST
- **Thursday's:** Noon to 4:15 p.m. CST

**Session 2: Tuesday, October 3 - Thursday, November 9**

**Cost \$1,899**

- **Tuesday's:** 9:00 a.m. to 11:00 a.m. CST
- **Thursday's:** Noon to 2:00 p.m. CST

## SPEAKERS



**Sally J. Pelletier,**  
CPMSM, CPCS

Sally is Chief Credentialing Officer with Chartis Clinical Quality Solutions. She brings over three decades of credentialing and privileging experience to her work with healthcare organizations nationwide.



**Frances Ponsioen,**  
CPMSM, CPCS

Frances is a Senior Consultant and Senior Director with Chartis Clinical Quality Solutions. She brings more than 25 years of experience and specializes in working directly with medical staff leadership and hospital executives to ensure continued compliance with all regulatory standards.



**Stephanie Russell,**  
BS, CPMSM, CPCS

Stephanie is a consultant with Chartis Clinical Quality Solutions. She brings more than 30 years of industry knowledge and experience and has worked at all types of hospitals from critical access to academic medical centers.



**Justine Spinosi,**  
MBA, CPMSM, CPCS

Justine is a Credentialing Consultant with Chartis Clinical Quality Solutions. She brings more than 20 years of experience to the program and has a record of excellence in leading a credentialing verification organization and medical staff services department.



**Alicia Mendez**

Alicia is a Senior Consultant for Chartis Clinical Quality Solutions with nearly 30 years of consulting and healthcare experience. They are an authority in credentialing and enrollment process improvement and an advocate for redefining certain healthcare practices to create greater equity for healthcare practitioners and patients who identify as Black, Indigenous, and People of Color (BIPOC).



**Monica Monreal**  
BS, CPCS

Monica is a Credentialing Consultant with Chartis Clinical Quality Solutions. She brings more than 24 years of healthcare executive and management experience with a focus on strategic planning, compliance, operational execution, technology integration and optimization.

## REGISTER TODAY



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## SESSION 1: June 6-22, 2023

[events.chartisquality.com/MSPInstitute\\_1](https://events.chartisquality.com/MSPInstitute_1)

## SESSION 2: October 3-November 9, 2023

[events.chartisquality.com/MSPInstitute\\_2](https://events.chartisquality.com/MSPInstitute_2)

