



2020 CMS Quality Conference: Aligning to Ensure Safety, Quality, and Value February 25-27, 2020 | Baltimore, Maryland

Continuing Education (CE) Activity Information & Instructions

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Information by Session

Chronic Kidney Disease (CKD) Disparities: Strategies for Slowing Progression (Activity #: IP-02252020-QCMC1)

Activity Description

This master class will address slowing the progression of Chronic Kidney Disease (CKD). Speakers will present recent analyses of Medicare patients with CKD. These analyses have yielded information on clinical recognition of CKD and kidney function decline over time: Only 12% of Fee-for-Service (FFS) beneficiaries and 28% of Medicare Advantage (MA) enrollees with lab-identified CKD had CKD clinically recognized via diagnoses. In those with both lab-identified and clinically recognized CKD, 70% of FFS beneficiaries and 68% of MA patients had consistent CKD staging agreement in diagnosis codes and lab data. In a cohort of over 1 million MA enrollees with lab-identified CKD in 2013-2018, African American and Hispanic patients had better kidney function at study entry than other beneficiaries, but faster kidney function decline.

During the interactive session, presenters will share a resource guide on CKD for primary care practices. A new Chronic Kidney Disease Disparities: Guide for Primary Care provides information on disparities in CKD, describes actions for primary care teams, and points to additional resources. We will have a dialogue on the development of the Guide, how the Guide may be used, and how to help manage CKD from a stakeholder perspective.

Target Audience

This activity is designed for all health care professionals.

Learning Objectives

By the end of this session, the participant should be able to:

- Name at least one goal from the Centers for Medicare & Medicaid Services (CMS) surrounding kidney health initiatives
- Identify tools available for primary care providers to reduce disparities in Chronic Kidney Disease (CKD) among minority populations
- Name recent findings on CKD disparities

Participation

Register for the Centers for Medicare & Medicaid Services (CMS) Quality conference, attend the master class, and access and complete the post-assessment and evaluation.

Speaker Bios & Disclosures (alphabetical by last name)

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

Clarissa Diamantidis, MD, presenter, has a background in epidemiology, and is a board certified Nephrologist. Dr. Diamantidis has served as an Associate Professor of Medicine in the Divisions of General Internal Medicine and Nephrology at the Duke University School of Medicine since

2014. She also serves as an Associate Professor in Population Health Sciences at Duke University, and is a clinical investigator in health disparities in kidney diseases. Prior to joining Duke, Dr. Diamantidis served as a faculty member in the Division of Nephrology at the University of Maryland Medical Center in Baltimore, Maryland.

Dr. Diamantidis earned a Doctor of Medicine degree from the New York Medical College, and a Master of Health Science degree from John Hopkins University.

Cara V. James, PhD, presenter, is the Director of the Centers for Medicare & Medicaid Services (CMS) Office of Minority Health (OMH), and Co-Chair of the CMS Rural Health Council. She is a nationally recognized expert in health disparities, health equity, and improving health outcomes for vulnerable populations. As the Director of the CMS OMH, Dr. James leads CMS's efforts to meet the unique needs of minority and underserved populations. Dr. James has served as a Member of the Institute of Medicine's (IOM) Roundtable on the Promotion of Health Equity and the Elimination of Health Disparities and several other IOM committees including the Committee on Leading Health Indicators for Healthy People 2020. She has published a number of peer-reviewed articles and other publications, and was a co-author for one of the background chapters for the IOM Report Unequal Treatment.

Dr. James is a nationally recognized expert in health disparities, health equity, and improving health outcomes for vulnerable populations. As the Director of the CMS OMH, Dr. James leads CMS's efforts to meet the unique needs of minority and underserved populations. Under her leadership, CMS OMH developed the first CMS Equity Plan to Improve Quality in Medicare, created an ongoing initiative to help individuals understand their coverage and connect to care, and strengthened the quality and increased the collection and reporting of demographic data. Dr. James has served as a member of the Institute of Medicine's (IOM) Roundtable on the Promotion of Health Equity and the Elimination of Health Disparities and several other IOM committees including the Committee on Leading Health Indicators for Healthy People 2020. She has published a number of peer-reviewed articles and other publications, and was a co-author for one of the background chapters for the IOM Report Unequal Treatment.

Dr. James earned both a Doctor of Philosophy degree in Health Policy and a Bachelor of Arts degree in Psychology from Harvard University.

Karen Onstad, MPH, MPP, presenter, has been employed by NCQA as a Director in the Quality Solutions Group since 2011. Ms. Onstad has led NCQA's work to identify disparities in chronic kidney disease and proposed recommendations to address them since 2016. She led the team to develop the Chronic Kidney Disease Disparities: Guide for Primary Care.

Ms. Onstad earned both a Master of Public Health degree and a Master of Public Policy degree from the University of California, Berkeley.

Kimberly Rawlings, MPP, developer/planner, joined the Centers for Medicare & Medicaid Services (CMS) over five years ago. Ms. Rawlings is currently serving as a Program Analyst and Lead for the Measures Management System (MMS) within the Quality Measurement and Value-Based Incentives Group. As lead, Ms. Rawlings manages the MMS Blueprint, organizes quality measurement education and outreach efforts, and coordinates and aligns measure development activities across CMS. She is also a member of the team implementing the Meaningful Measures

Initiative across the agency and works to engage with external stakeholder to further the initiative.

Ms. Rawlings earned a Master of Public Policy degree from the University of Maryland College Park. She also earned a Bachelor of Science degree in Sociology from Smith College.

