

# NEWSLETTER

APRIL 30

VOL.2



## SUMMER SCHOLARSHIP WINNER- HEATHER FRITZ!

Please join us in celebrating Heather Fritz of Northern Nevada, our 2025 Summer Scholarship recipient! With over seven years in Medical Staff Services, Heather continues to pursue excellence in the profession. We're honored to support her goal of earning the CPMSM certification—and wish her all the best. You've got this, Heather!



## WELCOME NEW MEMBERS

Since our last newsletter in January, we're excited to share that **23 new members have joined GHSMSS!** We are thrilled to welcome you to our growing community and look forward to learning, connecting, and achieving great things together. Thanks for being with us —let's make this year unforgettable!

## ANNUAL VIRTUAL HALF-DAY CONFERENCE



## ALIGNING WITH RESILIENCE

## UPCOMING EVENTS

01

### GHSMSS SPOTLIGHTS

Be sure to check out our website for updates, opportunities and events!

02

### NAMSS CPES CERTIFICATION

Join the CCN of NAMSS for an information session led by the CCN members on June 23rd. Register on the NAMSS website today!

03

### GHSMSS FULL DAY CONFERENCE

We're excited to bring you another dynamic and exciting conference this year. Stay tuned for more information!

# HIGHLIGHTS

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## GHSMSS SPOTLIGHT: MEET TIERRA DIKES

Dynamic MSP known as the "Fire Extinguisher" for her exceptional problem-solving skills. She's a devoted wife and self-proclaimed princess who leads with heart, faith, and a fierce commitment to inclusion. Tierra lives fully—guided by purpose and joy.



## PAPPASITO'S CANTINA

Our last mixer was a hit! Members gathered to network and share experiences. We hope to see you at the next mixer, be sure to subscribe and lookout for updates to your email address.

## WELCOME NEW MEMBERS!!!

- |                  |                   |
|------------------|-------------------|
| Melissa Adams    | Kristin Landrum   |
| Anita Raley      | Veronica Acosta   |
| Tracey Monroe    | Nichelle Watson   |
| Rocia Medoza     | Dawn Powell       |
| Rochelle Thorton | Melony Birt       |
| Michelle Dean    | Saba Valor        |
| Kristin Vess     | Fredda Allard     |
| Kay Mitchell     | Jacqueline Martin |
| Lisa Nellums     | Heather Fritz     |
| Jennifer Brand   | Marie Alejandre   |
| Leslie Priest    | Janel Brown       |
|                  | Katheryn Weir     |

## CONFERENCE RAFFLE WINNERS

2025 Full Day Conference:

- Amanda Flores (UTMB)
- Shulon Sanders (St. Lukes)
- Maria Naranjo (TX Children's)
- Donna Scott (ASP)
- Winnie Brown (Retired)

Congratulations to our 2025 Full-Day Conference ticket winners! We're honored to have you as members and look forward to seeing you at the conference!

# ANNOUNCEMENTS

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## YOU SHOULD KNOW...

### Fake Doctor Alert

A Baton Rouge man recently pleaded guilty to falsely presenting himself as a medical doctor and making false statements related to health care matters. Stay vigilant—always verify credentials and report suspicious behavior.  
(Source: U.S. DOJ)

### Need a Boost? Try Fiverr

Whether you need help polishing your resume, improving public speaking, or creating presentations, Fiverr.com connects you with affordable freelance experts who can help you shine professionally.

### AI: Your Career Ally

From streamlining credentialing workflows to generating quick policy drafts, Artificial Intelligence tools can save time and boost productivity. Learn how to use tools like ChatGPT and Canva AI to work smarter... not harder.

### Give Your Peers Their Flowers

Don't wait—acknowledge excellence in real time. Whether it's a thank-you email, LinkedIn shout-out, or kind word in a meeting, let your colleagues know they matter and when it counts the most!

