

NAMSS 2018 Year in Review

Reflecting on NAMSS' accomplishments over the past year

It is always my honor to share the annual overview of NAMSS activities, and I am so proud of the work we accomplished together in 2018. I hope you feel the same. As the healthcare field and role of MSPs changes rapidly, NAMSS continues to work hard at supporting our members while developing a vision for the future. This important work is accomplished through the dedication and commitment of our members; the vision of the NAMSS Board of Directors and the hard work of our volunteer committees, works groups, and task forces; the State Affiliates; and of course, the hard work of the NAMSS staff. We thank you for your continued support of NAMSS and the medical services profession.

Inaugural CVO Excellence Symposium

NAMSS was proud to launch the inaugural CVO Excellence Symposium in 2018. This program was developed as a result of NAMSS member feedback, and we were thrilled to sell out our first event in Long Beach, California. Topics covered included State of the CVO, Legal and Regulatory

Considerations, CVO 101: Laying the Foundation for a Successful CVO, Essentials of Staffing, Improving Your Effective Processes, and CVO Technology and Innovation. Attendees also enjoyed networking opportunities and heard directly from vendors about the products and services they offer. If you were not able to attend, CVO session recordings are **available on the NAMSS website** now. This year, we will again hold the CVO Symposium as a pre-conference event. Be sure to mark your calendars for October 19–20, 2019 in Philadelphia.

NAMSS Education

2018 also saw the continuation of long-standing programs such as the CPMSM and CPCS preparation courses and Credentialing 101. This year 382 MSPs participated in the live courses at the Education Summit in Orlando and the 42nd Educational Conference and Exhibition. The Education Committee and NAMSS instructors also revamped Becoming

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Your Own Advocate, which was rolled out at conference as the Ready to Lead? course. The 2019 Education Summit will again take place in Orlando on March 7–9. Courses will include CPCS and CPMSM preparation, Credentialing 101, and the Leadership Certificate Program. If you haven't already, make plans to join us in sunny Florida.

The Leadership Certificate Program continues to grow, with 33 MSPs earning the NAMSS Leadership Certificate in 2018. Additionally, the Education Committee holds regular webinars on cutting-edge topics, which consistently experience strong registration numbers.

NAMSS is proud to introduce two new courses in 2019 — stay tuned for those! We're so excited to be rolling out education in the new content areas that you've requested as part of NAMSS' continued effort to diversify our content offerings and bring new professionals into our membership. As always, we thank the Education Committee for their vision and commitment to providing quality education to NAMSS members.

NAMSS Annual Conference

The NAMSS 42nd Educational Conference & Exhibition, held September 29–October 3, welcomed a grand total of 2,154 attendees; 1,480 people joined us live and 654 people nationwide joined us through Virtual Conference. If you were unable to join us for conference, session recordings are **available now on the NAMSS website**. Conference attendees enjoyed a beach party in the exhibit hall, as well as many networking and educational opportunities. The NAMSS Young Professionals Workgroup launched some new activities aimed at supporting and engaging young

professionals, including a dedicated space in the NAMSS booth and networking activities. The Conference Committee is already hard at work planning for our 2019 conference in Philadelphia. We hope to see you there October 19–23, 2019! Check out the NAMSS website for more information coming soon.

NAMSS Certification

In keeping with our members' commitment to education and career development, the number of certified MSPs also continues to grow each year. Currently, 3,621 individuals are CPCS certified, and 1,757 individuals are CPMSM certified.

NAMSS Advocacy and Industry Relations

NAMSS was again pleased to host the fifth annual industry roundtable in Washington, D.C. in May. We were joined by representatives from 15 organizations, including the American Medical Association (AMA), the National Practitioner Data Bank (NPDB), The Joint Commission, the American Hospital Association (AHA), and the Federation of State Medical Boards (FSMB). This year's discussion focused on digital credentialing and the wide range of new and emerging technologies that could be used to streamline the credentialing process and cut down on inefficiencies. Digital credentialing technologies present an exciting opportunity for the healthcare industry but need to be addressed with a keen eye toward potential obstacles and pitfalls. The 2018 roundtable marked the beginning of a new conversation around disruptive technology and its impact on credentialing. The discussion was thoughtful, engaging, and productive, and NAMSS will continue to work with the roundtable participants and industry stakeholders to create and implement process guidelines, governance, and best practices that will be needed as technology continues to develop. You can read the complete report on the **NAMSS website**.

NAMSS also continued work on important initiatives that impact MSPs, including the data dictionary, a review and update of the NAMSS Ideal

Credentialing Standards, and the Credentialing by Proxy guide developed with the American Telemedicine Association.

NAMSS 2018 President Diane represented NAMSS on the American Board of Medical Specialties (ABMS) Vision Initiative, which was launched to reexamine requirements for maintenance of board certification. Diane Meldi was also elected as the credentialing community representative of the ABMS Stakeholder Council, which will facilitate sharing the NAMSS perspective with ABMS, and sharing ABMS updates with the NAMSS membership. NAMSS released a position statement on maintenance of certification, which can be found on the [NAMSS website](#).

NAMSS Membership

NAMSS was pleased to welcome 1,099 new members in 2018 and to continue supporting our long-time members.

NAMSS 40th Anniversary

In 2018, NAMSS celebrated the 40th anniversary of the date that the articles of incorporation were signed in California. NAMSS would not be where it is today without the contributions of each of our past presidents and all of our members throughout the years. We thank you for your support, which has allowed for NAMSS' longevity, endurance, and success.

The New Year

As we move into 2019, the NAMSS board recognizes that the healthcare industry is changing rapidly, and these changes will continue

to have far-reaching implications for all healthcare professionals, including MSPs. NAMSS is monitoring changes and working to develop a vision for the future. It will remain a resource for MSPs; helping members and the medical services profession adapt to changes in their roles and the industry.

NAMSS' success over the years is directly related to the vision of the Board of Directors and the growth and support of our membership. As NAMSS' Executive Director, it is an honor to serve our members and to support the industry. The Board and I look forward to continued growth and success in 2019 and beyond. <<



Lynn Boyd is the executive director of NAMSS. She has been with NAMSS since February 2013.