



CCSQ Grand Rounds Enduring Activities

Continuing Education (CE) Activity Information & Instructions

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Information by Activity

Cancer Pain, Opioid Crisis, and Palliative Care: A Paradigm for Personalized Care (Activity #: WE-E10032018-GR)

Activity Description

This Grand Rounds event identified contributing aspects of cancer related complications, treatment and adverse effects, and psychosocial stressors as it relates to cancer and morbidity; recognized the opioid misuse in cancer patients and distinguished between the commonalities of opioid misuse in cancer patients; defined the palliative care approach through education, risk mitigation/monitoring, and the Compassionate High Alert Team (CHAT) Program; and recognized the policy implications that effect chronic pain management and listed some of the Centers for Disease Control and Prevention’s (CDC’s) 12 Recommendations for Pain Management.

Please click below to access the recorded webinar:

[10032018GrandRoundsWebinar.](#)

Learning Objective

By the end of this activity, participants should be able to:

- Identify contributing aspects of cancer related complications, psychosocial stressors, treatment and adverse effects as it relates to cancer and morbidity
- Recognize the opioid misuse in cancer patients and list some of the reasons to consider opioid treatment for cancer patients
- Define the palliative care approach through education, risk mitigation/monitoring, and the Compassionate High Alert Team (CHAT) Program
- Recognize the policy implications that effect chronic pain management and be able to list some of the Centers for Disease Control and Prevention’s (CDC’s) 12 Recommendations for Pain Management

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 October 3, 2019.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 October 3, 2019.

Instructions for obtaining CME or CEU credit

[Please click here for instructions for obtaining CME or CEU credit.](#)

Improving Care Transitions – Learning Through the Lens of Multiple Stakeholders (Activity #: WE-E10222018-GR)

Activity Description

This Grand Rounds event defined key challenges facing care coordination and care transitions, identified the positive aspects that result from a properly leveraged health information exchange (HIE), recognized the aims of home and community-based services through programs and partnerships, and listed the key considerations of the Money Follows the Person Demonstrations.

Please click below to access the recorded webinar:

[10222018GrandRoundsWebinar](#).

Learning Objective

By the end of this activity, participants should be able to:

- Define key challenges facing care coordination and care transitions
- Identify the positive aspects that result from a properly leveraged health information exchange (HIE)
- Recognize the aims of home and community-based services through programs and partnerships
- List the key considerations of the Money Follows the Person Demonstrations

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 October 22, 2019.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 October 22, 2019.

Instructions for obtaining CME or CEU credit

[Please click here for instructions for obtaining CME or CEU credit.](#)

Frailty in the Evaluation of Patients Considering High Risk Procedures ***(Activity #: WE-E11132018-GR)***

Activity Description

This Grand Rounds event defined transcatheter aortic valve replacement (TAVR/TAVI), identified current approaches to frailty screening and assessment, listed controversies in understanding the risk/benefit of TAVR in relation to the degree of frailty and recognized the role of frailty assessment as a prompt to make risky procedures safer.

Please click below to access the recorded webinar:

[11132018GrandRoundsWebinar](#).

Learning Objectives

By the end of this activity, participants should be able to:

- Define transcatheter aortic valve replacement (TAVR/TAVI)
- Identify current approaches to frailty screening and assessment
- List controversies in understanding the risk/benefit of TAVR in relation to the degree of frailty
- Recognize the role of frailty assessment as a prompt to make risky procedures safer

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 November 13, 2019.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 November 13, 2019.

Instructions for obtaining CME or CEU credit

[Please click here for instructions for obtaining CME or CEU credit](#).

Surgical Pause

(Activity #: WE-E12112018-GR)

Activity Description

This Grand Rounds event identified the best predictor of postoperative complications, listed the 14 variables of the Risk Analysis Index (RAI), listed the five points of the Operative Stress Score (OSS), and recognized the need for a frailty assessment tool.

Please click below to access the recorded webinar:

[12112018GrandRoundsWebinar](#).

Learning Objectives

By the end of this activity, participants should be able to:

- Identify the best predictor of postoperative complications
- List the 14 variables of the Risk Analysis Index (RAI)
- List the five points of the Operative Stress Score (OSS)
- Recognize the need for a frailty assessment tool

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 December 11, 2019.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 December 11, 2019.

Instructions for obtaining CME or CEU credit

[Please click here for instructions for obtaining CME or CEU credit.](#)

Perioperative Care of the Older Surgical Patient: Strategies to Protect Brain Health ***(Activity #: WE-E01222019-GR)***

Activity Description

This Grand Rounds event will recognize the percentage of delirium cases that are estimated to be preventable, identify the mission of the American Society of Anesthesiology Brain Health Initiative, list the three P's of Brain Health Priorities for education, and recognize risk factors for delirium.

Please click below to access the recorded webinar:

[01222019GrandRoundsWebinar](#).

Learning Objectives

By the end of this activity, participants should be able to:

- Recognize the percentage of Delirium cases that are estimated to be preventable
- Identify the mission of the American Society of Anesthesiology Brain Health Initiative
- List the three P's of Brain Health Priorities for education
- Recognize risk factors for delirium

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 January 22, 2020.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 January 22, 2020.

Instructions for obtaining CME or CEU credit

[Please click here for instructions for obtaining CME or CEU credit.](#)

What Can Patient and Provider Experience Data Teach Us About Burnout and the Opioid Crisis (Activity #: WE-E02262019-GR)

Activity Description

This Grand Rounds event identified a framework that identified different causes of clinician burnout and opportunities for preventing it, recognized the nature of activation and decompression among clinicians and how they are associated with provider engagement and patient experience, recalled how different performance goals: safety, technical quality, and patient experience relate to provider engagement and a high reliability culture, and recognized the relationship between a physicians' rate of prescribing opioids and a patients' experience of care.

Please click below to access the recorded webinar:

[02262019GrandRoundsWebinar](#).

Learning Objectives

By the end of this activity, participants should be able to:

- Identify a framework that identifies different causes of clinician burnout and opportunities for preventing it
- Recognize the nature of activation and decompression among clinicians and how they are associated with provider engagement and patient experience
- Recall how different performance goals: safety, technical quality, and patient experience relate to provider engagement and a high reliability culture
- Recognize the relationship between a physicians' rate of prescribing opioids and a patients' experience of care

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 February 26, 2020.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 February 26, 2020.

Instructions for obtaining CME or CEU credit

[Please click here for instructions for obtaining CME or CEU credit.](#)

Human Centered Design (Activity #: WE-E03262019-GR)

Activity Description

This Grand Rounds event recognized where human centered design is being applied within the Centers for Medicare & Medicaid Services (CMS), recalled elements of the Human Centered Design Cycle, identified how the process of journey mapping of the patient experience in the U.S. Department of Veterans Affairs (VA) identified important moments for Veterans in their interaction with the system of care, and recognized the tools that the Veterans Experience Office developed to improve the patient experience for veterans.

Please click below to access the recorded webinar:

[03262019GrandRoundsWebinar](#).

Learning Objectives

By the end of this activity, participants should be able to:

- Recognize where Human Centered Design is being applied within the Centers for Medicare & Medicaid Services (CMS)
- Recognize elements of the Human Centered Design Cycle
- Identify how the process of journey mapping of the patient experience in the U.S. Department of Veterans Affairs (VA) identified important moments for veterans in their interaction with the system of care
- Recognize the tools that the Veterans Experience Office developed to improve the patient experience for veterans

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 March 26, 2020.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 26, 2020.

Instructions for obtaining CME or CEU credit

[Please click here for instructions for obtaining CME or CEU credit.](#)

National Care Transitions Awareness (Activity #: WE-E04162019-GR)

Activity Description

This Grand Rounds event identified solutions to address complex care by linking high risk individuals to community-based non-clinical services, described an evidence-based method for managing suicide risk in care transitions, recognized the strategic importance of working across clinical and non-clinical sectors to address social determinants of health needs, and identified opportunities to collaborate with community-based organizations to increase patient activation and self-management skills.

Please click below to access the recorded webinar:

[04162019GrandRoundsWebinar](#).

Learning Objectives

By the end of this activity, participants should be able to:

- Identify solutions to address complex care by linking high risk individuals to community-based non-clinical services
- Describe an evidence-based method for managing suicide risk in care transitions
- Recognize the strategic importance of working across clinical and non-clinical sectors to address social determinants of health needs
- Identify opportunities to collaborate with community-based organizations to increase patient activation/self-management skills

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 April 16, 2020.

International Association for Continuing Education and Training (IACET)

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.1 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 April 16, 2020.

