

Melodie M. Stairs

Self-Motivated, Collaborative, & Efficient

MLS, CPMSM, CPCS, PESC, CNA, & NOTARY

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Skills

- 100% DNV & TJC Survey Success
- Change & Process Management
- Cactus, Echo, Symplr, & MD-Staff
- Communication & Customer Service
- Contract Review & Implementation
- Dispute Resolution
- Governance Drafting & Maintenance
- Event Planning
- Federal & State Regulatory
- Software Transitions
- Project Management
- Compliance Resolution
- Accreditation Survey Training
- Focused Professional Practice Evaluation
- Hospital Mergers & Acquisitions
- Innovation & Computer Skills
- Privileging & Enrollment
- Medical Billing
- Collaborative Approaches
- Structured Action Plans
- Creative Provider Orientation
- NPDB Reporting
- System Implementation
- Ongoing Professional Practice Evaluation
- Organization & Efficiency
- Policies & Procedures
- Preventative Planning
- Problem Solving & System Audits
- Research & Continuing Education
- Rules & Regulations
- Social Media & Marketing
- Service Line Turnover Management
- Delineation of Privilege Drafting
- NCQA, DNV, and TJC

Experience

04/2022 - Current	<u>UNIFIED INNOVATIONS, LLC</u> <i>Owner: Melodie M. Stairs, Self-Employed</i> ❖ Credentialing Consultant & Mediator • Primary deliverables include forensic auditing, mediation, and presentation services to those seeking guidance on credentialing standards and complexities, with a special focus on negligent credentialing, process, structure, survey success, and template solutions. ○ Dallas County Dispute Resolution – Assist in court-approved alternative mediations ○ Resilient Healthcare – Credentialing Manager for in-home providers and contracted facilities. ○ OSS Health – Efficiency Consultant for Medical Staff Office and supporting departments. ○ MedTel Outcomes, LLC– Assisted in client software integration ○ Jason Williams, JD – Malpractice Case Review ❖ Speaker and Educator • Achievements include but are not limited to a presentation at the American Association of Justice regarding "Negligent Hospital Credentialing" in February of 2024 and the creation of an informative "Know Before You Go" website intended to educate the general public on the basics of at-home credentialing techniques that do not require a signed release. • Team Med Global Faculty Member – Content creation, collaborative research, and speaker with a team dedicated to ongoing and innovative education within the industry.
7/2025 – Current	<u>Greeley Interim Staffing</u> Designation: <i>Executive Leadership Staffing Solutions</i> Healthcare organizations are under tremendous strain as the market-for-talent becomes increasingly competitive. We help clinical, business, and administrative leaders advance mission-critical initiatives by providing just-in-time access to highly skilled, professionally vetted leaders and staff. Our recruitment team comprises administrative leaders who have previously led healthcare departments, who consult with healthcare clients every day on improvement initiatives, and who understand the complexities of navigating a healthcare organization.

