



# Faith, Trust and a Little Pixie Dust

**Legacy Stables**

Winston-Salem, NC

May 6-8, 2026

North Carolina Association Medical Staff Services  
Annual Conference



# AGENDA

## ● Wednesday, May 6

|                   |  |
|-------------------|--|
| 8:45am – 9:00am   | Opening and Kickoff  |
| 9:00am – 10:15am  | Yvette Scott: Pandora's Box of Privileges                              |
| 10:15am – 11:30am | Sheila Mitchell: Transforming How You Think About Your Role as an MSP  |
| 11:30am – 12:45pm | Justine Spinosi: Medical Staff Services -- An Untapped Strategic Asset |
| 12:45pm – 1:15pm  | VENDOR EXPO  |

## ● Thursday, May 7

|                   |   |
|-------------------|---|
| 9:00am – 10:15am  | Monecia Thomas: NCCPRW Vision, Mission and Leadership Structure; Key Initiatives; Overview of Wellbeing First Champion Challenge; Credentialing Review and Revision Process; Available Tools, Resources and Support for Organizations |
| 10:15am – 11:30am | Sheila Mitchell: Bridging the Gap -- Using DISC to Reduce Conflict, Improve Collaborative and Build Trust Across Clinical and Administrative Teams  |
| 11:30am – 12:45pm | Tammy West: Separate But Equal -- A Comparative Analysis of Credentialing and Payer Enrollment  |
| 12:45pm – 1:15pm  | VENDOR EXPO   |

## ● Friday, May 8

|                   |  |
|-------------------|--|
| 9:00am – 10:15am  | Jason Edsall, MD: Wave the Magic Wand  |
| 10:15am – 10:45am | NCAMSS Business Meeting (membership, budget, certifications, Donna Masho, etc.)    |
| 10:45am – 12:00pm | Nels Ross, MEd Phd VA GF and<br>Richie Derwald: Close Out – Pump Up: THE UPS GUYS! |

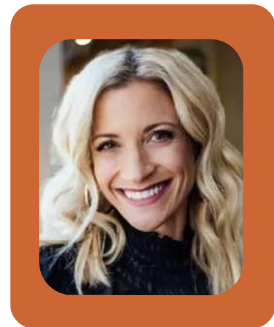
# SPEAKERS



**Yvette Scott**, CPMSM, CPCS, is the Manager of the Medical Staff Office at Duke Regional Hospital, in Durham, NC. She oversees the Medical Staff Office, GME Program, Peer Review, and two free-standing AAAHC Surgery Centers. She completed her term as a NAMSS Director-at-Large for the States of Alabama, Georgia, Florida, Mississippi, and Tennessee in 2023, completed the NAMSS Leadership Certificate program in 2022, and is a Past President of NCAMSS. She is currently serving on the NAMSS Conference Committee.

**Dr. Sheila Mitchell** holds a Doctor of Strategic Leadership from Liberty University and earned an MBA from Everest University and a Bachelor of Science in Industrial Engineering from North Carolina State University. She is a Senior Process Improvement Analyst with the Fayetteville Public Works

Commission, where she leads strategic initiatives in organizational change and process improvement. She has over 30 years of experience in engineering, process improvement, and change management, and is grounded in work across various industries, including manufacturing, healthcare, and utilities. Her last position in healthcare was medical staff office manager. She has held both technical and managerial roles, and specializes in driving organizational transformation as a Prosci-certified change management practitioner and Lean Six Sigma Black Belt. Dr. Mitchell is the co-founder of EPIC Visionary Consulting, LLC, and is also a Maxwell Certified Independent Executive Program member, certified to provide the Maxwell Method of facilitating, speaking, coaching, training, and DISC Personality Assessment.



**Justine Spinosi**, MBA, CPMSM, CPCS, is a Credentialing Consultant with Greeley and brings more than 20 years of healthcare experience to the firm, in the areas of credentialing, privileging, and medical staff services operations. Justine has a record of excellence in leading a credentialing verification organization and medical staff services department. Previously, Justine was Director of Credentialing for a large healthcare system in Columbus, Ohio. She led credentialing and re-credentialing operations for organizations with 10,000+ providers, within 10 hospitals, and 2 health plan networks. She developed efficient, effective, and high-quality criteria, policies, and procedures, and leveraged technology to fuel the achievement of credentialing and accreditation standards. Justine received her Master of Business Administration from The Ohio State University Fisher College of Business and Bachelor of Science in business administration and marketing from John Carroll University.

**Monecia R. Thomas**, PhD, MHA, Vice President of Professional Growth, leads NCMS strategy to stimulate health system environmental changes to improve the daily lives of its members through the North Carolina Clinician & Physician Retention & Wellbeing Consortium (NCCPRW) and grows the next generation of NC leaders by providing programming under the umbrella of the Kanof Institute for Physician Leadership (KIPL). Previously, Monecia served as Associate Director for the Clinician Leadership in Quality and Safety program and Senior Quality and Organizational Excellence Leader at UNC Health. Prior to her work at UNC Health, she served as a County Health Director, the Senior State Accreditation Coordinator for the NCLHDA program, and a Director within the NC Institute for Public Health. Monecia earned a Bachelor's degree in Science Education-Biology from NC State University, a Master of Healthcare Administration from UNC-Chapel Hill, and a PhD in Leadership from North Carolina A&T State University.



