

CENTERS FOR MEDICARE & MEDICAID SERVICES CONTINUING EDUCATION (CMSCE)

02-23-2016 Patient Engagement and Satisfaction: Involving Patients in Decision Making

Continuing Education (CE) Activity Information & Instructions

Continuing Education Credit Information

<i>Continuing Education Credit</i>	2
<i>Accreditation Statements</i>	2

Instructions for Continuing Education Credit

<i>Learning Management and Product Ordering System (LM/POS) Instructions</i>	2
<i>Registering To Take a Post-Assessment</i>	3
<i>To register (if you do NOT have an account):</i>	3
<i>To login (if you already have an account):</i>	3
<i>Finding the Post-Assessment:</i>	3
<i>Viewing Your Transcript and Certificates:</i>	3
<i>Hardware/Software Requirements</i>	4
<i>CMS Privacy Policy</i>	4
<i>Help</i>	4

Activity Information

<i>Activity Description</i>	5
<i>Target Audience</i>	5
<i>Learning Objective</i>	5
<i>Participation</i>	5
<i>Speaker Bios & Disclosures (alphabetical by last name)</i>	5

Continuing Education Credit Information

Continuing Education Credit

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 14, 2016.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer .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 14, 2016.

Accreditation Statements

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

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management and Product Ordering System (LM/POS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password for the LM/POS. 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 LM/POS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMS-Upgrade.pdf>.

Learning Management and Product Ordering System (LM/POS) Instructions

In order to receive continuing education credits (CEU) for this live 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 and Product Ordering System (LMS/POS). 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 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 LM/POS Homepage <https://learner.mlnlms.com>;
2. Click on “Create Account;” and
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 LM/POS Homepage <https://learner.mlnlms.com>; and
2. Enter your login ID and password and click on “Log In.”

Finding the Post-Assessment:

1. Go to the LM/POS 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 “**02-23-2016 Patient Engagement and Satisfaction: Involving Patients In Decision-Making**” 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; and
13. Click “OK” when prompted about closing the window.

Viewing Your Transcript and Certificates:

1. Go to the LM/POS Homepage <https://learner.mlnlms.com>;
2. Enter your login ID and password and click on “Log In;”
3. Click on “Transcript;”
4. Search for “**02-23-2016 Patient Engagement and Satisfaction: Involving Patients In Decision-Making**;”
5. If you do not see a “View Certificate” button, then you need to complete the evaluation. Click on the title;
6. On the left-hand side, you will see “Web-based training” listed under “Surveys.” Click on “Web-based training;”
7. Complete the evaluation and click “Submit;”
8. You will now see a “View Certificate” button. Click on this to view your certificate;

9. If you haven't already selected your credit type (or if you selected the wrong type before), click on "Select Credit Type" next to the credit type you want;
10. Click "View Certificate;"
11. When you get a message asking if you want to open the certificate at the bottom of your screen, click "Open;" and
12. Your certificate will open in a new window. Select "File" and then either "Save As" or "Print" to save or print your 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 assistance with questions regarding the post-assessment, your certificate, the Medicare Learning Network® (MLN) Learning Management and Product Ordering System (LM/POS), or continuing education in general, please contact CMSCE at CMSCE@cms.hhs.gov via email.



Activity Information

Activity Description

The CEC Learning System team invited the ESCOs to participate in the webinar series, Patient Engagement & Satisfaction, to discuss strategies addressing how to involve patients in making decisions about their care. The presentation includes an open discussion focusing on “patient-engagement” activities that may be implemented by the ESCOs.

Target Audience

This activity is designed for nurses, physicians, care coordinators, patient care technicians, case managers, hospitalists, and social workers.

Learning Objective

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

- Describe key concepts of patient engagement and shared decision making;
- Examine the patient and provider perspectives related to shared decision making; and
- Provide strategies and resources to help encourage patients to make decisions about their care.

Participation

[Please click here for participation and credit requirements.](#)

Register for the webinar, participate in the webinar, and access and complete the 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 that they have no relevant financial interests. This activity was developed without commercial support.

Nicholas Galantino, JD, presenter, earned a Bachelor of Arts in Marketing from the University of South Florida and a Juris Doctor degree from Stetson University College of Law. An active member of the Florida Bar, Mr. Galantino has expertise in health plan and employment contract negotiation, practice management, and regulatory issues affecting healthcare. He is currently the Chief Executive Officer of LoCicero Medical Group, a multi-specialty private practice in service to the Tampa area for more than 25 years.

Mr. Galantino has taught healthcare administration as an adjunct professor at St. Leo University and has lectured extensively on health care topics. Most recently, he has directed a chronic care management program at LoCicero Medical Group and assists with the practice's application to be recognized as a patient-centered medical home (PCMH). As part of the process, Mr. Galantino has helped with the creation of a case management program for high-risk patients of the practice.

Joseph D. Karan, presenter, has been with the National Kidney Foundation of Florida for five years and is the Director of Advocacy and Education. Mr. Karan is a Subject Matter Expert for Network 7. He is also a member of the National Coordinating Committee, member of the 5-star technical expert panel (TEP).

Mr. Karan is a member of many local and national committees, mostly all of which are patient-based. He was an in-clinic and home hemo patient for four years and a transplant patient for three years. He continues to live the life of a kidney patient, and he helps to provide a voice for kidney patients throughout the United States.

Helen Rose, presenter, has been employed by HSAG: The Florida ESRD Network from April 2011 to April 2015 as the Patient Services Director. Since April 2015, she has been employed by HSAG: The Florida ESRD Network as the Quality Improvement (QI) Director.

Ms. Rose, has 10 years of ESRD experience, providing services and developing strategies to improve the quality of care and quality of life for ESRD patients. As the QI Director at ESRD Network 7, she coordinates development of QI activities implemented with dialysis facilities in Florida. She also oversees activities of the Network 7 Medical Review Board and Network Council, and she works with the team on development of patient and provider educational materials. Prior to becoming the QI Director at Network 7, she was the Patient Services Director and led multiple successful patient education campaigns and QI activities that focused on patient engagement in dialysis facilities. Ms. Rose received a Masters of Social Work from the University of South Carolina.

This activity was developed without commercial support.