



2014 Education Fall Conference  
Roper St. Francis Cancer Center  
Bon Secours St Francis Hospital, Charleston SC  
**Friday, September 12, 2014**  
**12:30 – 5:15pm**

**Saturday, September 13, 2014**  
**8:00am – 12:00pm**

**Friday, 9/12/14**

**12:00 pm – 12:30 pm**

**Registration**

**12:30 pm – 3:00 pm**

**Credentialing in the 21<sup>st</sup> Century and What I've Learned from Dr. Seuss**  
***Renee Aird Dengler, RN, MS, CPMSM, CPCS***

After this session participants will be able to identify and discuss the changing regulatory standards and practices in credentialing/privileging; identify and discuss the new technologies available to assist in streamlining credentialing/privilege and how the roll of medical staff services has and will continue to change and evolve.

**3:00 pm – 3:15 pm**

**Break**

**3:15 pm – 4:15 pm**

**Credentials & Privileges & Bylaws (Oh, My!)**  
***Renee Aird Dengler, RN, MS, CPMSM, CPCS***

After this session participants will be able to identify and discuss the evolution of privileging, the types of privileging and some problematic privileging issues.

**4:15 pm – 5:15 pm**

**Malpractice Suits and Red Flags**  
***Renee Aird Dengler, RN, MS, CPMSM, CPCS***

After this session participants will be able to identify and discuss the assessment of claims histories as well as identify and discuss red flags versus yellow flags.



## Saturday, 9/13/14

**7:30 am- 8:00 am**

**Continental Breakfast**

**8:00 am – 9:15 am**

**Who Wants To Be A Medical Staff Expert**

***Terri Coburn, CPMSM, CPHQ***

This session is designed to assist the Medical Staff Professional in gaining knowledge on questions related to credentialing, regulatory and legal standards; assist others in obtaining answers to medical staff related questions and utilize this knowledge in the professional practice of the MSP.

**9:15 am – 10:30 am**

**Committee Meeting Minutes/Agendas- Is there a right or wrong way?**

***Terri Coburn, CPMSM, CPHQ***

This session is designed to assist the Medical Staff Professional in gaining knowledge on meeting agenda preparation, identifying best practices in meeting minute content; composing an agenda and meeting minutes.

**10:30 am – 11:30 am**

**Legal Issues Update from a MSP**

***Christi Irwin, BA, CPMSM, CPCS, NAMSS Director at Large***

This session is designed to assist the Medical Staff Professional in understanding negligent credentialing claims and to learn innovative techniques for addressing practitioner behaviors and conduct.

**11:30 am – 11:45 pm**

**NAMSS Update**

***Christi Irwin, BA, CPMSM, CPCS NAMSS Director at Large***

**11:45 am – 12:00 pm**

**SCAMSS Business Meeting**

**12:00 pm**

**Adjournment**

This course has been approved for 7.5 hours National Association of Medical Staff Services (NAMSS) continuing education credit. Accreditation of this educational content in no way implies endorsement or sponsorship by NAMSS.

**SCAMSS**



S. C. Association of Medical Staff Services

**SC Association of Medical Staff Services (SCAMSS)**

**Fall Meeting • September 11 – 12, 2014 • Charleston • SC**

- Roper St. Francis Cancer Center- Board Room- First Floor • Bon Secours St. Francis Hospital
- • 2085 Henry Tecklenburg Drive, Charleston SC 29414

**REGISTRATION FORM**

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

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

Organization: \_\_\_\_\_

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

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail: \_\_\_\_\_

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**Registration Fee: \$100 (Includes SCAMSS 2015 Membership Fee)**

**Make checks payable to: SCAMSS**

**Mail to:**

Shirley Crawford • Greenville Hospital System • 701 Grove Road • Greenville • SC •  
29605 Phone 864-455-3109 • Fax 864-455-4525

**REGISTRATION AND PAYMENT MUST BE RECEIVED BY AUGUST 25<sup>th</sup>**

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**SPEAKER BIOGRAPHIES**

***Renee Aird Dengler, RN, MS, CPMSM, CPCS***  
***Director, Medical and Professional Affairs***

Renee Aird Dengler is the Director of Medical and Professional Affairs for Advocate Health Care, the largest fully integrated health care delivery system in Metropolitan Chicago. Advocate offers more than 250 sites of care, including 11 acute-care hospitals and two integrated children's hospitals. Recognized as one of the top 10 places to work in Illinois, Advocate is one of Chicagoland's largest employers with more than 30,000 associates including over 7000 affiliated physicians and credentialed allied health professionals. Advocate has the largest emergency and Level 1 Trauma network in Illinois was the first health system in the Midwest to launch electronic ICU (eICU) care.

Renee is a Registered Nurse, holds a B.A. in Behavioral Science, an M.S. in Management, and dual certification from NAMSS: Certified Professional Medical Services Management (CPMSM) and Certified Provider Credentialing Specialist (CPCS). She has system-wide responsibility for credentialing policy including management of the Center for Practitioner Information (CPI) which performs primary source verification for all practitioners in the system including those who are members of Advocate Physician Partners (managed care credentialing). Renee chairs the systemwide Credentialing Council and is an internal consultant on credentialing, privileging and medical staff affairs.

