




SPECTRUM HEALTH

## Administrative Review Module

# From traditional to hi-tech!

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## Spectrum Health Delivery System

**Mission**  
Spectrum Health's 19,100 employees and 3,500 physicians share a common mission: to improve the health of the communities we serve.

**Vision**  
By 2020 Spectrum Health will be the national leader for health.

**Values**  
The history of Spectrum Health began with the desire to ease human suffering. This fundamental aspiration is represented in the five values that guide our culture and care.

- Excellence
- Integrity
- Compassion
- Teamwork
- Respect

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## Medical Staff Services

- **Credentialing and Verification Office (CVO)**
  - Credentials providers for all seven facilities including Advanced Practice Professionals (APP) and Allied Health Professionals (AHP)
- **Medical Staff Office**
  - Obtains applicants' membership and privileging at Grand Rapids hospitals (and outpatient centers)
- **Spectrum Health Library Services**

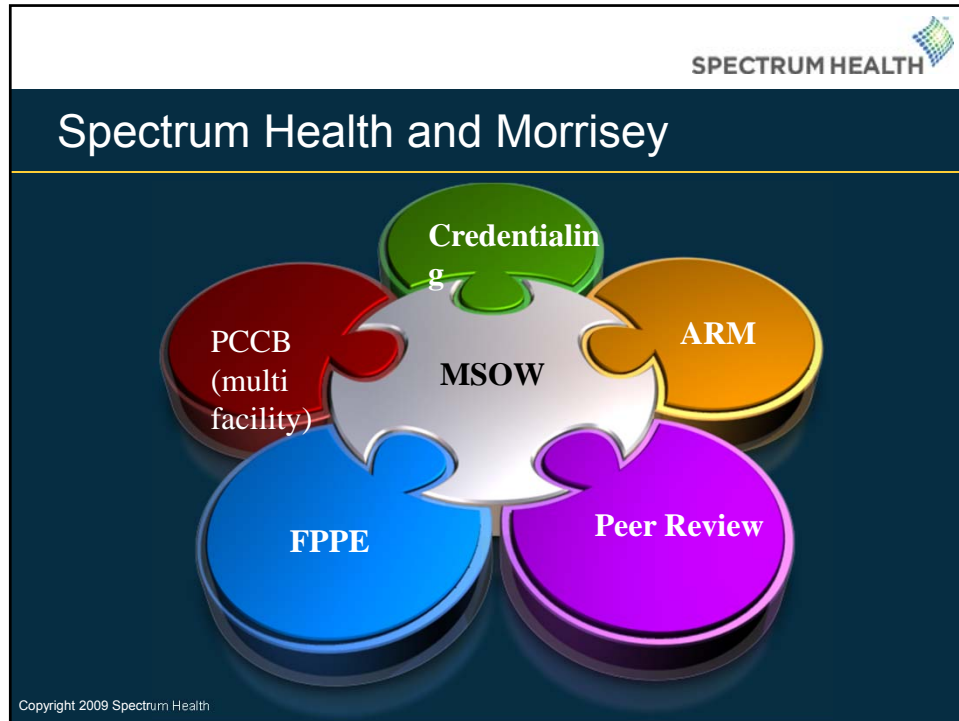
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## Credentialing and Verification Office (CVO)

Provides application management and verification services for providers at seven hospital facilities:

- **Medical Staff (MS)**  
MD, DO, DPM, DDS
- **Advanced Practice Professionals (APP)**  
NP, PA, PhD, CNM, CCRN
- **Allied Health Professionals (AHP)**  
Non-employed RN, MSW, PT, OT

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## Admin Review Module

### Where we are in the Morrisey Journey!

- With multiple facilities throughout West Michigan, paperless credentialing was the logical choice.
- CVO is in place for collection of data and PSV of credentials for all facilities as a stand-alone organization outside of MSO
- Utilizes benefits of paperless data collection and verification to drive admin review process adoption by PMSO (participating Med Staff Office)

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## Admin Review Module (cont.)

