



MSP Messenger

SPRING IS IN THE AIR

The Idaho Association of Medical Staff Services Board would like to greet both our existing and new members as we welcome the spring season.

Spring in Idaho consists of many teasers of warm weather where temperatures that are colder than the air conditioner feel like a hot summer day after hibernating all winter. But we all know not to get our hopes up too fast, because later that same day could surprise you with snow—you just never know!

As always, we would like to extend our gratitude for your contributions to our field, our association, and to healthcare in Idaho. We are proud to be a part of providing our beautiful state with excellent healthcare.

As a reminder, we are always seeking your input to how we can better serve YOU. If there are any specific topics you would like to see addressed at our IAMSS quarterly meetings, in the newsletters, or at this year's conference please reach out. We strive to be a great resource of information and education that would best benefit your needs and create a network of successful MSPs.

We are looking forward to warmer weather in the upcoming months!

IAMSS 2025 Board— State Officers & Volunteers

- **President:** Suzette Ansay, CPCS
- **President Elect:** Rae Kingsley, CPCS
- **Secretary:** Stephanie Morgan, CPCS
- **Co-Treasurers:** Melanie Durfee, CPCS, CPMSM/McKayla Jensen
- **Immediate Past President:** Heidi Thompson, MBA, CPMSM, CPCS, FMSP
- **Volunteers:** Vanessa Reynolds Smith, Jessica McCall, Michael Taylor, Jessica Powell



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IAMSS PRESIDENT'S MESSAGE

Spring in Idaho is unlike anywhere else and can feel a bit like a rollercoaster ride – in one day you can go from warm and sunny to cold, windy, and snowing within a few hours. I love the saying “if you don’t like the weather, wait 5 minutes” because not only is it accurate in our region, but it also reminds me that change is inevitable.

Change. That word brings about different emotions to different people. For some, change is exciting and filled with anticipation for what’s to come. For others, it’s uncomfortable and filled with fear of the unknown. Sometimes, a person’s reaction is based on the circumstances and whether they consider it a “good change” or a “bad change”. But at the end of the day, how you handle that change will determine your success going forward.

Knowing that change is inevitable, my advice is to embrace it as much as you can. That doesn’t necessarily mean that you should force yourself to be “happy” about it. What I mean by embracing change is to dig in and make the most of it. Put in a strong effort to understand the “why” behind the change and how it may affect you in a positive way. Is this a change that you have any control over? Many times, these things are completely out of our hands so in that case it’s up to us to make the decision to either lean in or fight against it. However, oftentimes fighting against inevitable change leaves us feeling frustrated and resentful but doesn’t have any impact on the change itself. So why not lean in?

Take a moment to reflect on a big change that occurred in either your work life or personal life. How did you handle it? What could you have done differently to make the change go more smoothly? How did you feel at the onset and after it was implemented? A great way to evaluate your response is journaling about it. This can look any way you want – there are no rules! Bust out a notebook, sticky notes, steno pad, or journal and write down the situation and your reflections. Then take a few minutes to read back what you jotted down and come up with some ideas on how you can improve this in the future.

Spring ushers in a season of change – gardens are going in, vegetation is waking up, thunderstorms are sweeping in and out, school is winding down, and the list goes on and on. Working in a Teaching Health Center, our organization is celebrating a successful Match and helping our future residents to transition from medical school to residency while also guiding our third year residents through their last rotations as they gear up for graduation and the next steps in their future. Change is everywhere! Oddly enough, this is my favorite time of year when it comes to my job (I’m a Fall/Winter girl at heart). I love gearing up for the big push to get all of the incoming providers credentialed and set up in our system, organizing everyone’s information, and working with our hospital and community partners to onboard and offboard the residents. Is it crazy, busy, and overwhelming at times? Is the process different from year to year and resident to resident? Absolutely! But I have decided to embrace it and dig in – the changes are inevitable; how I handle them is up to me and I choose to make the most out of it and enjoy :)

Suzette Ansay, CPCS

2024-2025 President - IAMSS

Director, Medical Staff Office – Full Circle Health

SPRING FLING — TEND TO YOUR MENTAL GARDEN

BY MCKAYLA JENSEN



As Medical Staff Professionals, we often have high workloads, pressing deadlines, and at times are working with difficult individuals as we collect the information we need to credential providers to help provide safe healthcare for our communities. In addition, the workload can be repetitive and tedious and times, making it easy to enter a monotonous routine. In combination, these can predispose us for an increase in the likelihood for burnout to occur. Because of this, it is important to find ways to implement strategies that focus on taking care of your health – both physical and mental. Here shortly, I am going to propose an analogy to encourage everyone to take an afternoon to themselves for the sake of their mind – because YOUR mind MATTERS. So with that, let us tend to our mental garden.

