

CENTERS FOR MEDICARE & MEDICAID SERVICES CONTINUING EDUCATION (CMSCE)

12-2-2015 Quality Net: The Centers for Medicare & Medicaid Services (CMS) Healthcare Quality Conference

CE Activity Information & Instructions

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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 System (LMS) Instructions

In order to receive continuing education credits (CEU) for a conference 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 are located on the Medicare Learning Network® (MLN) Learning Management and Product Ordering System (LM/POS). 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 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 “12-02-2015” in the “search for” box and click “search.”
5. Click on the title of the session for which you wish to take the post-assessment;
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 “12-02-2015” and click on the title of the session;
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 “Form CMSCE-7” listed under “Surveys.” Click on “Form CMSCE-7;”
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.

Information by Session

Solving the Compliance Conundrum

Activity Description

Does the phrase, “508 compliance” make you feel anxious? Are you confused about what makes a website or document compliant? Never heard of Section 504? If you answered yes to any of these questions, this Master Class is for you.

In this session, you will hear from one of the Centers for Medicare & Medicaid Services' (CMS') Section 508 coordinators and will learn why document and website accessibility is required for organizations receiving federal funding, gain a better understanding of Section 508 standards for website and document compliance, and leave with a list of tools and resources for testing the accessibility of your website and documents.

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:

- Recognize why document and website accessibility is required for federally funded programs;
- Identify a Section 508 standard; and
- Identify a tool for testing 508 compliance.

Participation

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

Speaker Bios & Disclosures

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.

Aaron Allen, presenter, has served as the Centers for Medicare & Medicaid Services (CMS) Section 508 Coordinator, since March 2011. Prior to serving in this capacity, Mr. Allen served as Information Systems Security Officer for applications supporting the CMS Medicaid program. His background includes providing training on assistive technology, application and web content testing, and usability testing.

Mr. Allen has nothing to disclose.

Continuing Education Credit Available

The Centers for Medicare & Medicaid Services (CMS) is evaluating this activity for continuing education (CE) credit. The number of credits awarded will be calculated following the activity based on the actual learning time. Final CE information on the amount of credit will be available

within the Learning Management and Product Ordering System (LM/POS) post-assessment.

Accreditation Statements

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

The Lifecycle of Healthcare Quality Measures

Activity Description

Healthcare organizations are reimbursed and publicly compared based on the reporting of their quality performance measures. Yet, the question arises as to whether healthcare quality improvement (QI) professionals working in and with these organizations understand how the quality metrics are conceptualized, implemented, and managed. In its 470-page electronic tome, "A Blueprint for the CMS Measures Management System Blueprint," the Centers for Medicare & Medicaid Services (CMS) provides detailed information for measures contractors about how healthcare quality measures are developed, implemented, and maintained.

The document is highly technical because its primary purpose is to inform measure researchers how to develop strong measures suitable for both provider accountability and for public reporting. To date, CMS has not provided a comprehensive and practical translation for the general healthcare QI community. Thus, the purpose of this session is to explain each stage of the CMS lifecycle of healthcare quality measures and describe opportunities for QI professionals to have an impact on the quality measure processes.

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:

- Recognize how the National Quality Strategy frames the Centers for Medicare & Medicaid Services (CMS) Measures Management System;
- Recognize the stages of the CMS quality measure life cycle; and
- Recognize the quality measure classification.

Participation

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

Speaker Bios & Disclosures

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.

Elizabeth Bainger, presenter, joined the Centers for Medicare & Medicaid Services (CMS) in June 2014, as Lead for the Hospital Outpatient Quality Reporting (OQR) Program, which includes approximately 3,300 participating hospital outpatient departments throughout the United States (US). Ms. Bainger has a broad clinical background, including cardiac care, critical care, flight nursing, ambulatory surgery, and behavioral health. Her quality improvement background includes holding positions as a performance improvement coordinator and senior abstraction specialist. Ms. Bainger is a Certified Professional in Healthcare Quality (CPHQ), a member of Sigma Theta Tau Honor Society of Nursing, and a member of the National Association for Healthcare Quality.

