

Module 5

Decision-making Criteria and Process

Decision-making criteria and process

Determines in advance what should be done.

A medical services manager would:

- Determine department objectives
- Set goals
- Formulate policies and procedures, programs, rules and regulations
- Schedule review and updates of governance documents



Decision-making criteria and process

Determines how work in a department will be accomplished.

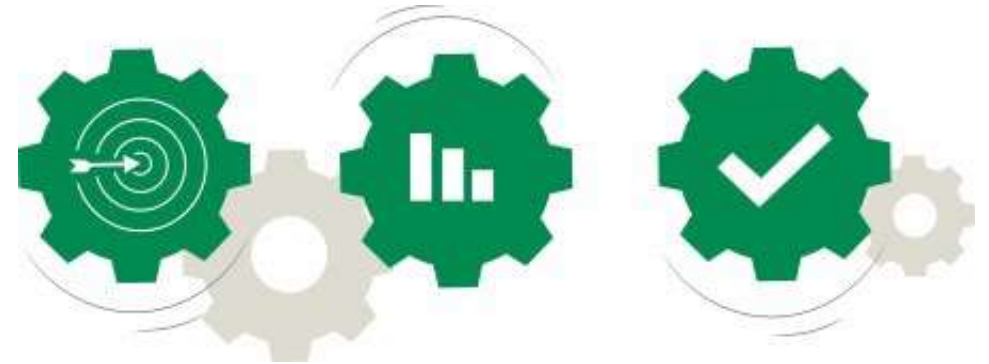
A medical services manager would:

- Identify roles and responsibilities for staff
- Assign duties to staff
- Assign levels of supervision
- Coordinate activities and teams to achieve departmental goals



Decision-making criteria and process

- Credentialing and privilege decisions are based on the collection of information regarding an applicant's qualifications, including education, training, licensure, malpractice and competence.



Decision-making criteria and process

- The Credentialing & Privileging Committee holds the responsibility for reviewing credentialing and privileging for each applicant.
- All licensed practitioners by the SCHS must be approved by the credentialing committee.
- When issues are found during the credentialing & Privileging processes, the reviews make the determination to approve or reject the practitioners' application.
- - The chair of Credentialing & Privileging committee, has the authority to approve or disapprove practitioners' credentialing or re-credentialing files.

Decision-making criteria and process

- Only when the reason for the exception is in benefit of member care, or when the timeline for Committee review exceeds the established schedule, the Chair of Credentialing committee will review and provide final approval on all of the clean files approved by the CMO.
- All provisionally credentialed practitioners must complete a credentialing application.
- - The Credentialing & Privileging Staff will complete primary source verification, and review malpractice claims and settlements from malpractice carriers prior to submitting recommendation for committee approval.