

## MEDICAL STAFF SERVICES SPECIALIST SERIES

| <u>Code No.</u> | <u>Class Title</u>                   | <u>Occ. Area</u> | <u>Work Area</u> | <u>Prob. Period</u> | <u>Effective Date</u> |
|-----------------|--------------------------------------|------------------|------------------|---------------------|-----------------------|
| 4775(3291)      | Medical Staff Services Specialist I  | 04               | 445              | 6 mo.               | 08/18/93              |
| 4776(3291)      | Medical Staff Services Specialist II | 04               | 445              | 6 mo.               | 08/18/93              |
| 4777(0924)      | Medical Staff Services Coordinator   | 03               | 441              | 6 mo.               | 08/18/93              |

Promotional Line: 328

### Series Narrative

Employees in this series serve as support and resource personnel for centralized medical staff services in a health care facility. They typically are engaged in such services as implementing procedures involved in the granting of privileges to practice in the facility to prospective professional medical staff members (physicians, dentists, optometrists) in accordance with institutional policies, including such activities as verifying applicants' credentials and the completeness of applications, presenting completed applications to review committees, and communicating status of applications to clinical services and departments; maintaining rosters of medical staff; maintaining documentation of staff credentialing processes for accreditation review by professional groups; advising departments on policies, procedures, and standards; providing staff support to review committees (such as preparing agendas and related materials, keeping minutes); implementing measures to promote staff communications (newsletter, meetings); overseeing or supervising clerical support operations; and maintaining or managing related information systems.

Employees at the upper level are responsible for coordinating the activities of the medical staff services unit and providing staff assistance to officers of the committees or facility administrators (such as when reviewing policies, procedures, guidelines, or goals or during accreditation reviews).

### DESCRIPTIONS OF LEVELS OF WORK

#### **Level I: Medical Staff Services Specialist I** **4775(3291)**

Employees at this level provide specialized support and assistance in implementing centralized medical staff services. They work under general supervision from higher level staff.

A Medical Staff Services Specialist I typically--

1. performs and coordinates the work of clerical employees engaged in the verification of new medical staff appointments, assuring the completeness of applications
2. is responsible for completing the paperwork for temporary medical staff privileges, as necessary, including obtaining the appropriate signatures
3. maintains the medical staff roster, keyboards information into the computer system, and runs reports (such as new and resigned appointments) as necessary
4. maintains complex filing systems (including sophisticated databases); initiates new systems and makes recommendations for improvement of the current systems

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5. sets up meetings between managers and other designated individuals and/or committees, including scheduling of meeting locations
6. keeps medical staff coordinators informed with regard to work progress; negotiates deadlines and priorities
7. communicates with office staff regarding the flow of information necessary to maintain daily activities within the department as well as other departments (such as the clinical departments)
8. serves as a resource person on medical staff issues, including credentialing processes, by-laws, and committees
9. using independent judgment, identifies office operational problems and initiates solutions when possible (such as computer maintenance, copy machine maintenance, telephone repairs, and housekeeping concerns)
10. performs related duties as assigned

### **Level II: Medical Staff Services Specialist II**

**4776(3291)**

Employees at this level are experienced specialists who perform skilled medical staff services (such as the full range of activities involved in granting medical staff privileges and providing staff support to review committees) and supervise clerical support operations and information systems. They work under direction from higher level staff.

A Medical Staff Services Specialist II typically--

1. ensures the completeness of the credentialing process, including the presentation to credentials committees of medical staff applications that have been completed and verified according to the medical staff guidelines
2. sets up and maintains departmental policies and procedures that meet the requirements of external accrediting agencies and that comply with the medical staff bylaws and rules and regulations
3. organizes the meetings of the medical staff committees, including preparation and mailing of agenda and meeting materials, arranging for alternate delegates, and maintenance of attendance files
4. attends and keeps accurate minutes of committee meetings and prepares communications generated from the meetings, including the timely forwarding of applications and materials to the credentials committee
5. develops and maintains a centralized information database of medical staff members, including complete demographics (degrees, schools, board certifications, licenses and expiration dates, and previous appointments)
6. implements programs to promote improved communication among the medical staff (such as distributing newsletters, planning special meetings, and overseeing the annual election of medical staff officers)

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7. works with support staff to promote good communication and to ensure the exchange and collection of needed information
8. participates in the analysis, design, and implementation of office information systems and/or other automated systems
9. assists the manager in preparing budgets
10. supervises lower level employees
11. performs related duties as assigned

### **Level III: Medical Staff Services Coordinator**

**4777(0924)**

Employees at this level coordinate and manage the central medical staff services of a health care facility in accordance with the program's goals and objectives. They work under administrative direction from higher level administrators.

