



Medical Affairs Credentialing Specialist, Medical Affairs - 1 position

Posting #: 52174

Medical Affairs

Posting Date: December 07, 2023

St. Joseph's Hospital - London, ON

Submission Deadline: January 02, 2024

Full Time

Jennifer Pasichnyk, Human Resources

Non-Union

Medical Affairs is responsible for the administrative oversight of the medical, dental and midwifery staff (ie. credentialed professional staff) and acts as a professional affairs body and strategic partner to both these stakeholders and the organization. We are currently seeking a highly motivated individual to join our new Medical Affairs Team to bring their extensive knowledge and expertise of support and service to our credentialed staff and medical leadership at St. Joseph's Health Care London. In this position you will have the exciting opportunity to help us develop, implement, and maintain an innovative and strategic approach to Medical Affairs that will meet the current and future needs of St. Joseph's.

Reporting to the Coordinator, Medical Affairs & Credentialing, the Medical Affairs Credentialing Specialist has direct responsibility for the credentialing and onboarding activities of all our Credentialed Professional Staff across St. Joseph's Health Care London inclusive of initial appointments, annual re-appointments, cross-appointments and advising on such. The successful candidate will liaise with and support St. Joseph's credentialed professional staff and medical leadership while facilitating administrative processes in the medical affairs department. If you are someone who thrives in an environment of exciting change, has strong interpersonal skills and is willing to take on new challenges, this is the role you've been looking for.

KEY DUTIES AND RESPONSIBILITIES:

- Responsible for the coordination of credentialing application processes for Professional Staff, and supports the initial and reappointment processes for credentialed Professional Staff which includes ensuring all credentialing activities conform to the Public Hospitals Act (PHA) and the St. Joseph's Credentialed Professional Staff By-laws
- Ensures all professional credentialed are properly verified, licensed and certified and are not in violation of any professional conduct requirements
- Responsible for ensuring accuracy and completeness of applications with legitimate documentation are reviewed with the Coordinator before presented at the monthly Credentials Committee and the Medical Advisory Committee Meetings
- Liaises with the respective regulatory professional College (Physicians, Dentists, Midwifery or Nursing) to ensure no outstanding professional conduct complaints appear on an Applicant's record and obtains documentation pertaining to existing complaints
- Provides advice and assistance to all Hospital areas with respect to specific privileges, physician information, credentialing process and policy;
- Under the guidance of the Medical Affairs & Credentialing Coordinator, implement continuous quality improvements and efficiencies in order to enhance and streamline the credentialing and orientation processes
- Facilitates the flow of relevant information and develops concise communication plans for liaison with Department Chair/Chiefs, administrative staff and external stakeholders
- Provides administrative support and any necessary follow-up to facilitate the effective functioning, planning and decision-making of the Credentials Committee and Medical Advisory Committee
- Responsible for implementation and monitoring of policies and processes to ensure best practice credentialing processes are implemented
- Ensures ongoing evaluation, development and improvement of the professional staff appointment process, probationary and annual performance reviews and all relevant tools and templates
- Support the development of formal reports and communications to the Professional Staff, Credentials Committee, MAC Executive and MAC meetings as required

- Acts as a department resource and ensures effective and professional communication and guidance in relation to all Professional Staff privileges and process to all hospital related departments and relevant stakeholders
- Works collaboratively with team members to establish integrated workflow processes and ensure efficient use of technology
- Collaborates with Western and London Health Sciences Centre on the recruitment or credentialing activities for cross-appointment positions

Essential Qualifications

- College Diploma in Office/Medical Administration, Health discipline, Business or Human Resources
- 3-5 years of related experience
- Knowledge of College of Physician & Surgeons of Ontario (CPSO) and other regulatory college licensing requirements (dentists, midwives, nurses)
- Knowledge and experience interpreting privileged staff-related legislation including the Public Hospitals Act, Regulated Health Professions Act
- Knowledge and experience with application tracking systems, CMaRS or experience with human resources information systems and applicant flow tracking systems
- Knowledge and experience interpreting privileged staff-related legislation including the Public Hospitals Act, Regulated Health Professions Act
- Privileged staff recruitment experience in a hospital (large, academic, and/or community hospital preferred)
- Advanced Microsoft Office Suite, database management, website management and computer skills
- Demonstrates excellent work performance and attendance record
- Strong interpersonal and communication skills with the ability to work as a team player and a willingness to learn
- Demonstrated ability to maintain confidentiality of privileged staff personal data
- Strong attention to detail and accuracy of documentation with strong competency in process management
- Excellent customer service and customer relationship management skills
- Must have well-developed organizational and time management skills with excellent attention to detail and accuracy
- Knowledge of credentialing processes, by-laws, and regulations as per the PHA
- Well-developed negotiation and conflict management/resolution skills
- Ability to establish effective working relationships, both external and internal as well across various leadership levels
- Ability to handle competing priorities and maintain organization of workflows to ensure deadlines achieved
- Prior experience coordinating, supporting Committees or groups as well as creating meeting minutes and other documentation
- Demonstrated ability to maintain a fast work pace and manage multiple priorities with strict deadlines while maintaining a positive attitude
- Governance or medical legal knowledge (asset)
- Required ability to travel and work flexible hours as needed

Preferred Qualifications

- Proficiency in French would be an asset

Teaching and Research

- St. Joseph's Health Care London through its affiliation with Western University and Fanshawe College is a leading research and teaching hospital. As an employee of St. Joseph's you may engage in roles related to teaching and/or research activities in addition to any of your duties.

Immunization Requirements

- Provide documentation you have received two doses of the COVID-19 vaccine (primary series, boosters and/or XBB)
- OR one dose of XBB vaccine at least 14 days prior to the start date.
- Provide vaccination records or proof of immunity against measles, mumps, rubella and varicella (chicken pox)
- Provide documentation of the Tuberculosis skin testing

Your interest in this opportunity is appreciated.

*Human Resources and Leaders use your profile information to evaluate your application for the vacancies you apply to.
Only those under consideration will be contacted.*