

PART I	HAWAII HEALTH SYSTEMS CORPORATION	2.145
	STATE OF HAWAII	2.146

Class Specification  
for the Classes:

MEDICAL STAFF SERVICES COORDINATOR  
MEDICAL STAFF SERVICES DIRECTOR  
SR-24; SR-26  
BU:13; BU:23

MEDICAL STAFF SERVICES COORDINATOR 2.145

Duties Summary:

Responsible for planning and managing the operations of the Medical Staff Services Office for a facility. This position is responsible for supervision and oversight of the medical staff credentialing and privileging process and may also collect and collate information required for Ongoing Professional Practice Evaluation (OPPE) and other physician activity data. May act as the primary liaison between the Medical Staff Services Office, Chief Medical Officer and medical staff members.

Distinguishing Characteristics:

1. Nature and Purpose of Work:

Medical Staff Services Coordinator positions are typically of two (2) general types:

- a. The medical staff services coordinator who is responsible for managing the Medical Staff Services Office in a small hospital with relatively limited functions. The work involves performing professional and clerical duties and may involve supervising various clerical and/or technical tasks.
- b. The medical staff services coordinator who is responsible for managing the credentials subsection in the Medical Staff Services office in a large hospital. The work involves performing professional and clerical duties and involves supervising various clerical and/or technical tasks.

Professional functions include managing the credentialing and privileging process for internal consistency and to insure that all necessary action has been taken by the hospital and personally following up on any apparent inconsistencies and/or omissions; responsible for compliance with all policies, procedures, regulations, and standards; and

providing advisory services to the administrative and medical staff regarding medical staff issues and follows up as required. An incumbent is also responsible for performing and/or supervising other assigned activities such as tracking and maintaining OPPE, maintaining accurate and updated Medical Staff Bylaws, policies and procedures, compiling statistics and preparing various reports.

The work is performed under general supervision of a Chief Medical Officer, Medical Staff Services Director, or administrative supervisor.

Person-to-person work relationships involve frequent contacts with the medical staff and other hospital personnel for the purpose of obtaining and explaining information for credentialing.

Examples of Duties:

Plans and organizes the Medical Staff Services Office of a facility; oversees the staffing of the Medical Staff Services Office to ensure adequate staffing levels; develops orientation and performance evaluation programs; manages credentialing and privileging process for initial appointment and reappointment; reviews documents for internal consistency and completeness of actions taken and follows up with medical staff when inconsistencies or possible omissions are noted; reviews documents for completeness and accuracy of identifying data, other factual information, forms, signatures, etc.; coordinates timely collection, assembly and distribution of Medical Executive Committee agenda packets and ensures timely and accurate meeting minutes are maintained; provides advisory services to hospital staff regarding medical staff issues; promotes and maintains confidentiality of provider files and all information related to the credentialing process; works with Quality Management to develop and maintain medical staff files to facilitate quality of medical staff services; track and maintain new and ongoing the Joint Commission (TJC) requirements (i.e.; Initial Performance Review [IPR], Ongoing Professional Practice Evaluation [OPPE], etc.); identify and recommend improvements in medical staff structure, bylaws, and processes to facilitate accurate and timely credentialing and privileging; recommends and implements changes in Medical Staff Services administrative policies as required; responsible for compliance with all policies, procedures, regulations and standards and ensures medical staff is kept informed of all changes; works in conjunction with the chief Medical Officer to provide high quality support to the medical staff leadership and provides guidance in decision-making processes for optimal outcomes; interprets department policies, objectives and operational procedures for staff; evaluate workload, promoting optimal productivity and identifying/providing customer service needs/expectations; networks with others in the profession and healthcare industry to maintain industry standards, trends and issues affecting the medical staff organization; compiles statistical reports; attends staff meetings; assists in preparing budget and may assist in the proper allocation of funds; formulates department goals, objectives and policies and procedures.

Knowledges and Abilities Required:

Knowledge of: Management functions, principles, procedures and practices of medical staff services. Working knowledge of all areas of medical staff governance, including practitioner credentialing and privileging processes and the applicable Joint Commission (TJC) Standards that address medical staff organizational requirements. Knowledge of hospital and medical staff services operations and functions that include quality improvement processes, data collection and statistical analysis. Knowledge of good customer service principles. Working knowledge of computer programs. Knowledge of current federal and state law and regulations relevant to medical staff functions.

Ability to: Provide overall direction and coordinate various medical staff programs, plan, implement and evaluate operations and activities; make sound recommendations and decisions; resolve personnel and program problems; access and maintain currency of regulations, law and standards and draft needed changes required for compliance; deal tactfully and effectively with physicians, patients, visitors, employees, and others. Analyze and prepare reports and budgets; ability to carry out a varied range of management functions: organize, assign, and review the work of others; effectively communicate through written material and oral presentations to groups or individuals; must be able to effectively multi-task, prioritize, delegate and meet deadlines.

