MSP FWD
MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

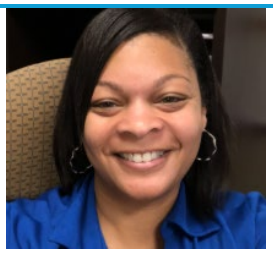
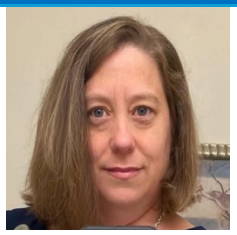
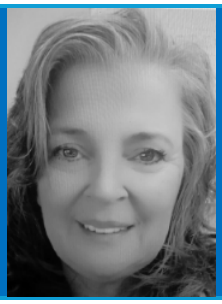
Agenda
Medical Staff Professionals of Fort Worth/Dallas Chapter Meeting

Thursday, August 20, 2026 – 11 p.m.

	TOPIC	**PRESENTER**
I.	CALL TO ORDER – Approval of Minutes	Beverly Napper
II.	WELCOME and INTRODUCTIONS	Beverly Napper
III.	STANDING REPORTS	
	a. NAMSS/TSMSS Report	Beverly Napper
	b. Treasury Report	Demetrice Torand
	c. Membership Report ▪ Total Members ▪ New members since May ▪ First Star MSP – Ashley Borron	Karen Kerbaugh
	d. Nominating Committee Report	Rebecca Sanders
	e. Bylaws Committee Report	Tamiska Secrease-Williams
	f. Program Committee Report ▪ Oct Conference Update	Judith Larry
IV.	EDUCATION AND PRESENTATION	
	Speaker Introduction: Stefanie Burney, CPCS Texas Health Harris Methodist Alliance **Topic:** *Burnout in the Medical Staff Office: Recognizing, Responding, and Recovering*	Judith Larry
V.	MEMBER APPRECIATION	Jennifer Jones
	a. ***Quarterly Raffle*** - To show appreciation to engaged members we will randomly select a winner, from all attendees, not including members of the Board, for a $75 Amazon gift card. b. ***October Half-Day Conference*** - Anniversary Gift for all Members in Attendance.	

MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

CHAPTER BOARD OF DIRECTORS

	**Beverly Napper, CPCS** **President** **Parkland Health, Dallas** **Beverly.napper@phhs.org**		**Rebecca Sanders, CPCS** **Past President** **Methodist, Celina** **rebecca.sanders@mhd.com**
	**Judith Larry** **President Elect** **Parkland Health, Dallas** **Judith.larry@phhs.org**		**Demetrice Torand** **Treasurer** **Methodist, Dallas** **Demetrice.torand@mhcd.com**
	**Karen Kerbaugh, CPCS** **Member-at-Large** **Texas Health Resources, Arlington** **karenkerbaugh@texashealth.org**		**Tamiska Secrease-Williams, CPCS** **Secretary** **Baylor Centralized Verification Services** **Tamiska.SecreaseWilliams@BSWHealth.org**
	**Jennifer Jones** **Technical Administrator** **Methodist, Southlake** **JenniferJones@mhd.com**		

The Board of Directors meets on the first Tuesday of each month. If you have feedback, questions, or suggestions, we encourage you to share them with us before our meeting via our work or chapter email in the newsletter heading above.

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MSP/FWD Educational Event and Chapter Business Meeting Minutes May 27, 2026

Topic	Summary / Discussion Points / Decisions	Action Item(s) / Follow-Up
Call to Order and Attendance	The meeting was held virtually via Zoom. There were a total of 21 registered members for this event. The President of the Chapter called the meeting to order at 11:12 pm. There was a total of 16 members in attendance. Member registration and attendee names are maintained in the StarChapter database.	None
Welcome and Introductions	The President introduced the Board Members and welcomed Tamiska Secrease-Williams as the new Secretary and Jennifer Jones as the new Technical Administrator. She reported that the Board of Directors meets the first Tuesday of each month and encouraged members to submit topics of discussion or questions ahead of these meetings for anything the feel needs to be addressed.	None
Standing Reports	The following standing reports were provided: ▪ ***Treasurer's Report*** – For the month of April, the beginning balance was $12,602.55, total income $33.46, total expenses $238.17 with an ending balance of $12,397.84. Bank Statement is available upon request. ▪ ***Membership Report*** – Currently there are 50 members with a total of 12 new members since the last report. 12 new members were listed. At the conclusion of the meeting a raffle was held for a $75 Amazon gift card to show members appreciation for their continued engagement. The winner was Alexis Brooks who was contacted after the meeting. ▪ ***Program Committee Report*** – Next educational program will be provided on August 20th. The speaker is Stefanie Burney of Texas Health Resources. Her topic will be "*Burnout in the Medical Staff Office "Recognizing, Responding, and Recovering".* This event has been approved for 1 NAMSS CE.	None
Educational Event	**From New to Confident: Strengthening Medical Staff Partnerships While Tackling Impostor Syndrome** **Patricia E. Brown, MBA, MMHA, CPCS, CPMSM**	