Ms. Bainger has nothing to disclose.

Darryl W. Roberts, presenter, is a Healthcare Quality Research Leader with Battelle Memorial Institute. In this role, Dr. Roberts is responsible for leadership and management of government contracts, most particularly, as a Clinical Consultant and Evaluation Scientist. He supports the development of project proposals directed at healthcare-oriented government agencies, such as the Centers for Medicare & Medicaid Services (CMS) and the Veterans Health Administration (VA) and serves as a Quality Measurement Consultant for the Measures Management System contract, where he guides the development of CMS' quality manual, entitled "A Blueprint for the CMS Measures Management System," supporting automation and adoption. Dr. Roberts has been employed in similar roles at Econometrica, Inc. and at the American Nurses Association (ANA). Prior to those roles, Dr. Roberts was an Assistant Professor and an Assistant Research Professor at the University of Maryland School of Nursing and School of Medicine, respectively.

Dr. Roberts has disclosed that he is currently an employee of Battelle Memorial Institute.

Continuing Education Credit Available

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Accreditation Statements

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

After the Plan-Do-Study-Act (PDSA): Considerations for Designing Quality Improvement Programs

Activity Description

This session will identify the differences between research design and improvement design, identify the key elements of quality improvement research design, and recognize factors that speed adoption of innovations.

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:

- Identify differences between research design and improvement design;
- Identify the key element of quality improvement research design; and
- Identify factors that speed the pace of change.

Participation

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

Speaker Bios & Disclosures

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.

Jack Jordan, presenter, is a national leader in quality improvement, patient safety, and healthcare analytics. Mr. Jordan has been employed by Henry Ford Health system for 17 years and led efforts that reduced harm and mortality. The "No Harm Campaign" at Henry Ford Health System, designed by Mr. Jordan, was awarded the 2011 Eisenberg Award. Mr. Jordan's professional experience also includes serving as the Deputy Director of the Partnership for Patients at the Centers for Medicare & Medicaid Services (CMS), from July 2011 through July 2013, where he served as the lead subject matter expert for patient safety.

Mr. Jordan has nothing to disclose.

Marie Cleary-Fishman, presenter, has 30 years of progressive healthcare experience in a large Chicago Healthcare System, focused on quality and patient safety in both the acute and non-acute care settings. Ms. Cleary-Fishman's professional experience includes working for the Illinois Hospital Association, leading the Hospital Engagement Network and the Patient Safety Organization for the State of Illinois. She is currently employed with the HealthResearch and Educational Trust (HRET) of the American Hospital Association (AHA) and is involved in leading multiple improvement and research projects at the national level.

Ms. Cleary-Fishman has nothing to disclose.

Continuing Education Credit Available

The Centers for Medicare & Medicaid Services (CMS) is evaluating this activity for continuing education (CE) credit. The number of credits awarded will be calculated following the activity based on the actual learning time. Final CE information on the amount of credit will be available within the Learning Management and Product Ordering System (LM/POS) post-assessment.

Accreditation Statements

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

Sustainability and Spread in Quality Improvement

Activity Description

This session will focus on how to recognize the support systems for spread, identify when to begin planning for scaling up a project, and identify adoptive mechanisms for spread.

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:

- Recognize the support systems for spread;
- Identify when to begin to plan for scaling up a project; and
- Identify adoptive mechanisms for spread.

Participation

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

Speaker Bios & Disclosures

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.

Jane Taylor, presenter, served as a hospital Chief Executive Officer (CEO) for nearly a decade and has served as an international improvement advisor and quality improver for over 30 years. Her professional experience includes working as a Quality Reliability Engineer on the Space Shuttle Orbiter and industry experience in education, business and healthcare. Dr. Taylor has advised over 75 collaboratives and networks and currently advises the National Collaborative Improvement and Innovation Network (COIIN) on Infant Mortality, Child Safety, and Mental Health. She also works with Mathematica-MRP on strategies for improving postpartum visits and serves as faculty for the Institute for Healthcare Improvement's (IHI's) Professional Development Program for Improvement Advisors.

