



10-03-2017 Health Literacy: Opportunities and Tools to Further Beneficiary- and Family-Centered Care (CCSQ Grand Rounds Enduring Webinar)

Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E10032017-GR)

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Continuing Education Credit Information

Continuing Education Credit

Accreditation Council for Continuing Medical Education (ACCME)

The Centers for Medicare & Medicaid Services (CMS) designates this **enduring activity** for a maximum of 2.25 AMA PRA Category 1 Credit™. Physicians should only claim credit commensurate with the extent of their participation in the activity. Credit for this course expires at midnight on October 3, 2018.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.2 Continuing Education Unit (CEU) for this activity. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires at midnight on October 3, 2018.

Accreditation Statements

[Please click here for accreditation statements.](#)

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. However, the appearance of the system and instructions for registering, logging-in, accessing courses, and obtaining certificate information have all changed.

For more information on the new LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.

Learning Management System (LMS) Instructions

In order to receive continuing education credit (CEU) for this enduring activity, you must pass the session post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

The post-assessment will be available on the Medicare Learning Network® (MLN) Learning Management System (LMS). Participants will need to login or register, to access the post-assessment.

Registering To Take a Post-Assessment

If you have previously taken Medicare Learning Network® (MLN) web-based training (WBT) courses, you may use the login ID and password you created for those courses. If you are a new user, you will need to register.

To register (if you do NOT have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Click on “Create Account”
3. Enter information for all the required fields (with the red asterisks) and click “Create”

***NOTE:** When you get to the ‘Organization’ field, click on Select. From the ‘Select Organizations’ screen, leave the ‘Find Organization’ field blank and click Search. Select ‘CMS-MLN Learners Domain - Organization’ and click Save.

Please add MLN@cms.hhs.gov to your address book to prevent MLN communication from going into your spam folder.

To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”

Finding the Post-Assessment:

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”
3. Click on “Training Catalog” in the menu beneath the MLN logo
4. Enter “**Health Literacy: Opportunities and Tools to Further Beneficiary- and Family-Centered Care**” in the “search for” box and click “search”
5. Click on the title
6. Click “Enroll”
7. Click “Access Item”
8. Scroll down on the page and click on the link titled “Post-Assessment”
9. Click “Open Item”
10. A new window will open. Click “Post-Assessment” in this new window for it to display
11. Complete the assessment and click “close”
12. Click the grey and white “x” in the upper right-hand corner to close the window
13. Click “OK” when prompted about closing the window

Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation.

[Please click here for instructions for completing the evaluation and accessing your transcript and certificate.](#)

For questions regarding continuing education credit contact CMSCE@cms.hhs.gov via email.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMS Privacy Policy

[Please click here for CMS’ Privacy Policy.](#)

Help

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network® (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at CMSCE@cms.hhs.gov via email.

Activity Information

Activity Description

This Grand Rounds event defined health literacy, identified strategies to improve understanding, described the relationship between health literacy and patient engagement, and identified opportunities for health literacy improvement.

Please click or copy and paste the links below to access the webinars:

- Part 1: <https://youtu.be/jszHfDAbHto>
- Part 2: <https://youtu.be/dKrxaleFZcl>

Target Audience

This activity is designed for physicians and other health care professionals.

Learning Objective

By the end of this presentation, participants should be able to:

- Identify reading level mismatch
- Define health literacy
- Recognize the benefit of shared decision making
- Identify strategies to improve understanding

Participation

Register for the webinar, participate in the webinar, and access and complete the assessment and evaluation.

Speaker Bios & Disclosures

No one in a position to control the content of this activity has anything to disclose. The planners/developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Cindy Brach, MPP, presenter, is a Senior Health Care Researcher in The Agency for Healthcare Research and Quality's (AHRQ's) Center for Delivery, Organization, and Markets. In this role, she conducts and oversees research on health systems improvement in the areas of health literacy, cultural and linguistic competence, chronic care, and children's health care. Ms. Brach also leads AHRQ's health literacy activities, coordinating the Agency's work in developing measures, improving the evidence base, and creating implementation tools. Her health literacy projects have included the development of the AHRQ's "Health Literacy Universal Precautions Toolkit," "Making Informed Consent an Informed Choice: Training Modules for Health Care Leaders and Professionals," CAHPS® Item Sets for Addressing Health Literacy, and the Patient Education Materials Assessment Tool (PEMAT).

Ms. Brach serves on the National Academy of Medicine's Roundtable on Health Literacy, where she led an effort to define the attributes of a health literate organization. She is a Subject Matter Expert in cultural and linguistic competence. Her work in this area includes overseeing the development of the "TeamSTEPPS Limited English Proficiency (LEP) Module" and the "Re-

engineered Discharge Toolkit," which addresses the needs of diverse patients. Ms. Brach's work on Medicaid and the State Children's Health Insurance Program (SCHIP) includes overseeing the five-year evaluation of the Children's Health Insurance Program Reauthorization Act (CHIPRA) Quality Demonstration Grant Program. She also worked to improve chronic care, overseeing the development of "Integrating Chronic Care and Business Strategies in the Safety Net: A Toolkit for Primary Care Practices and Clinics," and co-authoring the "Primary Care Practice Facilitation Curriculum."

Ms. Brach is a frequent speaker at National conferences and webinars. She has published book chapters and articles in journals, such as Health Affairs, the Journal of General Internal Medicine (JGIM), the Journal for Healthcare Quality, the Journal of Health Communication (JHQ), Medical Care, Medical Care Research and Review (MCRR), and Pediatrics. She is a Founding Member of the Editorial Board of Health Literacy Research and Practice. Ms. Brach's earlier experience includes serving as a Mental Health Policy Research Director, a Welfare Reform Consultant, Provider of Technical Assistance, a State-Level Administrator, and a Municipal Policy Analyst.

Ms. Brach earned her Master of Public Policy degree from the University of California, Berkeley, where she also advanced to Doctor of Philosophy (PhD) degree candidacy.