A side obsession I have is the importance of, at least on OCCASION, taking some time to totally engulf yourself in romanticizing life. What do I mean by this? I mean idealizing and enhancing a moment that could easily just be mundane, but instead you decide to create a very appealing scenario in which you are totally obsessed with. I mean totally making a bigger deal in your mind about something and playing it up so much that you are SO ecstatic about it that you could explode (think child-like excitement; the little girl in Despicable Me, so excited about the fluffy unicorn). Even if it is just for a couple of hours, giving yourself the space to feel delight. If you look up the science behind joy, you will find that experiencing joy has many physiological benefits. For example, positive emotions can boost the production of antibodies and enhance the activity of natural killer cells. They can also help promote better circulation, keeping your heart healthier. In addition, fostering optimism over time can help build mental resilience and reduce the risk of depression. So, finding immense joy in something small can physiologically benefit your overall health which is SO cool.

Another activity that can help promote better overall well-being is gardening. Gardening provides an opportunity to combine some physical activity with reconnecting with nature. Both of these help to lower anxiety and boosts your mood. In today's technology driven world we do not spend an adequate enough time with nature and our bodies suffer because of it. Planting seeds and seeing them grow helps foster a time for mindfulness and the results involve an increase in life satisfaction and overall self-esteem. Being out in the sun (with sunscreen of course, no penetrating UV rays wanted here) helps nourish our bodies with increased vitamin D levels, which help support bone and muscle health. Both gardening and sunlight have been shown to increase levels of serotonin, which boosts energy and can help keep you calm, positive, and focused. The moral of the story is this: spend more time outside playing in the dirt and you will have a happier brain and body.

A spring fling may typically refer to a casual relationship during the spring season, with the purpose to be lighthearted and fun way to enjoy life. These types of relationships are often characterized by the idea that they are not that serious and don't have long term commitments. So, while a full on garden infatuation may be a bit much and lead to some serious time constraints, I am proposing a compromise. I think a fun way to appreciate that your mind and health matters and to romanticize an afternoon is to take yourself on a date to plant flowers. Get excited, take a couple of dollars to a local greenhouse or store that sells some flower seeds, drink lemonade in the sunshine and play in the dirt. With a little bit of watering, you will tend to both your mental garden and overtime see those results (both in your mood AND to see actual flowers grow!).

Agreement: Because my mind matters, I will take an afternoon to take myself on a date, fully romanticize the afternoon, buy a pack of flower seeds, and plant them outside in the dirt.

I hope you set aside a couple of hours to reap the benefits of this carefree activity and let yourself enjoy the sunshine and renewed energy that comes along with it. I would LOVE to see pictures of you doing this if you are willing to share and I can put them in the Newsletter next quarter!

Happy Spring everyone! <3

McKayla Jensen
PMC



SHOUT OUTS

MEMBERS MAKING AN IMPACT IN OUR INDUSTRY

A BIG shout out to our very own Melanie Durfee as she was invited to be a guest on the podcast *Beyond the Bylaws—The Medical Staff Show*, Episode 2. Both episode 1 & part 1 of episode 2 have been launched, see below for details!

To access this podcast, please visit:

Episode 1 -

[Beyond the Bylaws: The Medical Staff Show – Medical Staff 101 | Husch Blackwell](https://www.huschblackwell.com/newsandinsights/beyond-the-bylaws-the-medical-staff-show-medical-staff-101)

<https://www.huschblackwell.com/newsandinsights/beyond-the-bylaws-the-medical-staff-show-medical-staff-101>

Episode 2 -

[Beyond the Bylaws: The Medical Staff Show - The Role of Bylaws in Medical Staff Governance, Part I | Husch Blackwell](https://www.huschblackwell.com/newsandinsights/beyond-the-bylaws-the-medical-staff-show-the-role-of-bylaws-in-medical-staff-governance-part-i)

<https://www.huschblackwell.com/newsandinsights/beyond-the-bylaws-the-medical-staff-show-the-role-of-bylaws-in-medical-staff-governance-part-i>



Introducing Beyond the Bylaws

The Medical Staff Show

Husch Blackwell's [Healthcare](#) team is excited to launch *Beyond the Bylaws: The Medical Staff Show*, a new podcast exploring the legal and regulatory challenges faced by medical staff professionals. Hosted by healthcare attorney [Nick Healey](#), the show will explore key issues, from credentialing and privileging to compliance and disciplinary actions—offering practical legal insights to help hospitals and medical staff navigate these complexities.

[Listen to Episode 1: Medical Staff 101](#)

In this debut episode, Nick is joined by Amy Ligoeki, Medical Staff Services Manager at Sheridan Memorial Hospital, to discuss essential medical staff concepts. They provide an overview of credentialing, privileges, and the critical role medical staff professionals play in ensuring patient safety.

