

# NAMSS Year in Review — 2020

**E**ach year, I am honored to share the annual overview of accomplishments from the past year. Although 2020 was not the year we had envisioned, I am proud of all that NAMSS accomplished. We ended 2019 with a focus on Tomorrow's MSP and shaping the future of our profession. Little did we know how fast our world was about to change and the impact COVID-19 would have on our profession and the healthcare industry. During this time of crisis, NAMSS remained committed to providing

**NAMSS remains a strong community focused on Tomorrow's MSP and the future of our profession.**

the resources our members need to stay informed and continue developing their skill set. All the important work could not have been accomplished without the dedication and commitment of our members, the NAMSS Board of Directors, our volunteer

committees, work groups and task forces, the NAMSS instructors, the State Affiliates, and of course, the NAMSS staff. We thank you for your continued support of NAMSS and the medical services profession.

## ***Defining Tomorrow's MSP***

In 2019, NAMSS conducted a study on the current MSP landscape and opportunities for the future, taking a detailed look at the core responsibilities, skill sets, and knowledge as defined by the feedback and responses from MSPs across the country. This data was collected via a NAMSS Job Task Analysis (JTA), NAMSS member surveys, focus groups, and interviews. After over 18 months of work, we shared a new pivotal resource for MSPs — **Defining Tomorrow's MSP: The Future of the Medical Services Profession Report**. This report outlines how the MSP landscape has changed in the last five years and how it will continue to change in the next three to five years. This resource will help NAMSS develop training and education to ensure our members are prepared for the future of the profession. The report is accompanied by a fact sheet and both are available on the **NAMSS website**. Stay tuned for new job description templates to be released in 2021!

We also were proud to release two new resources for education and skill-building in 2020 — the **Tomorrow's MSP Podcast** and the **MSP Minute video series**. Season one's topics range from crisis management to advocating for yourself and your department. We will continue providing these quick hits of education in 2021.

## ***Education***

NAMSS continued to support its members in this new environment by shifting the way we offer education. NAMSS developed and compiled **COVID-19 Resources**, offered electronic versions of our study guides, and held four town hall webinars, giving members the opportunity to hear directly from NAMSS leaders. For the first time ever, NAMSS members received a new member benefit — free access to the 21 live webinars



that were offered in 2020. This is a savings of \$55 per webinar and provided members the opportunity to earn 18 free CE credits.

We also were thrilled to launch a new Provider Enrollment curriculum in 2020. Kicking off this past October, the seven-part series provided a detailed overview of the scope of provider enrollment. Attendees could purchase the complete series or individual sessions, and the program was very successful and received positive feedback. We look forward to the continued exploration of supporting our colleagues in provider enrollment with education, resources, and membership options.

Although we cancelled our March 2020 Education Summit, the Education Committee and our dedicated NAMSS instructors worked quickly to transition our in-person courses to virtual courses. We are so grateful for our instructors and their hard work for NAMSS. The CPCS and CPMSM Prep Courses and Credentialing 101 were all offered virtually for the first time this fall. These newly redesigned courses

were very successful, and NAMSS is proud to offer virtual CPCS and CPMSM Prep Courses, along with Credentialing 101 and the Leadership Certificate Program, during our **2021 Education Month**, kicking off in March 2021. Thank you again to the NAMSS instructors!

## ***Certification***

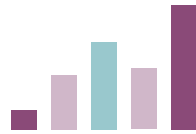
Even in the midst of a pandemic, MSPs were committed to their professional development. NAMSS was pleased to support their commitment by offering remote proctoring for the summer and fall testing windows, allowing MSPs to take the exam in the comfort and safety of their home or office. In 2020, 185 MSPs earned their CPCS certification and 69 MSPs earned their CPMSM certification. Congratulations to them for their commitment and dedication!

## ***Diversity, Equity, and Inclusion***

NAMSS is committed to enhancing the professional development of and recognition for all professionals in the medical staff and credentialing services field. In 2017, the NAMSS Board of Directors developed and adopted a Statement on Diversity and Inclusion, which reflects the association's commitment to building an organization that appropriately reflects the diversity of the medical services profession. In 2020, we reinforced our commitment to supporting all our members and assembled a **Diversity, Equity, and Inclusion Task Force** to identify DEI education, resources, and action items NAMSS can take to foster an inclusive community. The task force has identified first steps, and we look forward to hearing more about their activities in 2021.

## ***NAMSS 44th Educational Virtual Conference & Exhibition***

The NAMSS Board made the difficult but necessary decision to cancel the in-person meeting and shift to a fully virtual conference for 2020. The Conference Committee then rose to the task of creating an extremely



successful event. NAMSS welcomed a total of 1,556 registrants this year, which was an increase from our 2019 conference in Philadelphia. Although we were unable to gather in person, our attendees were still able to connect in other ways. Attendees spoke with vendors in our virtual exhibit hall, used the chat feature to interact with each other during live presentations, and attended roundtable sessions. They also enjoyed a number of networking events, including a digital magic show, a mixology event, and the quarantine funky fest. As an added bonus, NAMSS offered more CEs than ever before! Attendees had access to all live and recorded sessions from the conference, allowing them the opportunity to earn up to 36 CEs. A special thank you goes to the Conference Committee for pivoting so quickly on moving to virtual.

## **NAMSS Advocacy and Industry Relations**

The NAMSS Government Relations team, led by Susan DuBois and Diane Meldi, continued work on important initiatives impacting MSPs. NAMSS developed the Hospital Closure Toolkit, which offers MSPs guidance and best practices for collecting, storing, and transitioning practitioner-

related data in the event of a hospital closure. This is available on the **NAMSS website**. We urge you to pass this along to MSPs who may not be aware of this new tool.

In 2020, NAMSS began working on some special projects with industry stakeholders and partners to create a collaborative incubator that will establish and eventually implement technology standards for practitioner credentialing. The Government Relations team also spent time on enhancing NAMSS PASS outreach. The plan is to increase the number of contributing entities and increase data-upload frequency and consistency among NAMSS PASS by pursuing interfacing, via Electronic Connectivity Program (ECP), with existing credentialing software vendors. More to come about both these efforts in 2021!

NAMSS also collaborated with AHA, ACGME, and OPDA to develop strategies for more frequent promotion in 2021 of the **Verification of Graduate Medical Education and Training (VGMET) Form**. This form is an evergreen letter completed when a practitioner finishes a training program. The letter then accompanies the practitioner throughout their career, in order to eliminate the need for reverification of training information when practitioners seek credentials at other healthcare entities.

## **NAMSS Membership**

NAMSS was pleased to welcome 1,338 new members in 2020 and to continue expanding our efforts in supporting our long-time members.

NAMSS' success over the years is directly related to the vision of the Board of Directors and the growth and support of our membership. Despite the challenges of 2020, NAMSS remains a strong community focused on Tomorrow's MSP and the future of our profession, and we are committed to being the gatekeepers of patient safety. As NAMSS Executive Director, it is an honor for my staff team and me to serve our members and to support the industry. The board and I look forward to continued growth and success in 2021 and beyond. <<



*Lynn Boyd is the NAMSS Executive Director.*

