



New Mexico Association of Medical Staff Services (NMAMSS)

presents

27th Annual Education Conference: *Reaching the Peaks of Credentialing!*

August 1st, 2025

7:15am – 8:00am	<i>Breakfast and Mingle with your fellow MSPs</i> <i>Sponsored by AMA</i>
8:00am – 8:15am	<i>Welcome & Introductions</i>
8:15am – 9:15am	All Together Now! Bringing Credentialing, Privileging and Delegation into a Single Workflow <i>Maggie Palmer, MSA, CPCS, CPMSM</i> <p>This presentation delves into the key distinctions between credentialing, privileging, and delegation, providing clarity on their unique roles within professional practices. Attendees will explore the differences and similarities between these processes, with a focus on understanding how they impact organizational structures and individual responsibilities. The session will also examine the varying accrediting requirements across different sectors, highlighting both the similarities and differences in standards. Furthermore, the presentation will address practical strategies for incorporating delegation into the credentialing processes, ensuring a comprehensive approach to managing responsibilities and maintaining high standards of quality. By the end of the session, participants will gain a deeper understanding of these concepts and how to effectively integrate them into their organizational processes.</p>
9:15am – 10:15am	2025 TJC Medical Staff Updates You Need to Know <i>Janet Brooks, MN, MBA, RN</i> <p>In this session we will review the top scored Medical Staff Standards in 2024, explain the Medical Staff Scoring trends, examine “Frequently Asked Questions” and other Joint Commission Standards applicable to the Medical Staff and review the 2024 National Data Review and Updates for 2025. The session will conclude with time for questions and answers.</p>
10:15am – 10:30am	<i>Break</i>
10:30am – 11:30am	Understanding Payer Enrollment: Revenue Cycle Impact, Payers and How to Avoid Delays <i>Tammy West, MHA/ED, CPCS, CPMSM</i> <p>Payer enrollment is a time-consuming process that creates barriers to practitioner onboarding and revenue generation. It can delay the onboarding process for months, especially with commercial payers creating issues with provider satisfaction, patient satisfaction, revenue generation, access to care and, ultimately, patient safety.</p> <p>This presentation will review payer enrollment’s impact on revenue cycle, review the process for enrollment with government and commercial payers, and discuss the most common reasons for delays in enrollment and steps to take to avoid those delays.</p>

11:30am – 12:30pm	Navigating and Preventing Provider Burnout for Physicians Health and Wellbeing <i>Jim Wills, MD</i> Physician burnout is a growing concern with significant implications for healthcare quality, safety, and workforce sustainability. This session explores the critical components of physician wellness and provides a comprehensive overview of the individual and systemic factors that contribute to burnout. Attendees will gain insights into organizational strategies that promote a culture of wellness, along with practical tools that physicians and Medical Staff Professionals can use to manage stress, build resilience, and foster long-term well-being.
12:30pm – 1:00pm	Lunch <i>Sponsored by MD Staff</i>
1:30pm – 2:30pm	Advanced Practice Providers – Exploring Similarities and Differences <i>Gloria Doherty, PhD, MSN, ACNP-BC</i> This session will discuss the similarities and differences between Nurse Practitioners and Physician Assistants. This session will discuss their education, skills, scope of practice and work environments. You will also learn the specialized differences between NP's and PA's and the key differences between them.
2:30pm – 3:30pm	Working Together – Medical Staff Leadership and the MSP <i>Robert Underwood, MD</i> In today's complex healthcare environment, effective collaboration between Medical Staff Leadership and Medical Staff Professionals (MSPs) is essential to ensure high-quality care, regulatory compliance and organizational success. This session explores the evolving roles of physician leaders and MSPs, offering strategies to foster mutual understanding, shared accountability and cohesive leadership. Through real-world examples, and practical tools, participants will learn how to build strong partnerships that drive performance, enhance governance, and support the mission of the medical staff and organization
3:30pm – 3:45pm	Break
3:45pm – 4:45pm	Mock Fair Hearing: What to Expect <i>Erin Muellenberg, JD, CPCS, CPMSM, FMSP</i> This is a fun, educational and interactive program where some members of the audience serve as witnesses and the other audience members serve as the Hearing Committee. We will simulate a fair hearing based on real facts, so you can see what occurs and be prepared if you are ever called to prepare for and participate in a hearing.
4:45pm – 5:00pm	Closing Comments, Announcements and Conference Adjournment