



Cascade

into a new decade

Join us for WAMSS' 40th Anniversary!

WAMSS Annual Educational Conference and Business Meeting

October 21, 22, and 23, 2020

[Virtual Conference](#)

Please join us for our **40th** Annual Educational Conference and Business meeting as we move into a new decade of WAMSS history and face the many challenges and opportunities for growth. This year's conference is being offered virtually through the WebEx platform.

This conference is designed for medical staff services professionals, managed care professionals, provider credentialing specialists, and provider enrollment staff throughout Wisconsin and other states. Administrators, chiefs of staff and other medical staff leaders are invited to attend in order to gain first-hand knowledge of the material presented. This event is open to WAMSS members and non-members.

[Registration deadline is October 19, 2020](#)



WAMSS

Wisconsin Association Medical Staff Services

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SCHEDULE OF EVENTS—A live Q&A session with the speaker will follow each session.

Wednesday, October 21, 2020		
7:15 to 7:45 AM	Conference opens for early logon.	
7:45 to 8:00 AM	Welcome and Opening Remarks	Lisa Terry, WAMSS President
8:00 to 9:00 AM	Whose Bucket is it—CVO, MSO, or Legal?	Tiffany Long
9:00 to 9:15 AM	Break	
9:15 to 10:45 AM	A Risk Management Approach to Credentialing and Privileging	Chris Gillies
10:45 to 11:00 AM	Break	
11:00 to 12:00 Noon	Telehealth—Covid 19 and Beyond	Barb Warstler
Thursday, October 22, 2020		
10:45 to 11:15	Conference opens for early logon.	
11:15 to 12:15 PM	NAMSS Updates	Sara Cameron
12:15 to 12:30 PM	Break	
12:30 to 1:30 PM	Blockchain 101—The Future of Credentialing	Tiffany Long
1:30 to 1:45 PM	Break	
1:45 to 3:15 PM	A Project Management Approach to Revitalizing Your Privileges	Chris Gillies
3:15 to 3:30 PM	Break	
3:30 to 4:30 PM	Managing the Stress of CHANGE	Kay Frances
Friday, October 23, 2020		
6:30 to 7 AM	Conference opens for early logon.	
7:00 to 7:45 AM	Business Meeting (Website Education, Service Awards, Induction of Officers, Door Prizes)	Lisa Terry, WAMSS President and Board of Directors
7:45 to 8:00 AM	Break	
8:00 to 9:00 AM	Current Legal and Regulatory Updates	Matthew Stanford
9:00 to 9:15 AM	Break	
9:15 to 10:45 AM	Improving Provider Onboarding Experience: Uniting Credentialing, Recruitment, HR, and Provider Enrollment	Barb Warstler
10:45 to 11 AM	Break	
11:00 to 12:00 Noon	Laugh! Just for the HEALTH of it!	Kay Frances

CONTINUING EDUCATION UNITS: WAMSS has been approved for 11.5 continuing educational credits through NAMSS. Accreditation of this educational content in no way implies endorsement or sponsorship by NAMSS. WAMSS is affiliated with NAMSS (www.namss.org). Members are reminded to only claim credit commensurate with their attendance.

MEET THE SPEAKERS



Barbara A Warstler, MBA, CPMSM, FASPR, CPCS, Associate VP, Client Relations, joined The Hardenbergh Group in 2019 as the Associate Vice President, Client Relations. She brings 20 years of credentialing, medical education, physician relations and physician recruitment experience to her role working with hospital administrators, medical staff leaders, and Medical Services Professionals (MSPs) in hospitals, health systems, CVOs, health plans, medical groups, and networks across the United States. Ms. Warstler leverages her vast professional experience to identify and place experienced, qualified MSPs to help clients fill temporary vacancies, supplement existing staff during peak workloads, assess and improve operational efficiency, prepare for upcoming regulatory surveys and audits, pursue National Committee for Quality Assurance (NCQA) accreditation and certification, and more.



Christina W. Giles, CPMSM, MS, President of C. Giles & Associates, has been a consultant and speaker for over 30 years. She specializes in education/training of credentialing personnel and orientation/training of medical staff leaders and medical staff professionals. She has presented nationally on topics such as accreditation preparation, credentialing, privileging and medical services management, performance improvement, development of a centralized credentialing function and motivational topics.



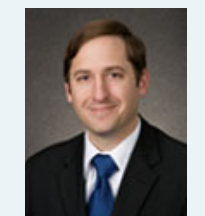
Motivational Humorist, **Kay Frances**, has shared her message to "lighten up, stress less and take care of ourselves" in 49 states and Canada for over 30 years. She holds a Masters Degree in Business Administration and a degree in Health and Education. She was also her mother's caregiver for 7 years. When it comes to humor, Kay is the "real deal" having performed as a professional standup comedian for many years and appearing on a number of national television and radio programs. Additionally, Kay is the author of "The Funny Thing about Stress; A Seriously Humorous Guide to a Happier Life."



