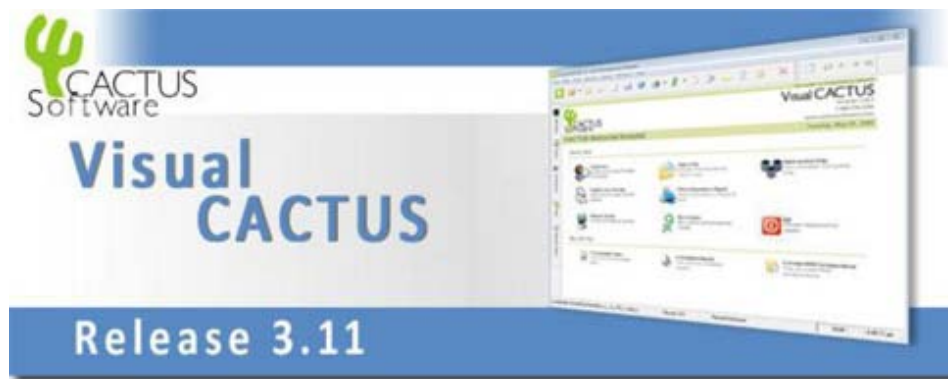




Visual CACTUS v3.11 Now Available

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Native American Origin of Pumpkins

The pumpkin is native to the New World and was one of the foods grown by the Indians. Among the Iroquois of the northeastern U.S., the pumpkin was one of the groups of crops known as the "three sisters" and was grown together with corn and beans.

According to legend, a pregnant woman living in the sky world above the present world craved the bark of the root of the great tree that grew in the middle of the Sky World. Her husband, like all good husbands, acceded to her wish and scraped the dirt away from the base of the tree to expose the roots and creating a hole. After her husband had obtained the bark she desired, the woman leaned over and peered into the hole. However, she lost her balance and fell into and through the hole to the

Visual CACTUS Version 3.11 was released on Oct. 29th. The latest version of Visual CACTUS utilizes innovative new applications, expanded verification sources, and several newly implemented features requested by our customers. Our mission is to continue to provide our clients with the leading provider management solution and to sharpen your workflow efficiency while lightening your workload.

- [3.11 New Features & Enhancements](#)
- [3.11 Hardware Specifications](#)
- [3.11 NPDB FAQ](#)
- [3.11 FAQ](#)
- [3.11 Workstation Setup FAQ](#)
- [3.11 NPDB-QRXS FAQ](#)



Holiday Hours

The CACTUS software offices will be closed Thursday, Nov. 25 through Friday, Nov. 26 in Observance of Thanksgiving. Our offices will reopen Monday, Nov. 29 with normal business hours.



We Have Always Done It This Way Chip Petersen

Over the years I have heard the phrase "We have always done it this way" so many times that it would be nice to come back with "Isn't it time to change" if anything just so you won't be bored doing the same thing over and over again. In fact many of you are doing things manually because "we

+HCPro Ask +HCPro

What supplemental documents should practitioners receive with the credentials application?

As part of your initial appointment process, it is imperative that you provide practitioners with information regarding your organization's expectations. This information should at a minimum include the following:

- Your organization's code of conduct
- Information regarding relevant hospital-specific policies
- Membership requirements
- Proctoring requirements

This week's Q&A is from [The Essential Guide to Medical Staff Reappointment](#).

earth below, becoming the first human on earth.

She eventually gave birth to a daughter who grew up and became pregnant with twins by the West Wind. Just before the time came for their birth, the twins got into a fight about how they were to emerge from the womb. The left handed twin did not want to emerge in the usual way and, instead, forced himself out through his mother's left armpit, killing her in the process. The twins then buried their mother and from the spot where she was buried, there sprouted the corn, beans and pumpkins which became the main food staples of the Iroquois.

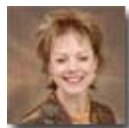
While the Iroquois men hunted, the women tended to the crops. Each spring the ground was prepared and the women carefully dug holes for the planting.

[Click here](#) to view the full article from hubpages.com.

have always done it this way" and you could be doing them a much easier way using the CACTUS system.

One of the things that we find from some of our clients is that they are not even using the Credentialing Verification record in CACTUS. This is a shame as there are so many benefits to using this feature in the program.

[Click here to view the full article](#)



MSP Competency-Effective Communication
Donna Goestenkers
-guest contributor

This series regarding effective communication has garnered some interesting comments from MSP readers. Often times, after my newsletter article is published in CACTUS Juice, I'll receive a call or a quick email from a reader letting me know how much they learned or enjoyed the article. As this is the fourth article I've published on this series, the feedback I've gotten has been substantially different.