[Listen Today](#)

Episode 2 | The Role of Bylaws in Medical Staff Governance, Part I

Host [Nick Healey](#) welcomes to the show Husch Blackwell partner [Ellee Cochran](#) and [Melanie Durfee](#), who serves as the Director of Medical Staff Services for a 205-bed acute care hospital in Idaho, for a two-part discussion focusing on the foundational role of bylaws in medical staff governance.

Part I of our discussion focuses on important governance concepts at a high level, including what role bylaws are meant to serve and what legal or regulatory mandates pertain to bylaws. The discussion covers broadly the kinds of provisions and language found in medical staff bylaws and explores how bylaws intersect with other rules and policy documents. The host and guests draw on deep experience with medical staff governance to provide practical tips on the process of creating or updating bylaws and how to avoid associated pitfalls.

NUDGE WORD CHECK IN

BY MCKAYLA JENSEN



Hearing a variety of your Nudge Words was SO fun and inspiring for me. Below I have shared a word cloud of all of the Nudge Words that were shared. As a check in, we are four months in trying to implement this one word or phrase that will help us re-center to the intentions we have set for our year. This is just a reminder to check in with that word, give it time to resonate again, and keep striving towards whatever inspired it! This is not a harp on yourself moment, but should rather be a second to get excited and honor that word that is supposed to help us stay grounded in where we would like to see shifts in our lives.

Also! As promised, I am here to help you celebrate your wins! So if you filled out a Bingo card and have gotten any spaces filled in OR disciplined enough to get a Bingo, email me so I can scream it from the rooftops on how awesome you are (I promise even pick me up emails make you feel good *winky face*). I personally have filled in three of my Bingo Card boxes so far (one being 'get a massage'!), but I get really excited that I am working towards accomplishing things and that is a win :)



BOOK REVIEW: UNREASONABLE HOSPITALITY WRITTEN BY WILL GUIDARA

REVIEW BY HEIDI THOMPSON



This book genuinely surprised me! Not only did I have the opportunity to learn about the restaurant industry and more than I ever imagined about fine dining, but I learned about different ways to lead, bring teams together, and serve one another in new and exciting ways!

It begins with a genuine welcome. Believe me, you will learn the magic behind why it is important and why we remember how people have made us feel. Mr. Guidara specifically speaks to service being black and white while hospitality is color. Imagine the many spectrums of the rainbow and how the different hues of color enrich our lives. Just as vibrant, or soft, or magnificent color can be, the author helped me to understand that creativity in hospitality can be just as rich and beautiful as all the hues of color in our world.

I have always felt that serving others was my calling in life. Will Guidara outlines how noble service really is. Drink your best bottle of wine on your worst days, don't save it for a special occasion. Following his mother's death, he took his father to a very special dinner where they were given the best, private table in the restaurant and treated to a four-hour meal that concluded with a late-night tour of the entire restaurant. It was a ray of light that afforded them respite from the grief in which they were engulfed.

Regardless of what you do for a living, you can choose to be in the hospitality business. Mr. Guidara shares strategies on team building, collaboration, brainstorming, and the true essence of leadership. In addition, he shares how hospitality and allowing your team to utilize and develop their talents results in a collective win for everyone. I highly recommend this book as it will open your mind to new ways of seeing and doing things in the roles and responsibilities you have at work. It will unlock the remarkable power of giving people more than they expect. Happy reading!

Heidi M. Thompson, MBA, CPMSM, CPCS, FMSP
Independent Consultant

EXERCISE SNACKS

BY CRAIG GODFREY, DPT—PORTNEUF MEDICAL CENTER PHYSICAL THERAPIST



Exercise Snacks

Physical Therapy Tip of the Month

The CDC and the AMA recommend 150 minutes of moderate intensity exercise each week. With a busy schedule, it is often very difficult to reach this minute goal each week. Try exercise snacks throughout the day!

Exercise snacks are brief, 1-2 minutes of high-intensity exercises that you do throughout the day with an hour or more of rest in between. No matter how busy or stress you are, exercise snacks are great methods of exercise that are formed around your day.

The key to performing exercise snacks is to be consistent and perform them every day. Your goal would be to perform an exercise snack 10-12 times per day 7 days per week to reach the recommended 150 minutes. However, studies show that even as little as 3 times per day 7 times per week is beneficial.

Benefits of Exercise Snacks

- Improve cardiovascular function
- Increase endurance
- Improve flexibility
- Increase muscle strength
- Reduce blood sugar levels

Examples of Exercise Snacks

- Stair climbing
- Jumping jacks
- Jumping rope
- Squats
- Lunges
- Pushups
- Mountain climbers
- The list is endless!

