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CPMSM
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Dana Graves

Fall 2026

Sunlight Reflections

Florida Association of Medical Staff Services Newsletter



President's Message: Where Legacy Meets a New Era

by Kim Williams, CPCS, CPMSM

As I begin my final year as President of FAMSS, I want to take a moment to thank each of you for your continued commitment to our organization and to the profession we represent. It is a privilege to serve alongside such a dedicated group of professionals who consistently demonstrate knowledge, leadership, and a genuine commitment to excellence.

FAMSS is more than an organization—it is a community. Our strength comes from the willingness of our members to share knowledge, support one another, and continually look for ways to improve the work we do. Whether you have been a member for many years or are new to FAMSS, your participation matters, and your voice contributes to the strength of our organization.

As we look ahead, I am excited about the opportunities before us. We will continue to focus on meaningful education, professional development, collaboration, and the exchange of ideas and experiences that benefit all of us. I also encourage each member to become involved, whether by attending meetings, participating in committees, sharing your expertise, or simply reaching out to a colleague.

One of the greatest benefits of belonging to FAMSS is the opportunity to learn from one another. Our profession continues to evolve, bringing new challenges as well as new opportunities. By working together and maintaining open lines of communication, we can help ensure that FAMSS remains a valuable resource for its members and continues to grow as a professional organization.

I look forward to the year ahead and to working with the FAMSS Board and membership to build on the strong foundation established by those who have served before us. Thank you for your confidence, your involvement, and your continued support of FAMSS.

Here's to a productive, successful, and rewarding year together!





New Look, Same Mission!

Your FAMSS Board got together for a meeting of the minds and after careful thought, screeches, sighs, figuring out color schemes, and ideas from EVERYONE, we came up with this beauty!

A FRESH look for FAMSS! Same mission. Same amazing community of professionals. A brand-new look!

We're excited to unveil the new logo- a fresh, modern design that reflects who we are today while carrying us confidently into whats next!

Consider it a little glow-up for an organization that just keeps getting better. New look. Same values.

CONGRATS to our newly NAMSS Certified!



CPES

Jannie Burney
Misty Jewell
Cheryl Rodman
Jessica Williams

CPMSM

Laura Cecere

CPCS

Wylette Clarke Cox
Nikki Graham
Marita Natvig
Patricia Rochedieu

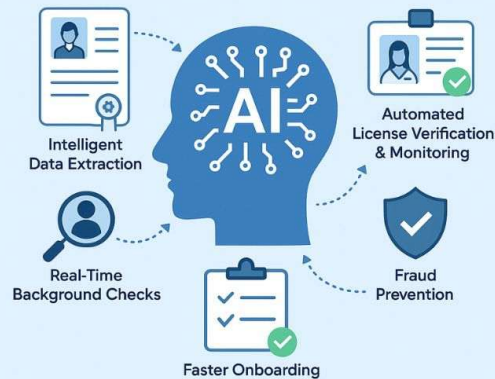


What would a day without the Medical Staff Office look like?

By: Symplr

- Healthcare would be risky business! One of the highest risk things in a hospital is not procedures, but the credentialing process. Patient safety is not possible without MSO personnel.
- Hospitals would not meet revenue goals! Staff shrinking, workload growing, & a hospital acquires 250 new providers. How do they get on-boarded, enrolled, and credentialed? The MSO!
- Accreditation and Value Based Care would be impossible! MSOs often work alongside Quality to track performance as this is crucial for safety. Without the MSO, gaps between privileging, OPPE, and revenue functions could lead to compliance and reimbursement troubles.
- Unhappy Providers would abound! Seeking to attract and keep good providers? Then accreditation, reimbursement, and safety/quality shouldnt be the only concerns. Your systems best ally in supporting providers is your MSO. This relation can help them avoid the administrative burden and do what they do best-care for patients.
- Far Reaching, Crucial Provider Data Management. No dark corner of healthcare is untouched by the need to collect & manage large volumes of accurate provider data to improve Quality, Safety, & Reimbursement. Without the MSO & their resources, the hospital care would truly be gridlocked.