Instructions for obtaining CME or CEU credit

[Please click here for instructions for obtaining CME or CEU credit.](#)

Speaker Bios & Disclosures (alphabetical by last name)

All planners and developers of this activity have signed a disclosure statement indicating any relevant financial interests. This activity was developed without commercial support.

A-F

Adebola Adeleye, DNP, ANP-C, presenter, is a Family Nurse Practitioner, and has worked as a Nurse Consultant for the Centers for Medicare & Medicaid Services (CMS) since May 2014. Dr. Adeleye is a care transitions and quality improvement subject matter expert and lead of the CMS Care Transitions & Post-Acute Care Affinity Group, a group dedicated to improving care transition experience for beneficiaries, families, and caregivers. She also serves as the Clinical Lead for the ESRD Network program. Dr. Adeleye has over six years of experience leading efforts to improve care transitions and led the care coordination work in the Quality Innovation Network-Quality Improvement Organization program (QIN-QIO) Program.

Dr. Adeleye has a wide range of clinical experience with pediatrics, adults, and geriatrics. Prior to joining CMS, Dr. Adeleye worked as a Care Transitions Nurse Practitioner with a community-based care transitions organization in Maryland. In this capacity, she helped establish care transition programs in several hospitals, worked with the hospitals to identify the causes of hospital readmissions, implemented strategies to prevent unnecessary admissions and readmissions, and provided supervision and leadership to the staff. Dr. Adeleye also maintains her clinical practice as a Nurse Practitioner and serves as an Adjunct Professor of Nursing for the University of Maryland's School of Nursing.

Dr. Adeleye earned both Doctor of Nursing Practice and Master of Science in Nursing degrees from Monmouth University.

Dr. Adeleye has nothing to disclose.

Michael H. Allen, MD, presenter, is a national authority in the areas of suicide and agitation, bipolar disorder and psychiatric emergency services. Dr. Allen received a Brain & Behavior Research Foundation's NARSAD Independent Investigator award for the study of nicotine and agitation. He served as a Consultant and Principal Investigator from the inception of the inhaled loxapine program for agitation. In the field of suicide care, Dr. Allen has been a principal investigator for four large studies, including over 7158 suicidal individuals. These studies include the National Institute of Mental Health funded (NIMH-funded) Systematic Treatment Enhancement Program for Bipolar Disorder (STEP-BD), the Psychiatric Emergency Research Collaboration (PERC), the NIMH-funded ED Safety Assessment and Follow-up Evaluation (ED SAFE), the largest suicide intervention trial ever conducted, and PRISM, a Military Operational Medicine Research Program study of suicide screening in military primary care settings.

Dr. Allen has over 100 original articles and is an author of U.S. and world guidelines for the management of problems in these and several other areas. He has served as the principal investigator for many pharmaceutical studies and has led investigator training in 17 languages.

Dr. Allen's professional experience includes serving as a Member the National Institutes of Health (NIH) Emergency Medicine Roundtable, President of the American Association, Vice President of the International Association for Emergency Psychiatry, Chair of the American Psychiatric Association Task Force on Psychiatric Emergency Services, and the Lead Expert for the Expert

Consensus Guideline for the Management of Behavioral Emergencies. He also served as a Member of the American College of Emergency Physicians Clinical Policy Committee, Steering

Committee Member for the National Suicide Prevention Lifeline (800-273-TALK), and President of the Board of the Carson J. Spencer Foundation. In addition, Dr. Allen served as a Consultant to the U.S. Department of Justice Civil Rights Division, the Centers for Medicare & Medicaid Services (CMS), the Joint Commission, the Substance Abuse and Mental Health Services Administration, and the National Institute of Mental Health funded (NIMH).

Dr. Allen earned a Doctor of Medicine degree from the University of Colorado School of Medicine.

Dr. Allen has nothing to disclose.

Shipra Arya, MD, SM, presenter, is an Associate Professor of Surgery at the Stanford University School of Medicine and the Section Chief of Vascular Surgery at VA Palo Alto Health Care System (VAPAHCS). Her research is funded by the National Institutes of Health (NIH) under the National Institute on Aging's (NIA's) Grants for Early Medical/Surgical Specialists' Transition to Aging Research (GEMSSTAR) program. Dr. Arya is studying the impact of frailty on quality of surgical care in peripheral artery disease (PAD), and aortic aneurysm patients. The accumulated evidence from her research all points to the fact that frailty is a versatile tool that can be utilized to guide surgical decision making, inform patient consent and design quality improvement initiatives at the patient and hospital level. The field of frailty research in surgical population is still relatively nascent and her current work focuses on streamlining frailty evaluation, and implementation of patient and system level interventions to improve surgical outcomes and enhance patient centered care. Dr. Arya's experience also includes completing an American Heart Association (AHA) grant on risk prediction of cardiovascular outcomes and limb loss in Peripheral Arterial Disease (PAD) patients.

Dr. Arya earned a Doctor of Medicine degree from the University of Michigan and a Master of Science degree in Epidemiology from the Harvard University School of Public Health.

Dr. Arya has nothing to disclose.

Jennifer Baldwin, MPA, RN, presenter, is the Senior Vice President of Patient-Centered Medical Home (PCMH) and Care Coordination for CareFirst BlueCross BlueShield. She provides strategic leadership and oversight of the development, implementation, and management of clinical, analytic, and operational elements of the program. CareFirst's PCMH is a share savings program that rewards primary care providers for reducing the healthcare spending of their patients and increasing the quality of care. The program is one of the largest, most mature, and established medical homes of its kind in the nation. Under the direction of Ms. Baldwin and the six Vice Presidents that report to her, a multi-disciplinary team of over 600 people support the management of over \$5 billion in global care costs for 1.3 million members and 4,400 primary care providers in the program.

Before joining CareFirst in 2012, Ms. Baldwin held executive leadership roles at Kaiser Permanente Mid-Atlantic States. She initially served as the Chief Nurse Executive, and was promoted to the Area Administrator position for the District of Columbia and Suburban Maryland. Her previous employment also includes 17 years of experience serving in key

executive roles for large hospital systems, including Trinity Health and Inova Health Systems.

Ms. Baldwin earned a Master of Public Administration degree from George Washington University and a Bachelor of Science degree in Nursing from Villanova University.

Ms. Baldwin has nothing to disclose.

Lee A. Becker, MSM, presenter, serves as the Chief of Staff of the Veterans Experience Office, enabling the Department of Veterans Affairs (VA) to improve the customer experience for all veterans, families, caregivers, and survivors. Prior to his current role, Mr. Becker served as a Division Chief at the Board of Veterans' Appeals, where he provided leadership and development of the VA appeals modernization efforts to help reduce the backlog of veterans' appeals.

Prior to joining the VA, Mr. Becker served at the Navy's Bureau of Medicine and Surgery, and Headquarters Marine Corps, as the Deputy Officer in Charge, Wounded Warrior Regiment Medical Division. He was responsible for developing wounded warrior programs to help the transition of all wounded, ill, and injured Marines and families through the continuum of care and ensuring a seamless transition post military into society and sustained care at the VA.

Mr. Becker earned a Master of Science degree in Management from the Catholic University of America.

Mr. Becker has nothing to disclose.

Crystal Beckford, MSA, RN, presenter, is the Regional Vice President of Patient-Centered Medical Home (PCMH) and Care Coordination for CareFirst BlueCross BlueShield (CareFirst). Ms. Beckford provides leadership and oversight of the clinical care coordination elements of the program. The CareFirst PCMH program is one of the largest medical home structure of its kind in the nation. Ms. Beckford and her team of seven directors manage a team of over 150 Clinical coordinators and support staff who cover the District of Columbia and Central and Southern Maryland. Before joining Carefirst in 2012, Ms. Beckford held a leadership role at Kaiser Permanente Mid-Atlantic, where she served as the Area Director of Primary Care Services for the District of Columbia and Maryland. Prior to that, Ms. Beckford held several key healthcare roles.

Ms. Beckford earned a Master of Science Administration degree in Health Care Administration from Central Michigan University and a Bachelor of Science degree in Nursing from the Mount Saint Mary College of Nursing.

Ms. Beckford has nothing to disclose.

Craig Behm, MBA, presenter, is the Executive Director for the Chesapeake Regional Information System for our Patients (CRISP) Maryland, the state-designated health information exchange (HIE). In this role, Mr. Behm leads all statewide HIE activities, including customer engagement, product implementation, and reporting services. He works directly with state agencies to support Maryland's Total Cost of Care Model and Population Eat programs. Mr. Behm participated in the Technology alignment activities for Maryland's Total Cost of Care Model. He is also an instructor at University of Maryland Baltimore County's Master's Program in Health Information Technology, where he teaches quality and process improvement. He is an adjunct faculty member at the University of Maryland Baltimore County, where he conducts seminars and group

learning activities for students with diverse backgrounds. He frequently speaks at conferences and other events.