It is recommended to warm up and get your heart rate up prior to starting intense activities.

Consult a physician prior to starting any new exercise program. If you experience pain in any severity or location, consult your primary health care provider or physical therapist.



National Walking Day - April 2, 2025

The first Wednesday of April is **National Walking Day**, which this year happens to fall on April 2, 2025. Additionally, May is National Walking Month, so what a perfect time to implement more of this healthy habit into both our work and personal life!

We would love to encourage our IAMSS members (and friends!) on April 2 to go for a 30 minute walk (indoor or outdoor) to **CELEBRATE** how awesome it is to be able to move your body. In fact, some might say **MOVEMENT** is **MEDICINE**.

As Medical Staff Professionals, we spend many hours at desks and hovered over files living a pretty sedentary overall lifestyle. Because of this, we need to prioritize making a conscious effort to move our bodies intentionally so we can stay strong as we age. Throughout this next quarter, challenge yourself to create a habit of walking **a little more everyday** (no matter the distance). Everyone has time constraints and other commitments that may make it easy to create excuses, but entertain yourself for the **HEALTH** of it and try your hardest to make an effort to **MOVE** your body. Whether it's a lap or two around your office hallways, around your building outside at lunch, or around your neighborhood in the evenings, find a simple way you can easily incorporate more walking into your daily lifestyle.

FLEX THOSE SHOES



Benefits of Walking 20 Minutes a Day

- ✓ Strengthens muscles
- ✓ Controls cholesterol levels
- ✓ Regulates blood pressure
- ✓ Reduces stress
- ✓ Delays aging
- ✓ Boosts immunity
- ✓ Improves heart health
- ✓ Burns fat

REMINDER:
YOU ARE THE
CREATOR OF
YOUR OWN
DESTINY!

My 90 Day Challenge Tracker

The purpose of this 90 day challenge is to increase your overall movement. Only you know what is best for you, so you have the freedom to fit this into your lifestyle in whatever way works for you. Maybe it is a 10 minute walk at lunch, maybe a walk around the block in the evening. Maybe you work your way up to walking a certain amount. Habits are made with consistency, NOT perfection. The intention is just to incorporate walking into your daily routine (like checking your email!). Mark it off as you go, AND any mark is better than no marks!

Remember,
MOVEMENT is MEDICINE

Month	Days with Rain
APRIL	10
MAY	8
JUNE	12

EXCITING HIGHLIGHTS



Earlier this year, Stephanie Morgan at St. Luke's had her team participate in a team building exercise where they were able to do a little craft to display their chosen Nudge Words. HOW FUN! See a photo of some of the masterpieces below:



EXCITING HIGHLIGHTS/INFORMATIONAL RESOURCES

We would like to say congratulations to the newest Idaho NAMSS members!! If you know these individuals please reach out to congratulate and thank them for being involved in our industry and encourage them (and others) to become members of IAMSS!



New Members

Arizona	Colorado	Idaho	Montana	Utah	Wyoming
• Hope Jimenez • Andrea Myers • Nicole Bahr • Frances Cordova • Tia Croskey • Erica Hernandez-Torres • Julie Lenz	• Jeraldine Scott	• Cindy McKee • Carissa Byers • Donna Mckahan		• Crystal Huang • Debra Egbert • Erin Williams-Clawson	• Breanna Erickson

Reminder: NAMSS 2025 Candidate Handbook has been published

Please visit <https://www.namss.org/handbook> to retrieve this resource

If you are reading this, way to go! You have stumbled upon (or rather, hopefully came across while diligently reading) this quarter's engagement activity, so pay close attention for a chance to win a \$25 Amazon Gift Card.

We REALLY value your input and engagement and want to best serve you as members of IAMSS. So, to encourage a dynamic & collaborative relationship, we want to hear from you in whatever way best serves YOU. The purpose of this engagement activity is to make sure our members know where to navigate on the website to reach out to the board at your convenience.

Our vision for this resource is to be a group, as board members, that can respond to various different situations and provide feedback we hope is helpful. We want to be a listening ear for venting about a stressful day at work as sometimes our line of work can be confidential and hard to find a resource for that purpose. An available resource for coaching if you are new to the Medical Staff Credentialing world or have come across a new situation where you wish you had a mentor. An accessible way to get the Board's opinion on how we might handle a certain situation. A place for you to submit your wins, or a place to seek advice with something you have been struggling with. Or even as simple as what you would like to gain from our association in meetings, engagement, our annual conference, and everything in between.

