



# Culturally Competent Direct Care: Meeting the LTSS Needs of Diverse Dually-Eligible Beneficiaries

## *Continuing Education (CE) Activity Information & Instructions* (Live Activity #: WE-E07252019-MMCO)

### ***Activity Information***

<i>Activity Description</i>	2
<i>Target Audience</i>	2
<i>Learning Objectives</i>	2
<i>Participation</i>	2
<i>Speaker Bios &amp; Disclosures (alphabetical by last name)</i>	2

### ***Continuing Education Credit Information***

<i>Continuing Education Credit</i>	4
<i>Accreditation Statements</i>	4

### ***Instructions for Continuing Education Credit***

<i>Learning Management System (LMS) Instructions</i>	5
<i>Registering To Take a Post-Assessment</i>	5
<i>Already have an account with the MLN LMS?</i>	5
<i>Don't have an account with the MLN LMS?</i>	5
<i>How do I create an account?</i>	5
<i>Finding the Post-Assessment</i>	6
<i>Accessing Your Transcript and Certificate</i>	6
<i>Hardware/Software Requirements</i>	6
<i>CMSCE Program Policies</i>	6
<i>CMS Privacy Policy</i>	6
<i>Help</i>	7



## Activity Information

### Activity Description

Nearly half of all individuals dually-eligible for Medicare and Medicaid need long-term services and supports (LTSS) for help with daily tasks such as dressing, bathing, and eating.[1] Direct care workers – including nursing assistants or nursing aides, home health aides as well as personal care aides – provide most of these services and supports. Because of the intimate nature of this work – often delivered in the client’s home – it is essential that the beneficiary feel comfortable with, and respected by, the direct care worker and that direct care workers know how to identify and address the cultural needs and preferences of beneficiaries.

This webinar discussed strategies for providing direct care services with cultural sensitivity, as well as training elements for direct care workers to achieve cultural competence. Speakers shared strategies for effectively identifying and meeting beneficiaries’ LTSS needs, in both institutional and community-based settings, while respecting their diverse cultural preferences. Finally, a direct care worker will share her firsthand experiences and recommendations on providing culturally competent direct care.

Please click below to access the recorded webinar:

[https://resourcesforintegratedcare.com/CulturalCompetency/2019\\_CC\\_Webinar/Direct\\_Care\\_Workforce](https://resourcesforintegratedcare.com/CulturalCompetency/2019_CC_Webinar/Direct_Care_Workforce).

[1] Centers for Medicare and Medicaid Services (2019). Fact Sheet: People Dually-Eligible for Medicare and Medicaid. Retrieved from [https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/MMCO\\_Factsheet.pdf](https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/MMCO_Factsheet.pdf).

### Target Audience

This activity is designed for all health care professionals.

### Learning Objectives

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

- Recognize the diverse needs and preferences of dually-eligible beneficiaries for culturally sensitive direct care services, such as communication, food, and physical touch
- Identify strategies direct care workers can use to meet the cultural and linguistic needs, values, and preferences of diverse beneficiaries
- Identify the key elements of training direct care workers in cultural competence

### Participation

Register for the webinar, participate in the webinar, and access and complete the assessment and evaluation, per the *Instructions for Continuing Education Credit*, at the end of this document.

### Speaker Bios & Disclosures (alphabetical by last name)

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

**Andrew Adams, JD, presenter**, is the Chief of Staff for Homebridge. He also serves as a key strategist to the executive director and provides senior leadership and capacity building to

support and further the mission of Homebridge. Mr. Adams is responsible for organization-wide communication, marketing, grant development, fundraising, legal, policy development, administrative staff, and board relations. He most recently represented immigrants and non-citizens in national security matters.

Mr. Adams helps lead Homebridge, one of San Francisco's largest social service organizations and one of California's largest nonprofit employer and trainers with 500 staff and a \$30 million annual budget. As an entrepreneurial leader, Mr. Adams works across the organization to accelerate impact on strategic initiatives and has focused on complex projects including diversity, equity, and inclusion.

Prior to joining Homebridge, Mr. Adams served as the Administrative Officer for Plan International (Plan) at the agency's liaison office to the United Nations in New York. His work focused on promoting and protecting girls' education and countering gender-based violence in and around schools globally. Before working at Plan, Mr. Adams spent nearly five years with the New York Civil Liberties Union.

Mr. Adams earned a Juris Doctor degree from the City University of New York School of Law.