AI in Healthcare Credentialing



Artificial Intelligence in CREDENTIALS!

It's here, we can't escape it, so are you embracing the power of AI in your professional life? Rebelling against the grain? Could not care less either way? Let me know!

Save the Date!

FAMSS 46th Annual Conference!

Pack your bags for a getaway that blends learning with the Rockstar life because FAMSS is heading back to **HARD ROCK HOTEL Daytona Beach** on 5/27/27 - 5/28/27 for our **46th Annual Conference!**

This event will bring together MSPs from across the state for connection, inspiration, and celebration set on one of the coolest stages in Florida!

We will have our refreshed new logo, a bangin' Breakfast, some beach sunsets, and who knows what else we have up our sleeves!

Come join your fellow Rockstars for a time that can't be missed! More info to come!



Save the Date!

FAMSS 2027

ANNUAL EDUCATIONAL CONFERENCE

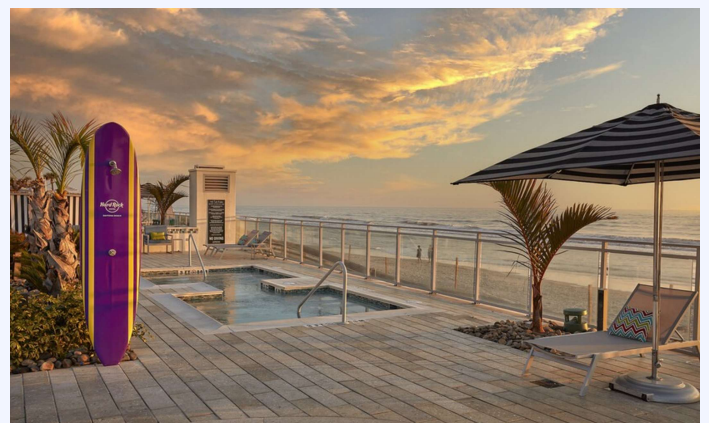


MAY 27-28,
2027



HARD ROCK HOTEL
DAYTONA BEACH
DAYTONA BEACH, FLORIDA

MARK YOUR CALENDAR



Question of the Quarter...

What is the greatest &/or most absurd advice that works?

1. Reminder to all office entrants: BUT DID YOU DOCUMENT IT? sign! Let 'em know!
2. Remember to take a BREAK, take a LUNCH (not at your desk!), go HOME on time!
3. Put some positive vibes on the wall, make your office COMFY! Remember, you spend almost more time at work than you do at home!
4. Maintain BOUNDARIES, do not let others push you past your knowledge or position!
5. Know which 'balls' are rubber and which are glass. Meaning, what can not wait/be dropped and what can



MEMBERSHIP CHAIR MINUTE!

Keep Your FAMSS Connection Going!

It's time to renew your FAMSS membership! Starting October 1st, membership is just \$75 and gives you access to valuable benefits designed to support your growth and connection within the Medical Staff Services community.

With your FAMSS membership, you'll receive:

- Lunch & Learn webinars to expand your knowledge and earn valuable education
- Discounted registration for the FAMSS Annual Conference
- Access to the FAMSS Community for networking, collaboration, resources, and connecting with fellow Medical Staff Professionals
- Opportunities to stay connected with the latest education, trends, and resources in Medical Staff Services

Not a Member Yet?

Join FAMSS today! Your membership will begin right away and benefits will extend through the end of 2027, giving you more than a year of opportunities to learn, connect, and grow with your FAMSS community.

Renew your membership. Join the community. Invest in your professional growth.

\$75 • Benefits through December 31, 2027

Furry Friends of FAMSS!

-DID YOU KNOW?!

-44% give their pets birthday gifts!

-Living alone with a dog? 36% lower risk of Cardiovascular death!

-Pet owners have lower blood pressure & stress!

-Pet an animal for 10 min to reduce stress hormones!

FAMSS
Furry Friends ♥

CELEBRATING THE PETS WHO
fill our hearts every day!