Jesse Roach, MD, presenter, is a Board Certified Nephrologist and a Medical Officer for the Center for Clinical Standards and Quality (CCSQ) at the Centers for Medicare & Medicaid Services (CMS). Dr. Roach also serves as the Co-Lead of the CMS Kidney Health Affinity Group. He has worked at CCSQ with various aspects of kidney care policy. Before coming to CMS, Dr. Roach served as a Medical Officer for the Food and Drug Administration (FDA) and Drug Reviewer in the Center for Drug Evaluation and Research. In addition, he also served on the faculty at the University of Wisconsin- Madison as an Adult and Pediatric Nephrologist, engaging in health policy research focusing on access to care and disparity issues.

Dr. Roach earned a Doctor of Medicine degree from the Medical University of South Carolina.

Delphine Tuot, MD, presenter, has been employed as an Associate Professor of Medicine at the University of California, San Francisco since she completed her nephrology training in September 2011. Dr. Tuot is a physician scientist with expertise in nephrology, primary care management of chronic kidney disease (CKD), provider-patient communication, patient education and self-management, and implementation science. She is currently focused on the development, implementation, and evaluation of interventions that increase patient awareness and self-management of kidney health, as well as health system interventions that enhance patient access to timely, high-quality specialty care, particularly within safety-net settings. Dr. Tuot has developed and studied several initiatives aimed at slowing kidney disease progression among low-income, and racial and ethnic populations. In addition, she has published her work in peer-reviewed journals and presented at local, regional, and national meetings.

Dr. Tuot earned a Doctor of Medicine degree from McGill University Faculty of Medicine, and a Masters of Clinical Science degree with a focus on Implementation and Dissemination Science from the University of California, San Francisco.

Continuing Education Credit Available

Accreditation Council for Continuing Medical Education (ACCME)

The Centers for Medicare & Medicaid Services (CMS) designates this **live activity** for a maximum of 1 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 March 31, 2020.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 March 31, 2020.

Accreditation Statements

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

Leading and Lagging Measures: Selecting Measures That Get You What You Need! *(Activity #: IP-02252020-QCMC2)*

Activity Description

This master class will focus on how to identify and use lead and lag measures to drive Medicaid Quality Improvement (QI). The importance of choosing measures that can both indicate progress towards a goal (lead) and achievement of that goal (lag), is essential for developing actionable quality improvement strategies. The discussion will highlight the overall concepts of lead and lag measurement for quality improvement and provide specific examples on topics such as maternal health, asthma, childhood obesity, and payment reforms. Participants will also have the opportunity to identify lead and lag measures for their own state priorities.

Target Audience

This activity is designed for all health care professionals.

Learning Objectives

By the end of this session, the participant should be able to:

- Differentiate between leading and lagging measures
- Develop a set of leading measures that can be used to assess progress during the lag time for outcome measures
- Use leading measures to assess improvement
- Use provisional data to supplement lagging measures

Participation

Register for the Centers for Medicare & Medicaid Services (CMS) Quality conference, attend the master class, and access and complete the post-assessment and evaluation.

Speaker Bios & Disclosures (alphabetical by last name)

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Kimberly Rawlings, MPP, developer/planner, joined the Centers for Medicare & Medicaid Services (CMS) over five years ago. Ms. Rawlings is currently serving as a Program Analyst and Lead for the Measures Management System (MMS) within the Quality Measurement and Value-Based Incentives Group. As lead, Ms. Rawlings manages the MMS Blueprint, organizes quality measurement education and outreach efforts, and coordinates and aligns measure development activities across CMS. She is also a member of the team implementing the Meaningful Measures initiative across the agency and works to engage with external stakeholder to further the initiative.

Ms. Rawlings earned a Master of Public Policy degree from the University of Maryland College Park. She also earned a Bachelor of Science degree in Sociology from Smith College.

Deirdra P. Stockmann, PhD, MURP, presenter, is the Technical Director for Quality Improvement in the Division of Quality and Health Outcomes in the Center for Medicaid and CHIP Services

at the Centers for Medicare & Medicaid Services (CMS). In this role, she works with state Medicaid agencies and their partners to improve health outcomes by improving access to and quality of health services for people enrolled in Medicaid and CHIP. Dr. Stockmann facilitates initiatives and learning collaboratives designed to support state Medicaid and CHIP agencies to drive improvement in health care and health outcomes, as measured by Child and Adult Core Set measures. Before joining CMS in 2012, Dr. Stockmann worked on multi-stakeholder collaborations to address social determinants of health and other aspects of community wellbeing, including healthy food access in urban environments.

Dr. Stockmann earned a Doctor of Philosophy degree in Urban and Regional Planning and Master of Urban and Regional Planning degree from the University of Michigan.

Jane Taylor, EdD, MBA, MHA, presenter, is a learning and improvement advisor for healthcare, manufacturing and education. Ms. Taylor has over 30 years of experience supporting patient and family engagement, and collaborative learning and improvement. She has supported innovation, improvement and spread collaboratives around the world over the last 20 years. Dr. Taylor has worked as an Improvement Advisor with Mathematica for five years. She has advised over 50 learning collaboratives for inpatient and outpatient healthcare and community improvement with the Institute for Healthcare Improvement, the National Initiative for Children’s Healthcare Quality, the Veterans Administration, the New York City Department of Health and Mental Hygiene (NYC DOHMH), the New York City Health and Hospitals Corporation (NYC HHC), the Visiting Nurse Service of New York, the State of Minnesota, and others.

Dr. Taylor's particular areas of expertise include care coordination, medical home, and reducing readmissions. Prior to her 20 years as a quality improvement professional, Dr. Taylor served 15 years in hospital operations as the chief executive officer (CEO) in a hospital. She has been published in the American Journal of Nursing, Journal for Healthcare Quality, and Frontiers of Health Services Management.