Sara Cameron, CPCS, CPMSM, is the System Director of Medical Staff Services, Graduate Medical Education and Medical Staff Quality for Hospital Sisters Health System in Illinois. Sara's role is a nine-facility role taking her to acute tertiary care facilities and critical access hospitals facilitating Credentialing, Medical Staff Services and Peer Review as well as serving as the HSHS leader and liaison for the Southern Illinois University Residency Program. Sara has been a Medical Staff Professional for 19 years working in Alaska, Missouri, Washington, Oregon and Illinois. Sara holds her CPCS, CPMSM and NAMSS leadership certifications. Sara previously served on the education board of NAMSS, currently serves on the Audit and Finance committee and Sara is an elected Director at Large on the Board of Directors of NAMSS serving as state liaison to Illinois, Indiana, Michigan, Minnesota, Missouri, Ohio and Wisconsin.



Tiffany Long, CPCS, CPMSM, is a medical staff professional with over twenty years experience in the medical staff services profession. Fourteen of those years were spent in the CVO setting. She has also worked for several acute care hospitals in her career. Tiffany states that the amount of redundancy involved with credentialing has always baffled her. Hearing the frustrations from health care providers and medical staff professionals alike really pushed her to automate and streamline processes using technology wherever possible. Now she is the Director of Credentialing for BlocHealth which is a healthcare technology firm implementing blockchain technology and smart applications to simplify the credentialing process. Tiffany is also a NAMSS Instructor and has served on the NAMSS Board as a Director at Large.



Matthew Stanford, JD, MHA, has served the Wisconsin Hospital Association as General Counsel since 2014. He has been with WHA since 2003 working as an attorney in the Government Relations department. He leads WHA's courtroom advocacy efforts and guides legislative and administrative advocacy on legal and regulatory issues impacting hospitals and health systems. Stanford has a juris doctor from the University of Iowa College of Law and a masters of health administration from the University of Iowa College of Public Health.

SESSION DESCRIPTIONS

Whose Bucket is it—CVO, MSO, or Legal? Participants will gain a better understanding of how the CVO, MSO and Legal work together and method for deciding who should handle specific tasks. This session will take a deep dive into the internal workings of a CVO and how daily tasks can be structured. Participants will gain skills to communicate clear expectations and avoid conflict.

Blockchain 101 - The Future of Credentialing. Participants will gain a basic understanding of blockchain technology and how it can be used as a single source of truth for credentialing. Participants will leave the session with a better understanding of the MSPs role in leading digital transformation. Participants will learn basic terminology associated with blockchain technology and credentialing.

NAMSS Update. Participants will be able to describe the history of NAMSS, strategic initiatives, and impact on the industry. Elements of NAMSS Leadership and Volunteer Pathways will be identified to better support the profession. Verification benchmarks and grassroots efforts NAMSS supports to improve credentialing efficiencies will be discussed.

Managing the Stress of Change. Participants will learn to understand the meaning and causes of stress and change and how it impacts our lives. Gain an understanding of why we are resistant to change and how we can pivot our thinking about it and the effects of stress and change on our health and learn healthy ways to cope with it. Learn to embrace the ways in positive emotions play a valuable role in our well-being. Understand the effects of stress and change on our health and learn healthy ways to cope with it.

Laugh! Just for the HEALTH of it! Participants will learn the health benefits of humor and laughter. We will examine the large and small stressors we have in our lives and understand how to sort out legitimate challenges and unimportant ones that we can let go of the stress and worry about. And, learn the keys to good health and how to implement them.

A Risk Management Approach to Credentialing and Privileging. Participants will be able to identify the steps in a risk management approach to credentialing and privileging. We will look at defining the relationship between medical staff/credentialing and risk management and explore how to avoid legal problems by utilizing risk management.

A Project Management Approach to Revitalizing Your Privileges. Attendees will be able to identify the key components to a project management approach and explore the reasons for utilizing a project management approach. We will identify resources and approaches to project management, define the project management steps in a privilege revitalize project, and define the mechanism for developing new privileges and criteria.

Current Legal and Regulatory Updates. Participants will receive updates on legal and regulatory issues impacting hospitals and health systems.

AMERICANS WITH DISABILITIES ACT:

WAMSS wishes to take those steps required to ensure no individual with a disability is excluded, denied services, segregated, or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. If you require auxiliary aids or services identified in the Americans with Disabilities Act in order to attend, please contact JuliAnn Kotke-Corrao by phone at 414-690-9940 or email at ProgramChair@wi-wamss.org.

CONFERENCE FEES:

- Member (of any state association): \$200
- Non-Member: \$300

REGISTRATION:

WAMSS encourages you to register for the conference online.

Registration is now open on our website, click below. It's fast, easy and secure! You will be given the option to pay by check or credit card on the payment page. If you are unable to access this site please contact WAMSS Membership@wi-wamss.org for assistance.

Specific instructions for login will be sent prior to the conference. CEs will only be awarded to conference registrants. If multiple people attend from the same organization, they should register separately.

Registration deadline is October 19, 2020.

VIRTUAL CONFERENCE TIPS:

This conference will be presented on the WebEx platform. For a successful conference, WAMSS recommends:

- Check with your local technical department to be sure you can use this software on your device. You can download the app to your computer or phone.
- Search for WebEx tips and tricks on the internet
- Logon early (at least 15 minutes) each day of the conference.

QUESTIONS:

Contact the WAMSS ProgramChair@wi-wamss.org or WAMSS PresidentElect@wi-wamss.org