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MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

MSP/FWD Educational Event and Chapter Business Meeting Minutes
May 27, 2026

	Director, Medical Staff Professional Services, Parkland Health	

	The President of the Chapter welcomed Ms. Patricia Brown. She has over 29 years of progressive experience in credentialing, medical staff operations, and healthcare leadership. She currently serves as Director at Parkland where she advances operational excellence and supports patient care initiatives. Before joining Parkland, she spent three decades as Scripps Health. She holds a dual master's degree and maintains professional certification, demonstrating her commitment.
	
	Speakers Topic: ***"From New to Confident: Strengthening Medical Staff Partnerships While Tackling Impostor Syndrome"***. The following was presented:
	▪ Patricia delivered a presentation on imposter syndrome in medical staff services, sharing her personal experience of developing and overcoming imposter syndrome after relocating from California to Texas.
	▪ She outlined strategies for building confidence including the anchor framework (acknowledge, normalize, collect evidence), leadership behaviors that build trust, and a 90-day action plan for establishing medical staff partnerships.
	  ○ Start a win-file, identify imposter syndrome triggers, schedule physician relationship-building conversations.
	  ○ Write down three things you did well this week and consider sharing the confidence framework with a colleague.
	▪ The presentation concluded with key takeaways about the universality of imposter syndrome and practical steps for building credibility in medical staff services roles.
		The presentation was well received.

Adjournment	Meeting adjourned at 12:15 pm	

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MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

TSMSS / NAMSS REPORT

BEVERLY NAPPER
CHAPTER PRESIDENT

August 20th 2026 – MSP-FWD Chapter Reports

TSMSS 50th Anniversary Celebration & 2027 Conference Updates

Dear MSP/ FWD Chapter Members,
Exciting things are on the horizon for the Texas Society Medical Staff Services (TSMSS)!

- **Save the Date for Our 50th Anniversary Celebration! – Tentative April 7-9, 2027**
- TSMSS will proudly celebrate its **50th Anniversary**, and we're excited to announce plans to hold our annual conference in person in Fort Worth.
- **Exploring a potential partnership with MD-Staff** to host a FREE regional User Group Conference in conjunction with our annual meeting, creating even more opportunities for networking, education, and professional development.
- **Call for Abstracts Now Open -** The TSMSS Board has already begun planning for this milestone event, and the Call for Abstracts is underway. If you have a topic, best practice, innovative process, or professional experience you'd like to share with your fellow MSPs, we encourage you to submit a presentation proposal. For more information, please contact Kristin Vess.
- **Volunteers Needed -** As the local host chapter, the MSP/FWD Chapter will play an important role in helping make this conference a success. We are seeking volunteers to assist with planning, hospitality, registration, and other conference activities. This is a great opportunity to become more involved and support our profession while celebrating this historic milestone.
- **Leadership Opportunities Available -** TSMSS will soon begin accepting nominations for upcoming Board positions, including:
    - President-Elect
    - Members-at-Large
    - Additional leadership opportunities as announced
    - If you know someone who would be an excellent leader for TSMSS, or if you're interested in serving yourself, please contact me as Chair of the Nominations Committee. We welcome new voices and fresh perspectives from across the state.
- **Upcoming Educational Opportunities -** Be on the lookout for:
    - Two to three FREE educational webinars in the coming months
    - Our annual Half-Day Legal Conference in celebration of Medical Staff Services Professionals Week
    - These events offer excellent opportunities to earn continuing education while staying current on industry trends and regulatory developments.
- **Membership Drive Coming in October -** Our annual TSMSS Membership Drive kicks off in October. State membership provides valuable benefits, including education, networking, leadership opportunities, advocacy, and access to resources designed specifically for Medical Staff Professionals.
    - If you're not already a member, we encourage you to join and take advantage of everything TSMSS has to offer.