Ms. Taylor earned a Doctor of Education degree in Adult Learning and Leadership from the Teachers College at Columbia University.

Continuing Education Credit Available

Accreditation Council for Continuing Medical Education (ACCME)

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Accreditation Statements

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How to Effectively Address Pain Care in a Rapidly Changing Opioid Epidemic: A Federal Perspective ***(Activity #: IP-02252020-QCMC3)***

Activity Description

People living with pain are facing challenges obtaining appropriate care. Compassionate, person-centered, multimodal treatment is needed to meet unique needs and maximize function and quality of life. Estimates indicate about half of community-dwelling older adults have pain, with even more nursing home residents. Pain is a significant health concern on its own and a common symptom across multiple chronic conditions. It has significant consequences for individuals, families, caregivers, employers, government, communities, and society. The Centers for Disease Control and Prevention (CDC) data indicates 20 percent of U.S. adults (50 million) have daily pain, with eight percent (20 million) experiencing “high impact” chronic pain that interferes with life and work activities, increasing with age. The cost of pain to our nation is estimated to be as much as \$635 billion annually. Addressing the various costs of pain to individuals and systems becomes even more urgent Medicare enrollment grows.

In an environment of heightened awareness about the risks and benefits of opioid medications policy makers, clinicians, and researchers are increasingly focused on improving the prevention, treatment, and management of pain. In this master class, experts will discuss the U.S. Department of Health and Human Services (HHS) and the Centers for Medicare & Medicaid Services (CMS) efforts to understand and improve pain care and pain management across a range of treatment, services, therapies, and approaches.

Target Audience

This activity is designed for all health care professionals.

Learning Objectives

By the end of this session, the participant should be able to:

- Recall HHS’s efforts to effectively address acute and chronic pain through a system of public health interventions
- List strategies to advance care coordination and pain management for patients with chronic pain on long-term opioid therapy
- Recognize the importance of a person-centered, multi-modal, multidisciplinary approach to pain care

Participation

Register for the Centers for Medicare & Medicaid Services (CMS) Quality conference, attend the master class, and access and complete the post-assessment and evaluation.

Speaker Bios & Disclosures (alphabetical by last name)

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Ellen Blackwell, MSW, presenter, is a Senior Advisor for the Center for Clinical Standards and Quality at the Centers for Medicare & Medicaid Services (CMS). Ms. Blackwell has participated in

a wide range of high priority opioid-related work associated with the treatment of substance use disorders, and acute and chronic pain over the past several years on behalf of CMS.

Ms. Blackwell earned a Master of Social Work degree with an emphasis in Geriatric Social Work from the University of Maryland

Suchitra Iyer, PhD, presenter, is a Program Officer for the Agency for Healthcare Research and Quality (AHRQ) in the Center for Evidence and Practice Improvement (CEPI) at the Centers for Medicare & Medicaid Services (CMS). Dr. Iyer She oversees the critical appraisal of evidence through systematic reviews of clinical and other healthcare related interventions, many of which address the treatment of acute and chronic pain. She also explores methods to answer the question of what works better, for whom and under what circumstances. Her research interests include health services research, patient engagement, registries. Prior to joining the federal government, she worked as a Medical Research Analyst with Hayes Inc

Dr. Iyer earned a Doctor of Philosophy degree in Neuroscience from the University of Maryland, and completed a postdoctoral fellowship at the Johns Hopkins University School of Medicine.

Shari Ling, MD, developer/planner/presenter, is a licensed Physician and Gerontologist. Dr. Ling serves as the Deputy Chief Medical Officer (CMO) for the Centers for Medicare & Medicaid Services (CMS) and Medical Officer in the Centers for Clinical Standards and Quality (CCSQ). She assists the CMS CMO in the Agency's pursuit of higher quality health care, healthier populations, and lower cost through quality improvement. Dr. Ling served on the faculty of the Johns Hopkins School of Medicine for five years before joining the Intramural Research Program of the National Institutes of Health (NIH) at the National Institute on Aging (NIA) as a Staff Clinician for eight years. At the NIA, Dr. Ling studied human aging and age-associated chronic diseases with attention to musculoskeletal conditions and mobility function for eight years.

Dr. Ling is board certified in internal medicine, rheumatology, and geriatrics. She serves as a volunteer physician for the Geriatric Research Education and Clinical Center (GRECC) at the VA Medical Center in Baltimore, Maryland. Her professional experience also includes serving as the Clinical Services Co-Director of the Andrus Older Adult Counseling Center after receiving her training in direct service from the Leonard Davis School at the University of Southern California.

Dr. Ling earned a Doctor of Medicine degree at Georgetown University School of Medicine.

Jan Losby, PhD, MSW, presenter, is a Behavioral Scientist and serves as the Branch Chief of the Centers for Disease Control and Prevention (CDC). Dr. Losby is responsible for implementing CDC's Guideline for Prescribing Opioids for Chronic Pain in clinical settings, conducting applied health systems research, and providing scientific support for states. In this role, Dr. Losby provides trainings, webinars, and presentations on opioid related topics.

Dr. Losby joined the CDC in 2010 in the Division for Heart Disease and Stroke Prevention (DHDSP) on the Evaluation and Program Effectiveness Team. She provided evaluation support to states working with health care providers to address heart disease and worked directly with communities implementing sodium reduction strategies. Prior to joining the CDC, Dr. Losby served as the Director of Research and Evaluation at a non-profit organization, the Institute for Social and Economic Development (ISED) for 20 years, where she designed and conducted

evaluations of social service and public health programs in welfare reform, asset development, refugee services, mental health, substance abuse, and employment.