	Increasing administrative burdens can steal practitioner focus from patients, increase burnout, and slow revenue capture. We bring unmatched expertise to the enablement and optimization of the organized medical staff, focusing on key metrics, data, and outcomes impacted by credentialing, privileging, and the provider enrollment processes. ❖ Geisinger Healthcare of Pennsylvania Role: Audit Processing, Medical Staff Services & Enrollment Size: 10 NCQA Accredited Hospitals; 125 Care Sites, 2,500+ 3,000+ Medical Staff; 0 Direct Reports Dates: July 2026 – Current • Achievements include but are not limited to: ○ Assist current leadership with processing audits to determine action plan needs ❖ Methodist Le Bonheur Healthcare, Memphis, TN Role: Interim Senior Director, Medical Staff Services & Provider Quality CVO Size: 1,328-Beds; 6 DNV Accredited Facilities; 2,500+ Medical Staff; 20 Direct Reports Dates: July 2025 – June 2026 • Achievements include but are not limited to: ○ Zero findings in DNV and Stoke Accreditation Surveys ○ Successful software conversion from Cactus to Symplr ○ Reduced initial application turnarounds from 120 to 60 days ○ Project management with internal and external sources to implement an OPPE process ○ Project management with in-house department to resolve provider onboarding deficiencies ○ Improved department culture, collaboration, and communication gaps
12/2023 – 12/2024	<u>AMN HEALTHCARE / B.E. SMITH</u> Designation: Executive Leadership Staffing Solutions An interim leader is strategically placed with an AMN Healthcare interim solutions client organization based on experience, specialty expertise, and cultural fit to assess the operations and/or satisfy a management void within the organization. The Interim Leader conducts an assessment, provides findings and recommendations, coaches, guides, and leads based on the goals set by the Client. For each engagement, the Interim Leader is assigned a scope of responsibility. Expectations are established mutually with the Client organization and the AMN Healthcare Interim Solutions Professional Services Specialist (PSS). The PSS guides and supports the Interim Leader as he/she implements the Client's approved recommendations. Client resources are used to achieve and sustain improvements within the Client Organization. AMN Healthcare Interim Solutions is committed to providing qualified and experienced Interim Leader subject matter experts who are competent in providing leadership in their expertise. ❖ Sierra Nevada Memorial Hospital, Grass Valley, CA Role: Interim Director, Medical Staff Services Size: 104-Beds; 1 Joint Commission Accredited Facility; 100+ Medical Staff; 1 Direct Report Dates: December 2023 – December 2024 • Achievements include but are not limited to: ○ Full audit and automation of system alerts ○ Transitioned from paper to electronic reporting ○ Implemented template usage for internal and external communications ○ Project management with key stakeholders to create an all-inclusive onboarding packet
07/2015 – 10/2023	<u>WHITE ROCK MEDICAL CENTER, DALLAS, TX</u> Size: 218-Beds; 1 Joint Commission Accredited Facility; 400+ Medical Staff; 3 Direct Reports Owners: Tenet Health, Baylor Scott and White, Pipeline Health & Heights Healthcare DBA: Doctors Hospital at White Rock, Baylor Scott & White at White Rock, & City Hospital at White Rock ❖ Director, Medical Staff Services (2022-2023) ❖ Manager, Credentialing (2019-2022)

	❖ Coordinator, Credentialing (2015-2019) • Achievements included but were not limited to successful navigation of COVID credentialing, ownership, software, and contract conversions. Recognition included a newsletter spotlight and a 2023 Leader of the Month award. • Primary Responsibilities included but were not limited to oversight of departmental activities to ensure quality and timely credentialing and onboarding of new medical staff/service lines following federal, state, accreditor, and internal guidelines. Creation of integrated communication systems with all hospital departments to ensure compliance with approved membership and privileges, reappointments, contractual, and code of conduct requirements. Maintain and create a software database to reduce manual functions and ensure automated services for expirable telecommunications with medical staff and reporting agencies. • General Requirements included but were not limited to implementing and enforcing system policies, rules & regulations, and medical staff bylaws. Organizing and maintaining meeting structures for all hospital service lines while ensuring a proper chain of command to review and approve action items. Training and advising incoming physicians and employee leaders regarding medical staff functions and resources. Recruitment, training, and oversight of qualified medical staff professionals. Auditing of credentialing files and processes with the implementation of preventative measures. Accreditation review with the Joint Commission, Medicare, and Certification Surveyors. Ensuring primary source verification of all provider applications, analysis of data, identification of discrepancies, data entry of applications, and review for errors before submitting completed applications for committee review.
1/2014 – 10/2019	<u>GENERAL/SPECIAL CARE DENTAL OFFICE, DALLAS, TX</u> Size: 3-Chair Facility; Average 20 patients per day Owner: Jonathan Clemetson, DDS (prior spouse) ❖ Office Administrator (Part-Time During Academic Studies) • Responsibilities included but were not limited to: ○ Patient scheduling, billing, and reimbursement audits. ○ Patient triage, matrix, and documentation oversight for international dental care teams. ○ Supply planning and dental credentialing through the Jamaican consulate for annual mission trips to Elderslie and Balaclava (2014- Current). ○ Funding and budget planning with the International Rotary, Zambian Rotary, and Dallas Rotarian Clubs for annual mission trips with Northrise University of Zambia (2017-2018). ○ Strategic communication with the Louise Herrington School of Nursing and Baylor University regarding joint venture mission trips to Zambia (2017-2018).
04/2013 – 06/2015	<u>CHILDREN’S MEDICAL CENTER, DALLAS, TX</u> Size: 487-Bed Facility; responsible for 200+ providers Designation: For Profit: Ranked in every pediatric specialty ❖ Coordinator, Medical Staff Credentialing • Responsibilities included but were not limited to sending and processing initial and re-credentialing applications, primary source verification of all information received, analysis of data, identification of discrepancies, data entry of applications, and review for errors before submitting completed applications for department review. Specializing primarily in pediatric dentistry, general pediatrics, pathology, urology, and allied health professionals for a children’s hospital setting under The Joint Commission Standards. • Achievements included but were not limited to reviewing Policies and Procedures, Medical Staff Bylaws, and department resources, and making thorough and implemented recommendations for improvement. Winner of second place in the department incentive plan and meeting a personal goal to double the applications processed in 2014.

