

Cultivating Excellence and Adapting in Today's Evolving Landscape at #NAMSS25



SEPTEMBER 28 - OCTOBER 1, 2025

PORTLAND, OREGON

NAMSS 49TH EDUCATIONAL CONFERENCE & EXHIBITION

Medical Services Professionals (MSPs) always strive to stay ahead — adapting to change while upholding the highest standards of excellence. At #NAMSS25, taking place Sept. 28–Oct. 1 in Portland, Oregon, you'll gain the insights, tools, and strategies needed to navigate this dynamic landscape.

Conference speakers share how their sessions will help MSPs adapt and achieve high standards as the field continues to evolve.

9.29.2025 | 3:30–4:30 p.m. PDT

You Be the Judge: Harnessing Large Language Models Like ChatGPT for Medical Staff Document Creation

Susan DuBois | PESCC, CPCS, CPMSM; and Geneva C. Million | CPCS, CPMSM

"It is more important than ever that we train the next generation of MSPs as we continue to grow our profession. While our landscape is ever-changing, evolving, and uncertain, MSPs continue to evolve, grow, and change with the times. We are adaptable and resilient, and I love that about this profession. We are not stagnant."

9.29.2025 | 2–3 p.m. PDT

Provider Enrollment: Where We Were, Where We Are, and Where We Are Headed

Paula Bargo | CPMSM, CPCS; Paula Bailey | MD, MHA; and Dana Thomas | CPMSM, CPCS, MHA

"Our session demonstrates how standardization of data entry and processes can drive operational excellence and ensure data integrity. By establishing the medical staff office (MSO) as the single source of truth for provider data, the provider enrollment process was brought in-house to the MSO, quickly adding value by eliminating duplicative administrative work, improving precertification efficiency, and more."

10.1.2025 9:45–10:45 a.m. PDT

Continuous Improvement in the Quest to Become a Great Leader

Holly Church | CPMSM, CPCS, FACHE, MBA-HA

"My session, 'Continuous Improvement in the Quest to Become a Great Leader,' highlights how intentional leadership growth fosters excellence and adaptability. We will explore how embracing a mindset of ongoing learning and continuous improvement empowers MSPs to adapt, inspire teams, and uphold excellence in a rapidly changing environment."