Thank you for your continued support of TSMSS and the MSP profession. We look forward to celebrating our 50th Anniversary with you in Fort Worth!

Warm regards,
Maggie Palmer, MSA, CPCS, CPMSM, FMSP
Immediate Past President & Nominations Committee Chair
Texas Society Medical Staff Services (TSMSS)

NAMSS™
The Trusted Community for Medical Services Professionals

- AI in Provider Data Management: Practical Uses, Real Limits to Fix Data and Improve Claims - Monday, August 24, 2026
- Understanding AI in Credentialing: A Beginner's Guide for MSPs – Monday, August 31, 2026
- CPCS® Certification Preparation Course (Virtual) - September 1, 3, 8, and 10, 2026
- Credentialing 101 Course (Virtual) - September 14, 16, 21, 23, and 28, 2026
- Aligning Contracts with Payer Performance for Better Outcomes – Tuesday, September 15, 2026
-



  - October 18-21, 2026 - 1500+ Attendees, 45 Sessions, 16 CEs

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MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

TREASURY REPORT

DEMETRICE TORAN
TREASURER

Treasurer's Report
For Month Ending July 31, 2026

BEGINNING BALANCE (July 1, 2026) $12,523.60

INCOME (Deposits and Other Credits):

Date	Description	Amount
07/30/2026	Attendee fee - Kristy Gresham	$ 23.79

TOTAL INCOME **$ 23.79**

EXPENSES (Withdrawals and Other Debits):

Date	Description	Amount
7/3/2026	Online Purchase - Zoom Workplace Pro Annual	$ 181.22

TOTAL EXPEN **$ 181.22**

ENDING CASH BALANCE (July 31, 2026) $12,366.27

Outstanding Payments

RECONCILED BANK BALANCE $12,366.27

Copy of Bank Statement Attached

July Bank Statement

Submitted by: Demetrice Torand, MSP-FWD Treasurer 08/03/2026

BANK OF AMERICA

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Wilmington, DE 19850

Business Advantage

Customer service information

1.888.BUSINESS (1.888.287.4637)

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Tampa, FL 33622-5118

MEDICAL STAFF PROFESSIONALS - FORT WORT
SUPPORT BUILDING A
2311 MEDICAL DISTRICT DR
DALLAS, TX 75235-8005

Your Business Advantage Fundamentals™ Banking

for July 1, 2026 to July 31, 2026

Account number: 4880 1079 9033

MEDICAL STAFF PROFESSIONALS - FORT WORT

Account summary

Beginning balance on July 1, 2026	$12,523.60
Deposits and other credits	23.79
Withdrawals and other debits	-181.12
Checks	-0.00
Service fees	-0.00
Ending balance on July 31, 2026	**$12,366.27**

# of deposits/credits: 1

# of withdrawals/debits: 1

# of items-previous cycle[1]: 0

# of days in cycle: 31

Average ledger balance: $12,383.20

[1]*Includes checks paid, deposited items and other debits*

Can you spot a scam?

Be aware of these common red flags:

— Contacted unexpectedly by an individual claiming to be the bank
— Asked to transfer money to resolve fraud
— Pressured to act fast and click through warning messages

Share these tips with friends and family so they can help protect themselves.

Scan this code or visit bofa.com/HelpProtectYourself to see trending scams.

When you use the QRC feature, certain information is collected from your mobile device for business purposes.

SSM-05-25-0385.B | 7976937

IMPORTANT INFORMATION:
BANK DEPOSIT ACCOUNTS

How to Contact Us - You may call us at the telephone number listed on the front of this statement.

Updating your contact information - We encourage you to keep your contact information up-to-date. This includes address, email and phone number. If your information has changed, the easiest way to update it is by visiting the Help & Support tab of Online Banking.

Deposit agreement - When you opened your account, you received a deposit agreement and fee schedule and agreed that your account would be governed by the terms of these documents, as we may amend them from time to time. These documents are part of the contract for your deposit account and govern all transactions relating to your account, including all deposits and withdrawals. Copies of both the deposit agreement and fee schedule which contain the current version of the terms and conditions of your account relationship may be obtained at our financial centers.

Electronic transfers: In case of errors or questions about your electronic transfers - If you think your statement or receipt is wrong or you need more information about an electronic transfer (e.g., ATM transactions, direct deposits or withdrawals, point-of-sale transactions) on the statement or receipt, telephone or write us at the address and number listed on the front of this statement as soon as you can. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

- Tell us your name and account number.
- Describe the error or transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.
- Tell us the dollar amount of the suspected error.

