



2025 SCAMSS Educational Spring Conference

Bon Secours St. Francis Hospital

2095 Henry Tecklenburg Drive

Charleston, SC 29414

Thursday, April 24, 2025 & Friday, April 25, 2025

Thursday, April 24, 2025

11:30am – 12:00pm **Registration/Lunch**

12:05pm-12:15pm **Welcome**

Toni G. Clark, MRE, CPCS, SCAMSS President

Stanley Wilson, MD, AVP

Chief Medical Officer Quality & Continuing Care, RSFH

12:15pm– 1:45pm

NCQA Standards - What's New and What's Noteworthy

Anna Sollars, CPCS-Director, Credentialing Client Services-RLDatix

Objective: Provide an overview of the latest updates to the NCQA standards, highlighting key changes, new requirements, and noteworthy revisions that impact credentialing processes and delegated entity oversight. Participants will gain a clear understanding of how these updates may affect their current workflows and what steps organizations can take to ensure continued compliance.

1:45pm – 2:45pm

Hardenbergh 2025 Education Content-Application Withdrawals

Sara Cameron, CPMSM, CPCS-Senior Director Professional Services and Senior Consultant.

Objective: Today's increasingly complex application landscape, providers may be advised to withdraw their applications for various reasons. This presentation addresses the reasons for application withdrawals and best practices when this occurs, whether it results from advice by an institution, or an internal decision to discontinue processing. We will explore the nuances of communication during this process, the implications of withdrawal on the applicant's future interactions, and strategies to manage and mitigate any negative fallout ensuring a professional and respectful withdrawal experience.

- ✓ This presentation will provide valuable insights and actionable strategies to navigate the sensitive process of application withdrawal effectively. Attendees will leave with a stronger understanding of how to handle the situation with professionalism and empathy, fostering a positive dialogue between applicants and institutions, even in challenging situations.

- ✓ Understand the key reasons an applicant might be advised to withdraw their application and the various stakeholders involved in this process.
- ✓ Explore effective communication strategies for conveying the withdrawal decision to applicants in a compassionate and clear manner.
- ✓ Discuss the implications of an application withdrawal on future relationships and opportunities, ensuring participants can guide applicants constructively through the process.

2:45pm – 3:00pm BREAK

**3:00pm – 4:30pm *Understanding Registration with the Drug Enforcement Administration*
*Nicholas Walker, Drug Enforcement Administration Registration Program Specialist***

Objectives: This presentation is going to educate Credentialing Managers who are assisting Drug Enforcement Administration (DEA) Registrants with the mission of DEA and the role the Controlled Substance Act of 1970 plays along with Title 21 of the Code of Federal Regulations concerning DEA registrations.

- ✓ Understand the Diversion Control Mission
- ✓ Controlled Substance Act of 1970
- ✓ Understanding the Code of Federal Regulations
- ✓ Completing Applications for Registration
- ✓ Demonstrate How to Verify a DEA Registration
- ✓ Clarify Number of DEA Registrations Needed and Why

**4:30pm – 5:30pm *NAMSS Update*
*Mark Hirschhorn, CPCS NAMSS Director at Large***

Objective: To provide attendees with an overview of NAMSS:

- ✓ About NAMSS
- ✓ How NAMSS supports your State Association
- ✓ How NAMSS advocated for the Credentialing Profession
- ✓ Benefits of being a NAMSS member

5:30pm ADJOURNMENT

DINNER ON YOUR OWN!!!

****A group will be going to dinner together and you are more than welcome to join****



Friday, April 25, 2025

7:00am – 7:30am **Registration/Breakfast**

7:30am – 9:30am *Mindset for Success*
Cynthia Grosso-Charleston School of Protocol and Etiquette, Inc

Objectives: This session will teach us about mindset barriers that can keep us from personal and professional success.

- ✓ Understanding transformation growth and overcoming self-doubt.
- ✓ How to engage your subconscious mind and activate your superpower.
- ✓ Understanding the Resilience Factor (RQ) and how it affects our success.

9:30am – 9:45am **BREAK**

9:45am – 11:45am *Communication Excellence*
Cynthia Grosso-Charleston School of Protocol and Etiquette, Inc

According to the US Department of Labor, it is estimated that of the total time we spend on communication, 55% is devoted to listening. However, statistics show that only 2% of the population have had any training on the skill of listening.

Objective: This session will teach us how effective communication is key and how we communicate with our team shows respect for others and ourselves. It is not only the foundation of all good conversation, but also for building relationships both professionally and personally.

