

**CENTERS FOR MEDICARE & MEDICAID SERVICES
CONTINUING EDUCATION (CMSCE)**

**06-28-2016 Engaging Patients and Families in their
Care: A Look at Programs for ESRD and Diabetes
(CCSQ Grand Rounds Enduring Webinar)**

***Continuing Education (CE) Activity Information & Instructions
(Enduring Activity # WE-E06282016)***

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Continuing Education Credit Information

Continuing Education Credit

Accreditation Council for Continuing Medical Education (ACCME)

The Centers for Medicare & Medicaid Services (CMS) designates this **enduring 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 June 28, 2017.

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 June 28, 2017.

Accreditation Statements

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

Activity Information

Activity Description

This presentation will cover the benefits of patient and family engagement, self-management, and peer-to-peer programs.

Target Audience

This activity is designed for physicians and other health care professionals.

Learning Objective

By the end of this presentation, learners will be able to define and identify the benefits of patient and family engagement, self-management, and peer-to-peer programs.

Participation

Register for the webinar, participate in the webinar, and access and complete the assessment and evaluation.

Speaker Bios & Disclosures

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

Janice Hidalgo Meléndez, MS, has been employed by IPRO, the Quality Innovation Network/Quality Improvement Organization (QIN/QIO) as the Director for Consumer Health Engagement Programs from 2008 through 2016. She was employed as the Director of Communications for the Puerto Rico Quality Improvement Organization (QIO) from 2004 through 2008. Ms. Hidalgo has lead community health programs with a focus on vulnerable populations for over 10 years. She has developed strategic plans to engage consumers in health and wellness programs and is

responsible for driving her organization to educate more than 6,000 Medicare beneficiaries in diabetes self-management.

Ms. Hidalgo earned a Master of Science degree in Community Health at the Universidad Interamericana de Puerto Rico.

Jennifer St. Clair Russell, PhD, MS, MCHES, led the Special Innovation Project awarded to the Mid-Atlantic Renal Coalition (ESRD Network 5) by the Centers for Medicare & Medicaid Services (CMS), as the Project Director and Principal Investigator. The project, entitled Peer Support to Enhance Self-Management and Reduce Hospitalization Rates, sought to evaluate the effectiveness of a patient mentoring/peer support program for in-center hemodialysis patients to reduce costly and unnecessary hospitalizations through improved self-management.

Dr. St. Clair Russell recently earned her Doctor of Philosophy degree in Social and Behavioral Sciences at Virginia Commonwealth University. She earned a Master of Science degree in Education with a concentration in Public Health and a Bachelor's Degree in Community Health at the University of Toledo. She also earned a Graduate Certificate in Web-based Instructional Design from George Washington University and is recognized as a Master Certified Health Education Specialist (MCHES) by the National Commission on Health Education Credentialing.

Shiree Southerland, PhD, currently works as a Health Insurance Specialist in the Center for Clinical Standards and Quality (CCSQ) in the Quality Improvement and Innovation Group (QIIG) at The Centers for Medicare & Medicaid Services (CMS). Her primary responsibility include serving as a Subject Matter Expert (SME) for the Adult Immunization Task within the Quality Innovation Network/Quality Improvement Organization (QIN/QIO) and End Stage Renal Disease (ESRD) Networks Program. In this capacity, Dr. Southerland provides National programmatic technical assistance along with working collaboratively with the National Coordinating Center (NCC). Her collateral duties also involve serving as a SME for a Special Innovation Project with the ESRD Networks that review the impact of peer-to-peer support on reducing hospitalizations.

Dr. Southerland has over 15 years of experience in the field of Public Health and Nursing. Prior to joining CMS, Dr. Southerland worked at the Health Resources and Services Administration (HRSA) in the Bureau of Primary Health Care, providing technical direction in all aspects of grant management to community health centers located in rural North and South Dakota, Kansas, Nevada, Arizona, and Wisconsin. Her clinical experience includes working in a local health department as a health educator, a community-based organizations assisting with program planning and evaluation, and with several Universities as an Instructor and Mentor. Dr. Southerland continues to maintain her clinical nursing practice, university teaching, and volunteering with several community-based organizations.

Dr. Southerland earned her Doctor of Philosophy degree in Public Health, Human Ecology, and Nursing at the University of Tennessee, Knoxville.

Thomas A Workman, PhD, is a Principal Researcher focusing on health policy and healthcare quality improvement through patient and family engagement at the American Institutes for Research (AIR). He is an advisor to AIR's Center for Patient and Consumer Engagement and has worked on a variety of projects related to involving stakeholders (including patients and caregivers) in health care research, service, and policy decisions. Dr. Workman has more than

15 years of experience in coordinating, facilitating, and evaluating stakeholder engagement in a variety of settings for health policy and program implementation.

At AIR, he leads multiple projects for the Centers for Medicare & Medicaid Services (CMS), the Patient-Centered Outcomes Research Institute (PCORI), and the Agency for Healthcare Research and Quality. Prior to coming to AIR, Dr. Workman served as the Translation/Production Section Lead for the John M. Eisenberg Center for Clinical Decisions and Communications Science at Baylor College of Medicine, funded by the Agency for Healthcare Research and Quality (AHRQ).

Dr. Workman holds a Doctor of Philosophy degree in Communication Studies with a focus on Health from the University of Nebraska-Lincoln. He has published multiple articles and book chapters on the subject of patient and family engagement in healthcare and healthcare research. He has presented on the subject at a variety of conferences including the 2016 CMS Quality Conference, The Colorado Health Summit 2016, and the Innovation in Diabetes European Action (IDEA) Summit 2015.

Hardware/Software Requirements

[Please click here for hardware and software requirements.](#)

CMS Privacy Policy

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

Help

For questions regarding the content of this activity or for technical assistance contact grandrounds@econometricainc.com.

To access the activity click on the link below or copy and paste it into your browser:

[https://econometrica.webex.com/econometrica/lsr.php?
RCID=e7a87c293c6867b4147e179bb373c427](https://econometrica.webex.com/econometrica/lsr.php?RCID=e7a87c293c6867b4147e179bb373c427)