Assessing Organizational Ability
to Support Client Self-Management
Federal Coordinated Healthcare Office Webinar

Continuing Education (CE) Activity Information & Instructions
(Enduring Activity #: WE-E07192017-MMCO)

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Activity Information

Activity Description
Providing self-management support (SMS) is a key activity for health care providers seeking to deliver integrated, high quality health care. For many providers, supporting self-management involves a paradigm shift away from the traditional medical model towards a shared decision-making model for encounters with clients. It means staff and organizations must structure and deliver care in ways that honors individuals’ perspectives on their health care, treatment, and relationships with providers.

This webinar focuses on assessing an organization’s ability to support client self-management, highlighting the Self-Management Support Organizational Assessment Tool (SMS OAT). The SMS OAT is designed to allow organizations to assess their capacity for delivering SMS; the tool also outlines a quality assurance process that facilitates ongoing organizational improvements in SMS.

View recorded webinar here:

Target Audience
This activity is designed for all health care professionals.

Learning Objective
By the end of this activity, participants should be able to:
• Define the importance of self-management support (SMS) in serving clients managing mental illness and/or substance use conditions
• Recognize their organization’s ability to support self-management activities using the Self-Management Support Organizational Assessment Tool (SMS OAT)
• Identify best practices for expanding capacity to integrate support for self-management

Participation
Watch the recorded webinar linked to in the Activity Description section of this document, 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.

Larry Davidson, PhD, presenter, has been employed as a faculty member at Yale University since July, 1992. He has served in various administrative and faculty capacities, and is currently serving as a Professor of Psychiatry and Director of the Program for Recovery and Community Health. Dr. Davidson has conducted research and developed policies and practices for over 25 years focused on promoting processes of recovery and the activation of self-management among persons with serious mental illnesses. His research and program and policy development work has resulted in over 375 publications. Dr. Davidson’s research is focused on the processes of recovery in serious mental illnesses and transformation of mental health policy and practice to promote self-care
and recovery. He served as a Key Consultant to the Centers for Medicare & Medicaid Services (CMS) on the development of the Organizational Assessment Tool for Self-Management Support in Behavioral Health.

Dr. Davidson earned a Doctor of Philosophy degree in Psychology from Duquesne University.

**Kristin Davis, PhD, presenter**, has been employed by Thresholds Evaluation Department for 15 years. Dr. Davis is currently serving as the Director of Program Evaluation. During her time with Thresholds, she also served in Research Associate and Assistant Research Director capacities. In addition, she has written peer-reviewed papers, spoken at numerous conferences, and conducted in-person trainings on behavioral health topic. Dr. Davis' professional experience also includes teaching at colleges and universities in the Chicago area.

Dr. Davis earned a Doctor of Philosophy degree in Health Communication and Cultural Studies from the University of Illinois at Urbana Champaign.

**Alexis Estomin, BA, presenter**, has been employed as a Federal Health and Human Services Consultant by the Lewin Group, a healthcare and human services consulting firm, since March 2014. Ms. Estomin leads the efforts to support behavioral health organizations and providers in delivering behavioral health and other health services under the Technical Assistance to Support Providers in Providing Care to Medicare-Medicaid Enrollees Contract with the Medicare-Medicaid Coordination Office at the Centers for Medicare & Medicaid Services. Her previous experience includes serving as a Research Analyst for the National Opinion Research Center (NORC) at the University of Chicago, an objective non-partisan research institution providing analysis to guide healthcare and public health policy decisions, from December 2013 through March 2014.

Ms. Estomin earned a Bachelor of Arts degree in Anthropology at the University of Maryland.

**Larry Fricks, BA, presenter**, has been employed by the National Council for Behavioral Health, serving as Deputy Director, SAMHSA-HRSA Center for Integrated Health Solutions (CIHS), since 2010. He led a team at CIHS to develop the Whole Health Action Management (WHAM) Training for self-management of chronic conditions six years ago. Mr. Fricks's experience also includes helping to develop the first Medicaid-billable peer support service in the country for the Georgia Department of Behavioral Health in 1999. Since then, he has trained Certified Peer Specialists in 25 States.

Mr. Fricks earned a Bachelor of Arts degree in Journalism from the University of Georgia.

**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 0.1 Continuing Education Units (CEUs) 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 August 1, 2019.
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.


Learning Management System (LMS) Instructions
In order to receive continuing education credits (CEUs) 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.

To register (if you do NOT have an account):
1. Go to the LMS Homepage https://learner.mlnlms.com
2. Click on “Create Account”
3. Enter information for all the required fields (with the red asterisks) and click “Create”

*NOTE: When you get to the ‘Organization’ field, click on Select. From the ‘Select Organizations’ screen, leave the ‘Find Organization’ field blank and click Search. Select ‘CMS-MLN Learners Domain - Organization’ and click Save.

Please add MLN@cms.hhs.gov to your address book to prevent MLN communication from going into your spam folder.

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”
Finding the Post-Assessment:
1. Go to the LMS Homepage https://learner.mlnlms.com
2. Enter your login ID and password and click on “Log In”
3. Click on “Training Catalog” in the menu beneath the MLN logo
4. Enter “Assessing Organizational Ability to Support Client Self-Management” in the “search for” box and click "search"
5. Click on the title
6. Click “Enroll”
7. Click “Access Item”
8. Scroll down on the page and click on the link titled “Post-Assessment”
9. Click “Open Item”
10. A new window will open. Click “Post-Assessment” in this new window for it to display
11. Complete the assessment and click “close”
12. Click the grey and white “x” in the upper right-hand corner to close the window
13. Click “OK” when prompted about closing the window

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.

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.