02/2011 – 03/2013	<u>AUGUSTA HEALTH HOSPITAL, FISHERSVILLE, VA</u> Size: 255-Bed Facility; 300+ Medical Staff; 1 Direct Report Designation: For Profit: Named a 100 Top Hospitals in the Nation by Thomson Reuters ❖ Supervisor, Medical Staff Credentialing • Responsibilities included but were not limited to coordination and oversight of the Medical Staff Department, including physician and allied health credentialing and re-credentialing, meeting management, and the flow of information from medical staff committees through the Credentials, Medical Executive, and the Board Committees. Assisted with Joint Commission Survey preparation for the medical staff leadership function, including staff and medical staff education regarding accreditation standards. Participated in a successful Joint Commission Survey, worked closely with medical staff leaders, hospital administration, and legal counsel regarding medical staff and bylaws issues, as well as supervision and training of the Medical Staff Assistant. Further details are available on request. • Achievements included but were not limited to transitioning the Medical Staff Department into time-efficient and meaningful processes via the creation of checklists, instructions, and templates; developing working relationships that enabled effective channels of communication for all facets of the credentialing and onboarding process; aiding in the restructuring of the orientation process, developing agreeable timelines in which the provider applications were processed, and creating a resource guide for Joint Commission and Credentialing updates to remain compliant with hospital Bylaws, CMS, and The Joint Commission.
08/2008 – 02/2011	❖ Certified Nursing Assistant • Responsibilities included but were not limited to documenting all daily procedures, communicating all relevant issues to the appropriate staff, and ensuring that each patient's quality of care remained at the highest level possible. I worked on the general inpatient floor but acted as a floating certified nursing assistant on surgical, rehab, mental, and ICU floors in addition to PRN one-to-one sitter shifts. • Achievements included but were not limited to being a member of the mechanical lift team and being responsible for the training of new employees.
12/2007 – 08/2008	<u>FAMILY PRACTICE OFFICE, STAUNTON, VA</u> Size: 4-Room Facility; Average of 20 patients per day Owner: Diana Jenson, MD ❖ Certified Nursing Assistant • Responsibilities included but were not limited to organization and maintenance of patient charts in regards to medication lists, progress notes, and filing systems; setting up exam rooms; obtaining vital signs; reviewing medication lists with patients, documenting all applicable information, assisting in pap smears and small surgeries, sterilization of equipment, collecting and testing of specimens, preparing of specimens for lab testing, scheduling, answering phones, and calling in prescriptions. • Achievements included but were not limited to creating an Excel program to house patient chart templates, eliminating the margin for error, and improving job speed.
05/2007 – 12/2007	<u>AUGUSTA NURSING & REHAB, FISHERSVILLE, VA</u> Size: 112-Bed Facility Designation: For-Profit Corporation ❖ Certified Nursing Assistant • Responsibilities included but were not limited to documenting all daily procedures, communicating all relevant issues to the charge nurse, and providing daily care to residents by ensuring that their quality of life remained at the highest level possible.
08/2003 – 10/2007	<u>MEDICAL SERVICES, Inc., CHATTANOOGA, TN</u> Size: 30+ Enrolled States