**MariaElena Del Valle, BS, presenter**, has over 20 years of experience in adult education and is an Organizational Change and Workforce Innovations Consultant with Paraprofessional Healthcare Institute (PHI). She works closely with employers who are implementing innovative strategies to recruit, train, mentor, and supervise direct care staff. She also works with direct care staff to develop leadership, advocacy, and mentoring skills. Ms. Del Valle's expertise is in organizational development, participatory management practices, and building leadership skills for managers and workers. She brings a wealth of experience as an independent consultant, cultural performer, and public speaker to her work with PHI.

Ms. Del Valle has designed and delivered numerous workshops on the following topics: creating a respectful work environment, person-centered care, coaching approach® to communication, and creating interdisciplinary care teams. Ms. Del Valle's teaching methodology is based on adult-learner centered principles. Her workshops are highly interactive and enhanced with tools, practicums, and handouts.

Ms. Del Valle earned a Bachelor of Science degree in Psychology from the College of Mount Saint Vincent.

**Angela George, MSPH, developer/planner**, has been employed as a Senior Consultant with the Lewin Group, a healthcare and human services policy consulting firm, since July 2011. She has supported numerous contracts for Federal clients. Ms. George has supported the development of numerous webinars and technical assistance products as part of the Resources for Integrated Care Series. At Lewin, her work focuses on projects related to the dually-eligible population, behavioral health, and the diffusion of promising provider practices.

Ms. George earned a Master of Science in Public Health degree, with an emphasis in Health Policy, from the Bloomberg School of Public Health at Johns Hopkins University.

**Renee Markus Hodin, JD, presenter**, has been employed as the Deputy Director of the Center for Consumer Engagement in Health Innovation at Community Catalyst since October 2015.

Ms. Hodin’s work focuses on making the health care system more responsive to consumers, particularly individuals who are most vulnerable. Prior to joining the center, she served as the Director of the Voices for Better Health Project at Community Catalyst, and as Special Assistant Attorney General in the Civil Litigation Department of the Vermont Attorney General’s Office.

Ms. Hodin has conducted teleconferences, webinars, and in-person presentations and training for advocates, providers, and plans on a wide variety of health care policy issues, including hospital free care and community benefits, health care delivery and payment reform, and consumer engagement. She has developed education for advocates, providers and plans using various formats, such as printed materials, web-based training, and slide presentations.

Ms. Hodin earned a Juris Doctor degree with a specialization in Health Law and Policy from the University of Maryland Francis King Carey School of Law.

**Caroline Loeser, BS, developer/planner**, is a Research Consultant at the Lewin Group. Ms. Loeser brings expertise related to technical assistance, program support, and developing products for providers serving individuals with severe mental illness and substance abuse. At Lewin, Ms. Loeser supports several federal contracts with the Centers for Medicare & Medicaid Services (CMS). Her current work focuses on providing technical assistance and performing qualitative data analysis for the Health Care Innovation Awards Round Two (HCIA2). In addition, Ms. Loeser supports Lewin in engaging subject matter experts and key informants to shape products, resources, and tools for providers who serve Medicare-Medicaid enrollees.

Ms. Loeser earned a Bachelor of Science degree in Public Health and Tropical Medicine from Tulane University.

**Melanie Morehead, presenter**, has been a caregiver for over 31 years, working with clients to help them thrive in their community. Ms. Morehead has worked at Homebridge since 1999, first as a caregiver, then as a Support and Retention Coordinator providing peer mentorship, and currently as a Specialized Training Coordinator. In this role, she utilizes her caregiving skills to work with clients transitioning home from long-term care facilities. Ms. Morehead coordinates with the client’s medical team to develop a discharge plan, acquire necessary medical equipment, and train fellow caregivers on the specialized care client’s require to successfully return home. In addition, she is a San Francisco Giants fan and has worked as a Security Supervisor with the Giants for 25 years.

## ***Continuing Education Credit Information***

### ***Continuing Education Credit***

#### **International Association for Continuing Education and Training (IACET)**

The Centers for Medicare & Medicaid Services (CMS) is authorized by IACET to offer 0.2 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 July 25, 2020.

### ***Accreditation Statements***

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

## 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 enduring 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](mailto: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 “**Culturally Competent Direct Care: Meeting the LTSS Needs of Diverse Dually-Eligible Beneficiaries**” 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](mailto: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](mailto:CMSCE@cms.hhs.gov) via email.