## 2026 MEMBERSHIP RATE INCREASE

- **Renewal:** \$35 (currently \$35)
- **New Member:** \$45 (currently \$35)
- **Groups (3-5):** \$40pp (currently \$30pp)
  - **Renewal:** \$30pp
- **Corporate/Org (6+):** \$35pp (currently \$25pp)
  - **Renewal:** \$25pp

## ARE YOU HIRING?



**ARE YOU HIRING?**

**Share Job Postings with GHSMSS!**

Please help us make an impact on someone's career journey. Share your job postings with GHSMSS members today!

**Member Exclusive Benefit**

-  Company Name & Job Title
-  Application Link
-  Key MSP Stakeholder

Send your positions to: [info@ghsmss.org](mailto:info@ghsmss.org)

**JOIN GHSMSS**  [www.ghsmss.org](http://www.ghsmss.org)



**Half Day Conference and Educational Event**  
**“Aligning with Resilience”**

**May 15, 2025 | Virtual | Via Zoom**

**Business Meeting 12:00-12:30PM | Conference 12:30-4:30p**

**4 NAMSS CE<sub>s</sub>**

**12:15-12:30PM**

**Welcome: Ebony Smith, CPMSM, CPCS, President**

**Presentation: Business Meeting**

**Program:**

<p><b>12:30-1:30p</b></p>	<p><b>Kendra Zepeda, CPCS, CPMSM</b>  <b>Assistant Vice President /Parallon Texas Credentialing Processing Center</b>  <b>Presentation: “Unlocking Your Potential: Developing a Growth Mindset, Goal Setting, and Executive Presence”</b>  <b>Medical Staff Professionals will learn:</b></p> <ol style="list-style-type: none"> <li>1. Differentiate between a fixed and growth mindset and apply strategies to foster resilience, adaptability, and continuous improvement in their credentialing roles.</li> <li>2. Develop SMART goals specific to their responsibilities in medical staff services and create clear action plans for achieving professional development milestones.</li> <li>3. Identify the core elements of executive presence—including effective communication, professional demeanor, and confident leadership—and apply these principles to enhance their influence and credibility within their healthcare organizations.</li> </ol>
<p><b>1:30-2:30p</b></p>	<p><b>Vanessa Shannon, PhD, CMPC</b>  <b>Optimize Consulting</b>  <b>Presentation: “Learning to Surf: 3 Ways to Grow Your Resilience”</b>  <b>Medical Staff Professionals will learn:</b></p> <ol style="list-style-type: none"> <li>1. Define resilience and understand its psychological underpinnings</li> <li>2. Explore cognitive and psychological flexibility as key components of resilience</li> <li>3. Identify evidence-based strategies to strengthen resistance to disruption</li> </ol>



## Program Continued:

<p>2:30-3:30p</p>	<p><b>John Pastrano, BBA, CPMSM, CPCS</b>  <b>Presentation: “War and Peace The Power of Words”</b>  <b>Medical Staff Professionals will learn:</b></p> <ol style="list-style-type: none"> <li>1. Identify the ways we communicate and the power it wields</li> <li>2. Explore ways to master communication to its greatest potential</li> <li>3. Learn how to set goals to improve communication and tackle challenges along the way</li> </ol>
<p>3:30-4:30p</p>	<p><b>Preethi Fernando</b>  <b>Author   Keynote speaker   Founder of <u>Kelum</u></b>  <b>Presentation: “Rising Above Disengagement, Burnout, Fatigue”</b>  <b>Medical Staff Professionals will learn:</b></p> <ol style="list-style-type: none"> <li>1. How to become an engaged, enthusiastic, peak performing individual on a daily basis</li> <li>2. Know when to stop tolerating disengagement, burnout, fatigue, and start setting boundaries</li> <li>3. How to start and end your day right</li> </ol>
<p>4:30p</p>	<p><b>Adjournment- Janice Butler, CPMSM, CPCS, President Chair</b></p>