Mr. Behm earned a Master of in Business Administration degree from Loyola University Maryland.

Mr. Behm has nothing to disclose.

Gretche Brophy, PharmD, presenter, is a Professor of Pharmacotherapy and Outcomes Science and Neurosurgery at the Virginia Commonwealth University (VCU). Dr. Brophy is also a Neurocritical Care Clinical Pharmacist at VCU Health. In addition, she is a Board Certified Pharmacotherapy Specialist and a Fellow of the Neurocritical Care Society (NCS), the American College of Clinical Pharmacy (ACCP), and the American College of Critical Care Medicine (ACCM). Dr. Brophy's research interests include effective treatment strategies for traumatic brain injury, brain injury biomarkers, neurocritical care, hemostasis, stroke, sedation and status epilepticus. She is an investigator for the National Institutes of Health (NIH), U.S. Department of Defense (DoD), and industry-funded studies. Dr. Brophy is a speaker at national and international conferences and publishes in the area of neurocritical care.

Dr. Brophy earned a Doctor of Pharmacy degree from the University of Arizona College of Pharmacy in Tucson.

Dr. Brophy has nothing to disclose.

Daniel J. Chavez, MBA, presenter, joined the San Diego Beacon Health Information Exchange as Executive Director in March 2013. Mr. Chavez has over 30 years of health care information technology experience and an extensive track record of cultivating startups, business development, and product marketing. Mr. Chavez runs one of the most advanced health information exchanges in the country. He is an elected Board Member of the Strategic Health Information Collaborative (SHEIC). Mr. Chavez is often asked to speak on key interoperability topics, such as patient record matching, consent management, public health reporting, pre-hospital reporting, social determinants of health, and community information exchange.

Mr. Chavez's previous experience includes serving as the Vice President of Marketing and Business Development for Independa, a San Diego-based innovator that provides solutions to help the elderly remain independent. His experience also includes serving as the Executive Vice President at Payformance Corporation, Senior Vice President and General Manager of the medical division of Immersion Corporation, and Senior Vice President at Availity. In addition, Mr. Chavez was employed with the International Business Machines Corporation (IBM), GTE Corporation, Science Applications International Corporation (SAIC), Stellcom Technologies, and Computer Sciences Corporation (CSC).

Mr. Chavez earned a Master of Business Administration degree in Finance from Stanford University.

Mr. Chavez has nothing to disclose.

Daniel J. Clauw, MD, presenter, is a Professor of Anesthesiology Medicine, Rheumatology, and Psychiatry at the University of Michigan (UM). Dr. Clauw served as the Chief of Rheumatology

and Vice Chair of Medicine at Georgetown University after he completed his internal medicine residency and rheumatology fellowships. At Georgetown, he assembled an interdisciplinary team to study the central nervous system's contributions to a number of chronic pain disorders, including fibromyalgia, interstitial cystitis, low back pain, and gulf war illnesses. This group of investigators at the Chronic Pain and Fatigue Research Center (CPFRC) moved to the University of Michigan in 2002. In addition to bringing this group to the University of Michigan, Dr. Clauw took responsibility for leading the existing clinical research infrastructure at UM. With strong support from UM leadership, Dr. Clauw helped the clinical and translational research infrastructure grow dramatically. He subsequently became the first Assistant and Associate Dean for Clinical Research until 2009. Dr. Clauw currently serves as the Senior Associate Director and co-directs research development.

Dr. Clauw earned a Doctor of Medicine degree from the University of Michigan. He completed a Residency in Internal Medicine and a Fellowship in Internal Medicine Rheumatology at the Georgetown University School of Medicine.

Dr. Clauw has disclosed that he is a consultant for Abbott, Aptinyx, Cerephex, Daiichi Sankyo, Pfizer, Samumed, Theravance, and Tonix and receives grant/research support from Aptinyx, Cerephex, and Pfizer. He also disclosed that he is an in-kind royalty employee on the Advisory, Medical, or Scientific Boards for Abbott, Astellas, Cerephex, Pfizer, and Zynerva, and a member of the Pierre Fabre Speaker's Bureau.

Jean Close, MA, presenter, is the Deputy Director of the Division of Community Systems Transformation (DCST) for the Center for Medicaid and CHIP Services (CMCS) at the Centers for Medicare & Medicaid Services (CMS). Ms. Close and her team advance community living through the use of incentives and collaboration designed to transform state long term care systems and promote quality, choice, and access for individuals with chronic conditions and disabilities. During her 15 year tenure at CMS, she collaborated with state and federal partners to plan and design services and demonstrations in the areas of community-based long-term care, services in schools, and mental health and substance use disorder services. Ms. Close is committed to cross-agency efforts to improve access to care for individuals with behavioral health needs, children who have experienced trauma, and individuals successfully aging in the community.

Ms. Close earned a Master of Arts degree in Gerontology and Education from the University of Michigan-Ann Arbor.

Ms. Close has nothing to disclose.

Stacie G. Deiner, MD, presenter, is a Board Certified Neurosurgical Anesthesiologist and has been a Professor of Anesthesiology, Neurosurgery, Geriatrics, and Palliative Care Medicine at the Icahn School of Medicine at Mount Sinai since October 2008. Her research interests focused on the ways anesthesiologists can optimize their anesthetic to decrease the burden of postoperative cognitive decline and improve recovery in the elderly. Dr. Deiner is also a current Beeson K23 scholar. Her project focuses on identifying risk factors and outcomes associated with postoperative cognitive dysfunction and whether intraoperative anesthetic depth affects long term cognitive outcomes.

Dr. Deiner's experience also includes serving as a Grants for Early Medical/Surgical Specialists' Transition to Aging Research (GEMSSTAR) Jahnlgren Scholar from 2011 through 2013, where

she completed a project entitled, "The Geriatric Patient; Anesthetics, Stress, 1MD Functional Outcomes." Dr. Denier also served as a co-investigator on an ROI-funded randomized trial of the use of dexmedetomidine. In addition, she is an active member several national and international group. She served as a Member of the American Society of Anesthesiology's Brain Health Initiative Panel, the Chair of the Abstract Review Committee for Geriatrics, the American College of Surgery Coalition for Quality in Geriatric Surgical Care, the Society for Neuroanesthesia's Scientific Planning Committee, and the International Neurotoxicity Group.

Dr. Denier earned a Doctor of Medicine degree from the State University of New York's Stony Brook University School of Medicine.

Dr. Denier has disclosed that she is a consultant for Merck, and receives grant and research support from the National Institute on Aging (NIA) and the American Federation for Aging Research (AFAR). She also disclosed that she is an in-kind royalty employee for Covidien.

Leigh Ann Eagle, BS, presenter, has been employed with Mac Inc., since May 1995 and has served as the Executive Director of the Maryland Living Well Center of Excellence since July 2015. Ms. Eagle developed the Center of Excellence for the State of Maryland and has acquired 26 hospital partners in the state. The Living Well Center of Excellence (LWCE) has received three grants for sustainability of evidence-based programs in the community and working with clinical partners. Under Ms. Eagle's leadership, the LWCE has one won three national awards, the John A Hartford Foundation, the National Association of Area Agencies on Aging (N4A), and the Innovations and Achievement Award. Her professional experience includes serving in director of wellness and senior care worker positions. In addition, Ms. Eagle has developed education for evidence-based community programs and long term care and supports.

Ms. Eagle earned a Bachelor of Science degree in Health Education and Sports Medicine from Salisbury University.

Ms. Eagle has nothing to disclose.

Roderic G. Eckenhoff, MD, presenter, is an Board Certified Anesthesiologist, Scientist, and Austin Lamont Professor of Anesthesia in the Department of Anesthesiology and Critical Care at the Perelman School of Medicine at the University of Pennsylvania. Dr. Eckenhoff's has been funded by the National Institutes of Health (NIH) to study anesthetic effects on the brain for more than 25 years. He has assembled a multidisciplinary and international team of scientists and physicians to study and discuss the perioperative neurocognitive disorders. An outcome of these discussions was the clear need for a new nomenclature. Dr. Eckenhoff and his team recently completed and published the new nomenclature in five journals simultaneously.

Dr. Eckenhoff serves as the Chief Scientific Officer of the American Society of Anesthesiologists' (ASA's) Brain Health Patient Safety Initiative. He also co-edited a monograph, entitled "The Perioperative Neurocognitive Disorders" published by the Cambridge Press.

Dr. Eckenhoff earned a Doctor of Medicine degree from the Northwestern University's Feinberg School of Medicine.

