



Improving Care Equitably Through Community-Focused Interventions – A Special Focus on Language Access Equity (CCSQ Grand Rounds Enduring Webinar)

Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E02222018-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 2.5 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 February 22, 2019.

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 February 22, 2019.

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 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 "**Improving Care Equitably Through Community-Focused Interventions - A Special Focus on Language Access Equity**" 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 the prevalence and barriers of treating limited or non-english proficient patients and described examples of community level interventions that have demonstrated effectiveness in fostering equal access to care for affected beneficiaries.

Please click below to access the recorded webinar:

<https://econometrica.webex.com/econometrica/onstage/playback.php?RCID=cc50cc6f183318c88bc9203f024f3792>

Target Audience

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

Learning Objective

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

- Recognize the prevalence and barriers of treating limited or non-english proficient patients
- Select examples of community level interventions that have demonstrated effectiveness in fostering equal access to care for affected beneficiaries

Participation

Watch the recorded webinars linked to in the *Activity Description* section of this document, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the beginning of this document.

Speaker Bios & Disclosures (alphabetical by last name)

All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

Angelo R. Canedo, PhD, MS, LNHA, FACHE, presenter, has been with Medisys and Jamaica Hospital since 1989. He has held a number of progressive positions and is currently a Network Vice President with administrative oversight of many large departments and programs, including all 10 Delivery System Reform Incentive Payment (DSRIP) projects, trauma, surgery, rehab, hospice, and others. Dr. Canedo began his ongoing focus on hospital readmissions and overutilization in 2010. He has led the organization's efforts to decrease overutilization for the past eight years. He has developed many programs and spearheaded efforts to address this issue throughout the network and across all major clinical areas. Dr. Canedo developed numerous programs integrating community reentry with a physical health, physical rehabilitation, and psychological focus. He has held a number of consulting positions over the years and has held several university adjunct faculty appointments. His strengths are in establishing clinical practice modules that are data driven and guided/advanced by data analytic outcomes. He also currently serves as the Chairman of the New York State Licensure Board of Psychology.

Dr. Canedo earned a Doctor of Philosophy degree in Psychology and a Master of Science degree in Health Care Administration from Temple University.

Dr. Canedo has nothing to disclose.

Kellie Goodson, MS, presenter, has been responsible for managing and directing programs for Vizient for the past 16 years. She currently leads the Transformation Networks for Vizient's Hospital Improvement Innovation Network (HIIN) for the Partnership for Patients Initiative. As part of the Centers for Medicare & Medicaid Services' (CMS') Transforming Clinical Practice Initiative, she also leads the person and family engagement and health equity programs for Vizient's Practice Transformation Network. Ms. Goodson's areas of expertise include person and family engagement, culture, leadership, high reliability, health equity, readmissions and antibiotic stewardship.

Ms. Goodson earned a Master of Science degree in Integrated Healthcare Management from Western Governors University.

Ms. Goodson has nothing to disclose.

Jonathan Carey Jackson, MD, MA, MPH, FACP, presenter, has spent 26 years developing health services for LEP populations at Harborview Medical Center. Dr. Jackson has done research with the Fred Hutchison Cancer Research Center as an affiliate investigator on cancer prevention in immigrant communities. He has also worked with King County Public Health and the Centers for Disease Control and Prevention (CDC) on TB prevention. Dr. Jackson sees only non-English speaking patients as a clinician, and has designed a number of services that meet the needs of distinct refugee, asylee, and immigrant communities.

Dr. Jackson earned a Doctor of Medicine degree from Michigan State University.

Dr. Jackson has nothing to disclose.

Cara V. James, PhD, presenter, is the Director of the Centers for Medicare & Medicaid Services Office of Minority Health (CMS OMH), and Co-Chair of the CMS Rural Health Council. As the Director of the CMS OMH, Dr. James leads CMS's efforts to meet the unique needs of minority and underserved populations. In this capacity, she provides leadership, vision, and direction to address the U.S. Department of Health and Human Services (HHS) and the CMS goals and objectives related to improving minority health and eliminating health disparities. The CMS OMH addresses the needs of racial and ethnic minorities, sexual and gender minorities, and individuals with disabilities. Dr. James is a member of the National Academy of Medicine (NAM), formerly the Institute of Medicine, Roundtable on the Promotion of Health Equity and Elimination. Dr. James has served on several NAM committees, including the Committee on Educating Health Professionals to Address the Social Determinants of Health and the Committee on Leading Health Indicators for Healthy People 2020.

Dr. James is a nationally recognized expert and thought leader in health disparities, health equity, and improving health outcomes for vulnerable populations. Under Dr. James' leadership, the CMS OMH developed the first ever CMS Equity Plan to Improve Quality in Medicare, created and launched an ongoing initiative to assist the newly insured understand their coverage and connect to care, and strengthened the quality and increased the collection and reporting of demographic data. Dr. James has also co-authored numerous publications on health disparities.