Dr. Losby earned both a Doctor of Philosophy degree in Social Work and a Master of Social Work degree from the University of Iowa.

Kimberly Rawlings, MPP, developer/planner, joined the Centers for Medicare & Medicaid Services (CMS) over five years ago. Ms. Rawlings is currently serving as a Program Analyst and Lead for the Measures Management System (MMS) within the Quality Measurement and Value-Based Incentives Group. As lead, Ms. Rawlings manages the MMS Blueprint, organizes quality measurement education and outreach efforts, and coordinates and aligns measure development activities across CMS. She is also a member of the team implementing the Meaningful Measures initiative across the agency and works to engage with external stakeholder to further the initiative.

Ms. Rawlings earned a Master of Public Policy degree from the University of Maryland College Park. She also earned a Bachelor of Science degree in Sociology from Smith College.

Vanila M. Singh, MD, MACM, presenter, was named Chief Medical Officer for the Office of the Assistant Secretary for Health at the U.S. Department of Health and Human Services (HHS) on June 12, 2017. Dr. Singh is the Primary Medical Advisor to the Assistant Secretary for Health on the development and implementation of HHS-wide public health policy recommendations. She is the Chair of the Pain Management Best Practices Inter-Agency Task Force and the Acting Regional Health Administrator for Region IX.

Dr. Singh has been a clinical associate professor of anesthesiology, perioperative and pain medicine at Stanford University School of Medicine since 2004. She is board-certified in both anesthesiology and pain medicine and specializes in treating patients with complex chronic pain issues. Her practice focuses on regional anesthesia with a specialty in advanced ultrasound-guided procedures for pain management and anesthesia medicine. Dr. Singh has given numerous lectures on various pain syndromes, including phantom limb pain, multiple sclerosis, cancer pain and central pain and neuropathic pain. In addition to abstracts and book chapters, she has developed teaching modules for resident education on pain and was recently serving as the Director of the Regional Anesthesia Resident Rotation performing ultrasound-guided nerve blocks in regional and pain. She was a member of the hospital ethics committee, clinical competency committee, and resident education. She is a teaching scholar and Member of the Teaching and Mentoring Academy at Stanford.

Dr. Singh has been active in national medical organizations. Her experience includes serving as the Vice Chair of the National Physicians Council on Health Policy, an Editorial Board Member of the Pain Physician Journal for the American Society of Interventional Pain Physicians, and a Member of the California Medical Association's (CMA's) House of Delegates. Dr. Singh also served on the CMA's Council on Ethical, Legal and Judicial Affairs, and more recently, served as a Member of the Subcommittee on Health Information Technology. She was an invited faculty speaker and Member of the Scientific Planning Committee for the 2017 National Meeting of the American Society of Regional Anesthesia. In addition, Dr. Singh serves as the Vice President of Professional Conduct for the Santa Clara County Medical Association.

Dr. Singh earned a Doctor of Medicine degree from the George Washington University's School of Medicine & Health Sciences. She also earned a Master of Academic Medicine degree from the University of Southern California's Keck School of Medicine.

Continuing Education Credit Available

Accreditation Council for Continuing Medical Education (ACCME)

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International Association for Continuing Education and Training (IACET)

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Accreditation Statements

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The Future of Quality Measurement, 2020 and Beyond ***(Activity #: IP-02252020-QCMC5)***

Activity Description

Quality measurement is a key driver in behavior change when influencing quality of care patients receive in the health care system. Over the last 20 years, institutions have made strides in improving quality of care, but gaps exist and there is growing recognition we need to transform the way we collect data, to allow for more agile, timely feedback to patients and providers to influence quality improvement. Two years ago, the Centers for Medicare & Medicaid Services (CMS) started the Meaningful Measures Initiative to help identify and close important gap areas of measures, align measures across the continuum of care and across payers, as well as spur innovation in new types of measures such as patient reported measures and electronic measures. As the healthcare quality and payment ecosystem evolves at a rapid pace, CMS needs to continue to strengthen and advance their quality and public reporting programs to improve healthcare for patients.

Incorporating feedback from the national discussions, this master class will present the approaches CMS is using to evolve quality measurement and report in 2020 and beyond. CMS will outline proposed updates to the Meaningful Measure Initiative and Merit-Based Incentive Payments System (MIPS), as well as lead a discussion on patient-reported outcome measures.

Target Audience

This activity is designed for all health care professionals.

Learning Objectives

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

- Name quality measurement priorities for CMS moving forward
- Recall proposed changes to MIPS
- Define PRO, PROM, and PRO-PM
- Recall new tools and methods supporting the development of PROs/PROMs/ PRO-PMs

Participation

Register for the Centers for Medicare & Medicaid Services (CMS) Quality conference, attend the master class, and access and complete the post-assessment and evaluation.

Speaker Bios & Disclosures (alphabetical by last name)

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

Claudia Dahlerus, PhD, presenter, has been employed as a Research Scientist and Research Area Specialist Lead with the University of Michigan Kidney Epidemiology and Cost Center (UM-KECC) since 2014. Dr. Dahlerus has worked in the field of quality measure development since 2007. She is currently leading development of a new patient reported outcome measure under the Centers for Medicare and Medicaid Services funded (CMS-funded) Kidney Disease Quality Measure Development, Maintenance, and Support contract.