Dr. Eckenhoff has nothing to disclose.

Steven A. Farmer, PhD, MD, presenter, is a Senior Advisor and Senior Medical Officer with the Center for Medicare and Medicaid Innovation (CMMI) at the Centers for Medicare & Medicaid Services (CMS). He advises the center on development, implementation, and refinement of alternative payment models that link healthcare payments with value. Dr. Farmer is also a practicing noninvasive Cardiologist and an Associate Professor of Medicine and Health Policy and Management at George Washington University. He also serves as a Adjunct Associate Professor of Medicine and Business Strategy and Distinguished Fellow of Law, Regulation, and Economic Growth at Northwestern University. Dr. Farmer's previous experience includes engaging in policy development for the American College of Cardiology (ACC) and the American Heart Association (AHA). His experience also includes serving as a Merkin Fellow and Visiting Scholar in Economic Studies at the Brookings Institution and serving as a Senior Advisor to the Duke-Margolis Center for Health Policy.

Dr. Farmer earned a Doctor of Philosophy degree in Public Health from the London School of Hygiene & Tropical Medicine and a Doctor of Medicine degree from the Yale University School of Medicine.

Dr. Farmer has nothing to disclose.

Kathryn Fiddler, DNP, MS, RN, presenter, is the Vice President of Population Health at Peninsula Regional Health System (PRHS). In her leadership role, Dr. Fiddler is responsible for population health initiatives across the continuum of care. She led the transition of Population Health for PRHS to a program that touches thousands of people on the Delmarva Peninsula. The Peninsula Regional Medical Center (PRMC) Population Health Team focuses their educational messages and preventative screenings on things everyone can do to live a healthier and more productive lifestyle. The team uses its Wagner Wellness Van and other opportunities to reach people directly where they live. Dr. Fiddler is working with PRHS staff and community physicians to develop a strategic plan featuring initiatives focused on reducing the total cost of healthcare in our community and meeting the healthcare needs of consumers in all stages of their lives.

CareWrap is another population health initiative developed under Dr. Fiddler's leadership. This partnership with PRMC and the Lower Shore Clinic enhanced access to care and education for extremely high-risk patients. This program has resulted in a six month reduction in emergency department use and hospital admissions for these patients, through comprehensive care coordination. In partnership with the Wicomico County Health Department and the City of Salisbury Emergency Medical Services, Dr. Fiddler also developed a home visitation program known as SWIFT. This team of a Salisbury paramedic and PRMC nurse provides home visits for individuals who are frequent users of 911. The SWIFT team works collaboratively to reduce overuse of emergency services and improve access by connecting community members with healthcare options better provided in a primary or specialty care setting.

Dr. Fiddler has also presented nationally on population health and serves on the American Association of Ambulatory Care Nurses National Task Force, supporting care coordination. Prior to joining PRMC, Dr. Fiddler was employed by CareFirst in Baltimore, as the Senior Director for one of the largest Patient-Centered Medical Home (PCMH) programs in the country. She is a Registered Nurse and a retired U.S. Air Force Major.

Dr. Fiddler earned both Doctor of Nursing Practice and Master of Science in Nursing degrees from Salisbury University.

Dr. Fiddler has nothing to disclose.

Lee A. Fleisher, MD, presenter, is a Board Certified Anesthesiologist and been employed as the Chair of Anesthesiology and Critical Care at Perelman School of Medicine at the University of Pennsylvania since 2004. Prior to joining the University of Pennsylvania, Dr. Fleisher was employed at Johns Hopkins from 1992 through 2003. Dr. Fleisher is interested in health policy and defining metrics around quality of care. His research focuses on perioperative cardiovascular risk assessment and reduction, evidence-based medicine and measurement of quality of care.

For the past 10 years, Drs. Fleisher and Silber have collaborated on numerous projects related to health services research and quality measurement in the Medicare population. Most recently, Dr. Fleisher has been studying the influence of culture and innovation on care delivery. Dr. Fleisher has received numerous federal, industry, and foundation grants related to these subjects. He has received research funding from the National Institute on Aging (NIA), the Agency for Healthcare Research and Quality (AHRQ), and the National Heart, Lung, and Blood Institute (NHLBI). Dr. Fleisher has authored over 300 articles, chapters and books. He is on the Board of the National Quality Forum and is the Chair of the American Society of Anesthesiologists Perioperative Brain Health Initiative.

Dr. Fleisher earned a Doctor of Medicine degree from the State University of New York's Stony Brook University.

Dr. Fleisher has nothing to disclose.

G-L

Adam J. Gordon, MD, MPH, FACP, DFASAM, CMRO, presenter, is a Board Certified Internal Medicine and Addiction Medicine Physician. Dr. Gordon serves as the Professor of Medicine and Psychiatry at the University of Utah School of Medicine. He also serves as the Elbert F. and Marie Christensen Endowed Research Professor and the Section Chief of Addiction Medicine at the VA Salt Lake City Health Care System. Prior to his current appointment, Dr. Gordon served as a Professor of Medicine and Clinical and Translational Sciences and Advisory Dean at the University of Pittsburgh School of Medicine and VA Pittsburgh Healthcare System. Dr. Gordon has a 20 year track record of conducting research on the quality, equity, and efficiency of health care for vulnerable populations. He has received grants from the National Institutes of Health (NIH), the Agency for Healthcare Research and Quality (AHRQ), the Patient-Centered Outcomes Research Institute (PCORI), the U. S. Department of Veterans Affairs (VA), the Substance Abuse and Mental Health Services Administration (SAMHSA), and various foundations for his research efforts. Dr. Gordon has authored over 178 peer-reviewed articles and presented or published hundreds of scholarly work in the area of addictions and vulnerable populations. A major theme of his research includes examining the efficacy, effectiveness, and implementation of evidence-based identification, assessment, and treatments for patients with addiction disorders.

Dr. Gordon is a Fellow in the American College of Physicians (FACP) and a Distinguished Fellow in the American Society of Addiction Medicine (DFASAM). He is the Director of both the VA's National Buprenorphine in the VA Initiative and the National Coordinating Center for the VA's Interdisciplinary Advanced Fellowship in Addiction Treatment. He is a practicing clinician and the Editor-in-Chief of the Substance Abuse, a peer-reviewed journal published by the Association for Medical Education and Research in Substance Abuse (AMERSA). Dr. Gordon received a VA Health

Services Research and Development Service (HSRD) Career Development Award for his research regarding addictions. He has been a core faculty member on two Department of Veterans Health Services Research and Development (HSRD) Centers of Innovation (COINs): The VISN4 Center for Health Equity and Promotion (CHERP) Projects from 2001 through 2017, and the VA Salt Lake City Informatics, Decision-Enhancement and Analytic Sciences Center (IDEAS 2.0) Project beginning in 2017.

Dr. Gordon earned a Doctor of Medicine degree from the University of Michigan School of Medicine and a Master of Public Health degree from the University of Pittsburgh.

Dr. Gordon has nothing to disclose.

Mary Greene, MD, MPH, MBA, presenter, is a Senior Advisor in the Office of the Administrator at the Centers for Medicare & Medicaid Services (CMS). She leads CMS' Patients over Paperwork Initiative, an agency-wide regulatory reform and burden reduction effort aimed to reduce the time clinicians and health care providers spend on unnecessary administrative requirements so they can spend more time providing high quality care and an exceptional patient experience. Dr. Greene is also a Pediatrician and Fellow of the American Academy of Pediatrics and gives presentations and conducts teleconferences on burden reduction and program integrity issues.

Prior to her current role, Dr. Greene served as the Director of the Governance Management Group in the CMS Center for Program Integrity (CPI), where she led CPI's vulnerability management, regulation development, strategy development, GAO fraud risk assessment, and performance oversight functions. Prior to joining CMS, she led strategy and operational support projects to stand up new programs, improve operational efficiencies, build collaborations and foster professional development.

Dr. Greene earned Doctor of Medicine and Master of Public Health degrees from the Yale University Schools of Medicine and Public Health. She also earned a Master of Business Administration degree from Loyola College in Maryland.

Dr. Greene has nothing to disclose.

Daniel Hall, MD, MDiv, MHSc, presenter, is a General Surgeon and the Medical Director of the High Risk Populations and Outcomes at the Wolff Center at the University of Pittsburgh Medical Center (UPMC). As Medical Director, Dr. Hall provides oversight and guidance for clinical and health services research programs surrounding high risk populations, clinical frailty, and associated outcomes in all UPMC settings. Dr. Hall is responsible for promoting, advancing, and developing innovative programs that are targeted towards improving outcomes through better shared-decision making, preoperative optimization, and coordination of interdisciplinary surgical care. His responsibilities also include serving on both the Physician Quality Cabinet of the Wolff Center and the UPMC Surgical Services Oversight Committee.

