

CENTERS FOR MEDICARE & MEDICAID SERVICES CONTINUING EDUCATION (CMSCE)

Quality Net: The CMS Healthcare Quality Conference

CE Activity Information & Instructions

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Information by Session

Demystifying Performance Measurement

WED, 3DEC2014 10:15-11:30 AM

WED, 3DEC2014 11:45 AM-1:00 PM

Activity Description

This session examines the traditional reasons for measuring outcomes (research, improvement, and accountability with focus on the “improvement” objective of measurement. Participants will learn not only how to demonstrate improvement, but also how to act on the findings of measurements. Measurement is an opportunity to identify what is working and what is not and to quickly address problems to continually improve.

Target Audience

Patients, advocates, providers, researchers, and the many leaders in health care quality improvement

Learning Objectives

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

- Identify how to create measureable program objectives;
- Identify potential sources of data to measure program objectives; and
- Identify solutions for common challenges associated with performance measurement.

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.

Brianna Gass, MPH, has more than 10 years of experience in program evaluation, currently facilitating evaluation activities of Quality Improvement Organizations (QIOs) through capacity building and technical assistance, as well as conducting evaluation of other national and community-based health care quality improvement efforts. Prior to joining Telligen, she designed and implemented an evaluation of a collaborative project to align and integrate services for families involved in the Denver child welfare system, substance abuse treatment, and criminal justice systems, including primary data collection through participant surveys and interviews, and a qualitative component examining staff attitudes and experiences with program implementation and inter-agency collaboration. She also developed and monitored benchmarks for the integration of services at a Community Health Center.

Ms. Gass received a Masters in Public Health with a concentration in Policy and Administration, and has since created and implemented curriculum to build public and non-profit organizational capacity in program planning and evaluation. She has also designed and conducted evaluations for various community-based public health programs in the areas of maternal and child health, adolescent substance use prevention, teen pregnancy prevention and case management, and prenatal and postpartum care. In her current role with Telligen, she focuses on providing

technical assistance around QIOs' performance measurement and evaluation activities as part of the NCC, and works on the evaluation of several community-based health care improvement initiatives.

Tom Ventura, MS, MPH, has been employed by Telligen, the Medicare Quality Innovation Network-Quality Improvement Organization (QIN-QIO) for the state of Colorado, for more than seven years: from 2007 through 2009 as a health data analyst, and from 2009 until now as a program evaluator.

Mr. Ventura earned a Master of Science degree in Clinical Rehabilitation Psychology from Purdue University and a Master of Science in Public Health degree from the University of Colorado. He has worked in Medicare quality improvement for more than seven years. For most of that time, he has provided training and direct technical assistance to Quality Improvement Organization personnel across the nation, building their capacity to design and implement performance measurement strategies among interventions to improve health care services for Medicare beneficiaries.

Continuing Education Credit Available

ACCME Designation Statement:

The Centers for Medicare & Medicaid Services designates this live activity for a maximum of 1.25 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity. Credit for this course expires December 19, 2014.

IACET Designation Statement:

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to .1 CEU(s) for this program. CEU will be awarded to participants who meet all criteria for successful completion of this educational activity. CEU credit for this course expires December 19, 2014.

Accreditation Statements

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



How to Sustain and Spread Innovation

WED, 3DEC2014 10:15-11:30 AM

WED, 3DEC2014 11:45 AM-1:00 PM

Activity Description

This session gives participants a basic understanding of quality/process improvement, including:

- Basic keys of sustainability and spread;
- Types of indicators to sustain improvement;
- Key principles of indicators to measure progress; and
- Key components of a sustainment plan.

Target Audience

Patients, advocates, providers, researchers, and the many leaders in health care quality improvement

Learning Objectives

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

- Identify basic keys to sustainability and spread;
- Identify types of indicators needed to sustain an improvement; and
- Recognize the key components of a spread plan.

Speaker Bios & Disclosures

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Mindy Hangsleben is an Entrepreneur Fellow for the Secretary's office at the Department of Health and Human Services working in collaboration with the Office of the National Coordinator for Healthcare IT (ONC) and the Centers for Medicare and Medicaid (CMS). Currently, she is working on accelerating the healthcare marketplace by applying Lean tools to federal processes enabling significant cost savings, increased productivity and higher quality. Mindy graduated with a B.S. in Chemical Engineering from the University of North Dakota in 2005. After graduation, Mindy worked at Intel Semiconductor as a process engineer and also taught and led process improvement activities. Mindy has more than five years applying Lean and other process improvement tools across several industries including government, healthcare, semi-conductor, and software. She has taught and led more than 100 improvement events utilizing the following methodologies, Lean, Kanban, Scrum, Lean Six-Sigma, and Design Lean. These events have saved millions of dollars, increased productivity, reduced defects, and brought the customer's perspective into the process design.