[Click here to view the full article](#)

[Second Edition, by Anne Roberts, CPMSM, CPCS.](#)



Online Training
60 min. courses

Our upcoming schedule has courses that are great for users looking to improve upon their CACTUS skills or improve upon their credentialing process. These classes begin at 10:30 AM CT, last about an hour and fill up quickly (we have a limit of 10 attendees per class) so please email [Greg Hall](#) today to register.

All you need to participate in any of our online classes is an Internet connection and a speaker phone. We will email logon instructions the Monday before each class and you will be invoiced \$75 after your participation. You may invite as many people to attend a class as you can fit around your monitor or projection screen.

November	
Advanced Documents	Nov. 23
The Credentialing Process I	Nov. 30
December	
The Credentialing Process II	Dec. 7
The Credentialing Process III	Dec. 14

Contact CACTUS:

Contact us toll-free at **800.776.2305** or visit us at www.CACTUSsoftware.com for more information on any of the products and services available through CACTUS Software.

Add CACTUSnewsletter@CACTUSsoftware.com to your email address book to ensure you will continue to receive your issues.

"CACTUS Juice" is the free monthly e-mail newsletter for Medical Staff Services Professionals brought to you by CACTUS Software. CACTUS Software is the leading provider management and credentialing software vendor in the industry.

To stop receiving these messages, please email our newsletter staff at Newsletter@CACTUSsoftware.com with a quick note.

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We Have Always Done It This Way

Over the years I have heard the phrase "We have always done it this way" so many times that it would be nice to come back with "Isn't it time to change" if anything just so you won't be bored doing the same thing over and over again. In fact many of you are doing things manually because "we have always done it this way" and you could be doing them a much easier way using the CACTUS system.

One of the things that we find from some of our clients is that they are not even using the Credentialing Verification record in CACTUS. This is a shame as there are so many benefits to using this feature in the program. People that I have trained have heard me say that I like to use it as a one stop shop. If used correctly you can see everything you need to know about the current status of an application or reapplication such as who is working the file, when it was received, what is missing from the file, what has been verified and of course what hasn't been verified. One of the biggest features is ability to mass update the approval dates after the Board or Committee meets using the Credentialing Manager.

If you haven't been using the Credentialing Manager you will want to start doing so as soon as you have your next meeting regarding credentialing decisions. If you need help with it do not hesitate to contact us at CACTUS. It is unfortunate to see a client manually updating the approval dates after a meeting takes place when we have a tool to allow you to do many at once.

Are you still looking at each file to see what hasn't been verified yet? Do you know that we have reports available that not only tell you about one file, it will tell you about all the files you have in process. These are the "Unverified" reports that have been prepared for Affiliations, Boards, Education, Insurance and Licenses. Best of all, they are available for free! While you're at it, ask us about the new Enhanced Credentialing Activity Report. This new report combines items from the Verification and the Worksheet tabs on the Credentialing Instance. Our Crystal Report Writers did a great job on this report and we think you will really like it.

Are you still exporting to Excel the list of all practitioners up for reappointment/recredentialing so that you can track when you sent the applications out and when you received them? You could be using the Credentialing Group and viewing it for the date sent, date received, current status, and a number of other fields. Updating this information on a locked Credentialing Group will also update the Credentialing Instance. Don't use Excel to track information outside the system when you can be maintaining the information in CACTUS. One of the clients I was consulting with to improve their efficiency told me they would track recredentialing status in Excel, because "they have always done it this way." That was the only reason.

A client told me yesterday they make it a goal to learn and begin using at least three new items in CACTUS each year. They know they aren't using CACTUS to its capacity and are always looking at ways to improve how they do things. And they are still going to have us come out and consult with them to make sure they are getting the most out of the system (to include an evaluation of optional modules that are available to see if they can benefit from them). We have a couple of new features that will be available with version 3.11 including a method to register your practitioners into the National Practitioner Data Bank's Proactive Disclosure Service.

How many of you are still looking in your past Committee binders to see if a practitioner has served on a specific committee when new appointments need to be made? If you are using the CACTUS Committee Setup it is possible to have a complete record of all past and present committee members for each of your committees. As the end of the year is approaching and new appointments are being made to committees this is a perfect opportunity to update your Committee Setup records, even if it means doing one a week to get this information updated.

This leads to the next question, how many of you are still manually printing meeting sign-in sheets? You could be using CACTUS to set up your meetings and print the report title "Meeting Sign-in by Provider?" We also have a "Meeting Check-In" or "Meeting Sign-in by Category" report if you prefer to use the report this way.

As you can see from just a few of these items, if you have always done it the old way and you are reading this thinking I knew there had to be a better way, then you may want to give us a call to see how we can help you do it better.

CACTUS has been doing this for more than 25 years and I'm sure we can help you do it better. If anything, let us teach you some new things so you can get away from the way you have always been doing it.

