



Donna Goestenors, CPMSM®, EMSP, CLE

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EDUCATION

Kansas City Business College, Kansas City, MO: A.S. in Medical Services Science

PROFESSIONAL EXPERIENCE

2009 - Present: Team Med Global, LLC, Glen Carbon, IL: Founder & President

Leadership and Growth: Founded and expanded TMG to a team of over 50 collaborators, delivering innovative consulting, staffing solutions, and educational programs for Medical Services Professionals (MSPs), medical staff, administrative leaders, and governing boards.

TMG University: Established TMG University, offering credential and certificate programs such as Executive MSP, Executive Provider Enrollment Professional, Certified Physician Licensing Specialist, and Certificate in Leadership Excellence, enhancing professional development for MSPs nationwide.

Consultancy: Collaborate with healthcare organizations to develop tailored, compliant, and efficient solutions addressing both strategic and operational challenges, prioritizing client needs and delivering actionable strategies.

ProVISIONary Staffing: Developed and oversee ProVISIONary Staffing, a specialized staffing service for hospitals, credentials verification organizations, provider enrollment departments, health plans, managed care organizations, and physician practice management offices.

MSP Training: Oversee the development and delivery of comprehensive training programs for MSPs on certification preparation, credentialing, provider enrollment, compliance, leadership, and career development, designed to enhance skills and advance careers in the medical services field.

Webinar Series Development: Developed numerous popular webinar series, including Doctor FBI, Provider Enrollment Prime, Legal Bond, Managed Care Magic, Unstoppable!, CVO Connection, Career Rocket, FQHC Frontiers, Leadership Catalyst, Project Navigator, and Fiscal Rx, providing in-depth education and training for MSPs.

Expert Witness and Legal Review: Developed and oversee expert witness and legal review services, offering in-depth analysis and professional testimony on medical staff services,



credentialing, licensure, provider enrollment, quality, and compliance issues in legal proceedings.

Commitment to Excellence: Promote excellence in healthcare administration through cutting-edge education, innovative staffing solutions, and expert consulting services, advancing the field of medical staff services.

2007-2008: The Greeley Company, Marblehead, MA: Full-Time Consultant

Medical Staff Institute Advisor

- Provided assessment, design, and implementation services in regulatory compliance, credentialing, privileging, and bylaws for Medical Staff Institute and non-Institute clients.
- Emphasized measurable project results to ensure client success.
- Led strategic planning for Medical Staff Services Departments in academic, community, rural, system, and non-system hospitals.
- Conducted software assessments and staffing analyses for medical staff offices and Credentials Verification Organizations.

1986-2007: BJC, Christian Hospital, St. Louis, MO: Director, Medical Staff Services, North Region

- Managed credentialing, privileging, accreditation, and all department operations, including budget compliance, for multiple facilities.
- Coordinated The Joint Commission and Centers for Medicare and Medicaid Services surveys for five facilities, achieving zero medical staff deficiencies.
- Established an integrated Medical Staff Services Department for the BJC region, standardizing credentialing verifications, meeting management, database management, bylaws continuity, and compliance with state, federal, and local laws.
- Implemented proven-practice models throughout the region.
- Developed a standardized application and credentialing verification program for the North Region medical staff and allied health professional staff.
- Consolidated medical library services, converting one facility to an e-library.
- Implemented the first MSSD service quality program in the metropolitan area.

1997-2007: Consultant

- Served as an outside regulatory advisor and advocate for patient safety in Medical Staff Services Departments in areas of CMS, TJC, HFAP compliance, bylaws, rules and regulations, staffing, credentialing, clinical privileging, leadership, and office policies, procedures, and practices.
- Advised, supported, and performed on-site detailed assessments of Medical Staff Services Offices for the following organizations:
 - Alton Memorial Hospital
 - Barnes-Jewish St. Peters Hospital



- Boone Hospital
- Doctor's Hospital (Crossroads Hospital)
- Fayette County Hospital
- Missouri Baptist Medical Center (assisted with TJC Survey 2000)
- BJC Healthcare (North Region)