Elijah Ditter is a Lean Ambassador for the Quality Measurement and Health Assessment Group (QMHAG) in the Center for Clinical Standards and Quality (CCSQ). He is currently working on integrating the Lean culture change across CMS and additionally manages the full spectrum of

operations. He also works on a variety of quality measure related projects across CCSQ. Elijah graduated with a B.A. in Liberal Arts from the State University of New York. He also holds a Master's in Healthcare Administration (MHA) from the University of Minnesota.

Jill Christ has been employed by CMS/CMMI from December 2013 to present as a Senior Insurance Specialist. She has studied and applied the Lean tools and philosophy throughout her time with CMS.

Jill graduated with a BS in Nursing in 1997 and a Masters in Emergency and Disaster Management in 2007. Serving in various roles both in the Air Force and the Commissioned Corps, she has provided strategic oversight and managed multi-stakeholder projects in transformation, maximizing outcomes and championing a culture of continuous improvement. As the Director of Training for the Commissioned Corps for more than four years, she transformed the indoctrination program and continuous career development opportunities of Officers in the Corps. She is currently serving as a Lean consultant serving CMS and HHS in transforming Health Care through process improvement utilizing Lean tools.

Lauren Richie, MA, is a health insurance specialist in the State Innovation Group (SIG) in the Center for Medicare and Medicaid Innovation (CMMI). She serves as the primary lead for the development of a core set of Quality Metrics for States to use for ongoing reporting to CMMI. She is also responsible for overseeing all Health Information Technology (HIT)-related efforts for the SIM-awarded states. Prior to CMMI, she was a Clinical Quality Improvement specialist at ONC where she served as the primary lead for the development of Clinical Quality Measures (CQMs) for the CMS Meaningful Use (MU) program. She was also a Project Manager at the National Quality Forum (NQF) and The Joint Commission where she was heavily involved in various clinical quality improvement efforts.

Ms. Richie has more than two years experience applying Lean and other process improvement tools in the healthcare industry. Recently, she has led several improvement events across HHS utilizing the following methodologies: Lean tools and methodologies, Kanban, Scrum and Lean Six-Sigma. These events have saved HHS significant amounts of money, increased staff satisfaction and productivity, increased contractor efficiencies, reduced defects, and incorporate the customer's perspective into the process design.

Dana Boritz is a Lean Ambassador for the Information Systems Group (ISG) in the Center for Clinical Standards and Quality (CCSQ). She has been focused on continuous process improvement efforts for more than 12 years. She has been a key player on a variety of projects across CCSQ to include the End Stage Renal Disease systems (CROWNWeb, ESRD QIP and REMIS) and Physician Quality Reporting System (PQRS). Prior to her career as a federal employee, Dana worked as a contractor within other areas of CMS to include the Drug Data Processing System (DDPS) and other Medicare Part D systems. She has completed several lean events and recently conducted a Lean Kaizen with over 65 federal staff and contractors focused on evaluating all testing aspects of the Software Development Lifecycle (SDLC) to make improvements and eliminate waste. Currently, Dana is working with ISG management to effectively spread the Lean Culture throughout the organization and teaching others how to perform experiments on their own work processes using the "Fed Biz Lean" methodology.

Dana will be hosting an upcoming Lean Kaizen in January 2015 focusing on the Hospital Quality Reporting System (HQR).

Continuing Education Credit Available

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Accreditation Statements

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Change, Innovation, and Strategy: Insights for Emerging Leaders

WED, 3DEC2014 10:15-11:30 AM

WED, 3DEC2014 11:45 AM-1:00 PM

Activity Description

This session teaches participants how to encourage more innovation both directly and indirectly. Participants will learn how culture impacts innovation and how to foster innovative culture through transparency, shared vision, and permission to act.

Target Audience

Patients, advocates, providers, researchers, and the many leaders in health care quality improvement

Learning Objectives

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

- Key elements of quality improvement innovation
- The IDEO 5 Step Methodology for Innovation; and
- Leverage points for engagement and innovation.

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 is a nationally known expert in patient safety and designed the 2011 Eisenberg Award winning comprehensive harm reduction program at Henry Ford Health System. He has been an author of over 20 articles on clinical quality and measurement and has lead patient safety improvement that reduced all cause harm by over 30% in a major health System.

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Lean 101: Applying Lean Tools to Your Work

WED, 3DEC2014 10:15-11:30 AM

WED, 3DEC2014 11:45 AM-1:00 PM

Activity Description

This session introduces participants to fundamentals of Systems Redesign, Lean, Lean Guiding Principles, and the Lean Improvement Model.

Target Audience

Patients, advocates, providers, researchers, and the many leaders in health care quality improvement

Learning Objectives

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

- Identify the origin of the quality improvement process that is known as "Lean";
- Recognize Lean Guiding Principles; and
- Recognize the goal of redesigning work systems using Lean.