MEDICAL STAFF SERVICES DIRECTOR

2.146

Duties Summary:

Responsible for planning, directing and managing the overall operations of the Medical Staff Services Office for a region in the Hawaii Health Systems Corporation. This position is also responsible for supervision and management of the medical staff credentialing and privileging process for the region and may direct the activities through a subordinate supervisor(s). Acts as the primary liaison between the Medical Staff Services Office, Chief Medical Officer and medical staff members.

Distinguishing Characteristics:

This class involves responsibility for directing a large Medical Staff Services operation for one or more hospitals or medical care facilities, and for supervising and participating in the activities of the Medical Staff Services Office. Also responsible for developing and maintaining plans, policies, guidelines, standards and procedures for Medical Staff Services activities in order to establish and maintain uniform practices in several facilities or a region.

The work is performed under the general direction of a Chief Medical Officer or hospital administrator.

The nature and extent of supervisory controls over the work of others involve general supervision over a Medical Staff Service Coordinator(s) and/or clerical personnel by making work assignments, spot-checking completed work and evaluating work performance. Ensure that work performed is consistent throughout the region.

Examples of Duties:

Plans, organizes and directs the Medical Staff Services Office of a large facility for a region; oversees the staffing of the Medical Staff Services Office of a region to ensure adequate staffing levels; develops orientation and performance evaluation programs; manages credentialing and privileging process for initial appointment and reappointment for the region; reviews documents for internal consistency and completeness of actions taken and follows up with medical staff when inconsistencies or possible omissions are noted; reviews documents for completeness and accuracy of identifying data, other factual information, forms, signatures, etc.; manages timely collection, assembly and distribution of Medical Executive Committee agenda packets and ensures timely and accurate meeting minutes are maintained; provides advisory services to hospital staff regarding medical staff issues; promotes and maintains confidentiality of provider files and all information related to the credentialing process; works with Quality Management to develop and maintain medical staff files to facilitate quality of medical staff services; assist in maintaining or upgrading medical standards as required; ensures that new and ongoing the Joint Commission (TJC) requirements (i.e.; Initial Performance Review [IPR], Ongoing Professional Practice Evaluation [OPPE], etc.) are tracked and maintained; identify and recommend improvements in medical staff structure, bylaws, and processes to facilitate accurate and timely credentialing and privileging; recommends and implements changes in Medical Staff Services administrative policies as required; responsible for compliance with all policies, procedures, regulations and standards and ensures medical staff is kept informed of all changes; works in conjunction with the chief Medical Officer to provide high quality support to the medical staff leadership and provides guidance in decision-making processes for optimal outcomes; interprets department policies, objectives and operational procedures for staff; evaluate workload, promoting optimal productivity and identifying/providing customer service needs/expectations; networks with others in the profession and healthcare industry to maintain industry standards, trends and issues affecting the medical staff organization; compiles statistical reports; attends staff meetings; prepares budget; formulates department goals, objectives and policies and procedures; orients section coordinators in the region to their jobs; assure ongoing compliance with TJC standards.

Knowledges and Abilities Required:

Knowledge of: Working knowledge of management functions, principles, procedures and practices of medical staff services. Thorough knowledge of all areas of medical staff governance, including practitioner credentialing and privileging processes and the applicable Joint Commission (TJC) Standards that address medical staff organizational requirements. Working knowledge of hospital and medical staff services operations and functions that include quality improvement processes, data collection and statistical analysis. Knowledge of good customer service principles. Working knowledge of computer programs. Thorough knowledge of current federal and state law and regulations relevant to medical staff functions.

Ability to: Develop effective operational details for a program of substantial size, scope and complexity; provide overall direction and manage various medical staff programs; plan, implement and evaluate operations and activities; make sound recommendations and decisions; resolve personnel and program problems; access and maintain currency of regulations, law and standards and draft needed changes required for compliance; deal tactfully and effectively with physicians, patients, visitors, employees, and others. Analyze and prepare reports and budgets; ability to carry out a varied range of management functions: organize, assign, and review the work of others; effectively communicate through written material and oral presentations to groups or individuals; must be able to effectively multi-task, prioritize, delegate and meet deadlines.

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This is an amendment to the class specifications for the classes, MEDICAL STAFF SERVICES COORDINATOR AND MEDICAL STAFF SERVICES DIRECTOR, to reformat and update language, effective February 10, 2012.

DATE APPROVED: February 10, 2012

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VP/Director of Human Resources