Dr. James earned a Doctor of Philosophy degree in Health Policy from Harvard University.

Dr. James has nothing to close.

Charles Lee, MD, presenter, is an Internal Medicine Physician and has been a leading national advocate for simplifying and making medical information more understandable for patients. Dr. Lee is Senior Advisor for Health Literacy and Language Barriers at First Databank (FDB). Dr. Lee started Polyglot Systems, Inc. with a mission to develop practical, affordable, multi-language technology solutions to improve healthcare access and reduce disparities for underserved and limited English proficient patient populations in 2001. Dr. Lee served as a National Library of Medicine (NLM) Fellow in Medical Informatics for the University of North Carolina at Chapel Hill (UNC Chapel Hill) and Duke University. He has made several national presentations on health literacy and language access, including presentations to the National Academies of Science, Engineering and Medicine.

Dr. Lee has worked on many technology-based language access solutions, including three National Institute on Minority Health and Health Disparities (NIMHD) Small Business Innovation Research (SBIR) grant awards. He has extensive experience in patient-centered healthcare communication, language barriers, health literacy, and instructional design. Dr. Lee is a past recipient of the Tibbetts Award from the U.S. Small Business Administration (SBA) for his work in healthcare and technology, the Health Care Heroes Award from the Triangle Business Journal in Raleigh, NC, and the 50+ Innovation Leaders Award from AARP. He also serves as an Adjunct Assistant Professor at the University of North Carolina (UNC) Eshelman School of Pharmacy, where he is working on several projects to improve medication adherence. Dr. Lee is also a Member of the Food and Drug Administration's (FDA's) Risk Communication Advisory Committee, the Duke Clinical Research Institute's (DCRI's) Medication Adherence Alliance, and Past Co-Chair of the Sullivan Institute for Healthcare Innovation's Care Coordination Workgroup. In addition, he has direct experience caring for patients with language challenges, developing language access technologies, and implementing those technologies.

Dr. Lee earned a Doctor of Medicine degree from Northeast Ohio Medical University.

Dr. Lee has disclosed that he is an in-kind/royalty employee for First Databank.

Paule 'Martine' Pierre-Louis, MPH, presenter, has led Harborview Medical Center's Interpreter Services, Community House Calls, and EthnoMed programs for 15 years. She has championed the development of measures of effectiveness and quality for assessing language access programs in healthcare institutions. Ms. Pierre-Louis' team implemented successful interventions which addressed disparate health care outcomes by language.

Ms. Pierre-Louis earned a Master of Public Health degree from the University of Washington.

Ms. Pierre-Louis has nothing to disclose.

Alan Robert Roth, DO, FAAFP, FAAHPM presenter, is Chairman of the Department of Family Medicine, Ambulatory Care, and Community Medicine at Jamaica Hospital Medical Center in Queens County, New York. He is also the Chief of Palliative Care and the Director of the Hospice and Palliative Medicine Fellowship Program. Dr. Roth is a practicing Academic Family Medicine and Palliative Care Physician and the former Family Medicine Residency Program Director. He serves as a Professor of Family Medicine at the New York Institute of Technology College of Osteopathic Medicine (NYITCOM) and as an Assistant Professor of Social and Family Medicine at Albert Einstein College of Medicine. Dr. Roth has been the recipient of numerous "Best Doctor"

Awards. He has authored numerous publications and conducted presentations at national meetings. Dr. Roth currently serves as the Chair of the Primary Care Council for the Right Care Alliance.

Dr. Roth earned a Doctor of Osteopathic Medicine degree from the New York Institute of Technology College of Osteopathic Medicine.

Dr. Roth has nothing to disclose.

Mara Youdelman, JD, presenter, has been employed by the National Health Law Program (NHeLP), a non-profit organization, since August 2000. She currently serves as the Managing Attorney for NHeLP's District of Columbia office. Ms. Youdelman has more than 17 years of experience working on language access policy and advocacy at the NHeLP. Ms. Youdelman is a nationally recognized expert on language access in health care settings. She has written a number of reports and participated on expert advisory panels. Ms. Youdelman is the co-author of "Ensuring Linguistic Access in Health Care Settings: Legal Rights and Responsibilities" and "Language Services Resource Guide for Pharmacists." She directed the National Language Access Advocacy Project, funded by the California Endowment to increase awareness of language access issues at the Federal level. She also served as a Founding Commissioner on the Certification Commission for Healthcare Interpreters. Ms. Youdelman was named a 2011 Language Access Champion by the National Council on Interpreting in Health Care (NCIHC) and a 2010 Health Reform Champion by SHIRE (the Summit Health Institute for Research and Education).

Ms. Youdelman earned a Juris Doctor degree from Boston University School of Law.

Ms. Youdelman has nothing to disclose.