Please use this link (<https://idamss.org/contact-us/>) to navigate to the submission box and submit anything you would like to be entered for the Amazon Gift Card. For the purposes of engagement and entry for the gift card, you will need to use your name and email. However, if you want to bring up an issue, something you are struggling with and want some advice, etc and want to remain anonymous, then please type 'Anonymous' for the name and none@gmail.com for the email. You can also use an email with no personal identifiers that we are happy to communicate through. For questions or concerns submitted anonymously, we will provide an answer or address the concern in a group forum (i.e. meeting, newsletter, email, etc.). As always, thank you for being a part of our organization and we look forward to hearing from you!

(Winner will be announced Friday May 2th so make your submissions before then!)

INFORMATIONAL RESOURCES



The following email was shared earlier this year with State Leaders from Horty Springer warning our profession about subreddits.

February 6, 2025

Posted on [February 6, 2025](#) by [Courtney Patterson](#)

QUESTION:

There is a private subreddit discussion group in which only Medical Staff professionals are approved to participate. Most members of the group seek advice on credentialing, privileging, and peer review issues. Community guidelines within the group caution against identifying the practitioners involved in their questions. However, some posts may include specific details about problematic credentialing files or behavior incidents. In some instances, individuals who post questions may include information such as their name and the hospital at which they work. A few of our leaders are wondering if joining this group would help to bounce ideas off other Medical Staffs and their leaders. Is this problematic?

ANSWER FROM HORTYSPRINGER ATTORNEY [MARY PATERNI](#):

While we don't mean to discourage professional interactions among Medical Staff professionals, there are legal risks to discussing credentialing and peer review issues about individual practitioners on social media.

Let's be real, it's **social media**. There is never any guarantee that anything posted on platforms like Reddit, Facebook, or Instagram will remain private, even if a group is "closed." A member of the group could have a reason for disclosing information outside the group. All it takes is a screen shot or copy + paste. Plus, efforts to "de-identify" information do not always work. Even the smallest bits of supposedly de-identified information can sometimes be pieced together and become identifiable.

There are a variety of legal risks if a post about credentialing or peer review matter gets back to the practitioner who is the subject of the post. First, the practitioner could claim that the post was defamatory because it disclosed unfavorable information in a public setting. Also, the practitioner could argue that the post constituted a breach of the confidentiality obligations set forth in the Medical Staff Bylaws, "tortiously interfered" with his employment prospects, or constituted a "breach of contract" under state law.

Social media posts could be problematic even if they are disclosed to individuals other than the practitioner in question. For example, plaintiffs' attorneys could use such posts as a reason to look for problems at a hospital. Also, attorneys representing plaintiffs in malpractice or negligent credentialing cases could argue that the disclosure of peer review information on social media resulted in a waiver of the peer review privilege under state law of any information related to that matter.

So, we want to be careful here. Again, we don't mean to discourage professional interactions among Medical Staff professionals. There are certainly many topics that could be discussed that don't raise the potential problems discussed above. However, recognize that there are risks to disclosing practitioner-specific information on social media.

If you have a quick question about this, e-mail Mary Paterni at mpaterni@hortyspringer.com.

This entry was posted in [Question Of The Week](#) and tagged [credentialing](#), [medical staff](#), [medical staff bylaws](#), [Peer Review](#). Bookmark the [permalink](#).

The following email was another resource shared regarding TMG and some of their opportunities for learning. Please note page 13 of this newsletter has more information regarding TMG resources

Dear State and Chapter Leaders,

Happy New Year! As the new year dawns, TMG offers new opportunities for learning.

Learning Tree Scholarship

TMG is pleased to support our MSP colleagues with the TMG University Learning Tree Scholarship. This is a chance for your members to enhance their knowledge and skills through fully-funded enrollment in one TMG University virtual in-person or on-demand course. The submission deadline for the scholarship is April 30. Encourage your members to submit their application today: <https://www.teammedglobal.com/tmgu-scholarship/>

Sponsor TMGU's Foundations Courses for Free

As you welcome those new to the field to your association, support their success by sponsoring TMG University's Foundations of Credentialing (beginning March 3) or Foundations of Provider Enrollment (beginning April 7) course. Sponsorship is free and your members receive 10% off registration fees.

Bring TMG to Your Spring Event

The TMG team is eager to bring our programs to your spring educational events. Choose from among 5 boot camps and 100+ workshops. Dates are filling up, so make sure to book your event soon!

Don't miss out on these fantastic opportunities. Contact me today to take advantage of these offers and provide valuable resources to your members.

Sincerely,
Olivia Paxton



TMG was one of our lovely 2024 Conference Sponsors. TMG has shared on their website a plethora of webinars and dates they will be hosting in the upcoming months. They also have available their past educational opportunities, which are recorded and posted for purchase. To do so, you scroll and click the green ‘**Buy Now**’ button, make your selection, add to cart, and pay! See websites below for reference/options available:

On Demand Webinars for MSPs:

<https://www.teammedglobal.com/on-demand-webinars/>

After navigating to this link, there are six different categories to click into. Prices and dates the webinars will be available to purchase vary depending on selection. See below and on the next page for some options they have highlighted!