Dr. Dahlerus also provides scientific and analytic oversight for measure development activities and federal rule making support. She serves as a co-facilitator on technical expert panels and has authored several peer-reviewed articles published in medical and biostatistical journals. Dr. Dahlerus co-edited a special volume published by *Medical Care*, the official journal of the medical care section of the American Public Health Association (APHA), on approaches to measurement and clinical application of patient reported outcome measures.

Dr. Dahlerus served as a Co-Investigator on the Empowering Patients on Choices for Renal Replacement Therapy Study funded by the Patient Centered Outcomes Research Institute (PCORI). She also served as Co-Investigator on an National Institutes of Health (NIH) Research Project (R01) grant examining disparities in End-Stage Renal Disease (ESRD) patient outcomes. In addition, Dr. Dahlerus regularly presents at national professional conferences, including conferences for the American Society of Nephrology and the AcademyHealth.

Dr. Dahlerus earned a Doctor of Philosophy degree in Political Science from the University of Colorado at Boulder.

Dr. Dahlerus has disclosed that she received an honorarium for serving as an a guest editor of *Medical Care*, the official journal of the medical care section of the American Public Health Association (APHA).

Maria Durham, MBA, MS, presenter, is the Division Director of the Center for Clinical Standards and Quality (CCSQ) at the Centers for Medicare & Medicaid Services (CMS). Ms. Durham has expertise in public and private health care sectors with a primary focus on Medicare standards, quality measurement development, information systems, and policy. During her time at CMS, she has been instrumental in the successful launch of the Electronic Claims Initiative, the EHR Incentive Program Stage 1, and the Quality Rating System for the Health Insurance Exchanges, as well as implementation of the Affordable Care Act (ACA) and Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) legislation, in particular, the triennial CMS Impact Assessment Report, the CMS Measure Development Plan (MDP), and the MDP Annual Reports. Ms. Durham provides leadership and oversight to the Measure & Instrument Development and Support (IDIQ) and the National Quality Forum IDIQ contracts.

Ms. Durham earned both a Master of Business Administration degree and a Master of Science degree from Johns Hopkins University.

Reena Duseja, MD, MS, presenter, is an Emergency Medicine Physician and is currently serving as the Chief Medical Officer for the Quality Measurement and Value-Based Incentives Group in the Center for Clinical Standards and Quality at the Centers for Medicare & Medicaid Services (CMS). In this role, she oversees the measure development and analyses for a variety of CMS quality reporting and value-based purchasing programs and alignment efforts in quality measurement across the agency. Dr. Duseja also serves as a Member of the Quality Innovation Council at the Center for Medicare & Medicaid Innovation. Her experience at CMS also includes serving as the Acting Director for the Quality Measurement and Value-Based Incentives Group, and the Director of the Division of Quality Measurement.

Prior to joining CMS, Dr. Duseja served as an Associate Professor in the Department of Emergency Medicine at the University of California, in San Francisco. In this role, she led quality improvement activities in a large county hospital and was awarded funding by the National

Institutes of Health (NIH) to conduct studies related to improving patient care and value our health system delivers to patients. As a Robert Wood Johnson Clinical Scholar at the University of Pennsylvania, her research focused on quality of care and unintended consequences of measurement.

Dr. Duseja earned her Master of Science degree in Health Economics from the Wharton School of Health Care Management and Economics at the University of Pennsylvania.

Dr. Duseja has nothing to disclose.

Kimberly Rawlings, MPP, developer/planner, joined the Centers for Medicare & Medicaid Services (CMS) over five years ago. Ms. Rawlings is currently serving as a Program Analyst and Lead for the Measures Management System (MMS) within the Quality Measurement and Value-Based Incentives Group. As lead, Ms. Rawlings manages the MMS Blueprint, organizes quality measurement education and outreach efforts, and coordinates and aligns measure development activities across CMS. She is also a member of the team implementing the Meaningful Measures initiative across the agency and works to engage with external stakeholder to further the initiative.

Ms. Rawlings earned a Master of Public Policy degree from the University of Maryland College Park. She also earned a Bachelor of Science degree in Sociology from Smith College.

Ms. Rawlings has nothing to disclose.

Michelle B. Schreiber, MD, presenter, is currently the Director of the Quality Measurement and Value-Based Incentives Group at the Centers for Medicare & Medicaid Services (CMS). She is a General Internal Medicine Physician with over 25 years of health care experience. Dr. Schreiber's previous experience includes serving as the Senior Vice President and Chief Quality Officer of Henry Ford Health System (HFHS) in Detroit, Michigan. Her prior roles at HFHS included serving as the Division Head of General Internal Medicine, and the Senior Vice President of Clinical Transformation and IT Integration, where she was the clinical lead of the system wide Epic implementation. The Epic implementation and use earned HFHS a Davies Award in 2018. She has also held senior leadership roles at the Detroit Medical Center, where she was the Chief Quality Officer, and with Trinity Health System where she was the national system Chief Medical Officer, and acting interim Chief Medical Information Officer.

Dr. Schreiber's areas of expertise include quality improvement, quality measures, and the intersection with electronic medical records to advance quality and quality measures. In addition to her health system roles, Dr. Schreiber has served on numerous quality committees, including the Michigan Hospital Association Statewide Quality Committee, the Board of Directors for the Michigan Health and Hospital Association (MHA) Keystone Center and Patient Safety Organization, the Board of Directors of the Michigan Peer Review Organization (MPRO), the Board of Directors of Health Alliance Plan, the National Quality Forum Patient Safety Metrics Committee, and the National Quality Partners.

Dr. Schreiber earned a Doctor of Medicine degree from Case Western Reserve University. She completed her internal medicine training at the New York Hospital's Cornell University Medical Center.