For consumer accounts used primarily for personal, family or household purposes, we will investigate your complaint and will correct any error promptly. If we take more than 10 business days (10 calendar days if you are a Massachusetts customer) (20 business days if you are a new customer, for electronic transfers occurring during the first 30 days after the first deposit is made to your account) to do this, we will provisionally credit your account for the amount you think is in error, so that you will have use of the money during the time it will take to complete our investigation.

For other accounts, we investigate, and if we find we have made an error, we credit your account at the conclusion of our investigation.

Reporting other problems - You must examine your statement carefully and promptly. You are in the best position to discover errors and unauthorized transactions on your account. If you fail to notify us in writing of suspected problems or an unauthorized transaction within the time period specified in the deposit agreement (which periods are no more than 60 days after we make the statement available to you and in some cases are 30 days or less), we are not liable to you and you agree to not make a claim against us, for the problems or unauthorized transactions.

Direct deposits - If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you may call us to find out if the deposit was made as scheduled. You may also review your activity online or visit a financial center for information.

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Deposits and other credits

Date	Description	Amount
07/17/26	FULLSTEAM SV9T DES:3343296775 ID:Medical Staff P INDN:Medical Staff Professi CO ID:1043575881 CCD PMT INFO:Medical Staff Professionals	23.79
Total deposits and other credits		**$23.79**

Withdrawals and other debits

Date	Description	Amount
Card account # XXXX XXXX XXXX 8697		
07/06/26	PURCHASE 0703 ZOOM.COM 888-799-9666 ZOOM.US CA	-181.12
Subtotal for card account # XXXX XXXX XXXX 8697		**-$181.12**
Total withdrawals and other debits		**-$181.12**

Service fees

The Monthly Fee on your primary Business Advantage Fundamentals Banking account was waived for the statement period ending 06/30/26. A check mark below indicates the requirement(s) you have met to qualify for the Monthly Fee waiver on the account.

- ◯ $500+ in new net purchases on a linked Business debit card has not been met
- ✓ $5,000+ combined average monthly balance in linked business accounts has been met
- ◯ Become a member of Preferred Rewards for Business has not been met

For information on Small Business products and services or to link an existing account, please call 1.888.BUSINESS. For more information about the Preferred Rewards for Business program and which fees can be waived based on account eligibility and enrollment, see the Business Schedule of Fees located at bankofamerica.com/businessfeesataglance.

Daily ledger balances

Date	Balance ($)	Date	Balance($)	Date	Balance ($)
07/01	12,523.60	07/06	12,342.48	07/17	12,366.27



Take your security to the next level

Check your security meter level and watch it rise as you take action to help protect against fraud. See it in the Mobile Banking app and Online Banking.

To learn more, visit bofa.com/SecurityCenter or scan this code.

When you use the QRC feature, certain information is collected from your mobile device for business purposes. Mobile Banking requires that you download the Mobile Banking app and may not be available for select mobile devices. Message and data rates may apply.

SSM-01-25-2480.B | 7528643

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MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

MEMBERSHIP REPORT

KAREN KERBAUCH
MEMBER-AT-LARGE

August 2026 – Membership Report

Total Membership: 58

Please welcome the following new members:

Name	Company
Kristy Gresham	Medical City Denton
Tarah Hayes	Parkland Hospital
Latia Miles	JPS Health Network

Star MSP Recognition Program

We are pleased to announce our first recognized Star MSP – Ashley Borron of Parkland Health

Ashley was recognized by Barbra Fliege, Division Administrator in the Department of Surgery with UT Southwestern Medical Center. Barbra wrote this about Ashley –



Ashley Borron

Medical Staff Coordinator

Parkland Health

Ashley has been my constant, trusted companion at Parkland, and quite honestly, I cannot imagine navigating the credentialing and recredentialing process without her. She is exceptionally proactive, professional, and kind. She is someone who makes an often-complex situation less stressful, feel more manageable, and reassures all stakeholders along the way. She is always one step ahead, diligently tracking deadlines, sending thoughtful reminders, and ensuring every file is complete and ready for committee review on time. Her attention to detail and commitment to excellence gives me complete confidence that nothing will be missed. What truly sets Ashley apart is her patience and willingness to help. No matter how many times I ask the same questions, she responds with grace, clarity, and genuine care. She is a steady source of guidance, knowledge, and calm, and I know I can always rely on her for honest answers and sound direction. Her dedication, reliability, and heart for her work make a meaningful difference every single day. She exemplifies the very best of what a Star MSP should be, and Parkland is incredibly fortunate to have her.