Dr. Hall also serves as an Associate Professor of Surgery at the University of Pittsburgh and as a Core Investigator at the U.S. Department of Veterans Affairs (VA) Center for Health Equity Research and Promotion (CHERP). His current research focuses on improving the decision-making and preoperative care of frail patients scheduled for elective surgery. His other research interests are focused on improving the quality and efficiency of the Institutional Review board (IRB) process throughout the VA Healthcare System, and using qualitative and quantitative

methods to describe how patients and surgeons negotiate the process of informed consent for clinical surgery. He also studies how surgical residency shapes the character of surgeons-in-training, and how best to form the virtues of character necessary for good surgical practice.

Dr. Hall earned a Doctor of Medicine and Master of Divinity degrees from Yale University. He also earned a Master of Health Science degree from Duke University.

Dr. Hall has nothing to disclose.

James Huang, MD, FAAFP, presenter, is a Board-Certified Family Physician and the Medical Director of the Comprehensive Medical Care for Deaf Adults and Children (CODA) Clinic at Unity Health Care. He started the CODA clinic to address the health disparities in the deaf community and has lectured on this topic with medical students, family medicine residents, and at national conferences. Dr. Huang also leads the Family Wellness Group Visit Program at the Upper Cardozo Health Center, which focuses on nutrition, physical activity and access to community resources. In this role, he implemented the Produce Prescription Program and coordinated the Community Partners Program with Capital Bikeshare.

Dr. Huang is part of the core faculty at the National Family Medicine Residency, and his main focus is the Community Orientated Primary Care (COPC) Curriculum. He holds clinical academic appointments at the George Washington University School of Medicine and Health Sciences and the School of Osteopathic Medicine at the A.T. Still University of Health Sciences. In addition, Dr. Huang serves on the Board of Directors for Community Foodworks and is fluent in Spanish and American Sign Language (ASL).

Dr. Huang earned a Doctor of Medicine degree from the Larner College of Medicine at the University of Vermont.

Dr. Huang has nothing to disclose.

David Hui, MD, presenter, is a tenured Associate Professor for the Department of Palliative Care, Rehabilitation and Integrative Medicine, with a joint appointment to the Department of General Oncology at the University of Texas MD Anderson Cancer Center, in Houston, Texas. His research interests include symptom management clinical trials, prognostication, integration of supportive and palliative care into oncology and research methodology. Dr. Hui has authored and/or co-authored over 200 scientific papers, with his work appearing in various peer reviewed journals such as the Journal of American Medical Association, the Journal of Clinical Oncology, Lancet Oncology and Annals of Oncology.

Dr. Hui is the principal investigator of several randomized controlled trials funded by the National Cancer Institute, National Institute of Nursing Research, and the American Cancer Society. He is the author/editor of four books: Approach to Internal Medicine, Drugs & Drugs, Internal Medicine Issues in Palliative Cancer Care, and 50 Palliative Care Studies Every Doctor Should Know. Dr. Hui is the recipient of numerous clinical, research, teaching, and leadership awards and is a frequent speaker at various national and international meetings. In addition to academic pursuit, Dr. Hui is active clinically in both palliative care and medical oncology.

Dr. Hui earned a Doctor of Medicine degree from the University of British Columbia.

Dr. Hui has nothing to disclose.

Lisa Iezzoni, MD, MSc, presenter, is a Professor of Medicine at Harvard Medical School and the Director of the Mongan Institute Health Policy Center (MIHPC) at Massachusetts General Hospital. Dr. Iezzoni has researched and published extensively on risk adjustment for measuring health care cost and quality outcomes. For more than 20 years, she has studied health care quality, delivery system, and policy issues for persons with disabilities. Dr. Iezzoni has conducted multiple externally-funded projects using both quantitative and qualitative methods that have documented disparities in health care for persons with disabilities. She is a Member of the National Academy of Sciences at the National Academy of Medicine.

Dr. Iezzoni is a recognized expert in health and health care disparities relating to persons with disability. For over 30 years, she has led numerous studies funded by governmental agencies and private foundations, including the Agency for Healthcare Research and Quality (AHRQ), the National Institutes of Health (NIH), the Medicare agency, the Patient-Centered Outcomes Research Institute (PCORI), the Aetna Foundation, and the Robert Wood Johnson Foundation (RWJF). Her early studies focused on developing and evaluating methods for predicting health care costs, clinical outcomes, and substandard quality of care. Dr. Iezzoni has published and spoken widely on risk adjustment and has edited the Risk Adjustment for Measuring Health Care Outcomes textbook, now in its fourth edition. For more than 12 years, she worked with multidisciplinary colleagues to develop the Hierarchical Condition Categories, the risk adjustment method Medicare uses to set capitated health plan payment rates.

Dr. Iezzoni earned a Doctor of Medicine degree and a Master of Science degree in Health Policy and Management from Harvard University.

Dr. Iezzoni has nothing to disclose.

Jason M. Johanning, MD, MS, FACS, presenter, is a Vascular Surgeon and serves as the Vice Chair of Surgery for the Department of Surgery at the University of Nebraska Medical Center. He also serves at the Acting Chief Medical Officer of the Veterans Integrated Service Network 23 (VISN 23) in the Midwest and the VISN Chief Surgical Consultant. Dr. Johanning's medical practice has a geriatric focus and he was awarded a Jahnigen Fellowship through the American Geriatric Society. He also completed a Health and Aging Policy Fellowship through the American Political Science Association. Dr. Johanning is nationally recognized and well published for his research on improving outcomes for surgical patients using geriatric principles and frailty screening.

Dr. Johanning earned a Doctor of Medicine degree from the University of Kansas and a Master of Science degree in Clinical and Translational Research, with an emphasis on Health Systems, from the University of Nebraska Medical Center.

Dr. Johanning has disclosed that he is the Managing Member and an In-Kind Royalty Employee of FUTUREASSURE, LLC.

Kayenda Johnson, PhD, presenter, has been employed as a Digital Services Expert with a focus on Human-Centered Design with the U.S. Digital Service and the Centers for Medicare & Medicaid Services (CMS) since July 2016. Dr. Johnson's research is focused on the management of user research with specific emphasis on understanding the human(s) for which the products and processes are designed. She has worked on an array of projects, including the Center for

Clinical Standards and Quality's (CCSQ's) Quality Payment Program (QPP) and the Office of Enterprise Data Analytics' (OEDA's) Website Data Discoverability and Stakeholder Engagement Project.

Before joining the U.S. Digital Service's Team at CMS, Dr. Johnson was a consultant providing user research and other HCD services to a variety of federal agencies, such as the Federal Bureau of Investigation (FBI) and the U.S. Secret Service. She led user research efforts for the design of CMS' QPP website with a host of government and contracting teams. In addition, Dr. Johnson serves as an advocate for human-centered design (HCD) integration across the agency.

Dr. Johnson earned a Doctor of Philosophy degree in Industrial and Systems Engineering with a concentration in Human Factors Engineering from Virginia Polytechnic Institute and State University.

Dr. Johnson has nothing to disclose.

Navaz Karanjia, MD, presenter, is a Board-Certified Neurointensivist, Associate Professor of Neurosciences and Anesthesiology, and the Founding Director of the Neurocritical Care Program and the Neurosurgical Intensive Care Units (NeuroICUs) at the University of California-San Diego. She is also the inaugural Co-Chair of the Quality Committee for the Neurocritical Care Society (NCS). Dr. Karanjia completed neurology residency at the University of California, Los Angeles (UCLA), and neurocritical care fellowship at Johns Hopkins University. She has lectured on neurocritical care at international conferences and authored multiple publications in the field.

Dr. Karanjia earned a Doctor of Medicine degree from Stanford University.

Dr. Karanjia has nothing to disclose.

Stefan Kertesz, MD, MSC, presenter, is a practicing Internal Medicine and Addiction Medicine Physician and serves as a Professor in the Division of Preventive Medicine at the University of Alabama at Birmingham School of Medicine and the Birmingham VA Medical Center. Dr. Kertesz will be presenting his own views and will not be speaking for the Department of Veterans Affairs. He has conducted federally-funded research on addiction and primary care of homeless and other vulnerable populations, publishing over 75 peer-reviewed papers since 2002. Dr. Kertesz has a 22 year history of delivering primary health care for homeless and other vulnerable populations, including federally funded health care for the homeless. He has provided care and advised on care of patients who have suffered ill effects from opioid discontinuation, and published on this issue in the professional and lay press. In early 2018, Dr. Kertesz led a letter of response to a public request for comment from the Centers for Medicare & Medicaid Services (CMS) regarding proposed changes to payment methodologies under Medicare Part D, obtaining over 200 co-signatures, including eight experts who had directly assisted the Centers for Disease Control and Prevention (CDC) in the development of its 2016 Guideline for Prescribing Opioids for Chronic Pain. Dr. Kertesz also serves on several clinical teams focused on mitigating opioid risk, as well as committees supporting the State of Alabama Opioid Action Team.

