

Prioritizing the Medical Staff Office and The Key to Collaboration:

Making the most out of the hours you have in the Medical Staff Office

“For decades now, we’ve been asked to do more with less. The regulatory requirements have continued to increase and there just simply are not enough hours in the day. We need to think critically and not rely on what we’ve always done.” - Vicki Bond, CEO, MPR

The credentialing industry is full of disruptors. Each disruptor creates an opportunity to do something differently. Medical Staff Professionals (MSPs) are required to reprioritize short and long-term goals while trying to manage all the components of the fully functioning medical staff office. The demands of clinical privileging, the ongoing and focused review of advanced and non-advanced practice providers, primary source verification, medical staff bylaw review, support of the credentials committee, the medical executive committee, and management of office personnel to keep these processes moving ahead efficiently can be overwhelming.

The solution to keeping these processes manageable is strategically identifying what can be accomplished in-house and what processes can be accomplished through effective partnerships. One hospital in Belleville, Kansas has found these partnerships are key to successfully navigating the demands.

Making the Most of Employee Strengths and Resources

As a critical access hospital full of challenges to provide a wide and deep variety of patient services, Republic County Hospital faced several obstacles to meeting the regulatory requirements of the payors including Medicare and Medicaid and the licensing and accreditation agencies. “We found that collaborating with trusted companies outside the hospital and having them perform specific tasks could be a strategic move. It allows you to take the information they can provide and make informed decisions” said Tracey Moore, Credentialing Manager. “Of course, trust is the key component of this strategy, and you have to speak the same language”.

Having a trusted and collaborative relationship can provide some unique opportunities. Suddenly, you can rely on your employee’s strengths to apply the resources to key in-house components such as on-going and focused monitoring that cannot be outsourced well.

Collaboration is Key

As medical staff professionals begin to think about what must remain in-house and what can be effectively outsourced, one thing is clear: Not all processes have to be performed in-house to be effective. There is synergy and efficiency found in building relationships with professionals who specialize in areas such as primary source verification and provider enrollment. Relying on the specialties of other professionals can allow internal employees to focus and prioritize what needs to be performed in-house.

Focus on Integration

When an organization has a medical staff office dedicated to supporting the functions needed to ensure the clinical competency of providers, while also working with upper-level administration to support the medical staff functions, finding time to do the screening of applicants to the medical and advanced practice staff can be difficult. Outsourcing the essential elements of gathering the verification of education, training, affiliations, employment, claims history, criminal background checks and other data needed to make quality decisions of staff membership can be a welcomed opportunity if the processes of the medical staff office and the company are aligned.

Oftentimes, the same information needed and required for the primary source verification to support current clinical competency is the same information needed for enrollment into the insurance companies; another much-needed and time-consuming process.

“Innovation is the key to success and trying to do all the work within a silo environment is simply not going to be a productive strategy for survival,” says Moore. “Things are changing much too quickly to think you can do it all alone.”

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