11:45pm – 12:15pm **LUNCH**

SCAMSS Business Meeting
 Toni G. Clark, MRE, CPCS, SCAMSS President
 ✓ Treasurer’s Report: Annette Pelfrey-SCAMSS Treasurer

12:15pm – 1:15pm *Generation in Workforce*
Andrea Coyle, DNP, MHA, NE-BC-Chief Clinical and Innovation Officer for SE Healthcare

Objectives: During this presentation we will identify the generations in the workforce and explain the differences in the workforce.

1:15pm – 1:30pm **BREAK**

1:30pm – 3:30pm *Help Your Medical Professionals R.I.S.E. Above Burnout SE Healthcare's R.I.S.E. (Reignite. Inspire. Support. Empower)*
Andrea Coyle, DNP, MHA, NE-BC-Chief Clinical and Innovation Officer for SE Healthcare

Objectives: R.I.S.E_ is an on-site training program that helps healthcare organizations build and maintain a culture of well-being. The program teaches medical professionals how to recognize and address burnout symptoms while providing practical stress management strategies tailored to their unique clinical responsibilities and challenges. In addition, the power of gratitude and the neuro chemicals released when one expresses or writes down gratitude is explained. Lastly, Positive Psychology is discussed through storytelling and participation.

3:30pm **ADJOURNMENT**
Have a Safe Trip Home and a Great Weekend!



SCAMSS

S. C. Association of Medical Staff Services



2025 SCAMSS Educational Spring Conference Thursday, April 24 & Friday, April 25

Registration Form

Name: _____

Title: _____ Department: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____ Fax: _____

Email: _____

Manager's / Supervisor's Email (for MSP of the Year Nominations): _____

REGISTRATION FEES

REGISTRATION DEADLINE: April 16, 2025

Checks and Money Orders must be postmarked by this date to attend this conference.

Pay Pal payments must be made by this date.

Please note: Payments are non-refundable (please see SCAMSS Bylaws)

\$125.00 SCAMSS Members \$100.00 Early Bird Fee if paid by April 10, 2025

\$185 Non-SCAMSS Members \$170.00 Early Bird Fee if paid by April 10, 2025

Make checks/money orders payable to: SCAMSS

Payments may be made online through Pay Pal by accessing the SCAMSS website at:

@scarolinamss.com

Mail Payments to:

Annette Pelfrey
SCAMSS Treasurer
117 Tara Court
Easley, SC 29642
864-671-9944

MEET OUR GUEST SPEAKERS



Anna Sollars, CPCS-Director, Credentialing Client Services -RLDatix

Anna Sollars is an experienced Medical Staff Professional with experience in both the Medical Staff Services and CVO operations over the past twenty (20) years. Her primary responsibilities at RLDatix include day-to-day management of CVO operations, development of policies and procedures, and data analytics to drive operational improvement and ensure provider and customer satisfaction.

Anna has been CPCS certified with National Association of Medical Staff Services (NAMSS) since 2012 and previously served as the Chair of NC Division Women's Colleague Network for HCA Healthcare in hopes of promoting the field of Medical Staff Services and advocating for employment equity.

During her time off, Anna spends her time nurturing her many plants and beloved husband, three (3) daughters and two (2) Golden Retrievers.

- NAMSS CPCS Certified since 2012
- 9 years MSO experience in both clinic and hospital setting
 - 11+ years CVO experience
 - 2 years Data Analytics experience



**Sara Cameron, CPMSM, CPCS- Director, Professional Services & Senior Consultant |
Hardenbergh Group**

Sara Cameron is Senior Director, Professional Services & Senior Consultant for The Hardenbergh Group. She has over two decades of experience in healthcare administration, Medical Staff Services, Medical Staff Quality and Graduate Medical Education. She has vast experience and accomplishments serving several large health systems to support clients by imparting best practices to the Medical Staff in the areas of credentialing, privileging, peer review, professional development, and performance improvement.

Sara's professional achievements include:

- Designed and implemented full, system-wide multi-disciplinary professional practice evaluation and clinical peer review
- Achieved standardized credentialing practices across nine hospitals by establishing the central verification office (CVO) and aligned medical staff bylaws and governance.
- Successfully reduced complication rates, length of stay, and ED readmissions by developing a culture of “opportunities” opposed to mistakes.
- Led several systems through the implementation of an electronic medical record and paperless credentialing practices
- Standardized clinical privilege forms to integrate into the EMR and clinical quality platforms for assurances of privileging and competency
- Developed and implemented comprehensive physician, medical staff leader, chief medical officer, and department chair on-boarding and orientation programs.

She completed the NAMSS Leadership Certificate Program and has served in many volunteers and elected positions with the National Association of Medical Staff Services (NAMSS), including membership, education and audit and finance committees, and was elected as a member at large and secretary treasurer on the board of directors.

