

Centers for Medicare & Medicaid Services Continuing Education (CMSCE) Authors and Disclosures

Activity Titles for 2017 CMMI CPC+ Enduring Activity Post Assessments:

- Action Groups 1 and 2: Sessions 1, 2 and 3-Risk Stratification
- Enhanced Longitudinal Care Management for High-Risk Patients Action Group 3
- Enhanced Longitudinal Care Management for High Risk Patients Action Group 4
- Action Group 5, Foundations of Episodic Care Management, Sessions 1, 2, and 3
- Action Group 6, Foundations of Episodic Care Management, Sessions 1, 2, and 3
- Action Group 7, Episodic Care, Sessions 1, 2, and 3
- Action Group 8, Episodic Care, Sessions 1, 2, 3
- Action Group 10, The Building Blocks of Team-Based Care: Getting Started, Sessions 1, 2, and 3
- Action Group 11, Starting a Patient and Family Advisory Council, Sessions 1, 2, and 3

Disclosure/Commercial Support

This activity was developed without commercial support and developers & presenters have signed a disclosure statement indicating any relevant financial interests. For additional information contact cmsce@cms.hhs.gov via email.

Activity Planners/Developers/Instructors

Jennifer Boaz, MHA, presenter, is an employee of HealthTeamWorks as a Healthcare Learning Facilitator for the Comprehensive Primary Care Plus (CPC+) National Team. She also serves as a Clinical Health Information Technology Advisor for various quality initiative programs.

Ms. Boaz has worked in the healthcare industry for over 12 years, with a career ranging from clinical nursing and population management to administrative leadership. She has worked in various settings, including hospitals, Federally Qualified Health Centers (FQHCs), State Health Information Exchanges (State HIEs), and private health plans. Ms. Boaz has conducted web-based training, seminars, teleconferences, and one-on-one training for various initiatives, such as the Electronic Health Records (EHR) Incentive Program, Physician Quality Reporting System (PQRS), Patient-Centered Medical Home (PCMH) Recognition, the Joint Commission on Accreditation (JCAHO), EHR implementation and workflow design, and value-based programs administered by private payers.

Ms. Boaz earned a Master of Healthcare Administration degree at Missouri State University.

Ms. Boaz has nothing to disclose.

Wendy Bradley, MA, presenter, is employed as the Director of Integrated Behavioral Health for TMF Health Quality Institute. She has over 13 years of experience working as both a behaviorist and overseeing integrated programs. Ms. Bradley has developed and delivered numerous national web-based training sessions on

behavioral health integration (BHI).

Ms. Bradley earned a Master of Arts degree in Marriage and Family Therapy from Webster University.

Ms. Bradley has nothing to disclose.

Bryant Campbell, presenter, serves as a Patient and Family Advisor for Providence Medical Group in Portland, Oregon. He has served in this role for five years. As a member of the Patient and Family Advisory Council, he is a member of a diverse group of Providence Medical Group advisors charged with partnering with their health care system to bring the voice of the patient and family into the organization's policies and programs. Advisors give feedback on strategic plans, join work groups, and help with the implementation of the Patient-Centered Medical Homes (PCMHs) in over 15 clinics.

Mr. Campbell has also been involved in the development of processes, procedures, and animated media communications for PCMHs. He has presented the patient experience at conferences, webinars, and forums. He was featured on the State of Oregon Health Authority's website for his involvement in this work. Mr. Campbell is currently involved in Providence's initiative to bring patient and family advisory councils into local, outpatient clinics. He was recently awarded the Orme Partnership Award, recognizing a patient family advisor and healthcare professional team whose authentic partnership has resulted in authentic patient and family-centered care practice and culture.

Mr. Campbell studied Business Administration at Portland Community College.

Mr. Campbell has disclosed that he is a Consultant for the Centers for Medicare & Medicaid Services (CMS).