Dr. Kertesz earned a Doctor of Medicine degree from the Harvard University School of Medicine and a Master of Science degree from the Boston University School of Public Health.

Dr. Kertesz has disclosed that he was a stock shareholder in Abbott and Merck until December 2017, and that his spouse is a stock shareholder in Johnson & Johnson and Merck.

V. Robyn Kinebrew, MA, presenter, has over 10 years of experience working in the human resources field and is an advocate for improving care for individuals with sickle cell disease.

Ms. Kinebrew has two sons who have sickle cell disease. She has presented her family story at multiple conferences.

Ms. Kinebrew earned a Master of Arts degree in Human Resources from the University of Cincinnati.

Ms. Kinebrew has nothing to disclose.

Kevin L. Larsen, MD, FACP, presenter, is the Director of the Continuous Improvement and Strategic Planning Team at the Centers for Medicare & Medicaid Services (CMS). Dr. Larsen leads the CMS lean transformation and advises on health IT policy and care transformation. He previously served for four years as the Medical Director of Meaningful Use for Health IT at the Office of the National Coordinator (ONC). In this role, he led the ONCs work on quality policy, measurement, and improvement, including clinical decision support and registries.

Dr. Larsen is an Associate Professor of Medicine at the University of Minnesota. His research includes health care financing for people living in poverty, computer systems to support clinical decision making, and health literacy. Prior to working for the federal government Dr. Larsen served as the Chief Medical Informatics Officer and the Associate Medical Director at Hennepin County Medical Center in Minneapolis, Minnesota. He also served as the Medical Director for the Center for Urban Health, a hospital, community collaboration in research and design to eliminate health disparities.

Dr. Larsen earned a Doctor of Medicine degree from the University of Minnesota.

Dr. Larsen has nothing to disclose.

Thomas H. Lee, MD, MS, presenter, is a Cardiologist and Internal Medicine Physician. He joined Press Ganey as the Chief Medical Officer (CMO) in 2013, bringing more than three decades of experience in health care performance improvement as a practicing physician, a leader in provider organizations, researcher, and health policy expert. As CMO, Dr. Lee is responsible for developing clinical and operational strategies to help providers across the nation measure and improve the patient experience, with an overarching goal of reducing the suffering of patients as they undergo care, and improving the value of that care. In addition to his role with Press Ganey, Dr. Lee continues to practice primary care medicine at the Brigham and Women's Hospital in Boston, Massachusetts. He serves as a Member of the Editorial Board of the New England Journal of Medicine. Dr. Lee also serves as a Professor of Medicine at Harvard Medical School and Professor of Health Policy and Management at the Harvard School of Public Health.

Dr. Lee frequently lectures on the patient experience and strategies for improving the value of health care. He was selected as a stage speaker on the subject at the acclaimed TEDMED Meeting in 2015. He has authored more than 260 academic articles and three books, including *Chaos and Organization in Health Care*, *Eugene Braunwald and the Rise of Modern Medicine*,

and *An Epidemic of Empathy in Healthcare: How to Deliver Compassionate, Connected Patient Care That Creates a Competitive Advantage*. The Thomas H. Lee Award for Excellence in Primary Care is named in his honor and given each year to recognize a primary care physician at Brigham and Women's Hospital who meets the needs of his or her patients exceptionally well.

Prior to joining Press Ganey, Dr. Lee served as the Network President for Partners Healthcare System and the Chief Executive Officer (CEO) for Partners Community HealthCare, Inc., the integrated delivery system founded by Brigham and Women's Hospital and Massachusetts General Hospital. In this capacity, Dr. Lee oversaw efforts to improve the quality and efficiency of care in this organization. Dr. Lee's previous experience also includes serving as the Chairman of the Board at Geisinger Health and Member of the Board of Directors at Geisinger Health System and Health Leads. He also served on the Board of Overseers of Weill Cornell Medical College, the Special Medical Advisory Group (SMAG) of the Veterans Administration, and the Panel of Health Advisors of the Congressional Budget Office.

Dr. Lee played a leadership role in the development and implementation of health care reform in Massachusetts, and was a Member of the Massachusetts Health Care Quality and Cost Council from 2006 to 2012. He held national leadership roles defining and measuring quality of care, including serving on the Board of Overseers of the Malcolm Baldrige National Quality Award from 2008 to 2010. Dr. Lee served on the Committee on Performance Management of the National Committee for Quality Assurance, which develops the widely-used HEDIS measures and served as Co-Chair from 2002 to 2009.

Dr. Lee earned a Doctor of Medicine degree from the Cornell University Medical College and a Master's Degree in Epidemiology from the Harvard University School of Public Health.

Dr. Lee has disclosed that he is a stock shareholder and employee of Press Ganey Associates, Inc.

Shari Ling, MD, developer/planner, is the Deputy Chief Medical Officer (CMO) for the Centers for Medicare & Medicaid Services (CMS) and Medical Officer in the Centers for Clinical Standards and Quality (CCSQ). She assists the CMS CMO in the Agency's pursuit of higher quality health care, healthier populations, and lower cost through quality improvement. Dr. Ling served on the faculty of the Johns Hopkins School of Medicine for five years before joining the Intramural Research Program of the National Institutes of Health (NIH) at the National Institute on Aging (NIA) as a Staff Clinician for eight years. At the NIA, Dr. Ling studied human aging and age-associated chronic diseases with attention to musculoskeletal conditions and mobility function for eight years.

Dr. Ling is also a Gerontologist. She served as the Clinical Services Co-Director of the Andrus Older Adult Counseling Center after receiving her training in direct service from the Leonard Davis School at the University of Southern California.

Dr. Ling earned a Doctor of Medicine degree at Georgetown University School of Medicine.

Dr. Ling has nothing to disclose.

Sarah Livesay, DNP, MSN, ACNP-BC, CNS-BC, RN, presenter, is an Advanced Practice Nurse and Assistant Professor in the Department of Adult Health and Gerontological Nursing in the College of Nursing at Rush University. Dr. Livesay also serves as an Assistant Professor in the Neurology

Department. She has over 20 years of experience in nursing and healthcare quality. In addition, Dr. Livesay has expertise in stroke and neurocritical care clinical care and building and evaluating neuroscience service line and clinical programs. Over the past five years, Dr. Livesay has worked as a Field Reviewer for The Joint Commission, evaluating primary and comprehensive stroke programs.

Dr. Livesay is co-leading the Neurocritical Care Society (NCS) Quality Measure Writing Group. She speaks locally and nationally on a variety of topics, including stroke and induced hypothermia. Dr. Livesay has also published articles in several areas, including Doctor of Nursing Practice (DNP), stroke, and therapeutic temperature modulation.

Dr. Livesay earned a Doctor of Nursing Practice degree and a Post Masters Degree Certificate in Acute Care Nurse Practitioner from the University of Texas at Houston. She also earned a Master of Science degree in Nursing from Texas Woman's University.

Dr. Livesay has disclosed that she is a consultant for Lombardi Hill Consulting Group, Stryker Neurovascular, and Livesay, LLC.

M-R

Ajay Manhapra, MD, presenter, is an Internal Medicine and Addiction Medicine Physician. He directs the Advanced Patient Aligned Care Team (PACT) Pain Clinic at the Hampton VA Medical Center, a primary care-based clinic that receives patients suffering from severe chronic pain and complex forms of dependence related to long-term receipt of opioids. Dr. Manhapra has developed a model for care of complex persistent pain that focuses on educating patients in a new pain narrative and mitigating risk from poly-pharmacy while humanely managing dependence on medications that may include opioids. Dr. Manhapra also serves as a Research Scientist with the VA New England Mental Illness Research, Education and Clinical Center in West Haven, Connecticut. In addition, Dr. Manhapra serves as a lecturer at Yale University and the Department of Physical Medicine and Rehabilitation and Psychiatry at Eastern Virginia Medical School in Norfolk, Virginia. In the last year, Dr. Manhapra has become a leading educator in a contemporary reconceptualization of the pain experience. He published a commentary with Dr. Jane Ballantyne on, The conundrum of opioid tapering in long-term opioid therapy for chronic pain: A commentary, in the journal Substance Abuse in September 2017. This paper explores how the neurobiology of dependence is reinterpreted within the context of long term opioid therapy and its discontinuation.