Additionally, for new MSPs or ones looking for additional training, please see this link as there are many options available for purchase:

Unlocking Your Team’s Potential:

<https://www.teammedglobal.com/msp-training/>

SEE UPCOMING/PRE-RECORDED EVENTS BELOW:

Sneak Peek

LICENSING LINK

TMG’s Licensing Link webinar series empowers licensing professionals to navigate the complexities of physician licensure with confidence. From advanced tools to expert strategies, this series offers actionable insights to streamline workflows, ensure compliance, and minimize delays. Gain the knowledge you need to enhance efficiency and drive success in every stage of the licensing process.

MAY 28:
Process Pipeline:
Optimizing IMLC for High-Volume Licensure

JULY 23:
Renewal Roadmap:
Mastering CME Requirements for Physician License Renewals

SEPTEMBER 24:
Regulatory Crossroads:
Licensing Compliance in Evolving Healthcare

NOVEMBER 19:
Smooth Transitions:
Streamlining Onboarding for Licensed Physicians

CREDENTIALING



Credentialing Best Practices

CREDENTIALING



Credentialing Basics

CREDENTIALING



Merging Credentialing & Provider Enrollment

CREDENTIALING



Special Topics in Credentialing

CREDENTIALING



Credentialing Standards

CREDENTIALING



Credentialing Trends

INFORMATIONAL RESOURCES



Our lovely Jessica Powell offered this interesting story recommendation that had an outcome of a jury awarding \$261M against a hospital (the judge brought the award down to \$208M). Interesting article content you should check out!

Johns Hopkins All Children's Hospital files appeal in Sarasota 'Take Care of Maya' case



Gabriela Szymanowska

Sarasota Herald-Tribune

Published 10:06 a.m. ET Aug. 3, 2024



See the full article at the following:

['Take Care of Maya' case outcome appealed by All Children's Hospital](https://www.heraldtribune.com/story/news/courts/2024/08/03/johns-hopkins-all-childrens-hospital-files-appeal-in-take-care-of-maya-case/74635343007/)

<https://www.heraldtribune.com/story/news/courts/2024/08/03/johns-hopkins-all-childrens-hospital-files-appeal-in-take-care-of-maya-case/74635343007/>

NO SHAME, ONLY SUPPORT

Use IAMSS to your benefit to network for studying support

For our members that are working towards obtaining their CPCS or CPMSM certifications, we would like to extend an invitation to please reach out to the board saying which exam you are either currently or planning to prepare for so we can put together a list of members that are working towards similar certifications. From there, you will have the opportunity to be connected with other members studying for the same exam and create study groups. After we get a list built up, we would also like to offer an evening Q&A session with our lovely Heidi who is certified in both and has many years of experience to offer. This evening would include test-taking strategy, study tips, reviewing the handbook, and general guidelines on what study topics to focus on. Heidi, along with other Board members with similar experience as what you are going through right now, want to offer their support and BLAST you with encouragement and positivity. Our association wants to see the number of IAMSS members who are certified increase, and we would love to be a helpful resource during this process. We know that these exams are brutal and exhausting so we are here to support you along your professional journey!



UPCOMING EVENTS

- ◆ **APRIL 1st – FINAL day to renew IAMSS membership**
- ◆ **NAMSS Prep Courses in April & May**
- ◆ **TMG Educational Opportunities**
(see page 13)
- ◆ **Quarterly Meeting 6/12/2025 at noon**

2025 IAMSS Quarterly Member Meetings Information

Meeting Schedule:

- ◆ **Thursday, 6/12/2025**
- ◆ **2025 Annual Conference 10/16-10/17/2025**
- ◆ **Thursday, 12/11/2025**

Please note, these meetings are for *Members Only* — be sure to submit your 2025 membership registration to take advantage of this and other member only benefits for this year.

Quarterly meetings include:

IAMSS Board strategies and updates
Member input and open discussion
Educational sessions
NAMSS CE credit

****Meeting calendar invites for 2025 meeting dates have gone out to current members. If you are a member and didn't receive the invite, please contact Suzette Ansay.**

UPCOMING NAMSS EVENTS

CPCS CERTIFICATION PREP COURSE:

Virtual
April 8, 10, 15, 17—2025
12 PM

CPMSM CERTIFICATION PREP COURSE:

Virtual
May 12, 14, 19, 21—2025
12 PM

CREDENTIALING 101 COURSE

Virtual
June 2, 4, 9, 11, 16—2025

NAMSS 2025 CONFERENCE

September 28-October 1
Portland, Oregon

DID YOU KNOW?