Shannon Diasabeygunawardena, BA, presenter, served as a Healthcare Learning Faculty & Practice Facilitator from April 2017 through July 2017. Prior to that time, she was a Director and Manager of Operations for a concierge family medicine clinic. In this role, Ms. Diasabeygunawardena had primary responsibility for the selection, supervision, scheduling, and performance of all non-physician clinic staff. She served as a Facilitator for virtual action groups, comprised of primary care practice representatives. Her experience includes working as a Quality Improvement Coach, a Lean Team Facilitator, a Patient-Centered Medical Home (PCMH) Program Manager, and a Quality Development Consultant in various medical offices.

Ms. Diasabeygunawardena earned a Bachelor of Arts degree in Communications from Eastern Illinois University.

Ms. Diasabeygunawardena has nothing to disclose.

Amy Gibson, MSN, RN, presenter, is currently employed by Booz Allen Hamilton as a Lead Associate. She was employed by the Patient-Centered Primary Care Collaborative as Chief Operating Officer (COO) from 2010 through 2016. In her role as COO she developed and led learning events on primary care policy and practice improvement for a diverse audience of clinicians and patient advocates. Her previous experience also includes working as the Assistant Director of the Boys Town Institute for Child Health Improvement for Father Flanagan's Boys Home from 2006 through 2010. In that role, she developed and led a learning collaborative for pediatric practices and developed a pilot program to train and support parents of children with special health care needs as patient navigators and peer support. She was also employed by the American Academy of Pediatrics where she led the Division of Children with Special Needs, developing training programs and policy in support of the medical home from 1999 through 2006.

Ms. Gibson is clinically trained as a nurse and has worked in a wide range of health care settings as a clinician over the past 18 years. She has developed various forms of training for primary care professionals, including written curriculum, learning collaboratives, web-based training courses, slide presentations, and in-person seminars and conferences. Ms. Gibson has served as an expert on primary care and patient and family engagement on National committees and advisory panels, as well as a speaker at National learning events.

Ms. Gibson earned a Master of Science degree in Nursing at Northern Illinois University.

Ms. Gibson has nothing to disclose.

Elisha Jewett, MPH, presenter, has been employed by HealthTeamWorks as the Comprehensive Primary Care Plus (CPC+) National Team Program Manager since March 2012. Her previous experience at HealthTeamWorks includes practice facilitation and coaching. In addition to Ms. Jewett's eight plus years of healthcare experience and education, she also worked as a Practice Facilitator and Program Manager on the Comprehensive Primary Care Initiative (CPCI) Initiative from 2013 through 2016. In addition, Ms. Jewett served as a Subject Matter Expert for the Comprehensive Primary Care Plus (CPC+) Initiative drivers and care delivery functions.

Ms. Jewett earned a Master of Public Health degree in Health Systems, Management, and Policy at the University of Colorado.

Ms. Jewett has nothing to disclose.

Jennifer Miller, MA, presenter, has been employed as a Healthcare Learning Facilitator for HealthTeamWorks, a Medicare Administrative Contractor, since January 2017. She was a contract Practice Facilitator for HealthTeamWorks as from March 2016 through January 2017. She has experience working with practices in multiple transformation initiatives, including Comprehensive Primary Care Initiative (CPCI), State Innovation Model (SIM) and EvidenceNow Southwest (ENSW). As part of the Learning Faculty, she has lead action groups and webinars on various quality improvement topics including Care Management and Risk Stratification.

Ms. Miller earned a Master of Arts degree in Exercise Physiology from California State University.

Ms. Miller has nothing to disclose.