Dr. Manhapra plays a key role in mitigation of risks and harms that result from both medication excess and inappropriate medication taper in his institution. He was instrumental in establishing the Opioid Reassessment Clinic for the Connecticut Healthcare System's West Haven Campus at Yale Medical School. He also developed a more advanced clinic for complex pain in primary care settings at Hampton VA Medical Center. Dr. Manhapra is developing a model of care for complex chronic pain, and pain and addiction. This conceptual paper titled, Pain and Addiction - An Integrative Therapeutic Approach, has been accepted for publication. He is currently developing a manuscript on primary care-based model for treatment of severe disabling chronic pain.

Dr. Manhapra earned a Doctor of Medicine degree from the Government Medical College, Thrissur, in Kerala, India.

Dr. Manhapra has nothing to disclose.

Barry Marx, MD, presenter, is a Pediatric Endocrinologist and has served as the Director of the Office of Clinician Engagement in the Center for Clinical Standards and Quality (CCSQ) at the Centers for Medicare & Medicaid Services (CMS) since March 2018. Dr. Marx previously served with the Department of Defense, and served as the Chief of Primary Care of the Kirk U.S. Army Health Clinic at Aberdeen Proving Ground in Maryland.

Dr. Marx has worked with underserved populations in Federally Qualified Health Centers (FQHCs) for more than 20 years. He served as the Senior Medical Advisor to the Office of Head Start, and most recently served as Chief of Primary Care at the Kirk US Army Health Clinic. He continues his clinical work through the Kirk US Army Health Clinic at Aberdeen Proving Ground as a Pediatric provider, and has retained his appointment as part-time faculty in the Department of Pediatrics, Johns Hopkins University School of Medicine.

Dr. Marx earned a Doctor of Medicine degree from the School of Medicine at the University of Maryland, and completed a Residency in Pediatrics at the Duke University Medical Center followed by a Pediatric Endocrinology Fellowship at the Children's Hospital of Philadelphia.

Dr. Marx has nothing to disclose.

Asma M. Moheet, MD, presenter, is the Interim Director of Neurocritical Care and an Associate Professor of Neurology and Neurosurgery at Cedars-Sinai Medical Center. Dr. Moheet is board certified in neurology. Her research focuses on the treatment of intraventricular hemorrhage with intrathecal tPA, medical complications in neurocritical care patients, and hypothermia in neurologic disease. Dr. Moheet also serves as the Director of Cedars-Sinai Medical Center's Neurocritical Care Fellowship program, a two-year training program for doctors who have completed a neurology residency and wish to specialize in neurological intensive care. Her professional experience also includes serving as a Clinical Fellow and Instructor at the University of California, San Francisco, before joining Cedars-Sinai in 2010.

Dr. Moheet earned a Doctor of Medicine degree from the University of Missouri, Kansas City.

Dr. Moheet has disclosed that she is a member of the Medical Speakers Network.

Barbara C. Morton, JD, LLM, presenter, joined the Department of Veterans Affairs (VA) in 2006 and is currently serving as the Deputy Chief of the Veterans Experience Office. Ms. Morton has served in a variety of capacities at the VA. She served as a Staff Attorney for the Board of Veterans' Appeals in the Office of Veterans Law Judges, Special Counsel to the Appellate Group, Special Assistant to the Vice Chairman, Executive Assistant to the Chairman, and Director of Management, Planning & Analysis.

Ms. Morton received a Gears of Government Award for transforming the VA's capabilities to provide veterans with an excellent customer experience. Her work empowers veterans and VA employees to improve the veteran experience utilizing real-time data and tools and strategic partnerships between communities, veterans, and families. Ms. Morton has published a variety of law review articles, including two pieces relating to posttraumatic stress disorder (PTSD). She also volunteers for various veteran-centered causes, including events at the Arlington Cemetery and the annual Toys-for-Tots campaign.

Ms. Morton earned a Juris Doctor degree from the Suffolk University and completed an Master of Laws degree in Constitutional Law at Georgetown University.

Ms. Morton has nothing to disclose.

Deirdre E. Mylod, PhD, presenter, joined Press Ganey Associates, Inc., in 1997 and currently serves as the Senior Vice President of Research and Analytics and the Executive Director of the organization's Institute for Innovation. In this joint role, she is responsible for advancing the understanding of the entire patient experience, including patient satisfaction, clinical process, and outcomes. Through the Institute for Innovation, Press Ganey's non-profit research arm, Dr. Mylod partners with leading health care providers to study and implement transformative concepts for improving the patient experience and reduce patient suffering.

Dr. Mylod has 21 years of experience as a health service researcher, analyzing national data sets reflecting patient experience and healthcare workforce engagement. She has extensive expertise in survey development, methodology, and statistics. Her conceptual models have been published in the Harvard Business Review Insights Center and create frameworks to advance the discussion around how to interpret and respond to data from patients and clinicians. Dr. Mylod is the architect of Press Ganey's Suffering Framework, which reframes the view of the patient experience as a means to understand unmet patient needs and reduce patient suffering. As a prominent thought leader within Press Ganey and the industry, she regularly lectures on such topics as public policy, legislation, and the future of the patient experience.

Dr. Mylod earned a Doctor of Philosophy degree in Psychology from the University of Notre Dame.

Dr. Mylod has disclosed that she is an in-kind royalty employee of Press Ganey Associates, Inc.

Gary Norman, LLM, JD, presenter, is a Senior Staff Attorney at the Centers for Medicare & Medicaid Services (CMS). He served at the agency as a Disability Policy and Technical Assistance Advisor on health equity at the intersection of disability and healthcare in 2017. Mr. Norman served as a Visiting Fellow at the non-partisan Robert J. Dole Institute for Politics in 2015. He also served as a policy briefer on disability and non-discrimination at a global health conference on gender and human rights hosted by the Health Law Concentration at the Program on Law and Government.

Mr. Norman earned a Master of Laws degree in Law and Government, with an emphasis on Healthcare Regulation, Healthcare Policy, and Non-Discrimination, from the Washington College of Law at American University. He also earned a Juris Doctor degree from the Cleveland-Marshall College of Law at Cleveland State University.

Mr. Norman has nothing to disclose.

Kenneth Rockwood, MD, FRCPC, FRCP, FCAHS, presenter, the Founder, President, and Chief Scientific Officer of DGI Clinical (DGI). Dr. Rockwood acts as a key collaborator and research lead on numerous studies in geriatric medicine. Under his directions, DGI works with pharmaceutical companies on individualized outcome measurement and advanced data analytics. DGI has secured contracts with Shire, Roche, Otsuka, Baxnlta, Nutricia, Pfizer and Lumosity. DGI also receives support from the Industrial Research Assistance Program of Industry Canada.

Dr. Rockwood is also a Professor of Geriatric Medicine and Neurology at Dalhousie, a Canadian Institutes of Health Research investigator, an active Staff Physician, Fellow of the Royal College of Physicians and Surgeons of Canada, Fellow of the Royal College of Physicians, and Fellow of the Canadian Academy of Health Sciences. He serves as the Associate Director of the Canadian Consortium on Neurodegeneration in Aging, which is funded by the Canadian Institutes of Health Research, with additional funding from the Alzheimer Society of Canada and several other charities, including Pfizer Canada and Sanofi Canada. In addition, Dr. Rockwood receives career support from the Dalhousie Medical Research Foundation as the Kathryn Allen Weldon Professor of Alzheimer Research, and research support from the Nova Scotia Health Research Foundation, the Capital Health Research Fund, and the Fountain Family Innovation Fund of the Nova Scotia Health Authority Foundation.

Dr. Rockwood is the leading authority on frailty. He has over 400 peer-reviewed publications and nine books to his credit, including the eighth edition of the Brocklehurst's Textbook of Geriatric Medicine & Gerontology. Dr. Rockwood has also asserted copyright of the Clinical Frailty Scale through the Dalhousie University's Industry Liaison Office.

Dr. Rockwood earned a Doctor of Medicine degree from Memorial University, and completed internal medicine training at the University of Alberta and geriatric medicine training at Dalhousie University.

Dr. Rockwood has disclosed that he is a Consultant for Lundbeck, Nutricia, and Shannex, and receives personal speaking fees as a guest lecturer for academic symposia.