Chip Petersen, CPMSM, CPCS
 Consultant/Trainer
ChipP@CACTUSSoftware.com

Powerful Impressions Through Effective Communication-Pt. 3

Dear Colleagues,

This series regarding effective communication has garnered some interesting comments from MSP readers. Often times, after my newsletter article is published in CACTUS Juice, I'll receive a call or a quick email from a reader letting me know how much they learned or enjoyed the article. As this is the fourth article I've published on this series, the feedback I've gotten has been substantially different. Colleagues have taken efforts to reach out to me as a source to share their personal experiences about working with an employee, a boss or a fellow MSP regarding an annoying, disrespectful or confusing conversation or interaction they had. Because I know how busy MSPs are every day, they don't take the time to make a comment or ask a question, unless feeling compelled to do so.

Obviously, the topic of effective communication is creating pause and effect. Behaviors, style and things change when each of us – first, is willing to recognize an uncomfortable reality or truth and – second, has a sincere desire to improve whatever needs to change. Most of the thousands of MSPs I've met over the years possess a true passion in working toward being the best possible performing MSP. I'm pleased that the content of these articles is influencing the improvement that you and others seek. After all, we continue to be masterful works in progress! A special thanks to those MSPs who opened their hearts, chose to relive an experience of pain and shared their stories.

Many MSP communication experiences highlight how interpersonal communication really impacts the effectiveness of daily activities and is, ultimately, the key indicator of job performance and career success. Many times, in an attempt not to communicate, we communicate the loudest. Let's take a look at this real-life (simple yet all too often demonstrated) MSP interpersonal communication example.

Red Flag Point: A pre-scheduled departmental staff meeting is in session. The Director of Credentialing Services at a leading Managed Care Organization (MCO) is acting chair. Prior to the meeting the director prepared and distributed a meeting agenda. Attendees include MSPs, the regional director, the director and the Medical Director. It was clearly indicated on the agenda that the items would involve discussion, suggestions and actions. Some MSPs come to the meeting with a copy of the agenda and some don't. Some MSPs consistently acknowledge the statements of the chair through non-verbal communication (i.e., eye contact, head nodding, alert posturing, etc.) while two other MSPs convey their attention by occasionally rolling their eyes, primarily keep their heads down and slouching in their chairs, while frequently looking at their watches. When the Director asks for specific input on said items, some of the MSPs offered ideas on the various subjects, some verbally conveyed that they had nothing further to offer by way of suggestions, while two MSPs remained silent and offered no recommendations.

Although when it was time to vote, these same two MSPs voted in favor of the actions presented. Now, don't believe for a second that the interpersonal communication dynamic factors of these two MSPs weren't observed and recognized by not only their peers but by the administrative participants as well. Do you see success or promotion in their future? Not! Seriously, this scenario is true, real and is not as rare as you might think – unfortunately.

This red flag point indicates that interpersonal communication involves the use of multiple senses and observations (body language, movement, tone and volume of voice, posture and facial expression). When we are communicating with others we are collectively and immediately assessing, analyzing and reacting to not just the spoken words used but these other communication dynamics as well. You must be aware of how people are communicating to you and you to them while considering all of these factors. This delineation of factors in interpersonal communication is valuable. It's information that can be used to achieve mutual understanding. You can help emphasize the sincerity, facts and truth in what you are saying to further your message. If you are speaking without knowing about these factors, your listener can significantly misinterpret your message and vice versa. A consistent message: 1) using interpersonal communication factors, and 2) Using words, must be congruent for the power and intent of your message to ring true and to truly reflect who you are as a professional. Interpersonal communication is inescapable, may be irreversible, can be complicated but knowing that these factors exist, will make you more sensitive about how you can better project yourself, your message and the influence you desire to have on your career and the Medical Staff Services industry.

Look for my article next month where I will share a final idea (for now) on how MSPs can make powerful impressions through effective communication.

"Go confidently in the direction of your dreams. Live the life you have imagined."

- Henry Thoreau

Until next we speak...SMILE

--Donna Goestenkors, CPMSM
 President-Team Med Global Consulting
 Healthcare Consultant, Speaker, Educator, Author, & Mentor
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donna@teamedglobal.com



The MSP Competency Network™ is a leading industry initiative that provides to every MSP the opportunity to design and participate in personalized individual, partnership or group education, training and mentorship sessions. These customized sessions, using all available modalities, are designed exclusively for MSPs desiring or directed to pursue competence in the Medical (Staff) Services Profession. So, what key area(s) of MSP development does your roadmap lead? What is in your toolbox? To get help in customizing your professional development plan, contact me at donna@teamedglobal.com or 618.830.0057.