Nkem Okeke, MD, MPH, MBA, PMP, presenter, has been employed by Booz Allen Hamilton, a CMS Contractor, as a Healthcare Subject Matter Expert/Senior Management Consultant since December 2015. Dr. Okeke has 15+ years of experience in patient-centered care, human-centered design experience, health plan services, and population health with a focus in care delivery, health outcomes, and quality. She was employed as a Special Project Director at Johns Hopkins Healthcare from November 2014 through May 2016 and has continued to provide them with ad hoc consultant services. Dr. Okeke was employed by Kaiser Permanente as a Strategy & Planning Project Manager and served as Regional Telemedicine Coordinator from 2013 through 2014. She was employed as a Senior Care Manager for Southside Community Services Board, from 2006 through 2013. She also served as a Primary Care Physician & Director of Clinical Operations for Patelson Specialist Clinic & Maternity Hospital from 2003 through 2006.

Dr. Okeke has led and supported training in care delivery improvement for different audience levels by preparing educational materials, conducting teleconferences, and one-on-one training for physicians and other providers.

Dr. Okeke earned a Doctor of Medicine degree at Nnamdi Azikiwe University and completed her training as a

Primary Care Physician. She also earned a Master of Public Health degree at Tulane University and a Master of Business Administration degree at George Washington University. In addition, she holds Project Management Institute (PMI) Project Management Professional (PMP) and Lean Six Sigma certifications.

Dr. Okeke has nothing to disclose.

Stephanie Plumb-Maxwell, MS, presenter, has been employed as a Healthcare Learning Facilitator by HealthTeamWorks since March 2017. Her previous experience includes serving as a Program Manager for the Behavioral Health Service Line at Vidant Medical Group from February 2016 through March 2017. Her experience also includes serving as an Independent Consultant for Patient-Centered Medical Home (PCMH) transformation with Baptist Health Family Medicine Residency in Madisonville from July 2015 through August 2016. In addition, she was employed as a Centers of Excellence Consultant for TransforMED, a wholly owned subsidiary of the American Academy of Family Physicians (AAFP), from September 2011 through July 2015.

Ms. Plumb-Maxwell has conducted teleconferences, webinars, in person collaboration events, and one-on-one training with payers and healthcare providers around PCMH transformation, revenue cycle management, and strategic planning.

Ms. Plumb-Maxwell earned a Master of Science degree in Business Administration from Baker University.

Ms. Plumb-Maxwell has nothing to disclose.

Judith Schaefer, MPH, Judith Schaefer is a Senior Research Associate with MacColl Center for Health Care Innovation located at the Kaiser Permanente Washington Research Institute in Seattle, Washington, formerly Group Health Research Institute, from 1996 to the present.

Ms. Schaefer has extensive experience in primary care delivery transformation, with specific expertise in patient-centered care, self-management support, shared decision making, care for people with multiple chronic conditions (MCC), and team-based care. Her previous experience includes serving as the Director of the Self-Management Support Learning Community, New Health Partnerships: Improving Care by Engaging Patients, an Robert Wood Johnson Foundation (RWJF) funded program at the Institute for Healthcare Improvement in Boston, MA. She authored “Partnering in Self-Management Support: A toolkit for clinicians.” Ms. Schaefer co-chaired the Self-Management Workgroup for the Bureau of Primary Health Care’s Health Disparities Collaboratives. She also serves as a “T Trainer” for Stanford Patient Education Research Center’s Chronic Disease Self-Management program.

Ms. Schaefer earned an Master of Public Health degree from the University of Washington.

John W. Williams, Jr, MD, is a General Internist and Health Services Researcher, with a focus on integration of behavioral health and primary care, at the University of North Carolina at Chapel Hill (UNC). Dr. Williams co-lead the MacArthur Initiative on Depression and Primary Care and has worked with private practices and Federally funded groups to integrate behavioral healthcare. He also directs the Durham Evidence Synthesis Program and has led numerous systematic reviews on mental health topics and the effect of the Patient-Centered Medical Home (PCMH). In addition, Dr. Williams serves as a Professor of Medicine and Psychiatry at UNC. He teaches two Masters level courses and regularly develops and conducts presentations to professional groups.

Dr. Williams earned a Doctor of Medicine degree from the University of North Carolina at Chapel Hill.

Dr. Williams has disclosed that he is a Consultant for Healthwise.