S-Z

Anthony Benno Schmidt, BA, presenter, serves as the Human-Centered Design (HCD) Lead for the Office of the Administrator (OA) at the Centers for Medicare & Medicaid Services (CMS). Mr. Schmidt also serves as a Digital Services Expert with the U.S. Digital Service. He specializes in healthcare design solutions. He has collaborated across CMS with the Office of Enterprise Data Analytics (OEDA), the Center for Clinical Standards and Quality (CCSQ), the Center for Medicare and Medicaid Innovation (CMMI), the Center for Medicare (CM), and the Office of Information Technology (OIT), using HCD tools and methods to create solutions for policy writing, quality reporting, application programming interface (API) management, data sharing, data standards, and the CMS employee experience. Mr. Schmidt and Dr. Kayenda Johnson promote the use of design research and design operations across the CMS organization by collaborating, mentoring, and speaking with CMS staff on the use of HCD to solve healthcare problems.

Mr. Schmidt has over 20 years of design experience, including 10 years of experience in the healthcare industry. His experience includes collaborating on design solutions for the health insurance industry, federal health agencies, clinical associations, and healthcare networks. Before working in healthcare, Mr. Schmidt worked on design solutions for the defense, financial services, and automotive industries.

Mr. Schmidt earned a Bachelor of Arts degree in Political Science and English from Boston University, and a Bachelor of Arts degree in Fine Arts and Design from George Washington University.

Mr. Schmidt has nothing to disclose.

Vanila M. Singh, MD, MACM, presenter, was named Chief Medical Officer for the Office of the Assistant Secretary for Health at the U.S. Department of Health and Human Services (HHS) on June 12, 2017. Dr. Singh is the Primary Medical Advisor to the Assistant Secretary for Health on the development and implementation of HHS-wide public health policy recommendations.

She is the Chair of the Pain Management Best Practices Inter-Agency Task Force and the Acting Regional Health Administrator for Region IX.

Dr. Singh has been a clinical associate professor of anesthesiology, perioperative and pain medicine at Stanford University School of Medicine since 2004. She is board-certified in both anesthesiology and pain medicine and specializes in treating patients with complex chronic pain issues. Her practice focuses on regional anesthesia with a specialty in advanced ultrasound-guided procedures for pain management and anesthesia medicine. Dr. Singh has given numerous lectures on various pain syndromes, including phantom limb pain, multiple sclerosis, cancer pain and central pain and neuropathic pain. In addition to abstracts and book chapters, she has developed teaching modules for resident education on pain and was recently serving as the director of the Regional Anesthesia Resident Rotation performing ultrasound-guided nerve blocks in regional and pain. She was a member of the hospital ethics committee, clinical competency committee, and resident education. She is a teaching scholar and Member of the Teaching and Mentoring academy at Stanford.

Dr. Singh has been active in national medical organizations. Her experience includes serving as the Vice Chair of the National Physicians Council on Health Policy, an Editorial Board Member of the Pain Physician Journal for the American Society of Interventional Pain Physicians, and a Member of the California Medical Association's (CMA's) House of Delegates. Dr. Singh also served on the CMA's Council on Ethical, Legal and Judicial Affairs, and more recently, served as a Member of the Subcommittee on Health Information Technology. She was an invited faculty speaker and Member of the Scientific Planning Committee for the 2017 National Meeting of the American Society of Regional Anesthesia. In addition, Dr. Singh serves as the Vice President of Professional Conduct for the Santa Clara County Medical Association.

Dr. Singh earned a Doctor of Medicine degree from the George Washington University's School of Medicine & Health Sciences. She also earned a Master of Academic Medicine degree from the University of Southern California's Keck School of Medicine.

Dr. Singh has nothing to disclose.

John E. V. Sorensen, BA, presenter, has been at the Centers for Medicare & Medicaid Services (CMS) since 2007. He is a Project Officer for the Money Follows the Person (MFP) Rebalancing Demonstration and oversees seven states. Mr. Sorensen is also the CMS lead on Minimum Data Set (MDS) 3.0, Section Q, an assessment for potential discharge for Nursing Home residents. He is also the co-lead on the CMS collaboration with U.S. Department of Housing and Urban Development (HUD). In addition, he has encountered issues with accessibility of medical care and facilities as a person with a disability.

Mr. Sorensen earned a Bachelor of Arts degree in Communications from the University of Maryland.

Mr. Sorensen has nothing to disclose.

MaryAnne Sterling, BS, presenter, is the Executive Vice President of Caregiver Experience at Livpact and Co-founder of teamiCARE.org. She has been a thought leader in health information technology and health policy for over a decade, focused on healthcare transformation through the eyes of patients and their families. As the CEO of Sterling Health IT Consulting, Ms. Sterling has supported high-visibility health information technology projects across federal and private sector organizations. She was a caregiver and healthcare advocate for her parents for over 20 years.

Ms. Sterling is a renowned speaker and educator on family caregiver issues and dementia and has parents impacted by the disease. She serves as Patient Research Partner and Ambassador for the Patient-Centered Outcomes Research Institute (PCORI) and Advisor for the National Alzheimer's & Dementia Patient & Caregiver-Powered Research Network, bringing the voices of patients and family caregivers to medical research. Ms. Sterling also works tirelessly to advocate for families and spends her time on Capitol Hill or speaking at healthcare events around the country. Her personal story has been featured in Forbes, Kiplinger, the New York Times, USA Today, and the Wall Street Journal.

Ms. Sterling earned a Bachelor of Science degree in Biology and Biotechnology from the University of Nebraska at Omaha.

Ms. Sterling has nothing to disclose.

Patrick Wynne, BS, developer/planner/presenter, is employed as a Health Insurance Specialist with the Center for Clinical Standards and Quality (CCSQ) at the Centers for Medicare & Medicaid Services (CMS). Mr. Wynne has been employed with CMS for over six years and is serving as the Contracting Officer Representative (COR) on the Grand Rounds Contract. His previous experience with CMS includes serving as a Contract Specialist and Financial Analyst.

Mr. Wynne earned a Bachelor of Science degree in Sport Management from the York College of Pennsylvania.

Mr. Wynne has nothing to disclose.

Instructions for Continuing Education Credit

The Medicare Learning Network® (MLN) recently upgraded its Learning Management System (LMS).

If you were already registered in the former MLN Learning Management System (LMS), you do not need to create a new login or password. 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 LMS, please visit <https://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/Downloads/LMPOS-FAQs-Booklet-ICN909182.pdf>.

Learning Management System (LMS) Instructions

In order to receive continuing education credit 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 System (LMS). 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 (WBT) 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.

Already have an account with the MLN LMS?

To login (if you already have an account):

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Enter your login ID and password and click on “Log In”

Don’t have an account with the MLN LMS?

Accessing the LMS/registering if you have NO account

- Need step by step instructions with screen shots?
- Forgot your password?
- Want to edit your account information?

How do I create an account?

1. Go to the LMS Homepage <https://learner.mlnlms.com>
2. Select “Need an Account?”
3. Enter information for all the required fields (those with asterisks)

***NOTE:** Your login ID is case sensitive. Your password must include at least the following:

Eight characters

- One number
- One lowercase letter
- One uppercase letter
- One of the following six symbols: ! @ \$ % & ?

You may select “Other” for the “Health Care Provider” and “Health Care Facility Type” fields. You may select “Other” or “None” for the “Association” field, if you are not associated with an association or your’s is not listed.

4. At the “Select Organizations” screen, type “CMS” in the “Find Organization” field, and select “Search.” Select “CMS-MLN Learners Domain – Organization,” and select “Save”
5. Complete the “Time Zone,” “Region,” and “# of Records (per page)” fields
6. Select “Create” to create your LMS account
7. A verification code will be sent to your email address that was used to create the new account. Enter the code and select “Go”

Add MLN@cms.hhs.gov to your address book to prevent MLN communications from going to your spam folder.

Finding the Post-Assessment

1. Log In at <https://learner.mlnlms.com>
2. Enter title “**Grand Rounds**” in the “Browse Catalog” box (If you do not see the “Browse Catalog” box you will need to open your browser more)
3. Click on the title in the dropdown, scroll to the bottom of the page
4. Click “Enroll,” scroll to the bottom of the page
5. Click “Access Item,” scroll to the bottom of the page
6. Click “Post-Assessment,” open item

Accessing Your Transcript and Certificate

To complete the course and get your certificate, you must complete the course evaluation. [Please click here for instructions for completing the evaluation and accessing your transcript and 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.](#)

CMSCE Program Policies

[Please click here for CMSCE Program Policies.](#)

CMS Privacy Policy

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

Help

For questions regarding the content of this activity, or technical assistance with the Medicare Learning Network® (MLN) Learning Management System (LMS), your assessment, or certificate, contact CMSCE at [CMSCE@cms.hhs.gov via email](mailto:CMSCE@cms.hhs.gov).