Do you know someone who shines?

Recognize a Star employee, coworker, or leader. Recognitions may feature:

- Excellent work
- Mentorship / Leadership
- Career growth
- Community or professional impact

Send a photo and summary to one of our work emails or the Chapter email for website recognition.

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MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

NOMINATING COMMITTEE REPORT

REBECCA SANDERS
PAST PRESIDENT

MSPFWD

MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

Call for Nominations

2027 Board of Directors

2027 Board Open Positions

President-Elect Role

The President-Elect coordinates programs and steps in for the President, ensuring leadership continuity and strategic planning. The selected individual will serve as President and Past President in successive 1-year terms.

***Submit your nominations no later than Thursday, October 1st**

Where to Submit Nominations:
Please send all official candidate nominations via email directly to:

- rebeccasanders@mhd.com
- mspfwd@gmail.com

General Questions & Support:
For questions regarding eligibility requirements, board duties, or the selection timeline, please contact:

- **Rebecca Sanders** (rebeccasanders@mhd.com)
- **MSP FwD Board Admin** (mspfwd@gmail.com)

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MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

BYLAWS COMMITTEE REPORT

TAMISKA SECREASE-WILLIAMS
SECRETARY
CHAIR BYLAWS COMMITTEE

MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

Bylaws Committee Report

As part of our ongoing Bylaws review, the current Bylaws will soon be posted in the Member Area of the MSP-FWD Chapter website.

We encourage each member to review the document and share any questions or comments by emailing Tamiska.Secreasewilliams@bswhealth.org or mspfwd@gmail.com .

Your input is important as we work toward finalizing the revisions and presenting them to the membership during the October Half-Day Meeting.

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MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS

PROGRAM COMMITTEE REPORT

JUDITH LARRY
PRESIDENT ELECT
CHAIR PROGRAM COMMITTEE

SAVE THE DATE
Oct 15, 2026
HALF DAY VIRTUAL CONFERENCE

- MSP-FWD
  Medical Staff Professionals moving Forward

- **<u>Texas Roots, Golden Legacy: Honoring 50 Years and Inspiring the Future of Medical Staff Professionals</u>**

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MEDICAL STAFF PROFESSIONALS - FORT WORTH DALLAS



Christina Giles, CPMSM, CPCS
Co-Founder, Faculty
Edge-U-Cate

Edge-U-Cate
educational resources on the cutting edge

Reducing Organizational Exposure Through Smarter Credentialing Practices

The speaker will explore the common components of a risk management process and the credentialing process and will share many examples of how the two are very similar or work towards the same goal. Patient Safety is the goal of both risk management and credentialing. They both utilize similar steps in their processes but do take a different perspective towards information, this program will provide examples of those different perspectives.

Learning Objectives

Reducing Organizational Exposure through smarter Credentialing practices

Recognize the relationship between credentialing and risk management and how that relationship affects patient safety

Assess how the credentialing process can be used as an early intervention tool (risk management) in patient safety

Identify the steps needed to transform the credentialing process from an administrative activity to a meaningful aspect of patient safety

Acknowledge the important communication measure needed in a patient safety-oriented credentialing process that follows a risk management approval and encourages continuous evaluation and remediation to reinforce quality care



Geneva Million, CPSC, CPMSM

MD-Staff

Measuring Provider Performance: A Recipe For Success

Measuring provider performance: recipe for success" is an educational presentation that provides a practical framework for building and sustaining an effective provider performance program. It explains how healthcare organizations can evaluate and improve provider quality using structured processes such as OPPE, FPPE, peer review, and risk event monitoring, while aligning with regulatory expectations.

Learning Objectives:

Define the key components of a provider performance program, including OPPE, FPPE, peer review, and risk events

Differentiate between proactive and reactive FPPE processes and identify common triggers for performance evaluation

Identify the four essential elements of a successful provider performance program: vision, expectations, resources, and data

Apply best practices for establishing realistic project expectations using scope, timeline, quality, and cost considerations

Recognize the importance of cross-functional resources and stakeholder engagement in performance program success

Explain how qualitative and quantitative data are used to measure and monitor provider performance

Describe strategies for selecting meaningful, measurable indicators aligned with organizational goals and regulatory expectations



Alexis L Angell, JD
And
Shelby Zumwalt, JD



POLSINELLI

Legal Hot Topics For Medical Staff Professionals: The DOCTOR Act, AI And Peer Review

Texas DOCTOR Act creates new pathways to physician practice and raises important operational, regulatory, and governance questions for hospitals, medical staff, and credentialing professionals. This session will review the statue and the Texas Medical Board's February 2026 implementing regulations. Participants will examine the practical implications for eligibility criteria, credentialing, privileging, supervision, onboard, competency assessment, medical staff category placement, and related bylaws, policies and procedures.