Dr. Taylor has nothing to disclose.

Continuing Education Credit Available

The Centers for Medicare & Medicaid Services (CMS) is evaluating this activity for continuing education (CE) credit. The number of credits awarded will be calculated following the activity based on the actual learning time. Final CE information on the amount of credit will be available within the Learning Management and Product Ordering System (LM/POS) post-assessment.

Accreditation Statements

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Lean 201: From Theory to Practice

Activity Description

This session will provide the audience with tools and examples of how to take a lean project from theory to practice.

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:

- Identify the differences between testing and implementation;
- Identify elements of a change infrastructure; and
- Identify the use of a control chart to measure process variations.

Participation

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

Speaker Bios & Disclosures

Elijah Ditter, MHA, presenter, joined the Centers for Medicare & Medicaid Services (CMS) in April 2012, where he serves as Program Manager of the Lean Transformation in the Center for Medicare & Medicaid Innovation (CMMI). In this role, he leads the CMS Lean Transformation efforts, including developing the Lean Management Operating System (LMOS), facilitating Lean process improvement events, and leading a variety of operational aspects of the program across CMS. Mr. Ditter previously worked with an integrated not-for-profit health system managing the revenue cycle.

Mr. Ditter earned a Masters Degree in Healthcare Administration at the University of Minnesota.

Mr. Ditter has nothing to disclose.

Mindy Hangsleben, presenter, has been employed by the Centers for Medicare & Medicaid Services (CMS) as a Lean Entrepreneur Fellow, since October 2012. Prior to joining CMS, she was employed by Intel Semi-conductor, where she worked on the lean transformation efforts for the assembly test factories and an employer led healthcare marketplace collaborative.

Ms. Hangsleben has nothing to disclose.

Maia Liang, presenter, is a member of the Centers for Medicare & Medicaid Services' (CMS') Central Lean Team and Center for Medicaid & Medicare Innovations (CMMI) Lean Operations Lead. In these roles, she works to develop a community of problem solvers through training, facilitating, coaching, and consulting with staff across CMS. Ms. Liang previously served as a Health Care Innovations Award (HCIA) Lead Analyst in the Policy and Programs Group at CMMI,

where she monitored the performance of 142 awards totaling \$1.5 billion in funding. Prior to Federal service, Ms. Liang served as a Clinical Project Manager in the Department of Medicine at Brigham and Women's Hospital, where she utilized lean methodology to improve operational efficiency and care delivery.

Ms. Liang has nothing to disclose.

Rocco Perla, presenter, is Director of Improvement Dissemination and Model Expansion at the Center for Medicare & Medicaid Innovation (CMMI) and Founding Director of the Centers for Medicare & Medicaid Services' (CMS') Regional Innovation Network. In these roles, he oversees national programs that support and share the work CMS is doing to test new models of health care delivery and payment reform that produce higher quality care, better health, and smarter spending. Dr. Perla previously served as Director of the Learning and Diffusion Group at CMMI, where he established the national learning system used to test these models across a wide range of public and private partners. Prior to Federal service, Dr. Perla was the Co-Director of the Center for Innovation and Transformational Change at UMass Memorial Health Care, the first enterprise-wide quality initiative based on the principles of Lean management. Dr. Perla also serves as the Assistant Professor of Health Services Research at the University of Massachusetts Medical School and was a 2008-2009 George W. Merck Fellow at the Institute for Healthcare Improvement (IHI).

Dr. Perla has nothing to disclose.

Continuing Education Credit Available

The Centers for Medicare & Medicaid Services (CMS) is evaluating this activity for continuing education (CE) credit. The number of credits awarded will be calculated following the activity based on the actual learning time. Final CE information on the amount of credit will be available within the Learning Management and Product Ordering System (LM/POS) post-assessment.

Accreditation Statements

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