# SPEAKERS

**Tammy West**, CPMSM, CPCS is Director, Professional Services for the Hardenburgh Group. She is dual certified with over 25 years' experience in healthcare administration and 15 years in Medical Staff Services. She specializes in CVO operations, provider credentialing, provider enrollment, provider licensing, quality analysis and improvement, quality auditing, and policy and procedure creation and implementation. She has extensive experience with CMS, TJC and NCQA requirements for provider credentialing and medical staff services. Her previous experience includes work as a consultant and independent contractor with hospitals, health systems, CVOs, locum companies and private practices across the United States. She was a CVO Manager for a large health system where she created and implemented policies and procedures for a new corporate CVO. She has experience across the MSP spectrum, including credentialing specialist, provider enrollment specialist, medical staff coordinator, Medical Staff Manager, and CVO Director. Tammy has a BS in Human Services Management and a Master's in Healthcare Administration with a concentration in Education.



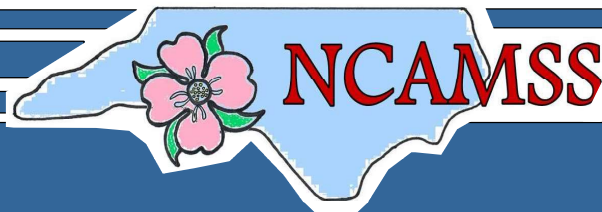
**Dr. Jason Edsall**, MD, FACEP, was appointed Chief Medical Officer of Northern Regional Hospital January 2019. Board-certified in Emergency Medicine, Dr. Edsall also is a full-time attending physician in the Hospital's Emergency Department. Dr. Edsall also serves in leadership roles such as EMS Operational Medical Director Medical Director for several Virginia and NC counties. After completing his Bachelor's degree in Biology at University of North Carolina at Chapel Hill in 1996, he earned his medical degree from UNC in 2000.

Dr. Edsall completed his internship and residency program in Emergency Medicine at Wake Forest University Baptist Medical Center in Winston-Salem. He is a member of the National Association of EMS Physicians (and the founding member of its North Carolina Chapter), and is a Fellow of the American College of Emergency Physicians.

**The UP Guys: Nels Ross**, MEd PHD VA GF, has a Masters in Education plus "degrees" in Positive Humor Development, Variety Arts, and General Foolishness. His training includes theater, circus arts, and juggling five kids. He uses his first and middle names to confuse creditors and crazy relatives.



**Richie Derwald** promotes creativity and Nurturing Uplifting Thinking (NUT), as a presenter and certified life coach. He fought anxiety and fear of stuttering to be a performer, speaker, and radio personality for "Mental Health Moments." He has worked with top talents at events and resorts across North America.



## HOTEL RESERVATIONS:

Each guest must make their own reservations by calling (336) 701-3904. Ask for reservations for NC Association of Medical Staff Services members. All reservations must be guaranteed with a major credit card. The rates are as follows:

- Standard, Two Full: \$145.00 + taxes
- Standard, One Queen: \$145.00 + taxes
- Suite, Queen: \$145.00 + taxes

### Room rates Include:

- Free hot breakfast (Monday-Friday, 7am - 9am; Saturday-Sunday, 8am-10am)
- Manager's reception with wine and cheese (Daily from 5pm-7pm)
- Cookies and milk at bedtime (Daily from 8pm-9pm)
- Free on-site parking; free high-speed wireless Internet



200 Brookstown Ave  
Winston-Salem, NC 27101  
Phone: 336-701-3904  
info@brookstowninn.com

**DISCOUNTED ROOM RATES AVAILABLE UNTIL April 15**

## On-Line Conference Registration

Visit: <https://ncamss.org>

### MEMBER REGISTRATION:

\$350.00 Member Earlybird rate BY April 15  
\$425.00 Member Registration AFTER April 15

### NON-MEMBER REGISTRATION:

\$375.00 Non-Member Earlybird rate BY April 15  
\$450.00 Non-Member Registration AFTER April 15

### REGISTRATION CANCELLATION POLICY:

Cancellations received before April 26 are subject to a \$50 cancellation fee and 50% refund.  
Cancellations received AFTER April 26 will not be issued a refund.

### REGISTRATION TRANSFER POLICY:

Registrations may be transferred to another individual and will incur a \$50 change fee. NCAMSS must receive a transfer request from the original registrant as a formal request sent to [treasurer@ncamss.org](mailto:treasurer@ncamss.org).

## NCAMSS Board Members

|                    |                 |
|--------------------|-----------------|
| Amy Whitaker       | President       |
| Angela Smith       | President-Elect |
| Alice Powell       | Secretary       |
| Laurie McAlister   | Treasurer       |
| Melissa Whitley    | Past President  |
| Brenda Crenshaw    | Member-at-Large |
| Christina Haynes   | Member-at-Large |
| Debbie Paschal     | Member-at-Large |
| Katherine Stains   | Member-at-Large |
| Shannon Willoughby | Member-at-Large |

*Please  
bring a \$15 gift to  
share with others*

# Dress Up Day!

Thursday May 7

Dress up in your favorite Fairy Tale-themed attire! Participate for a chance to win big!

Get those wigs, wands, and wings and any other fun items you have out of the closet! We want to see you looking your witchy best!

We're fairly sure you'll have a grand spell, with a chance to win free meeting time!



1st Place: Annual Conference  
2nd place: Quarterly Conference