The session will also explore current legal and operational issues affecting medical staff organizations through recent court cases., Topics include conflicts of interest in peer review, allegations of retaliatory or anticompetitive credentialing actions, procedural fairness in summary suspensions and fair hearings, protection of peer review materials, and the documentation necessary to support adverse professional review actions., The program will also address national practitioner data bank reporting, including the timing and content of reports, challenges to report narratives, and limitations on revising or voiding reports during litigation or settlement.

Finally, the session will examine the expanding use of artificial intelligence in credentialing, privileging, peer review, clinical documentation, utilization review, and medical staff decision-making. Participants will consider the risks of overreliance on automated recommendations, the need for meaningful human review, potential bias and accuracy concerns, transparency and documentation expectations, and the importance of clearly defining accountability when AI is used to support professional or clinical decisions.



Shannen Aguayo
And
Nyleen Flores



Spilling the Tea, On the doctors you see

credentialing@credentialingchronicles.com

Spillin' the Tea: Texas Edition / Lessons from the Lone Star State

Healthcare headlines often capture the scandal – but rarely the credentialing, privileges, governance and compliance breakdowns that allow those events to occur. In this engaging, discussion-based session, the hosts of Credentialing Chronicles take attendees on a journey through notable Texas healthcare stores, regulatory issues, and real-world case studies to uncover the operational and governance lessons behind the headlines. Using a dynamic storytelling format, participants will explore how credentialing professionals, medical staff leaders, quality departments and healthcare executives can identify warning signs, strengthen oversight processes, and reinforce compliance with accreditation and regulatory expectations. Along the way, the presenters will connect each case to practical strategies involving credentialing, privileging, peer review, practitioner competence, professional conduct, regulatory compliance, and organizational governance. Attendees will leave with actionable tools to enhance patient safety, improve medical staff processes, and better understand the critical role Medical Services Professionals play in protecting both patients and organizations.

Learning Objectives:

Analyze: Notable Texas healthcare events to identify credentialing, privileging, governance, and oversight opportunities that could strengthen patient safety and organization compliance**.**

Recognize: Common warning signs and risk factors that warrant additional evaluation during practitioner credentialing, recredentialing, privileging, ongoing professional practice evaluation (OPPE), focused professional practice evaluation (FPPE), and peer review activities

Apply: Accreditation standards, regulatory expectations, and medical staff governance principles to improve practitioner oversight, Behavioral management, competence assessment, and organization accountability**.**

Develop: Practical strategies to enhance collaboration among Medical Staff Services, Quality, Risk Management, Medical Staff Leadership, and executive leadership when responding to practitioner performance concerns or compliance issues.

Identify: Lessons learned from real-world healthcare events that can be incorporated into policies, credentialing processes, privileges criteria, committee oversight, and ongoing practitioner monitoring to reduce organization risk.



TODAY'S TOPIC: ***Burnout in the Medical Staff Office "Recognizing, Responding, and Recovering"***

SPEAKER:

Stefanie Burney is an accomplished Medical Staff Professional with more than 25 years of healthcare experience and extensive expertise in credentialing, privileging, medical staff governance, accreditation, and physician-provider relations. Throughout her career, she has served in progressively responsible leadership roles, including Medical Staff Coordinator, Manager, and Director positions within integrated healthcare systems.

Currently serving within Texas Health Resources, Stefanie has dedicated her career to supporting physicians, advanced practice providers, medical staff leaders, and healthcare organizations through the complexities of credentialing, regulatory compliance, and medical staff operations. Her areas of expertise include Joint Commission and NCQA standards, FPPE/OPPE processes, bylaws and policy development, delegated credentialing, provider onboarding, and committee leadership.

A passionate advocate for professional development, Stefanie has successfully mentored and developed numerous Medical Staff Professionals throughout her career, helping team members advance into leadership positions, including Director and Team Lead roles. She is recognized for her collaborative leadership style, commitment to operational excellence, and dedication to advancing the Medical Staff Services profession.