You don't have to be a member of NAMSS to join the Idaho Association, but it is highly encouraged. NAMSS provides a wealth of training, support, and resources for MSPs.

Get more information on NAMSS membership at www.namss.org or contact an IAMSS Board member

MEET SOME OF OUR BOARD MEMBERS



Suzette Ansay, CPCS

President, Full Circle Health

Suzette is the Director of Medical Staff Office at Full Circle Health in Boise. She has been a medical staff professional for 18 years, starting in provider enrollment and transitioning into full medical staff services in 2014 with the inception of Full Circle Health's Medical Staff Office. Suzette joined NAMSS in 2015 and IAMSS in 2019, and currently serves as the IAMSS President. She was born and raised in the once-small town of Gilbert, AZ and moved with her husband to Idaho over 20 years ago. They have a deep love for all things agriculture, raising their now-adult son on a small, family cattle ranch in Emmett. In her time off, Suzette loves cooking, dabbling in baking with sourdough, reading, crocheting, and loving on the shelter dogs at the Gem County Pet Adoption League.



Heidi M. Thompson, MBA, CPMSM, CPCS, FMSP

Independent Consultant

Heidi Thompson, MBA, CPMSM, CPCS, FMSP is currently an MSP independent contractor doing part-time assignments with Team Med Global. Heidi has 41 years MSP experience and spent 13 years volunteering with NAMSS on the Finance Committee and the Certification Commission. Heidi is a current Board Member at Full Circle Health as well as Past President of IAMSS. Heidi's home town is Wallace, ID. She earned her BSHA and MBA-HM from Columbia Southern University. Heidi is an avid reader, loves to knit and crochet, enjoys gardening, walking her neighbor's dog, and spending time with her spouse, children, and grandchildren.

MEET SOME OF OUR BOARD MEMBERS

...CONTINUED



Stephanie Morgan, CPCS

Secretary, St. Luke's

Stephanie works as a Certified Medical Staff Coordinator at St. Luke's Medical Staff in the Medical Staff Services Department. She has been working as a credentialing coordinator for the past 16 years. Stephanie served as a volunteer for IAMSS in 2023 and was elected the IAMSS Secretary in 2024-2025. In her off time, she enjoys spending time with family, baking sourdough treats, picking huckleberries and fishing off the Washington/Oregon coast.



McKayla Jensen

Co-Treasurer, Portneuf Medical Center

McKayla Jensen is the Lead Medical Staff Coordinator at Portneuf Medical Center. She has been a medical staff professional for three years and loves to help contribute to the IAMSS newsletter. She was born and raised in Pocatello, ID and earned a bachelor's degree at Idaho State University. Her favorite interests currently are baking sourdough or related recipes, growing plants, and hugging her dog.



Jessica Powell

Volunteer, PacificSource

Jessica Powell (JP) is a Credentialing Coordinator at PacificSource Health Plans and the IAMSS website tinker-er (you can blame her for all of the changes). She has been in health insurance since 2015; moving to provider credentialing specifically in 2021. JP's go to hobbies include reading, watching Asian dramas, research on any topic, and baking (fun fact, she went to culinary school).

THE SWEETNESS OF DOING NOTHING

ASHLEY SHAW NBC-HWC



WELLNESS COVE, LLC

Dolce far Niente...The sweetness of doing nothing. An Italian phrase, I heard this for the first time in the movie *Eat, Pray, Love*. It hit me the first time I heard it. Of course, the beautiful cadence of it being said in Italian grabbed my attention, but the beauty of the English translation struck something in me. Do I know how to do that? Do I know how to do nothing? And can I find the sweetness in it as well? Especially in our “hustle” culture where *more* seems to be a badge of honor and the social norm.

A friend of mine just returned from a trip to Greece. Was there amazing food? Absolutely! Were there beautiful landscapes? Of course there were! Were the history and culture breathtaking? Yes! But what do you think struck her the most? The lifestyle. The “normal” that appeared so different from everything she has known. The towns were not very active prior to nine or ten in the morning. Meals could last two to three hours. Coffee shops were full of groups of people stopping throughout the day just to spend time with each other and chat. The groups were people of all ages combined.

It wasn't always that they had more time in their day, it was more about how they chose to spend their time. Sitting with friends drinking coffee and talking, eating slowly and sharing food with people you care about, slowing down, and living life were prioritized.

All of this to say there is nothing wrong with being determined to achieve goals, wanting to be productive, and prioritizing things that are very important to you. But what is in between those things? Are there days off? Afternoons off? How do you spend this time?

I've noticed a trend online referred to as “couch rotting.” Which although I love, I feel like this puts a negative connotation on taking time to rest and recharge. Couch rotting for me is rare, but lovely. Honestly, I am usually driven to it harshly from exhaustion. Rarely do I have a day where I simply **choose** to do nothing because I want to, because I can.