- Online approval for TEMPS within hours without meetings and faster provider on-boarding.
- Route the 'files' for committee, MEC, and Board approvals utilizing a grid 
- Currently ARM implementation is being done at one facility; plan to have at least two more facilities using ARM by next year

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## ARM - How We Got There

### Preparation

- Review departments and sections table to identify multiple reviewer instances (multiple privilege sets)
- Only one Chair for a department can be entered; one Chief can be entered for each section.
- One department can have multiple sections

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## ARM - How We Got There (cont.)

- Developed a clearly defined document names grid to help with creating packets in ARM
- Reviewed and validated image types to include in ARM packets
- Only document names entered in Tables can be part of ARM packet
- Multiple privilege sets needs special handling via routing slips (*i.e.*, peds & adults- anesthesia/surgery)

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## Technical Setup

- ARM user profile setup is the key
- User's security status has to match ARM reviewer status
- Single Routing slip and packets for physicians and APPs
- Combined MSO approval process with ARM process in MSOW
- Reconciled packet definitions against application requirements and current paper packets

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## Combined Processes in MSOW

- Initial (MSO + ARM) for physicians and APPs = One
- Reappointment (MSO + ARM) for physicians and APPs = One
- Routing slips use First, Additional and Final Reviewer options instead of Chair, Chief, Dual Department
- One routing slip for temporary and regular privileges
- Routing slips are not sent to any committee or board; a recommendations grid is used instead

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## Watch Out!!!

- User setup for reviewers must match their Admin Status in the table
- The ARM process for routing assignments should match Admin Status of the reviewer
- Use tasks in the process to drive routing assignments
- The notifications sent using distribution list does not route files; it only notifies

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## Watch Out!!! (cont.)

- When using a group (distribution list), the first member to complete the review will remove the file from the group's queue
- Change user profiles after every election or appointment & assign appropriate status
- Users signing off on Temps cannot view files submitted to a credentials committee at the same time

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## ARM and Committee Approvals

- Decision made not to have credentials, medical executive, or board sign routing slips
- Individual files are assigned to 1<sup>st</sup> and 2<sup>nd</sup> CC reviewers who are expected to present to the committee
- Click file as complete at the committee meeting
- All providers are entered into a recommendations grid for MEC and Board review

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## If This, Then What?

If reviewer cannot log in, check the user's security profile:

- ARM status not assigned
- ARM status does not match process task
- User ID inaccurate – facility access setup is:  
Grants – yes; Read – no; AR Mgr - no
- User is not set up in active directory

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## Multiple Facilities

- Table structure will play a key role
- Department and Sections must be clearly identified
- ARM status must be clearly defined
- ARM user profile must be in appropriate user groups
- Access must be to appropriate facility only

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## Multiple Facilities (cont.)

- Packet definitions and document names are key
- Documents must be linked the right way to facilities to ensure peer protection
- Images attached to facilities based on compliance will allow ARM packets to pull correct documents

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## Training

ARM training for:

- MSO coordinators
- Chairs and chiefs
- Temporary privileges
- Committee members
- How to sign off PCCB and classic privileges

Focus on how the FPPE works with PCCB for Chairs, Chiefs and MSO Coordinators

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## Improvements and Enhancements

### Budgets, Process, Efficiencies

|                                     |                              |                             |   |
|-------------------------------------|------------------------------|-----------------------------|---|
| <b>Automated credentialing:</b>     | <b>90-45 days</b>            | <b>95% accuracy</b>         | <b>Integrated 5 hospitals</b>                       |
| <b>Paperless credentialing:</b>     | <b>Budget</b>                | <b>Sustainability</b>       | <b>Secure access</b>                                |
| <b>One application</b>              | <b>All providers</b>         | <b>For all facilities</b>   | <b>Initial, reappointments, annual requirements</b> |
| <b>One source - provider info :</b> | <b>One contact directory</b> | <b>One privileging tool</b> | <b>One referral source</b>                          |

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