


SPECTRUM HEALTH


Provider Home Page

Not Just for Initial and Reappointment Applications

**Cindy Smeenge, Director
Medical Staff Services**

**Basudhaa Dasgupta
Project Manager**

Copyright 2009 Spectrum Health


SPECTRUM HEALTH

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

Copyright 2009 Spectrum Health

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**

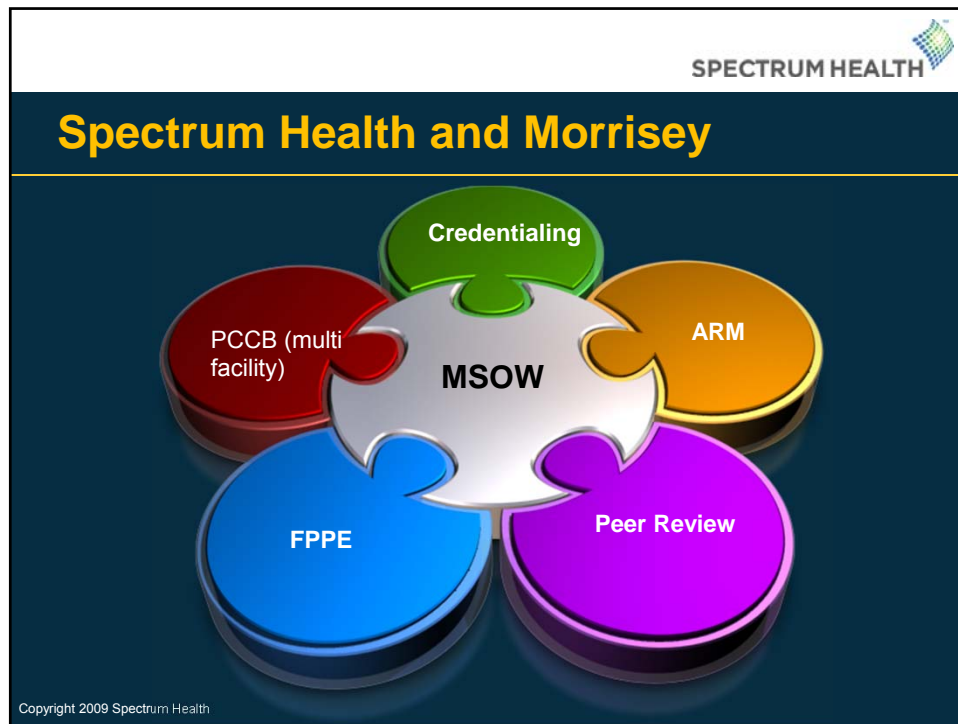
Copyright 2009 Spectrum Health


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

Copyright 2009 Spectrum Health



SPECTRUM HEALTH 

Provider Home Page (PHP)

Leveraged one application to drive standardization in operations at five facilities, leading to conversations regarding standardized bylaws, privilege forms, and policies to meet Joint Commission standards.

- Developing Performance: provider approvals based on standardized criteria and measures.
- Strategic Growth: faster turnarounds, standards applied consistently to all entities for meaningful results.
- Financial Stewardship: reduced FTEs, fewer meetings, reliable data from a single source.

Copyright 2009 Spectrum Health

Other Uses of Physician Home Page

Annual Requirements – allows use of electronic signature

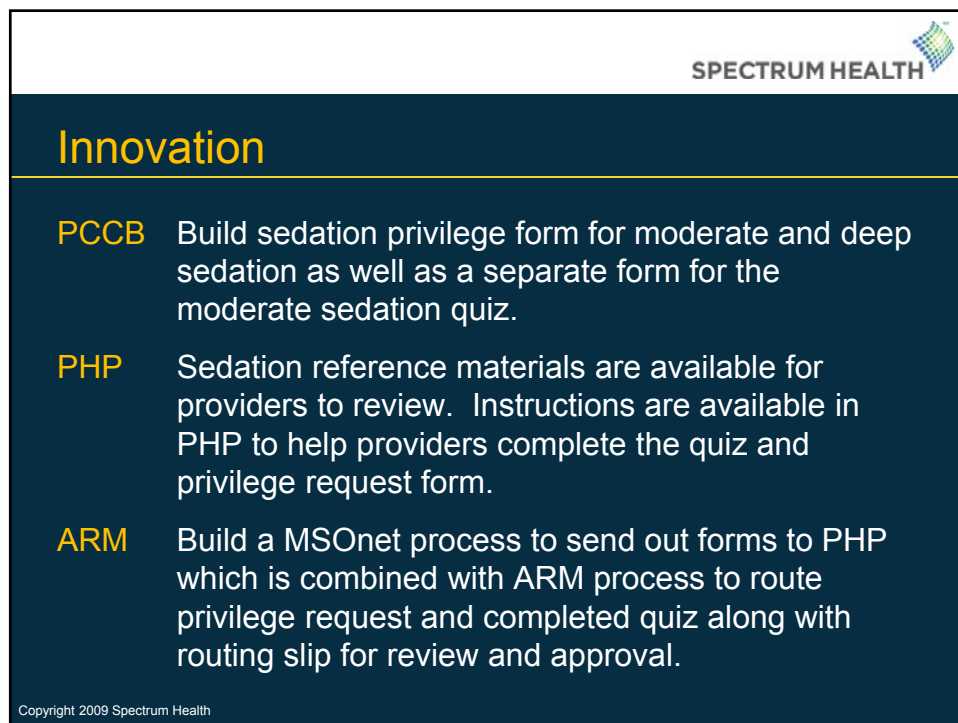
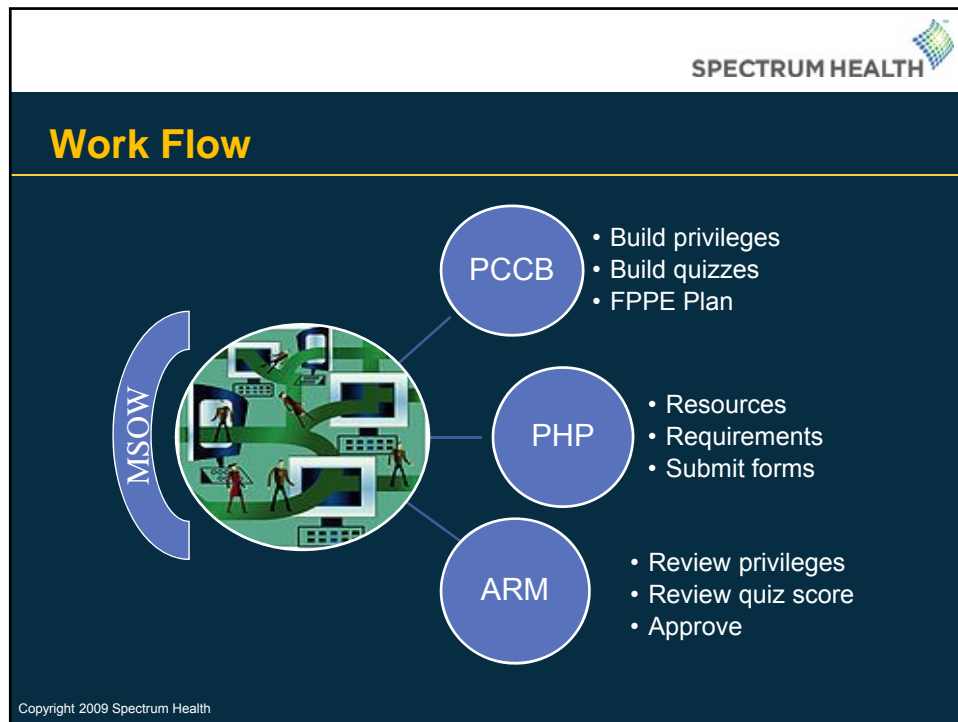
- Confidentiality forms
- HIPAA compliance
- Influenza verification
- TB (gather through PHP but manage as expirable)

Copyright 2009 Spectrum Health

Other Uses (Continued)

- Import updated demographic information
- OPPE Medical Staff requirements citizenship
- Change in Privilege requests
- Special competency requirement (e.g. sedation quiz)

Copyright 2009 Spectrum Health



PCCB

- Sedation privilege form with clusters for moderate, and deep sedation
- Quiz for moderate sedation built in PCCB, request check boxes are used for selecting answers from multiple choices.
- Chair approval check boxes used for scoring
- Both privilege request & quiz submitted to committees for approval

Copyright 2009 Spectrum Health

PHP

- Launch MSOW process for PHP notification
- PCCB privileges are linked to the provider along with the quiz
- Notify practitioner email sent to provider with PHP link and password
- Resources are uploaded to the PHP for reference
- Practitioner completes request and quiz and submits on PHP for import in MSOW

Copyright 2009 Spectrum Health

ARM

- Build MSOnet process to send forms to PHP
- Complete MSOnet import task to trigger ARM jobs/tasks
- Packets are assigned to chiefs & chairs for review and scoring
- Privileges and quiz included in the ARM packet for committee approval
- Privileges are granted and FPPE plan in place

Copyright 2009 Spectrum Health

FPPE

- PCCB privilege forms have FPPE criteria inbuilt for sedation
- Based on quiz scores, additional proctoring maybe assigned
- FPPE plan is put in place, proctoring forms sent to providers and reviewers
- FPPE compliance is monitored within a set time for completion and next reappointment

Copyright 2009 Spectrum Health

Technical Setup

- MSONet password management
- Instructions unique to physicians, APPs, and AHPs
- Quick tips and FAQs available on PHP Home Page
- Technical support in many ways:
 - Phone and e-mail support
 - Onsite at provider offices, departmental meetings, or computer labs
 - Use remote access to desktops via Webex
 - Multiple e-mails with step-by-step instructions

Copyright 2009 Spectrum Health

Provider Home Page

**Not Just for Initial and
Reappointment Applications**

**Cindy Smeenge, Director
Medical Staff Services**

**Basudhaa Dasgupta
Project Manager**

Copyright 2009 Spectrum Health