CREDENTIALS

NAMSS Certified Professional in Medical Services Management: 2005 - Present

Team Med Global Executive Medical Services Professional: 2020 - Present

Team Med Global Certificate in Leadership Excellence: 2023

SELECTED PUBLICATIONS

Books & Book Chapters

- Goestenkers, D., & Day, G. (2020). *The Executive Medical Services Professional: What It Takes to Get to the Top*. Productivity Press.
- Goestenkers, D. (2018). Contributing Author. *Medical Staff Management* – Payer Enrollment Chapter.
- Goestenkers, D., & Day, G. (2011). *The Medical Services Professional Career Guidebook: Charting a Development Plan for Success*. Productivity Press.
- Goestenkers, D. (2011). Contributing Author. *The Medical Staff Meeting Companion: Tools and Techniques for Effective Presentations*.
- Goestenkers, D., Cairns, C., & Pelletier, S. (2008). Co-author. *The Focused Professional Practice Evaluation Toolbox: Field-Tested Documents for Credentialing, Competency and Compliance*.
- Goestenkers, D. (2005). Contributing Author. *Proven Practice Models Advice: 101 Smart Things Every Medical Staff Services Professional Should Do*.
- Goestenkers, D. (2002). Contributing Author. *Medical Staff Services Professionals Take Charge*.
- Goestenkers, D. (1998). Author. *Medical Staff Services Management*, Chapter: "Department Regionalization".

Articles

More than 200 articles, including:

- Goestenkers, D. (2024, May 6). *Adapting with Agility: Change Management for MSPs*. Team Med Global. <https://www.teammedglobal.com/change-management-for-msps/>
- Goestenkers, D. (2024, April 11). *Beyond the PowerPoint: The MSP's Guide to Polished Presentation Skills*. Team Med Global. <https://www.teammedglobal.com/msp-presentation-skills/>



- Goestenkers, D. (2024, March 27). *Thriving Behind the Scenes: Stress Management Strategies for MSPs*. Team Med Global. <https://www.teammedglobal.com/stress-management-strategies-for-msps/>
- Goestenkers, D. (2024, February 5). *The Vital Role of Succession Planning in Medical Staff Services*. Team Med Global. <https://www.teammedglobal.com/succession-planning-in-medical-staff-services/>
- Goestenkers, D. (2023, November 6). *Dyad Leadership in Healthcare: A New Paradigm for Success*. Team Med Global. <https://www.teammedglobal.com/dyad-leadership-in-healthcare/>
- Goestenkers, D. (2023, October 16). *Project Management Skills Drive Efficiency in Medical Staff Services*. Team Med Global. <https://www.teammedglobal.com/project-management-skills/>
- Goestenkers, D. (2023, June 30). *Emotional Intelligence: A Critical Workplace Skill*. Team Med Global. <https://www.teammedglobal.com/emotional-intelligence/>
- Goestenkers, D. (2023, April 3). *MSP Integrity: Avoiding the Slippery Slope of Unethical Behavior*. Team Med Global. <https://www.teammedglobal.com/msp-integrity/>
- Goestenkers, D. (2022, July 28). *Board Action Processes: Focus on Efficiency*. Team Med Global. <https://www.teammedglobal.com/board-action-process/>
- Goestenkers, D. (2022, February 5). *Strategies to Combat Workplace Burnout*. Team Med Global. <https://www.teammedglobal.com/combat-workplace-burnout/>

Industry Reports

- MSP Well-Being: TMG 2024 Survey Findings (2024)
- MSPs at Work: TMG 2023 Salary Survey Findings (2024)
- Payer Enrollment Staffing Survey Report (2020)

Products

- MSP Career Self-Assessment (2024) <https://www.teammedglobal.com/msp-career-assessment/>
- Gold Star Credentialing: Recommended Practices to Achieve Compliance (rev. 2024) <https://www.teammedglobal.com/product/gold-star-credentialing/>
- The Accreditation Wizard (rev. 2023) <https://www.teammedglobal.com/product/accreditation-wizard/>
- EMSP Code of Conduct (rev. 2023) <https://www.teammedglobal.com/product/emsp-code-of-conduct/>
- EMSP Professional Development Creed (rev. 2023) <https://www.teammedglobal.com/product/emsp-creed/>