In previous positions Renee was responsible for medical staff office management, risk management, quality management, continuing medical education and graduate medical education. She has held numerous management positions at both community and teaching hospitals in the Chicago area. Appointed by the Governor of Illinois, Renee sat on 12-member Health Care Credentials Council that delineated the rules and regulations for the State of Illinois' Health Care Professional Credentials Data Collection Act.

At the request of The Joint Commission (TJC), Renee developed the first program specifically designed for medical staff service professionals for the The Joint Commission. She is clinical faculty for the TJC, has served on several of its committees and is a clinical surveyor for NCQA CVO surveys. Renee is co-author of the "Medical Staff Handbook", a TJC publication. She is a past chair of the National Association Medical Staff Services (NAMSS) Education Council and served as Manager of the NAMSS Library. Renee was a member of the NAMSS Board and past president of the Illinois Association of Medical Staff Services. She is currently adjunct faculty with National American University and teaches the online course in Medical Services Management. She co-authored the first CPCS (Certified Provider Credentialing Specialist) Prep Course and is an Instructor for all NAMSS education programs. She has presented numerous programs and seminars across the country for NAMSS, state and local chapters, TJC, has served as an expert witness, and as a consultant for acute care, managed care and state organizations.

***Terri Coburn, CPMSM, CPHQ***  
***Director of Medical Staff Services***

Terri Coburn is a certified CPMSM and CPHQ. She is a Faculty Instructor and former Board member of NAMSS. She has served as Director of Medical Staff Services at hospitals in Miami Beach, Crestview, FL, Durham, NC, and Charleston, SC. Terri has also presented at the NAMSS National Conferences in Orlando and Dallas. She is a NY native, and received her bachelor's degree in Communications from Florida State University.

***Christi Irwin, BA, MS, CPMSM, CPCS, NAMSS Director at Large***  
***Director of Medical Staff Services***

Christi Irwin, BA, CPCS, CPMSM has been working in Medical Staff Services for the last 25 years and is currently the Director of Medical Staff Services at Banner Boswell Medical Center in Sun City, Arizona. She is currently a NAMSS Director at Large representing South Carolina and is a Past President of her State Association. She is an advocate for adult learning and believes everyone should always have at least one personal or professional goal to challenge him/her to learn something, try something, meet someone or be something new.

***Directions:*****From the West:**

Take I-26 E toward Charleston  
Merge onto I-526 W via EXIT 212B toward Savannah  
Take the SC-461 N / Glenn McConnell Parkway exit, EXIT 11B  
Merge onto Paul Cantrell Blvd.  
Get into the left turn lane  
Turn left onto Magwood Drive Turn left onto Henry Tecklenburg Drive  
Take right at the next entrance  
Cancer Center is directly on your left

**From the North (Myrtle Beach area)**

Take 17 South toward Charleston  
Merge onto I-526 W toward North Charleston/Savannah  
Take the SC-461 N / Glenn McConnell Parkway exit, EXIT 11B  
Merge onto Paul Cantrell  
Get into the left turn lane  
Turn left onto Magwood Drive  
Turn left onto Henry Tecklenburg Drive  
Take right at the next entrance  
Cancer Center is directly on your left

**Parking is available at the center or at the hospital. ON FRIDAY, parking toward the back of the building will save front spaces for cancer patients getting treatment.**

Location contact: Janet O'Keefe (office) 843-724-2976  
(cell) 843-323-8692 or 540-547-2993

***Hotels Nearby:***

**On route 17 – 5 minutes from meeting (about 15 minutes from downtown)**

- **[Holiday Inn Express Charleston Us Hwy 17 & I-526](#)**

1943 Savannah Highway Charleston, South Carolina 29407

Reservations: online or call: 1 800 423 0908

- **[Comfort Suites West of the Ashley](#)**

2080 Savannah Highway, Charleston, SC, US, 29407

Reservations: online or call (843) 769-9850 or toll free 877-424-6423

- **[Town & Country Inn and Suites](#)**

2008 Savannah Hwy. Charleston, SC, 29401 Address

Reservations: online or call 800-334-6660 or 843-571-1000

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**Near Tanger Outlets – 10 minutes from meeting (about 20 minutes from downtown)**

- **[Fairfield Inn & Suites Charleston Airport/Convention Center](#)**

4841 Tanger Outlet Blvd North Charleston South Carolina 29418

Reservations: Online or call 843-300-3100 or Toll Free 1-800-228-2800

- **[Crowne Plaza Charleston Airport – Convention Center](#)**

4831 Tanger Outlet Boulevard \_North Charleston, South Carolina 29418

Reservations: Online or call: 1 877 270 1393

- **[Hilton Garden Inn / Charleston Airport](#)**

5265 International Boulevard, North Charleston, South Carolina, 29418

Reservations: Online or call 1-843-308-9330