



April 21, 2023

Flash Fridays will be distributed weekly on Fridays to prepare you for upcoming surveys like The Joint Commission or State of WI surveys. The Continual Readiness information provided will pertain to all areas within NCHC, from Behavioral Health to Skilled Nursing Care, however some information may be more specific to one survey. Some may only pertain to clinical staff, but always read it thoroughly. If you have questions, ask your Team Leader to explain how the topic relates to your program or department.

THE JOINT COMMISSION IS COMING SOON! SURVEY WINDOW: FEB. 5, 2023 – AUG. 5, 2024

CREDENTIALING AND PRIVILEGING 101 – WHAT & WHY?

As we prepare for Joint Commission, many employees have asked about information regarding credentialing and privileging: what each are, why they are important, who does it and how it's done. Credentialing and privileging are crucial to patient safety. Ensuring that staff are appropriately trained and educated to provide care to patients is one of a health care organization's most important tasks, and it is also one of the most difficult. Joint Commission surveyors report that in the first half of 2014, about 50% of ambulatory health care organizations were non-compliant with Joint Commission Human Resources (HR) Standard HR.02.01.03, which states: "The organization grants initial, renewed, or revised clinical privileges to individuals who are permitted by law and the organization to practice independently."

Credentialing is the process of obtaining, verifying, and assessing the qualifications of a practitioner to provide care or services in or for a health care organization. Credentials are documented evidence of licensure, education, training, experience, or other qualifications. Examples of credentials are a certificate, letter, or experience that qualifies somebody to do something.

Privileging is the process whereby the specific scope and content of patient care services (that is, clinical privileges) are authorized for a health care practitioner by a health care organization, based on an evaluation of the individual's credentials and performance. An organization must verify a person's credentials before granting privileges.

WHO IS CREDENTIALIED AND/OR PRIVILEGED AT NCHC?

As a rule, all licensed practitioners who use their license(s) to diagnose and treat clients and who bill for those services need to go through the credentialing process (as above). Once a practitioner has been fully verified and credentialied, the initial credentialing process is complete. North Central Health Care providers go through initial credentialing and then recredentialing every two years.

NCHC credentialies all Outpatient Behavioral Health licensed and in-training providers, as well as all Aquatic therapy licensed providers. NCHC credentialies and privileges all outpatient and inpatient physicians, nurse practitioners, and physician assistants.

NCHC licensed doctors, nurse practitioners, and physician assistants (those who prescribe medicine) go through BOTH the credentialing and privileging processes. Each practitioner must request and define specific clinical privileges. Once the credentialing process is complete, their file goes to NCHC Medical Staff and NCHC Board for approval of privileges and appointment to our Medical Staff. The initial appointment period is for no longer than two years, and these practitioners must go through recredentialing and reappointment every two years.

WHO MAKES ALL THIS MAGIC HAPPEN HERE AT NCHC?

NCHC Credentialing Specialist Jess Putrus is our employee responsible for all of our credentialing and privileging processes. Jess works with each licensed practitioner to collect all necessary information and documents, runs initial background checks, and then she works closely with Northcentral Credentialing Services (NCS), the Credentials Verification Organization NCHC uses to perform primary source verification. Jess continuously works with these providers and NCS to maintain complete and up-to-date credentialing and privileging files for all North Central Health Care providers that we employ or contract with.

Helpful Info: https://www.jointcommission.org/assets/1/18/AHC_who_what_credentialing_booklet.pdf



Jess Putrus

NCHC Credentialing Specialist

Questions? Contact your manager or team leader and ask them about your role in the survey process.