



Karyn Delgado, CPMSM
Saint Joseph Health System – Mishawaka and Plymouth Medical Centers

I currently serve Saint Joseph Health System as Director of Medical Staff Services for our two hospitals in Northern Indiana. SJHS is a member of Trinity Health, which includes 90+ hospitals. I currently report to the Chief Medical Officer and am a member of SJHS and Trinity Health leadership committees including our Medical Staff Professionals monthly meeting, Credentials Steering Committee, and multiple working teams.

I joined SJHS in 1991 in Human Resources and quickly transferred to Medical Staff Services as the CME Coordinator. I served in that role for over four years before moving to the Medical Staff Office Assistant position. Promotions moved me through each role of the Medical Staff Office landing me in my current position.

In 2007, I facilitated the development of systemwide Medical Staff Bylaws for three of our facilities with the leadership of a consultant firm. In addition to managing the Medical Staff Office, as a leader in Medical Staff Services, we developed a regional Centralized Credentialing Services in 1999 which served as a CVO for six facilities including three hospitals, a PHO, hospital based payor enrollment and a long-term care facility for over 18 years. In 2008, SJHS started our first electronic medical record with Cerner PowerChart. My team was involved with this process by building the physician and specialty tables, importing all credentialed providers and creating unique provider identification numbers across SJ entities. In 2021, SJHS converted from Cerner to EPIC for our electronic medical record. The Medical Staff Office was again integrally involved into the development of our physician and providers workflow, assigned and scheduled appropriate training and served on the command center for our three-week go live. We were also involved with the community EPIC module, EpicCare Link, and are now the approvers of electronic prescribing for our licensed physicians and providers.

SJHS built our new hospital in December of 2009. I participated on multiple committees discussing medical staff inpatient workflows, patient charting, as well as creating spaces to offer opportunities for improved communication with nursing and physician colleagues. My team and I developed the orientation materials and provided hundreds of tours to our credentialed providers for our new hospital.

Regarding accreditation, my years at SJHS has provided me with exposure to operational credentialing and accreditation organizations including CMS, TJC, AAAHC, NCQA. In 2017, we moved to Trinity Health's Centralized Practitioner Information CVO, which also included converting from Healthline Systems Echo to Morrissey MSOW credentialing database.

I enjoy collaborating with our medical staff developing new processes and policies, researching privilege criteria for new technology, maintaining Medical Staff Bylaws, and coordinating the physician engagement survey and events.

Early in my career, I very much appreciated the real sense of team I experienced through the sharing of information, forms and resources by all the medical staff professionals in INAMSS, and NAMSS. I became CPMSM certified in 2004 and volunteered as a member of the INAMSS Membership Committee. I have been in the role of INAMSS Secretary since 2021.