Dr. Schreiber has nothing to disclose.

Lisa Gale Suter, MD, presenter, is a board certified Internal Medicine and Rheumatology Physician and serves as an Associate Professor of Medicine in the Section of Rheumatology, Department of Internal Medicine at Yale University School of Medicine. Dr. Suter is a leading expert in rheumatology performance measurement and currently serves as the Director of Quality Measurement Programs at the Yale University Center for Outcomes Research & Evaluation (CORE), where she directs the MIDS Task Order Development, Revaluation and Implementation of Outcome/Efficiency Measures for Hospital and Eligible Clinicians contract with the Centers for Medicare & Medicaid Services (CMS).

Dr. Suter has led, directed, or consulted on the development of 33 hospital-level outcome measures, three clinician-level outcome measures, and 11 clinician-level process measures; 25 of these measures are in current or planned use in federal payment programs. She is the Co-Chair of the Quality Measures Subcommittee of the American College of Rheumatology's Quality of Care Committee and continues to study technology assessment and technology adoption in musculoskeletal and inflammatory diseases.

Dr. Suter earned a Doctor of Medicine degree from the Yale University School of Medicine.

Dr. Suter has nothing to disclose.

Continuing Education Credit Available

Accreditation Council for Continuing Medical Education (ACCME)

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Accreditation Statements

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

Approaches for Delivering Value-Based Care in Emergency Medicine, Radiology, and Psychiatry (Activity #: IP-02252020-QCMC6)

Activity Description

Medical associations serve as trusted partners for engaging clinicians in value-based care and supporting clinical practice transformation and preparedness for APM participation. Incorporating lessons learned from national programs, leading primary and specialty care medical associations will share the tools and resources featured in their quality improvement initiatives, which help improve outcomes and care for CMS beneficiaries and patients across the nation.

The American College of Emergency Physicians (ACEP) will provide an overview of E-QUAL to improve outcomes and reduce unnecessary testing in the emergency department setting, the American College of Radiology (ACR) on R-SCAN to improve care coordination and reduce unnecessary testing, the American Psychiatric Association (APA) on the Collaborative Care Model (CoCM) for behavioral health in the primary care setting, and the American College of Physicians (ACP) on the ACP Advance for clinician-led improvement in quality and patient outcomes.

Target Audience

This activity is designed for all health care professionals.

Learning Objectives

By the end of this session, the participant should be able to:

- Name the quality improvement approaches available to clinicians in emergency medicine, radiology, and psychiatry
- Recognize the support available through these approaches
- Identify key features of successful quality improvement activities

Participation

Register for the Centers for Medicare & Medicaid Services (CMS) Quality conference, attend the master class, and access and complete the post-assessment and evaluation.

Speaker Bios & Disclosures (alphabetical by last name)

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

Meena Abraham, PhD, MPH, presenter, is a Senior Advisor in the Learning and Diffusion Group of the Center for Medicare and Medicaid Innovation (CMMI) at the Centers for Medicare & Medicaid Services (CMS). She served as the lead for the 10 awards to national medical associations and professional organizations awarded through the Transforming Clinical Practice Initiative (TCPI). Previously, she served as the Director of the Division of Health Care Models overseeing a portfolio of Health Care Innovation Awards and the Strong Start for Mothers and Newborns Model.

Prior to her federal government service, Dr. Abraham led a number of public health, physician quality, and workforce skills development programs through executive positions held at the Maryland State Medical Society, the Maryland State Department of Health, and the Baltimore City Health Department. Dr. Abraham is committed to improving health outcomes at a population level by working in partnership with key public and private stakeholders to develop and implement data-driven strategies for transforming systems of care. She has developed training programs and conducted seminars and presentations on quality improvement programs to clinicians and other health care personnel in multiple formats and settings.

Dr. Abraham earned both a Doctor Public Health degree and a Master of Public Health degree from Johns Hopkins University.

Dr. Abraham has nothing to disclose.

Gregory N. Nicola, MD, presenter, is a practicing Neuro-Radiologist with the Hackensack Radiology Group. Dr. Nicola is actively engaged with transformation efforts with his health system by serving as Board Member and Finance Chair for the Hackensack Meridian Health Partners Care Improvement Network (CIN). He worked with the team at Hackensack University Medical and Trauma Center, for two years to design and implement institutional paradigms based on Choosing Wisely recommendations. This work included a program focused on appropriate spine imaging. Cross-specialty teams educated clinicians from across the institution about evidence-based care. Under the program, titled "We've Got Your Back," providers developed a clinical protocol for the evaluation of non-traumatic back pain in the Emergency Department (ED), which stratifies patients into three pathways: green, amber, and red. Each pathway includes evidence-based recommendations regarding imaging and medications.

Dr. Nicola's work is a significant contribution to advancing evidence-based, high-quality health care. The team was recognized by the American College of Emergency Physicians (ACEP) and shows the commitment of radiology and radiologists to the Choosing Wisely program. In addition, Dr. Nicola serves as the Vice-Chair of Economics and Chair of the Medicare Access and CHIP Reauthorization Act of 2015 (MACRA) Committee for the American College of Radiology.

Dr. Nicola earned a Doctor of Medicine degree from Case Western Reserve University.

Dr. Nicola has disclosed that he is a consultant for Guidepoint, LLC, member of the speakers bureau for the American College of Radiology, and a stock shareholder in Neutigers, a Machine learning company.