So, the question is, how do we do nothing? What are we supposed to do? Or perhaps, what do we *not* do? With this, one of my favorite quotes by Mel Robbins comes to mind, “It's simple, but it's not easy.” I've learned that it takes practice, that doing nothing can be very uncomfortable. Sometimes there can be shame, as if you are wasting valuable time.

Here are some ideas:

- *Eat your meal slowly with your family, really be present, focusing on the conversation (no TV in the background)*
- *Sit at a coffee shop with a good book or a notebook for writing. Listen to what's going on around you. A plus would be inviting a friend and just catching up.*
- *Sit on your patio or by a window curled up in a chair and just watch the clouds go by for a little while.*
- *Take a walk, not as a workout, but more for leisure. Notice everything around you – the trees, the rocks, the kids running around, the sound of the water (if you can walk by a river)*
- *The best thing? Do the first thing that comes to mind when you think about slowing down, about doing nothing.*

When it comes to Dolce far Niente, I feel that it's not just about taking this time to learn how to be with yourself, be with others, and do nothing, but it's about doing so with appreciation. It's about finding the beauty and sweetness of letting yourself just be and how that can be enough.

Ashley Shaw, NBC-HWC

Wellness Cove, LLC

IAMSS



Idaho Association
of Medical Staff Services

VISIT THE IAMSS WEBSITE

<https://idamss.org>

Features:

- ◆ Board contact information
- ◆ State news & events
- ◆ Current/past newsletters
- ◆ Job postings
- ◆ Membership application
- ◆ Past presentation slides
- ◆ State & National resource links

Let us know what else you would like to see on the website!

Contact Jessica Powell
(Board Volunteer)
for more information.

LET'S RECRUIT MEMBERS!

We are so excited about the growth our association saw in 2024 and would love to keep it going throughout 2025! The more MSPs the merrier — we can all learn from one another and work together to support our great state.

Tell your friends to join today! Have them complete the registration form located on our website idamss.org and send to Melanie Durfee with payment



It may be April Fools, but this is NO joke.

TODAY, 4/1/2025 is your **final final FINAL** (did I say **final**?) day to sign up as an IAMSS member for the year of 2025.

If you decide to sign up at a later date, you will **NOT** be receiving the member discount conference rate, as the deadline would have already passed for that member benefit. If you sign up at a later date, you will still be able to join whatever quarterly meetings and newsletter editions that still remain for that calendar year.

HOW CAN YOU SERVE?

MSPs often wear many hats and serve their organizations in multiple areas: credentialing, privileging, provider enrollment, human resources, licensing, payers, contracting, and the list goes on and on. Because of this we each bring a unique set of skills and knowledge to the table. IAMSS is always looking for volunteers to serve on committees, speak at conferences/meetings, write articles or provide information for newsletter issues, and to serve on the Board. Interested in sharing your talent and knowledge with your colleagues? Let us know! Reach out to any Board member, contact information is on the website.

MISSION AND PURPOSE

The mission of the Association shall be to provide opportunities for continuing education and improvement of professional knowledge and skill by uniting persons who are engaged in medical staff activities throughout the state and to support the mission of the National Association of Medical Staff Services.

The purpose of the Association shall be to provide an organized structure at the State level for members of the Association, enabling them to work together on opportunities for improvement; to conduct educational programs; to serve as resources to the hospitals within the area; to provide a channel of communication between the Association and the National Association; and to promote the purpose of, and membership in, the National Association.



This section of the Newsletter is reserved for recommendations, insights, or just a place to add flare to the everyday routine. Every quarter we will highlight members' submissions that tickle our brains, make us laugh, something new we learned, or just because we felt like it.

TALK OF THE TOWN—THE LET THEM MINDSET

If you haven't heard of it yet, check out Mel Robbins and her Let Them mindset! This is a very popular and interesting mindset tool that encourages you to stop trying to control or manage others' lives and opinions about you and instead focus your own actions and reactions. This is said to lead you to greater peace and less stress. She has a book titled The Let Them Theory, but has a lot of content on her social media as well. She also has a podcast that dives into a lot of her life changing tools she presents.

Ted Talk: You are Contagious – Vanessa Van Edwards TedxLondon

If you want a good listen, check out this Ted Talk!

Main Take Aways:

- When you see someone, we think we look at the head, but it's the hands!
- We hold hand gestures 12 times more than words
- Smelling sweat; fear response in their brains (listen to Ted Talk for context)
- Our emotions are contagious! Infect people with the right ones
- Reading expressions keeps us safe; ex: fear warns us
- Facial feedback hypothesis
- Anxiety & Excitement are very similar emotions, the different is mindset
- How do YOU want to infect people?