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.

Monica Machado is a Health Systems Specialist in the Quality, Safety, and Improvement Office at the Veterans Affairs (VA) Maryland Health Care System. She supports the Systems Redesign Office in its Lean training program and she coaches Lean trained employees in their ongoing improvement work. She is trained in Lean Yellow Belt and Lean Green Belt and is pursuing her Lean Green Belt Certification. Monica served as an administrative fellow at the VA Boston Healthcare System through the VA Graduate Healthcare Administration Training Program (GHATP). She received both her Masters in Health Administration (MHA) and Bachelors of Science (BS) in Bioengineering from the University of Maryland in College Park. She is interested in quality improvement implementation, human factors engineering, and organizational development.

Sotonya Motton is the Systems Redesign Coordinator for the Veterans Affairs Maryland Health Care System, where she is located in the Quality, Safety, and Improvement Office. Ms. Motton is a certified Lean Six Sigma Green Belt and is currently pursuing her Lean Black Belt Certification. Since joining the VAMHCS team in August 2012, she coordinates the Lean training across the Health Care System; coordinates the chartered process improvement events; facilitates several Rapid Process Improvement Workshops as well as coaches the Lean trained staff with many of their Yellow Belt and Green Belt improvement projects. Amongst these activities Ms. Motton is also involved in the oversight of many Systems Redesign initiatives across the organization. A Virginia native, Ms. Motton earned a Bachelor's degree in Health Sciences/Biology from James Madison University in Harrisonburg, Va., and received a Master's

of Public Health with a concentration in Epidemiology and Biostatistics from Eastern Virginia Medical School in Norfolk, VA.

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Virtual Collaboration: From One-Time Production to Long-Term Results

WED, 3DEC2014 10:15-11:30 AM

WED, 3DEC2014 11:45 AM-1:00 PM

Activity Description

This session demonstrates how to engage members in one-time webinars in ways that result in measurable progress.

Target Audience

Patients, advocates, providers, researchers, and the many leaders in health care quality improvement

Learning Objectives

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

- Identify methods to engage members on a one-time webinar;
- Identify important steps in a mini –collaborative; and
- Recognize ways to measure webinar progress.

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.

Jeff Vawter has been employed by Premier, Inc., for 15 years in roles involving education, process improvement, corporate communications and marketing. Mr. Vawter has produced Premier's Advisor Live educational webinar series and Premier's Partnership for Patients webinars, collaboratives and face-to-face meetings. His projects have helped move collaborative members toward goals of reducing hospital-acquired conditions and preventable readmissions.

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Instructions for Continuing Education Credit

Learning Management System (LMS) Instructions

In order to receive continuing education credits for eligible Quality Net: The CMS Healthcare Quality Conference sessions, 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®. Each session that carries continuing education credits has its own post-assessment and evaluation.

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:

1. Go to <http://go.cms.gov/MLNProducts> on the CMS website.
2. Under “Related Links” click on “Web-Based Training (WBT) Courses”.
3. Click on a course title (not the icon next to the title) to open a Course Description Window.
4. At the top of the Course Description Window, click “Register”.
5. You will be redirected to a page that instructs you to enter an e-mail address and click “Submit.”
6. The screen returned will read: No account was found matching your search criteria. Please click the word “Here” to continue with registration. After completing this registration, you will be re-directed to your home page.

To login if you already have an account:

1. Go to <http://go.cms.gov/MLNProducts> on the CMS website.
2. Under “Related Links” click on “Web-Based Training (WBT) Courses.”
3. Click on a course title (not the icon next to the title) to open a Course Description Window.
4. At the top of the Course Description Window, click “Login.”
5. Enter your login ID and password. You will be re-directed to your home page.

Finding the Post-Assessment

Once you are logged into the LMS:

1. Click on the Web-Based Training Courses link.
2. At the top of the page on the right-hand side, you will see “Topic.” Scroll through the topics and select “CCSQ Quality Net Conference” and click “Search.”
3. Find the title of the session you attended and click on the title.
4. Scroll to the bottom of the page. Use the radio buttons to select Certification of Completion or Certificate of Continuing Education.
5. Click the “Take Course” button. The course will appear in a new pop-up window.

Viewing Your Transcript and Certificates

1. Go to <http://go.cms.gov/MLNProducts> on the CMS website.

2. Click on Web-Based Training Modules link at the bottom of the page.
3. Click on the title of a course and click on Login.
4. Log in using your CMS LMS credentials.
5. To access your certificate, click on “My Homepage” in the left hand menu.
6. Click on “Transcript/Certificate.”
7. Click on the Certificate link next to the course title. The course evaluation will display.
Once you complete the course evaluation, your certificate will display.

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 the Medicare Learning Network® (MLN) Learning Management System, your assessment or certificate, contact CMSCE@cms.hhs.gov via e-mail.