Anna Ratzliff, MD, PhD, presenter, is currently a Professor in the Department of Psychiatry and Behavioral Sciences at the University of Washington (UW), where she has developed expertise in suicide prevention training, mental health workforce development, adult learning best practices, and mentorship. She serves as the Director of Psychiatry Resident Training program, Co-Director of the AIMS Center, the Director of the UW Integrated Care Training Program for residents and fellows, and leads the national collaborative care training program for the American Psychiatric Association (APA).

Dr. Ratzliff is a national expert on collaborative care as an evidence based approach to delivering mental health care in primary care settings. She also has expertise in financing and accountable care contracting using this approach, specifically on training teams to implement and deliver

mental health treatment in primary care settings. Dr. Ratzliff has a passion for translating complex research ideas into practical real-world applications.

Dr. Ratzliff earned a Doctor of Medicine degree and a Doctor of Philosophy degree in Anatomy and Neurobiology from the University of California at Irvine.

Dr. Anna Ratzliff has disclosed that she receives in-kind royalty support from Wiley.

Kimberly Rawlings, MPP, developer/planner, joined the Centers for Medicare & Medicaid Services (CMS) over five years ago. Ms. Rawlings is currently serving as a Program Analyst and Lead for the Measures Management System (MMS) within the Quality Measurement and Value-Based Incentives Group. As lead, Ms. Rawlings manages the MMS Blueprint, organizes quality measurement education and outreach efforts, and coordinates and aligns measure development activities across CMS. She is also a member of the team implementing the Meaningful Measures initiative across the agency and works to engage with external stakeholder to further the initiative.

Ms. Rawlings earned a Master of Public Policy degree from the University of Maryland College Park. She also earned a Bachelor of Science degree in Sociology from Smith College.

Ms. Rawlings has nothing to disclose.

Arjun Venkatesh, MD, MBA, MHS, presenter, is an Associate Professor and Chief of the Section of Administration in the Department of Emergency Medicine at the Yale University School of Medicine, and a Scientist at the Yale New Haven Hospital-Center for Outcomes Research and Evaluation (CORE). Dr. Venkatesh's work is focused on the development of performance measures designed to improve emergency department, hospital, and health system outcomes. Dr. Venkatesh holds a variety of national leadership roles with the American College of Emergency Physicians and the Society for Academic Emergency Medicine, and serves on several technical expert panels for the National Quality Forum (NQF) and the Agency for Healthcare Research and Quality (AHRQ).

Dr. Venkatesh earned a Doctor of Medicine degree from the Northwestern University Feinberg School of Medicine, and a Master of Business Administration degree from Ohio State University.

Dr. Venkatesh has nothing to disclose.

Continuing Education Credit Available

Accreditation Council for Continuing Medical Education (ACCME)

The Centers for Medicare & Medicaid Services (CMS) designates this **live activity** for a maximum of 1 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 March 31, 2020.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 March 31, 2020.

Accreditation Statements

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



Evidence-Based Approaches to Person and Family Engagement (PFE) ***(Activity #: IP-02252020-QCMC7)***

Activity Description

Public health can be enhanced by engaging Medicare beneficiaries and other patients in the codesign of healthcare program and health systems. Designing more patient-centered systems of health care, health care access, and health-related services supports learning health care communities. Evidence-based approaches to patient, family, and stakeholder engagement can enhance access to high quality care and active participation in health-seeking behaviors and self-management of disease and health.

This master class will review a variety of evidence-based engagement approaches, then compare and contrast those approaches to select the most engagement approach for a specific purpose. Effective engagement of patients, their families, and Medicare beneficiaries as co-creators of Medicare Programs will make the programs more meaningful and impactful. The session will present flash cards of engagement approaches that simultaneously help to educate individuals about the approaches and allow them to weigh in on which approach seems fit for purpose.

Target Audience

This activity is designed for all health care professionals.

Learning Objectives

By the end of this session, the participant should be able to:

- Define multi-stakeholder engagement and the purposes of it
- Compare and contrast evidence-based approaches to engagement with stakeholders
- Identify elements of assuring balance and diversity in stakeholder engagement

Participation

Register for the Centers for Medicare & Medicaid Services (CMS) Quality conference, attend the master class, and access and complete the post-assessment and evaluation.

Speaker Bios & Disclosures (alphabetical by last name)

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

Ariel Q. de Vera, BSN, RN, CCRN-E, moderator/presenter, is currently employed as a Nurse Consultant for the Centers for Medicare & Medicaid Services (CMS) and serves as the Beneficiary and Family Centered Care (BFCC) Network Coordinator. Mr. de Vera was the Subject Matter Expert (SME) for the Beneficiary Care Management Program, which aims to promote the values and principles of person and family engagement (PFE) in the services provided by the BFCC Network. He is also an active member of the CMS-wide PFE Affinity Group.

Mr. de Vera is currently a candidate for a Master of Science degree in Health Services Leadership and Management from the University of Maryland Baltimore.

Mr. de Vera has nothing to disclose.

Gail M. Graham, presenter, is an HIV/AIDS activist. Ms. Graham has dedicated herself to the fight against HIV/AIDS since her diagnosis on April 22, 1997. She started and became the Director of Mt. Lebanon Baptist Church HIV/AIDS Ministry-Outreach Services on May 3, 2009. Ms. Graham became a Commissioner on the Baltimore City Commission on HIV/AIDS Prevention and Treatment on February 25, 2010 and serves as an Alternate Commissioner on the Baltimore City HIV Planning Group and Commission. She has been a certified HIV/AIDS tester and counselor with the Jacques Initiative for nearly a decade. Ms. Graham serves as the Global Representative on Johns Hopkins University's AIDS Clinical Trials Community Advisory Board and has served as a Board Member on the Johns Hopkins University's HIV Prevention Trials Network since January 22, 2013.

