

### Roxanne Chamberlain's Bio Sketch

Roxanne Chamberlain, MBA, CPMSM, CPCS is a system director of medical staff services at Baystate Health, Inc. in Springfield, MA. She has oversight for five hospital medical staff offices and a central verification organization (CVO). Her primary areas of focus include credentialing, medical staff bylaws, rules & regulations, policies & procedures, and flow of information between the CVO and the medical staff offices. Roxanne advises medical staff leaders, partners with the chief medical officers, and is a liaison between the medical staff and administration at each of the five hospitals.

Prior to joining Baystate Health, Inc. in 2011, Roxanne held the titles of manager, director and consultant of medical staff services and has over 28 years of experience in this field. Some of her accomplishments include merging two different hospital medical staff offices into a new one during a hospital merger, restructuring a medical staff office to bring it up to industry standards, taking credentialing back in house from an outside central verification organization (CVO) which increased employee and physician satisfaction, and creating all new medical staff governance documents. She also has three years of operational experience running a large primary care clinic and had oversight of 80 employees. Some of her duties included project management, front end redesign, handling patient complaints, staffing, and ensuring continuity of care.

She has implemented both a comprehensive focused professional practice evaluation program and an ongoing professional practice evaluation program. Roxanne has utilized the lean process to create efficiencies throughout all medical staff offices within the healthcare system. She has produced a medical staff code of conduct and behavioral event review committee. An online medical staff orientation program was created. Additional credentialing software modules were implemented to further compliment the credentialing process and in order to go paperless. She outsourced the provider enrollment function and hired new staff to build a cohesive/efficient team. Due to the purchase of another hospital, she integrated all medical staff services from the new hospital so they would mirror the services in the other medical staff offices within Baystate Health, Inc. All of her efforts have saved time and money. She is currently in the process of merging two Medical Staffs and Medical Staff Offices due to a merger of two hospitals within the Baystate Healthcare system.

Roxanne is a member of the American College of Healthcare Executives (ACHE), the American College of Healthcare Executives of Massachusetts (ACHE of MA), the American Healthcare Lawyers Association (AHLA), the Massachusetts Association of Medical Staff Services (MAMSS), and the National Association of Medical Staff Services (NAMSS). She also volunteers for Friends of Sholan Farm, Inc. and MAMSS. For NAMSS, she has served on the Conference Committee, Governance Committee, Leadership Council, and the Education Committee. She currently serves as the Board Liaison on the Membership Committee and is a Director At Large and a NAMSS Board Member (2015 – 2017).

She received her master's degree in business administration from Anna Maria College in Paxton, MA, her bachelor's degree in business administration from Emmanuel College in Boston, MA and her associate's degree in business management with a minor in computer science from Central New England College in Worcester, MA. She is currently certified as a certified professional credentialing specialist (CPCS) and certified professional medical staff manager (CPMSM) by the National Association of Medical Staff Services (NAMSS). She passed the Fellow of the American College of Healthcare Executives (FACHE) Board of Governors exam which is a board certification in health care management and indicates a level of achievement in the profession and will become a FACHE in June of 2016.