



# Improving Care for Complex and Seriously Ill Patients: the Importance of Identifying the Population and Documentation Standards (CCSQ Grand Rounds Enduring Webinar)

## ***Continuing Education (CE) Activity Information & Instructions*** *(Enduring Activity #: WE-E04242018-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 1.75 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 April 24, 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 April 24, 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](mailto: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 for Complex and Seriously Ill Patients: the Importance of Identifying the Population and Documentation Standards**" 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](mailto: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](mailto:CMSCE@cms.hhs.gov) via email.

## Activity Information

### Activity Description

This grand rounds event defined serious illness, recognized the importance of identifying the seriously ill population, identified ways to improve care for patients with serious illness, and listed challenges of current documentation standards and potential methods to improve them.

Please click or copy and paste the link into a web browser to access the webinar:

<https://youtu.be/xFoRFn2RJmk>

### 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:

- Define serious illness
- Recognize the importance of identifying the seriously ill population
- Identify ways to improve care for patients with serious illness
- List challenges of current documentation standards and potential methods to improve them

### Participation

Watch the recorded webinar 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.

**Amy Kelly, MD, presenter**, is Associate Professor and Vice Chair for Health Policy and Faculty Development in the Brookdale Department of Geriatrics and Palliative Medicine at the Icahn School of Medicine at Mount Sinai. Dr. Kelly joined the faculty as a clinical investigator at Mount Sinai, where she serves as attending physician on the Palliative Medicine consultation services and inpatient units both at Mount Sinai Hospital and Mount Sinai Beth Israel. In addition to her clinical work, she has directed the Geritalk communication skills training program since 2009 and has committed the majority of her time to her National Institute on Aging (NIA)-funded research, which focuses on improving the quality of care for older adults with serious medical illness.

Dr. Kelley's research bridges the intersection between geriatrics and palliative medicine by focusing on the needs of seriously ill older adults and their families. She is particularly interested in regional practice variations and the relationship between patients' social, functional, and medical characteristics and treatment intensity. Dr. Kelly is currently pursuing research that will help to prospectively identify those older adults who are at greatest risk for high healthcare costs and may have unmet palliative care needs. Her research has been funded by the National Institute on Aging, The Gordon and Betty Moore Foundation, and the National Palliative Care Research Center, among others.

Dr. Kelly earned a Doctor of Medicine degree in Geriatrics and Palliative Medicine from Icahn School of Medicine.

**Kimberly Rawlings, MPP, developer**, has been employed as a Health Insurance Specialist for the Centers for Medicare & Medicaid Services (CMS) since May 2014. Ms. Rawlings has been organizing Grand Rounds sessions for continuing medical education (CME) and continuing education (CE) credit since February 2016. In addition to this work, she leads the Measures Management System (MMS) and focuses on revitalizing the principles of standardization, innovation, and accessibility in the MMS and engaging stakeholders in the measure development process. Her previous experience includes serving as the Program Manager, working on outreach and program evaluation at a large Baltimore based non-profit organization.

Ms. Rawlings earned a Master of Public Policy degree from the University of Maryland, College Park.

**Todd Stivland, MD, presenter**, is board certified in family medicine and hospice and palliative care. Dr. Stivland has 24 years of experience and he founded Bluestone Physician Services in 2006 to create a model of care to serve high-risk patients. He developed it from a small start-up to the largest on-site provider for assisted living communities in Minnesota, Wisconsin, and Florida. Dr. Stivland is dedicated to changing the way healthcare is delivered to our most underserved, frail, and medically complex population. He has served on policy committees for the state of Minnesota and is an active national speaker on medical models and clinical practices.

Dr. Stivland earned a Doctor of Medicine degree from the University of Wisconsin.

Dr. Stivland has disclosed that he is a Stock Shareholder in Bluestone Physician Services.