PAWSITIVE VIBES, WAGGING TAILS, HAPPY HEARTS. ♥

FAMSS
FLORIDA ASSOCIATION OF
MEDICAL STAFF SERVICES

Thank you ♥
for sharing your furry family
with us! ♥

FAMSS - Building Connections. Supporting Each Other.



Lunch & Learn!

Not All Heroes Wear Capes-Some Wear MSP Badges

Many of us didn't set out to become Medical Services Professionals. We found ourselves in a profession that challenged us, inspired us, and ultimately gave us opportunities to grow. Along the way, someone took a chance on us; a supervisor, mentor, colleague, or leader who saw something in us before we saw it in ourselves. This session is about paying that opportunity forward.

Through personal experiences, lessons learned, and practical leadership strategies, attendees will explore how to identify potential, develop talent, and create meaningful opportunities for growth within the MSP profession. From certification and volunteer leadership to mentorship, succession planning, and professional engagement, this session will provide actionable tools that can be implemented immediately regardless of your role or setting.

Whether you work in MSO, CVO, Provider Enrollment, or another practitioner services role, you have the ability to influence the future of our profession. Leadership is not defined by a title; it is defined by the opportunities we create for others. Because not all heroes wear capes. Some wear MSP badges.

📧 September 30, 2026 - 12:00 PM to 1:00 EST

Virtual by Bernadette Jones

Members-FREE! Non-Members- \$25



Join some of your FAMSS friends in NEW ORLEANS for NAMSS ANNUAL CONFERENCE!

October 18- October 21, 2026

1500+ Attendees, 45 Sessions, 16 CEs, AND IN NEW ORLEANS?! #BeignetsAllAround
Visit <https://www.namssconference.org> to register now!

We are trying to plan a FAMSS meetup while there, so don't miss out on this!

MSP WEEK IS COMING!

Each year, NAMSS celebrates MSP Week—a time to honor and celebrate the Medical Services Professionals (MSPs) whose work ensures safe, high-quality healthcare. November 1-7, 2026

This year's theme, "Proud to Be an MSP," recognizes the wide range of roles MSPs serve across healthcare organizations and the collective impact they have on patient safety, organizational excellence, and the smooth navigation of complex processes. What makes YOU proud to be an MSP?! Shoot us an email and let us know! Board@FLMedStaffServices.org



Medical staff services is core to your organization's performance: Here's why

Article by Greeley Partner Francis Ponsioen

Today's forwarding-thinking healthcare leaders continually search for ways to improve care quality and patient safety. And while there are countless organization-specific clinical workflow improvements to consider, there's one universal strategy from which every healthcare organization can benefit: Elevate the medical staff services department (MSSD).

Leaders who recognize the MSSD and medical services professionals (MSPs) as core drivers of organizational performance and empower them with the necessary tools will set their organization up for success.

Medical staff services drives overall organizational performance

Though traditionally viewed as an administrative unit, *the MSSD is perhaps an organization's greatest untapped strategic asset.* Why? The functions the department performs create a protective barrier against practitioners who do not meet the organization's quality standards. With the right technology, training, and workflows, MSPs are equipped to facilitate a strong credentialing process. They can then support the established processes and policies so the organization can appoint top clinical talent and qualified practitioners to the medical staff.

Your organization's talent lays the foundation for outstanding patient care. And it's this patient care that fosters an unparalleled reputation among clinicians and in the community at large. Without them, the organization may appoint physicians and advanced practice professionals (APPs) who hinder its ability to meet strategic goals—ultimately jeopardizing the organization's future.

When MSPs are equipped to optimally perform their core duties, they will enable the organization to optimally perform its core duty of providing safe, high-quality care.

Setting up qualified clinicians who deliver outstanding care

When MSPs are empowered to pay meticulous attention to detail, their oversight ensures that only the highest quality clinicians may care for patients in your organization.