Sara has held several roles in State leadership, presented hundreds of hours of education to Medical Services Professionals, physicians, hospital leadership and attorneys and authored several publications about medical staff leadership.



Nicholas Walker, Drug Enforcement Administration Registration Program Specialist

Nicholas Walker served in the United States Army from 2003 to 2010. From 2010 until 2018 he worked in the Department of Defense as a Civilian Investigative Assistant. His career with the Drug Enforcement Administration began in 2018 as an Investigative Assistant. Since 2022, Mr. Walker has served the DEA as the Registration Program Specialist for South Carolina and Georgia.



Andrea Coyle, DNP, MHA, NE-BC-Chief Clinical and Innovation Officer - SE Healthcare

Andrea Coyle is an internationally recognized people-first nurse leader and Chief Clinical and Innovation Officer at SE Healthcare and host of The Shift podcast. Dr. Coyle is passionate about making a difference in the lives she touches, ensuring that every nurse who participates in R.I.S.E. receives the highest level of guidance and support. Dr. Coyle holds a Doctor of Nursing Practice (DNP), a Master of Health Administration (MHA), and is board-certified as a Nurse Executive (NE-BC). With her extensive background in nursing leadership, Dr. Coyle has led numerous initiatives aimed at improving performance outcomes, reducing burnout, and fostering healthy work environments. She is celebrated for her ability to inspire, motivate, and empower nursing teams.



Mark Hirschhorn, CPCS-VP, Compliance Officer-Andros Technologies, INC.

Mark Hirschhorn has more than twenty-five years of experience in the health care field. Mark's career has included positions in Managed Care, Hospital Administration, Urgent Care as well as the payer and provider side of health care. Mark is currently the VP, Compliance Officer at Andros Technologies Inc., a NCQA Certified CVO.

Mark's skills and responsibilities include Managed Care Contracting and Negotiation, Credentialing, Physician Practice Management, Network Development and Management, Provider Contracting, Provider Recruitment, Provider Relations, New Business Development, and Policy and Procedure Development and Implementation. Additionally, Mark has experience in Corporate Compliance, Malpractice Insurance Programs, Managed Long Term Care, Article 28 Diagnostic and Treatment Centers, Ambulatory Surgical Center, Urgent Care Center Management and Orthotics and Prosthetics. Mark has an expertise in "building" provider networks for MLTC, FIDA, Medicare Advantage, Medicaid and Commercial Health Plans and Payors

Mark has been a member of NAMSS since 2004 and as of January 2023 started serving as a Director at Large on the NAMSS Board of Directors. Mark served almost ten years on the NYSAMSS Board of Directors including four years as President.

Mark previously served on the NAMSS CVO Task Force for a period of one year. Mark became certified as a Certified Provider Credentialing Specialist (CPCS) in October 2010. Mark earned a Bachelor of Science Degree in Health Administration from SUNY Plattsburgh.



Cynthia R. Grosso-Charleston School of Protocol and Etiquette, INC.

Cynthia R. Grosso is a corporate etiquette expert and industry thought leader. She has been a speaker, consultant and coach in this arena for more than 20 years. She is the founder of the Charleston School of Protocol and Etiquette, Inc.

In addition to being an award-winning speaker, author and a business columnist, Ms. Grosso has appeared as an etiquette expert on the Dr. Phil Show, Oprah, Faking It and Perfect Proposal reality shows on TLC, written about in Woman's Day Magazine, Marie Claire Magazine, The New York Times, Esquire Magazine, BusinessWeek Magazine, Golf Digest, Working Woman Magazine, Women's World Magazine as well as many others. She has been published well over 100 times and is the author of several books on civility, an audio book, and several e-books. She is the host of Your Manners Matter radio show.

Ms. Grosso is the author of the Professional Savvy Series, an on-line learning program for Professional Table Manners, that is the only one of its kind in the world. This program won the bronze medal in the world for excellence in E-learning.

Ms. Grosso is a graduate of the University of South Carolina with a BS degree in Business Administration. She is an award-winning adjunct professor of business etiquette and protocol at several local colleges. She is a Certified Distance Education Instructor. (CDEI)

Ms. Grosso is active in professional and civic organizations and has received several awards to include the prestigious "Businessperson of the Year" award given by the Chamber of Commerce in her area. She has also received the Outstanding American Award for outstanding community service given by the United States Jaycees. Ms. Grosso teaches the skill of confidence to eliminate personal and professional barriers and live an extraordinary life.

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ACCOMMODATIONS:

