

KATHLEEN M. MATZKA, CPMSM, CPCS
1304 Scott Troy Road, Lebanon, IL 62254
Phone: (618) 624-8124
FAX (618) 624-8124
E-mail: kathymatzka@kathymatzka.com
Website: www.kathymatzka.com

PROFESSIONAL WORK HISTORY:

6/2001 – Present Independent Speaker/Consultant
8/1987 – 6/2001 Medical Staff Coordinator, Memorial Hospital, Belleville, IL

Duties encompassed all aspects of medical staff management including credentialing and recredentialing, updating and revising bylaws and policies and procedures to meet accreditation standards and State/Federal regulations, medical staff meeting management, maintenance of financial records, coordination of peer review activities, and implementation and maintenance of physician data base.

CERTIFICATIONS:

- Certified Professional Medical Services Management, 1991 (recertified 2001, 2003, 2005, 2007, 2009) (Certification title changed from Certified Medical Staff Coordinator in 2004)
- Certified Provider Credentialing Specialist, 1997 (recertified 2001, 2003, 2005, 2007, 2009)

PUBLICATIONS:

Books and Educational Courses

1. Author *National Association Medical Staff Services Core Curriculum, Unit III, Meeting Management, Documentation, and Management of Information*, Published 2000
2. Author "*MSSP's Take Charge*", Opus Communications, published 2002
3. Contributing Editor "Credentialing and Privileging Desk Reference", HCPro, Inc., 2002 through 2007 Editions
4. Contributing Editor "Credentials Verification Desk Reference", HCPro, Inc., 2008 - 2010 Editions
5. Contributor/Developer *PMSM Professional Development Study Guide and Handbook*, National Association Medical Staff Services, 2003 – 2010
6. Contributor/Developer *CPCS Professional Development Study Guide and Handbook*, National Association Medical Staff Services, 2003 – 2010
7. Contributor/Developer National Association Medical Staff Services' Independent Study Program – Course 3, *Principles of Medical Staff Organization and Healthcare Finance*, 2000 – 2006

PRESENTATIONS - Continued

Books and Educational Courses

8. Research assistant/Contributor, *Privileging Conflicts*, HCPPro, Inc., published 2005
9. Author *Compliance Guide to JCAHO 2007 Medical Staff Standards, Fifth Edition* – HCPPro, Inc. – published October, 2006
10. On-line learning courses for HCProfessor, Credentialing and Privileging AHPs, Introduction to Credentialing, Introduction to Privileging, Joint Commission Credentialing and Privileging Standards, and Understanding Peer Review, Understanding the Practitioner Health Standard.
11. Author “*The Medical Staff Meeting Companion: Tools and Techniques for Effective Presentations*” HCPPro, Inc. – July 2008
12. *Compliance Guide to Joint Commission Medical Staff Standards, Sixth Edition* – HCPPro, Inc. – November 2008
13. Contributor/Developer National Association Medical Staff Services’ CPSC Certification Workshop – 2008 - 2010
14. Contributor/Developer National Association Medical Staff Services’ CPMSM Certification Workshop – 2008 - 2010

Professional Magazine Articles

1. "Confidentiality in the Documentation of Peer Review Activities", National Association of Medical Staff Services *OverView*: January-February 1994; Vol. 21, No.1
2. "Taking the Initiative", National Association of Medical Staff Services *OverView*: July-August 1995; Vol. 22, No.4
3. "Take Care When Releasing Information to Third Parties", National Association of Medical Staff Services *OverView*: July-August 1996; Vol. 23, No.4
4. "Reengineering the Medical Staff Peer Review Process", National Association of Medical Staff Services *OverView*: August 1997; Vol. 24, Issue 7
5. January - December, 1997 - Monthly column - *Situations and Solutions*, National Association of Medical Staff Services *OverView*
6. Letter to Editor *The Physician Executive*, Jan./Feb. 1999, Re: Article entitled “A Centralized Verification System”
7. *JCAHO Clarifies Use of Temporary Privileges – Again*, National Association Medical Staff Services *Synergy*, May/June 2001
8. Freelance contributions on various medical services issues, *Advisor for Medical & Professional Staff Services*, C&R Publications, 2002, 2003, 2004, 2005
9. “Hospitals and Medical Staffs Square Off Over Bylaws Amendment”, National Association Medical Staff Services *Synergy*, Vol. 32, No. 6, November/December 2004

PRESENTATIONS - Continued

10. "JCAHO Under Congressional Gun", National Association Medical Staff Services *Synergy*, Vol. 34, No. 6, November/December 2006
11. "Credentials File Audits: Patient Safety and Organization Protection", *New Perspectives*, November 2008 Journal of the Association of Healthcare Internal Auditors, Inc. Vol. 27, No. 4 – Awarded Non-Member Article of the Year
12. Striving Toward Transparency in Credentialing and Privileging Decisions, Physician Executive Journal, American College of Physician Executives, March- April, 2010; reprinted in NAMSS Synergy March/April 2010.

PROFESSIONAL MEMBERSHIPS

- National Association Medical Staff Services
- Missouri Association Medical Staff Services
- Greater St. Louis Area Chapter of the Missouri Association Medical Staff Services
- Illinois Association Medical Staff Services

PROFESSIONAL APPOINTMENTS

- Member Mercury Healthcare Advisory Group 2009 - Present
- Speakers Bureau, National Association Medical Staff Services, 2005 - Present
- Editorial Advisory Board, *Briefings On Credentialing*, HCPro, March 1997 – Present
- Editorial Advisory Board, *Advisor for Medical & Professional Staff Services*, Eli Publications - January 2001 – Present
- Editorial Advisory Board, *Credentialing and Peer Review Legal Insider*, HCPro, January 2008 - present
- NAMSS Independent Study Program Team Member – 2000 - 2007
- NAMSS Library Team Member – 2002- 2007
- President, Missouri Association of Medical Staff Services, November 2000 - 2002
- President-Elect, Missouri Association of Medical Staff Services, June 2000 – November 2000
- President, Greater St. Louis Area Chapter Missouri Association of Medical Staff Services, 1998 –1999
- President-Elect, Greater St. Louis Area Chapter Missouri Association Medical Staff Services, 1996 - 1997
- Editorial Board, *OverView*, National Association of Medical Staff Services, January – December, 1997
- National Association of Medical Staff Services Strategic Planning Committee – 1997
- National Association of Medical Staff Services Conference Planning Committee – 1998 - 1999
- National Association of Medical Staff Services Nominating Committee – 1999 – 2000

PRESENTATIONS

1. "Reengineering the Peer Review Process", Missouri Association of Medical Staff Services, Osage Beach, MO, June 27, 1997
2. "Reengineering the Peer Review Process", Greater St. Louis Area Chapter of Missouri Association of Medical Staff Services, St. Louis, MO, September 15, 1997
3. "Credentialing Basics" – St. Louis University School of Allied Health, St. Louis, MO, March 2000, and March 2001, March 2002, March 2004
4. "Illinois Standard Credentials Application" - Memorial Hospital, Belleville, IL – November, 2000
5. "Credentialing Basics Panel Discussion" – Missouri Association of Medical Staff Services and Kansas Association of Medical Staff Services Summer Educational Conference, Kansas City, MO, August 3, 2001.
6. "JCAHO Standards for the Medical Staff" – Memorial Hospital, Belleville, IL , July, 2001
7. "Gearing Up for Compliance" Illinois Hospital & Health Systems Organization Conference, Panel Discussion, Springfield, IL, November 1, 2001, Chicago, IL, November 2, 2001
8. "Temporary Privileges and Fast Track Credentialing", Missouri Association of Medical Staff Services Fall Educational Conference, Missouri Hospital Association Annual Meeting, Osage Beach, MO, November 8, 2001
9. "Professional Development for MSSPs", Greater St. Louis Chapter MOAMSS, St. Louis, MO, March 12, 2003
10. Administration and Management, NAMSS Seminar Series, Nashville, TN, March 28, 2003.
11. "Professional Development for MSSPs", Michigan Association Medical Staff Services Conference, Frankenmuth, MI, April 24, 2003
12. "Administration and Management Concepts" Greater St. Louis Area Chapter, Missouri Association Medical Staff Services Conference, St. Louis, MO, 8/16/03
13. "Professional Development for MSSPs", Greater St. Louis Area Chapter, Missouri Association Medical Staff Services Conference, St. Louis, MO, 8/16/03
14. "MSSPs Take Charge, Keys to Professional Development", Nevada Association Medical Staff Services Conference, 8/22/03
15. "Credentialing and Privileging AHPs and CAM Providers", Nevada Association Medical Staff Services Conference, 8/22/03
16. "Credentialing and Privileging Basics", Missouri Association Medical Staff Services Conference, Springfield, MO. 11/7/03.
17. "MSSPs Take Charge, Keys to Professional Development", Nevada Association Medical Staff Services Conference, 11/13/03
18. "MSSPs Take Charge, Keys to Professional Development", Greater St. Louis Area Chapter Missouri Association Medical Staff Services Meeting, 1/15/04

PRESENTATIONS - Continued

19. "Medical Staff Meeting Management", "Basic Credentialing and Recredentialing"
"MSSPs Take Charge, Keys to Professional Development", New Hampshire
Association Medical Staff Services Conference, Manchester, NH, 4/29-30/04
20. "Medical Staff Meeting Management", New Hampshire Association Medical Staff
Services Conference, Manchester, NH, 4/29-30/04
21. "Basic Credentialing and Recredentialing", New Hampshire Association Medical
Staff Services Conference, Manchester, NH, 4/29-30/04
22. "MSSPs Take Charge, Keys to Professional Development", New Hampshire
Association Medical Staff Services Conference, Manchester, NH, 4/29-30/04
23. "MSSPs Take Charge, Keys to Professional Development", Florida Association
Medical Staff Services Conference, Dayton, FL, 5/13/04
24. "MSSPs Take Charge, Keys to Professional Development", Georgia/Alabama
Association Medical Staff Services Conference, Destin, FL, 5/21/04
25. "MSSPs Take Charge, Keys to Professional Development", Illinois Association
Medical Staff Services Conference, Oakbrook, IL, 6/17/04
26. "Medical Staff Meeting Management", Missouri Hospital Association, Jefferson City,
MO, 9/15/04
27. "Medical Staff Meeting Management", Greater St. Louis Area Chapter Missouri
Association Medical Staff Services Meeting, 9/16/04
28. "Medical Staff Meeting Management", Wisconsin Assoc. Medical Staff Services,
Elkhart Lake, WI, 10/21/04
29. "Temporary and Disaster Privileges and Expedited Credentialing", Wisconsin
Association Medical Staff Services, Elkhart Lake, WI, 10/21/04
30. "MSPs Take Charge, Keys to Professional Development", Wisconsin Association
Medical Staff Services, Elkhart Lake, WI, 10/22/04
31. "Current Issues in Credentialing", Maryland Association Medical Staff Services,
Olney, MA, 11/5/04
32. "Evaluating the Effectiveness of Medical Staff Meetings and Restructuring of
Committees", Maryland Association Medical Staff Services, Olney, MA, 11/5/04
33. "Evaluating, Developing and Implementing Core Privileges, Maryland Association
Medical Staff Services, Olney, MA, 11/5/04
34. "Evaluating, Developing and Implementing Core Privileges", New Hampshire
Association Medical Staff Services, North Conway, NH, 5/19/05
35. "Hot Topics in Credentialing and Privileging", New Hampshire Association Medical
Staff Services, North Conway, NH, 5/19/05
36. "Credentialing Physicians and Allied Health Professionals", Missouri Hospital
Association, Springfield, MO, 6/16/05, Blue Springs, MO, 7/28/05, and St. Louis, MO
8/11/05
37. "Hot Topics in Credentialing and Privileging", Nebraska Association Medical Staff
Services, Omaha, NE, 6/23/05

PRESENTATIONS - Continued

38. "MSPs Take Charge, Keys to Professional Development", Nebraska Association Medical Staff Services, Omaha, NE, 6/23/05
39. "Networking Techniques for MSPs" Webinar through Edge-U-Cate, 10/14/2005
40. "Privileging Essentials", Symed Users Conference, Franklin, TN, 4/6/06
41. "Peer Review", Symed Users Conference, Franklin, TN, 4/6/06
42. "Hot Topics in Credentialing and Privileging", Kentucky Association Medical Staff Services, Louisville, KY, 4/14/06
43. "Effective Communication for MSPs", Kentucky Association Medical Staff Services, Louisville, KY, 4/14/06
44. "Hot Topics in Credentialing and Privileging", South Dakota Association Medical Staff Service, Sioux Falls, South Dakota, 4/24/06
45. "MSSPs Take Charge: Keys to Professional Development", South Dakota Association Medical Staff Service, Sioux Falls, South Dakota, 4/24/06
46. "Hot Topics in Credentialing and Privileging" and "Core Privileges – Understanding what CMS, JCAHO, and AOA Require for Privileging", Pennsylvania Association Medical Staff Services, Altoona, PA, 5/4/06
47. "Core Privileges – Understanding what CMS, JCAHO, and AOA Require for Privileging", Pennsylvania Association Medical Staff Services, Altoona, PA, 5/4/06
48. "Evaluating the Effectives of Medical Staff Meetings, Illinois Association Medical Staff Services, Chicago, IL 5/5/06
49. "MSSPs Take Charge: Defining and Communicating Your Value", Illinois Association Medical Staff Services, Chicago, IL 5/5/06
50. "Medical Staff Bylaws", Missouri Hospital Association, Columbia, MO, 5/17/06
51. "Temporary and Disaster Privileging", Massachusetts Association of Medical Staff Services 23rd Annual Education Conference, South Yarmouth, Massachusetts, 6/1/06
52. "Provider Competency in Privileging", Tennessee Association Medical Staff Services, Gatlinburg, TN, 6/10/06
53. "Credentialing and Privileging Basics", Tennessee Association Medical Staff Services, Gatlinburg, TN, 6/10/06
54. "Hot Topics in Credentialing and Privileging", Greater St. Louis Area Chapter of Missouri Association Medical Staff Services, St. Louis, MO, 7/12/06
55. "Getting Noticed in a Good Way", Greater St. Louis Area Chapter of Missouri Association Medical Staff Services, St. Louis, MO, 7/12/06
56. "Professional Development for Medical Staff Services Professionals" 2 Day seminar covering credentialing, privileging and medical staff services management, National Association Medical Staff Services Annual Conference, Atlanta, GA, September 16-17, 2006
57. "Getting Noticed in a Good Way – Networking and Communication Skills", National Association Medical Staff Services Annual Conference, Atlanta, GA, September 20, 2006.

PRESENTATIONS - Continued

58. "Getting Noticed in a Good Way – Networking and Communication Skills", Wisconsin Association Medical Staff Services Annual Conference, Sheboygan, WI, October 19, 2006.
59. "Provider Competency in Privileging"; Mississippi Association Medical Staff Services Annual Conference; Jackson, MS, December 6, 2006.
60. "Credentialing Allied Health Professionals and Complementary and Alternative Medicine Providers"; Mississippi Association Medical Staff Services Annual Conference; Jackson, MS, December 6, 2006
61. "Credentialing and Privileging: The Basics and Beyond", Missouri Hospital Association, Columbia, MO, January 31, 2007
62. "Provider Competency in Privileging", Oregon Association Medical Staff Services Annual Conference, Newport, OR, March 21-22, 2007.
63. "Peer Review and Performance Improvement", Oregon Association Medical Staff Services Annual Conference, Newport, OR, March 21-22, 2007
64. "Credentialing Comprehensive and Alternative Medicine Providers", Oregon Association Medical Staff Services Annual Conference, Newport, OR, March 21-22, 2007
65. "MSPs Take Charge!", Oregon Association Medical Staff Services Annual Conference, Newport, OR, March 21-22, 2007
66. "Credentialing and Privileging Basics and Beyond", Colorado Association Medical Staff Services, Cripple Creek, Colorado, May 4-5, 2007
67. "MSP's Take Charge", Colorado Association Medical Staff Services, Cripple Creek, Colorado, May 4-5, 2007
68. "Understanding the Peer Review and Performance Improvement Processes". Colorado Association Medical Staff Services, Cripple Creek, Colorado, May 4-5, 2007
69. "Joint Commission Medical Staff Standards" Colorado Association Medical Staff Services, Cripple Creek, Colorado, May 4-5, 2007
70. "Peer Review", Washington Association Medical Staff Services, Kennewick, Washington, May 17, 2007
71. "Credentialing and Privileging of AHP and CAM", Washington Association Medical Staff Services, Kennewick, Washington, May 17, 2007
72. "Professional Development for Medical Staff Services Professionals" 2 Day seminar covering credentialing, privileging and medical staff services management, National Association Medical Staff Services Annual Conference, New York, NY, September 29-30, 2007
73. "Extraordinary Leadership Workshop: Transforming Good Managers into Great Leaders", National Association Medical Staff Services Annual Conference, New York, NY, October 3, 2007
74. "Recent Changes in Joint Commission Medical Staff Standards", Greater St. Louis Area Chapter of the Missouri Association Medical Staff Services, Belleville, IL, October 10, 2007

PRESENTATIONS - Continued

75. "Optimize Credentialing and MEC Meetings: Achieving Effectiveness through MSP/Medical Staff Collaboration" HCPPro Webinar, October 6, 2007
76. "Provider Competency in Privileging", Maryland Association Medical Staff Services, November 9, 2007
77. "Credentialing and Privileging: The Basics and Beyond", Missouri Hospital Association, Columbia, MO, January 16, 2008
78. "Credentialing and Privileging Overview", Memorial Hospital Medical Office Assistants, Belleville, IL, March 14, 2008
79. "Leadership is Succession Planning", Missouri Association Medical Staff Services, St. Louis, MO, April 18, 2008
80. "Leadership is Succession Planning", New Jersey Association Medical Staff Services, Atlantic City, NJ, April 25, 2008
81. "NCQA Standards Update", New Jersey Association Medical Staff Services, Services, Atlantic City, NJ, April 25, 2008
82. "Effective Communication", New Jersey Association Medical Staff Services, Services, Atlantic City, NJ, April 25, 2008
83. "Provider Competency in Privileging", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 2, 2008
84. "Current Issues in Negligent Credentialing", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 2, 2008
85. "Hot Topics in Credentialing and Privileging", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 2, 2008
86. "Medical Staff Issues Grand Rounds", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 2, 2008
87. "Improving Verification Efficiency", CPDR Online WebEx Demo, August 27, 2008
88. "CPCS Prep Workshop", NAMSS National Conference, Milwaukee, WI, October 10-11, 2008
89. "Locum Tenens and Telemedicine: Credentialing and Competency", NAMSS National Conference, Milwaukee, WI, October 14, 2008
90. "Hot Topics in Credentialing and Privileging", Wisconsin Association Medical Staff Services, Green Lake, WI, April 16, 2008
91. "Current Issues in Negligent Credentialing", Wisconsin Association Medical Staff Services, Green Lake, WI, April 16, 2008
92. "Provider Competency in Privileging", Wisconsin Association Medical Staff Services, Green Lake, WI, April 16, 2008
93. "Credentialing in the Event of a Disaster", Illinois Association Medical Staff Services, Springfield, IL, April 24, 2008
94. "CPCS Certification Workshop", Georgia/Alabama Association Medical Staff Services, Hilton Head, S.C., April 29-30, 2009
95. "Hot Topics in Credentialing and Privileging", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 8, 2009

PRESENTATIONS - Continued

96. "Documenting Competency in Privileging", Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 8, 2009
97. Joint Commission Accreditation Standards for the Medical Staff, Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 8, 2009
98. "Credentialing and Recredentialing: Back to Basics" Oklahoma Association Medical Staff Services, Oklahoma City, OK, May 8, 2009
99. "Current Issues in Credentialing and Privileging", Missouri Hospital Association, Columbia, MO, May 28, 2009.
100. "CPCS Certification Workshop", National Association Medical Staff Services, Chicago, IL, June 19 – 20, 2009
101. "CPMSM Certification Workshop", National Association Medical Staff Services, St. Louis, MO, July 8 – 9, 2009
102. "Professional Development for Medical Staff Services Professionals" 2 Day seminar covering credentialing, privileging and medical staff services management, Joint Conference Missouri Association Medical Staff Services and Kansas Association Medical Staff Services, North Kansas City, MO, July 23-24, 2009
103. "Credentialing, Recredentialing, and Privileging Basics", Illinois Critical Access Network, Springfield, IL, October 7, 2009
104. "CPCS Certification Workshop", New Jersey Association Medical Staff Services, Atlantic City, NJ, November 2-3, 2009
105. "Certified Provider Medical Services Management (CPMSM) Certification Preparation Course", April 10-11, 2009, Corpus Christi, TX
106. "Taking the Helm of FPPE & OPPE", Moderator, Panel Discussion, Texas Society for Medical Staff Specialists, Corpus Christi, TX, April 12, 2010
107. "Hot Topics in Credentialing and Privileging", Texas Society for Medical Staff Specialists, Corpus Christi, TX, April 13, 2010
108. "Credentialing Allied Health and Complimentary and Alternative Medicine Providers" Greater St. Louis Area Chapter Missouri Association Medical Staff Services, St. Charles, MO, April 15, 2010
109. "Advanced Credentialing and Privileging Concepts", Illinois Critical Access Hospital Network, Springfield, IL, April 22, 2010
110. "Provider Competency in Privileging", Indiana Association Medical Staff Services, Jasper, IN, April 30, 2010
111. "Hot Topics in Credentialing and Privileging", Indiana Association Medical Staff Services Jasper, IN, April 30, 2010
112. "Provider Competency in Privileging", South Dakota Association Medical Staff Services, Sioux Falls, SD, May 3, 2010
113. "Temporary Privileges and Expedited Credentialing", South Dakota Association Medical Staff Services, Sioux Falls, SD, May 3, 2010

PRESENTATIONS - Continued

114. "Hot Topics in Credentialing and Privileging", South Dakota Association Medical Staff Services, Sioux Falls, SD, May 3, 2010
115. "Credentialing 101: Maintaining, Supporting, and Facilitating Effective Credentialing and Privileging Processes", Missouri Hospital Association, Columbia, MO, May 20, 2010
116. "Performing Credentials file Audits", Kansas Association Medical Staff Services, Wichita, Kansas, June 3, 2010
117. "Hot Topics in Credentialing and Privileging", Kansas Association Medical Staff Services, Wichita, Kansas, June 3, 2010
118. "Provider Competency in Privileging", Kansas Association Medical Staff Services, Wichita, Kansas, June 3, 2010
119. "Current Issues in Negligent Credentialing", Kansas Association Medical Staff Services, Wichita, Kansas, June 3, 2010
120. "Applying Critical Thinking Skills To Avoid Confirmation Bias in Credentialing Decisions", Kansas Association Medical Staff Services, Wichita, Kansas, June 3, 2010
121. "MSP Career Progression: Is Consulting the Next Right Step for You?", Greater St. Louis Area Chapter Missouri Association Medical Staff Services, July 14, 2010, St. Louis, MO.
122. "Applying Critical Thinking Skills To Avoid Confirmation Bias in Credentialing Decisions", Louisiana Association Medical Staff Services, Wichita, Kansas, July 30, 2010
123. "Hot Topics in Credentialing and Privileging", Louisiana Association Medical Staff Services, Alexandria, Louisiana, July 30, 2010
124. "Comparison of Joint Commission and DNV NIAHO Medical Staff Accreditation Standards", Louisiana Association Medical Staff Services, Alexandria, Louisiana, July 30, 2010
125. "Understanding Negligence In Credentialing", Louisiana Association Medical Staff Services, Alexandria, Louisiana, July 30, 2010
126. "Credentialing and Privileging Allied Health Professionals and Complimentary and Alternative Healthcare Providers", New Mexico Association Medical Staff Services, Albuquerque, NM, August 20, 2010