Ms. Graham is a Professor for the Patient-Centered Involvement in Evaluating the Effectiveness of Treatments (PATIENTS) Program at the University of Maryland. She has served as a Stakeholder Advisory Board Member on funded projects and has co-presented with Dr. C. Daniel Mullins at a number of federal agencies, patient advocacy groups, and private sector venues. She had an article published in the British Medical Journal titled, "The Impact Of A Name" in May 2019. Ms. Graham was inducted into SisterLove, Inc.'s 2020 Leading Women's Society on October 19, 2019. As a result of her work with the PATIENTS Program, Ms. Graham became a Board Member on the Institute for Medicaid Innovation National Advisory Board, a Patient Reviewer for the British Medical Journal, and a Member of the National Advisory Committee (NAC) for Responding to Health Care Consumer Needs Program at the Robert Wood Johnson Foundation (RWJF).

Ms. Graham has nothing to disclose.

C. Daniel Mullins, PhD, presenter, is a Professor and Chair of the Pharmaceutical Health Services Research Department at the University of Maryland School of Pharmacy. He directs the University of Maryland's Patient-Centered Involvement in Evaluating the Effectiveness of Treatments (PATIENTS) Program, which is an infrastructure to support patient-centered outcomes research and related training activities. He has received funding as a Principal Investigator from the NIH/NIA, NIH/NHLBI, AHRQ, the Patient-Centered Outcomes Research Institute (PCORI), and various patient advocacy and industry organizations.

He has served as a Member of AHRQ and NCI Study Sections and has chaired PCORI Study Sections. Professor Mullins is Co-Editor-in-Chief for Value in Health and is author/co-author of more than 225 peer-reviewed articles. He has received an Outstanding Service Award from the Drug Information Association (DIA) and two Service Awards from the International Society for Pharmacoeconomics and Outcomes Research (ISPOR). In 2007, he received the Dr. Patricia Sokolove Outstanding Mentor Award from the University of Maryland, Baltimore campus-wide Graduate Student Association. In 2013, he was the recipient of the Dr. Daniel D. Savage Memorial Science Award.

Dr. Mullins earned a Doctor of Philosophy degree in Economics from Duke University.

Dr. Mullins has disclosed that he is a Consultant for AstraZeneca, Bayer Pharmaceuticals, Boehringer-Ingelheim, Illumina, Janssen/J&J, Merck, Pfizer, Regeneron, and Sanofi. He also disclosed that he receives grant/research support from Merck.

Kimberly Rawlings, MPP, developer/planner, joined the Centers for Medicare & Medicaid Services (CMS) over five years ago. Ms. Rawlings is currently serving as a Program Analyst and Lead for the Measures Management System (MMS) within the Quality Measurement and Value-Based Incentives Group. As lead, Ms. Rawlings manages the MMS Blueprint, organizes quality measurement education and outreach efforts, and coordinates and aligns measure development activities across CMS. She is also a member of the team implementing the Meaningful Measures initiative across the agency and works to engage with external stakeholder to further the initiative.

Ms. Rawlings earned a Master of Public Policy degree from the University of Maryland College Park. She also earned a Bachelor of Science degree in Sociology from Smith College.

Ms. Rawlings has nothing to disclose.

Continuing Education Credit Available

Accreditation Council for Continuing Medical Education (ACCME)

The Centers for Medicare & Medicaid Services (CMS) designates this **live activity** for a maximum of 1 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 March 31, 2020.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 March 31, 2020.

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 credits (CEU) for a master class session, you must pass the post-assessment and complete the evaluation. The continuing education post-assessments and evaluations are being administered through the Medicare Learning Network®.

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

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.

Already have an account with the MLN LMS?

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”

Don't have an account with the MLN LMS?

Accessing the LMS/registering if you have NO account

- Need step by step instructions with screen shots?
- Forgot your password?
- Want to edit your account information?

How do I create an account?

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Select “Need an Account?”
3. Enter information for all the required fields (those with asterisks)

***NOTE:** Your login ID is case sensitive. Your password must include at least the following:

Eight characters

- One number
- One lowercase letter
- One uppercase letter
- One of the following six symbols: ! @ \$ % & ?

You may select “Other” for the “Health Care Provider” and “Health Care Facility Type” fields. You may select “Other” or “None” for the “Association” field, if you are not associated with an association or your’s is not listed.

4. At the “Select Organizations” screen, type “CMS” in the “Find Organization” field, and select “Search.” Select “CMS-MLN Learners Domain – Organization,” and select “Save”
5. Complete the “Time Zone,” “Region,” and “# of Records (per page)” fields
6. Select “Create” to create your LMS account
7. A verification code will be sent to your email address that was used to create the new account. Enter the code and select “Go”

Add MLN@cms.hhs.gov to your address book to prevent MLN communications from going to your spam folder.

Finding the Post-Assessment

1. Log In at <https://learner.mlnlms.com>
2. Enter the “**master class title**” in the “Browse Catalog” box (If you do not see the “Browse Catalog” box you will need to open your browser more)
3. Click on the title in the dropdown, scroll to the bottom of the page
4. Click “Enroll,” scroll to the bottom of the page
5. Click “Access Item,” scroll to the bottom of the page
6. Click “Post-Assessment,” open item

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.](#)

CMSCE Program Policies

[Please click here for CMSCE Program Policies.](#)

CMS Privacy Policy

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

Help

For assistance with questions regarding the post-assessment, your certificate, the Medicare Learning Network® (MLN) Learning Management System (LMS), or continuing education in general, please contact CMSCE at CMSCE@cms.hhs.gov via email.