04/2001 – 08/2003	Designation: <i>Better Business Bureau Accredited Healthcare Coding, Billing, & Collections Agency</i> ❖ Provider Enrollment Liaison & Managed Care Credentialing • Responsibilities included but were not limited to completing provider enrollment applications, monitoring accounts receivable for required enrollment, reviewing and releasing HCFA 1500 claims, creating and maintaining provider spreadsheets for 44 hospitals, working with hospital business managers to maintain provider files, researching and resolving insurance denials via the web and insurance contacts, enforcing checkpoints to prevent future errors, supervising and training administrative assistants, and maintaining their written instructions. • Achievements included, but were not limited to, restructuring the provider enrollment position to reduce company costs and miscommunication. ❖ Medical Record Clerk, Medical Billing, & Debt Collection • Responsibilities included but were not limited to maintaining spreadsheets for 38 hospitals, which monitored the dates on which all medical records were received in-house, the dates on which the charts were demoed, coded, and charged out, as well as maintaining production totals for the coding and charge-out personnel. • Achievements included but were not limited to converting the chart-receiving process from paper to Excel spreadsheets and graphs, which were made available to all departments via the network.
1997 – 1999	<u>BLUE MOUNTAIN ACADEMY INDUSTRY, HAMBURG, PA</u> Designation: <i>On-Campus Work Program</i> ❖ Quality Control • Responsibilities included but were not limited to documenting production totals, ensuring production quality, and training the production line on efficient methods to cut back on company costs.

Licensure / Certification

- ❖ **PESC** – Provider Enrollment Specialist Certification (2025–Current)
- ❖ **CPMSM** - Certified Professional Medical Staff Management (2018–Current)
- ❖ **CPCS** - Certified Professional Credentialing Specialist (2014–Current)
- ❖ **Certified Mediator** - State of Texas (2020–Current)
- ❖ **Notary Public** - State of Texas #13097064-4 (2017–Current) State of Virginia #7501487 (2011–2015)
- ❖ **Certified Nursing Assistant** - Virginia License #1401118324 (2007–2015)

Education

- ❖ **Master's** (Healthcare Law), Texas A&M University School of Law (2021–2026)
 - *Phi Cappa Pi Honors*
- ❖ **Bachelor's** (Communications & Dispute Resolution) University of North Texas Dallas (2019–2020)
 - *President's List*
- ❖ **Associate's** (Science) Dallas Community College (2015–2018)
 - *Sigma Alpha Pi Honors*
- ❖ **CPCS Credentialing Preparatory Course** (2014)
- ❖ **Skill Path** - Communications Certificate (2013)
- ❖ **Blue Ridge Community College** - Electives (2007–2010)
- ❖ **Valley Vocational-Technical Center** - Certified Nursing Assistant Program (2006)
- ❖ **Chattanooga State** - Electives (2003–2004)
- ❖ **New Horizons** - Excel Certificate (2002)

- ❖ **Southern Adventist University** - Electives (1999–2000)
- ❖ **Blue Mountain Academy** (1996–1999)

Memberships

- ❖ **NAMSS** - National Association of Medical Staff Services (2013–Current)
- ❖ **TAMSS** - Tennessee Association of Medical Staff Services (2025–Current)
- ❖ **PAMSS** - Pennsylvania Association of Medical Staff Services (2024–Current)
- ❖ **CAMSS** - California Association of Medical Staff Services (2024–Current)
- ❖ **TSMSS** - Texas Society Medical Staff Services (2013–Current)
- ❖ **VAMSS** - Virginia Blue Ridge Association Medical Staff Services (2011–2013)
- ❖ Board Member of Medical Staff Professionals of Fort Worth, Dallas (2019–2020)
- ❖ National Society of Leadership and Success (2018–Current)

Awards / Recognition

- ❖ Leader of the Month, White Rock Medical Center (2023)
- ❖ President of Pre-Law Society, University of North Texas at Dallas (2019–2020)
- ❖ Hospital Newsletter Recognition, City Hospital at White Rock (2018)
- ❖ Hospital Newsletter Recognition, Children's Hospital (2015)
- ❖ Performance Recognition Award, Children's Hospital (2014)
- ❖ Employee of the Year Award, Medical Services, Inc. (2006)
- ❖ Outstanding Customer Service Award, Medical Services, Inc. (2003)

Hobbies / Volunteering

- ❖ Gardening, running, reading, motorcycling, fishing, and snowboarding
- ❖ Organizing annual mission trips, including Honduras, Africa, Jamaica, India, and Vietnam
- ❖ Volunteering with the Ferguson Road Initiative and Big Brother Big Sister programs
- ❖ Immersing myself in the unknown to gain a better understanding of possibilities