By applying their deep knowledge of medical staff bylaws, rules, and regulations, MSPs can detect the subtlest of red flags that could leave your organization vulnerable to costly lawsuits and reputational harm. Their efforts keep patients safe and support consistent application of quality standards when appointing clinicians.

Once the onboarding process is complete, MSPs should educate providers on how the organization will evaluate their performance. This includes setting expectations relative to medical records documentation and completion, peer review, the code of conduct, medical staff bylaws, key performance indicators, and more.

By setting clear expectations, MSPs help clinicians understand the ways in which the organization will hold them accountable so they can take proactive steps to improve performance. This reduces the need for resource-intensive corrective action.

Optimizing processes to increase patient access and organizational productivity

The goal is to onboard practitioners as quickly as possible so they can start seeing patients and generating revenue. An efficient credentialing and privileging primary source verification process of 21 days or less increases patient access. Greater access to care can, in turn, improve outcomes and even lower costs.

In contrast, an inefficient process causes significant delays in scheduling appointments and surgeries. These delays may lead to patient leakage and the loss of highly qualified specialists to competitors who expedite the process. Both consequences are costly to the organization and become stubborn barriers to growth.

As key owners for the organization's credentialing database, the MSSD is the keeper of an important single source of truth. The data they maintain flows into other departments and uses. Having an efficient and strong MSSD mitigates data integrity issues in electronic health records, referral information, revenue cycle management, and more.



From the Secretary

By: Dana Wakefield, CPCS, CPMSM



Reflections on My First Year as FAMSS Secretary

As I reflect on my first year serving as Secretary, I am filled with gratitude for the opportunity to contribute to an organization that is dedicated to advancing the Medical Staff Services profession. Serving on the Board has provided me with a unique perspective on the leadership, collaboration, and strategic planning required to support our members and strengthen our profession across the state.

Many people view the role of Secretary as simply taking minutes during meetings. While documenting discussions and decisions is certainly a core responsibility, the role is much more impactful than it may appear. Accurate and comprehensive minutes serve as the official record of the Board's work, capturing key discussions, decisions, action items, and the thought processes that help guide the organization forward. These records provide continuity from meeting to meeting and ensure that important details are preserved for future leaders and members.

Throughout the past year, I have come to appreciate how critical it is to capture not only the decisions made but also the context surrounding those decisions. Board members dedicate countless hours to discussing strategic initiatives, planning educational opportunities, supporting membership engagement, and advancing the goals of FAMSS.

Thorough documentation helps ensure accountability, transparency, and organizational memory, allowing us to build upon previous work rather than starting from scratch with each new initiative.

Serving on the Board has also deepened my appreciation for the remarkable volunteers who dedicate their time and talents to FAMSS. Behind every conference, educational offering, networking event, and member resource is a group of passionate professionals working together to elevate our profession. Being part of these discussions has reinforced the importance of volunteer leadership and the value of bringing diverse perspectives together to achieve common goals.

As FAMSS continues to evolve, I am excited about what lies ahead. The healthcare environment is constantly changing, creating new opportunities and challenges for Medical Staff Professionals. Our Board remains committed to supporting members through education, professional development, networking, and advocacy efforts that help equip us for the future. I look forward to continuing to contribute to initiatives that strengthen our organization and provide value to current and future members.

My first year as Secretary was both rewarding and enlightening. It has given me greater appreciation for the responsibilities of governance, the importance of preserving institutional knowledge, and the collective impact that dedicated volunteers can have on an organization. I am honored to serve alongside such talented professionals and look forward to helping FAMSS continue its mission of supporting Medical Staff Services professionals throughout Florida.

As we look toward the future, I encourage members to consider becoming involved in committee work, volunteering, or pursuing Board service. These opportunities not only help shape the direction of our association but also provide invaluable leadership experience and professional connections. Together, we can continue to ensure that FAMSS remains a strong, innovative, and supportive organization for years to come.



let's stay connected!

- Facebook - real conversations, questions, highlights, and some FUN!
- LinkedIn - professional insights, leadership, updates, and resources!
- Website - event registrations, education, awards, and the latest news!