Models



- Executive MSP Competency Formula and Model
<https://www.teammedglobal.com/emsp-core-competency/>
- Executive Provider Enrollment Professional Competency Formula and Model
<https://www.teammedglobal.com/epep-competency-model/>
- Provider Enrollment Process Model
- Medical Staff Services Model

SELECTED PRESENTATIONS

More than 1,000 presentations at national meetings and conferences, including:

- Doctor FBI Webinar Series: 66 episodes
- Leadership Catalyst Webinar Series: 18 episodes
- Unstoppable! Webinar Series: 42 episodes
- Career Rocket Webinar Series: 6 episodes
- TMG Certification Boot Camp Course: 12 courses (2021-2024)
- TMG Certification Preparation Course: 8 courses (2019-2024)
- Foundations of Credentialing Course: 2 courses (2023-2024)
- Iowa Association Medical Staff Services Conference, "The Winning End" (2024)
- Washington Association Medical Staff Services, "AI Applications in Medical Staff Services" (2024)
- Louisiana Association Medical Staff Services, "Conquering Credentialing Red Flags" (2024)
- Michigan Association Medical Staff Services, "The Role of MSPs in Compliance" (2024)
- Dakota Association Medical Staff Services, "Merging Credentialing & Provider Enrollment" (2024)
- Dakota Association Medical Staff Services, "Unleashing Your Effectiveness" (2024)
- Michigan Association Medical Staff Services, "The Future of Credentialing" (2024)
- Dakota Association Medical Staff Services, "Telemedicine & Credentialing by Proxy" (2023)
- Minnesota Association Medical Staff Services, "Ongoing Monitoring & System Controls" (2023)

EXPERT WITNESS EXPERIENCE

- Provide expert witness testimony in credentialing, privileging, performance improvement, provider enrollment, compliance, and wrongful termination cases.
- Evaluate and analyze cases involving regulatory and accreditation compliance and medical staff governance.
- Offer professional testimony and comprehensive reports for depositions.



Selected Cases

Taylor vs. Healthcare Associates of Texas (2024)

- Deposition regarding CMS provider enrollment process/compliance.

Ahmad Hamed vs. SSM Medical Group, SSM Health DePaul Hospital, and James Lu, M.D. (2024)

- Served as an expert witness in a negligent credentialing case, providing expertise on credentialing and privileging practices.

Dragon v. Centura Health-St. Anthony Hospital (2020)

- Served as an expert witness in a MSP wrongful termination case.

[Case name redacted] (1998)

- Deposition regarding denial of medical staff membership.

CONTINUING EDUCATION

2019	Dale Carnegie Executive Public Speaking & Leadership Course
2015	Preparation for Certified Professional Career Coach (CPCC) Program
2014	Nightingale-Conant Leadership/Coach Training
2013	ZHealth Management Performance Sustenance & Spirit Course
2012	Brian Tracy International Speaking Academy
2010	Nightingale-Conant Master's Class in Professional Business Development
2010	Dale Carnegie Advanced Public Speaking

PROFESSIONAL AFFILIATIONS

Current Affiliations

Member, National Association Medical Staff Services (NAMSS)

- Faculty 2009-2019
- PASS Committee 2013-2016
- Education Committee Task Force, New Product Development, Content Expert 2008-2012
- Nominating Committee 2011
- Board of Directors, Conference Committee, Central Region Representative 1995-2006
- Immediate Past President 2006
- President 2005
- President-Elect 2004
- Chair, Education Council 2000-2003

Charter Member, Missouri Association Medical Staff Services

- State President 1996-1998

Charter Member, St. Louis Chapter of Medical Staff Services

- Chapter President 1989-1991

Advisory Board, Jackson + Coker

Prior Affiliations



National Association of Healthcare Quality (NAQH) 2008-2017

National Association of Professional Women 2012-2014

Medical Group Management Association 2020-2023

TECHNICAL PROFICIENCIES

Microsoft Office, Google Suite, leading industry software platforms, e.g., Modio, symplr/Cactus, Vistar, Verity, MD Staff