A Medical Staff Services Coordinator typically--

1. manages the medical staff services operations according to the goals established by the administrative group
2. coordinates procedures for establishing medical staff membership, appointments/reappointments, and privileging processes in conjunction with medical staff/administration, including an ongoing evaluation of current procedures for completing the process
3. evaluates the institutional policies and established professional criteria for the granting of medical staff membership, which include: evidence of current licensure, relevant training, current competence, health status, involvement in professional liability actions, challenges to licensure, or loss of medical staff membership at another health care facility
4. provides staff support and assists with the direction of medical staff committees (such as defining the purpose, structure, and responsibilities of each committee chairperson)
5. coordinates revision of important medical staff documents (such as bylaws and rules and regulations), including researching requirements and serving as a resource to committees
6. manages, maintains, and houses medical staff data files (such as confidential medical staff profiles and a roster of all physicians on staff)
7. actively participates in health care facility's accreditation programs by reviewing required professional standards and ensuring they are met
8. performs related duties as assigned

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MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

**Level I: Medical Staff Services Specialist I**

**4775(3291)**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. high school graduation or the equivalent
2. Any one or combination of the following types of preparation:
  - (a) progressively more responsible work experience performing clerical activities in a health care environment
  - (b) progressively more responsible work experience performing clerical activities in settings other than "a"
  - (c) credit for college course work in office occupations, business education, business administration, or closely related fields
  - (d) credit for college course work in health-related fields (such as biology, anatomy, physiology, nursing, medical records, or public health)
  - (e) credit for college course work in fields other than those listed in "c" and "d"

that totals 1.0 unit according to the following conversion rates:

24 months of "a" = 1.0 unit

48 months of "b" = 1.0 unit

24 semester hours of "c" = 1.0 unit

24 semester hours of "d" = 1.0 unit

48 semester hours of "e" = 1.0 unit.

Amounts of experience and training less than those listed above should be converted to decimal equivalent of 1.0 unit and added together when computing combinations of the different types of preparation.

3. six months of clerical experience in a health care environment in addition to the training/experience required in #2 above

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. thorough knowledge of spelling, grammar, punctuation, sentence and paragraph structure, and formatting
2. knowledge of word processing and database software programs

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3. basic knowledge of medical terminology
4. ability to independently determine work priorities
5. ability to interact effectively with office staff and medical staff members
6. ability to keyboard accurately at a moderate speed
7. ability to train and review the work of lower level support staff
8. ability to utilize medical staff information systems
9. ability to learn medical staff services procedures
10. ability to learn accrediting agencies' standards for medical staff appointments
11. ability to learn to use computers to query various resources regarding medical staff members' standings, etc.

**Level II: Medical Staff Services Specialist II**

**4776(3291)**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. possession of requirements listed for the next lower level of this series
2. Any one or any combination of the following types of additional preparation:
  - (a) work experience performing duties comparable to those of the Medical Staff Services Specialist I
  - (b) credit for college course work in office occupations, business education, business administration or closely related fields
  - (c) credit for college course work in health-related fields (such as biology, anatomy, physiology, nursing, medical records, or public health)

that totals 1.0 unit according to the following conversion rates:

12 months of "a" = 1.0 unit

12 semester hours of "b" = 1.0 unit

12 semester hours of "c" = 1.0 unit.

Amounts of experience and training less than those listed above should be converted to decimal equivalents of 1.0 unit and added together when computing combinations of the different types of preparation.

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3. 12 months of work experience performing duties comparable to those of the Medical Staff Services Specialist I in addition to the training/experience listed in #2 above

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of medical terminology
2. knowledge of recognized procedures used in credentialing medical staff appointees
3. knowledge of basic computer programs, including word processing and spreadsheet
4. knowledge of accrediting agencies' standards for medical staff appointments
5. good interpersonal skills
6. ability to learn medical staff policies and procedures
7. ability to work independently
8. ability to keyboard accurately at a moderate speed

**Level III: Medical Staff Services Coordinator**

**4777(0924)**

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. possession of experience/education required for the next lower level of this series
2. three years of work experience comparable to a Medical Staff Services Specialist II

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. knowledge of current recommendations by professional accrediting agencies for health care facilities
2. knowledge of federal requirements regarding accreditation of health care facilities
3. organizational skills
4. communication skills
5. ability to problem solve

Medical Staff Services Specialist I  
Medical Staff Services Specialist II  
Medical Staff Services Coordinator

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(NEW)  
(NEW)