



Geriatric-Competent Care: Person-Centered Approaches to Support People Dually-Eligible for Medicare and Medicaid

Continuing Education (CE) Activity Information & Instructions *(Enduring Activity #: WE-E09062018-MMCO)*

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Activity Information

Activity Description

Person-centered care is consistent with the values, needs, and desires of individuals and is achieved when providers and health plans involve individuals in healthcare discussions and decisions. A person-centered approach to healthcare and community-based services has potential to improve the quality of care, reduce costs, and address social determinants of health to create healthier communities. [1] Individuals dually-eligible for Medicare and Medicaid have high rates of chronic conditions and long-term support needs, accounting for a disproportionately large share of Medicare and Medicaid expenditures.[2] The strengths-based focus of person-centered approaches is especially helpful for managing chronic conditions and identifying long-term support needs. It can lower costs through integrating natural supports and community resources.

This webinar describes practical person-centered tools and approaches organizations and professionals can adapt to better support aging in place. Speakers share strategies for integrating person-centered approaches into clinical and community-based settings, and discuss how approaches differ based on the individual goals of the client.

Please click below to access the recorded webinar:

https://resourcesforintegratedcare.com/GeriatricCompetentCare/2018_GCC_Webinar_Series/Person_Centered_Care.

[1] The Scan Foundation. (2016). Person-Centered Care: The Business Case. Retrieved from: <http://www.thescanfoundation.org/person-centered-care-business-case-full-report>.

[2] CMS Medicare-Medicaid Coordination Office. (2012). Medicare-Medicaid Enrollee Information National, 2012. Retrieved from: https://www.cms.gov/Medicare-Medicaid-Coordination/Medicare-and-Medicaid-Coordination/Medicare-Medicaid-Coordination-Office/Downloads/NationalProfile_2012.pdf.

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 person-centered practices and approaches
- Recognize the potential benefits and outcomes of person-centered practices and approaches, including addressing social determinants of health
- Identify opportunities to apply practical person-centered approaches to your work

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.

Betsy Bella, BA, presenter, has been employed as a Consultant at the Lewin Group, a healthcare and human services policy consulting firm, since May 2011. Ms. Bella supports federal and state clients and works on the TAMME Project Team in the Lewin Group's Center for Aging and Disability Policy. She is also certified as a Person-Centered Thinking® Trainer by the International Learning Community for Person-Centered Practices. Ms. Bella focuses on projects related to long-term services and supports and health care systems change with an emphasis on person centered approaches. She has conducted training and planned and presented presentations and webinars on the implementation of person-centered practices for a variety of stakeholders.

Ms. Bella earned a Bachelor of Arts degree in Anthropology and German from the University of Notre Dame.

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.

Lisa Portune, MSW, LISW-S, presenter, has been employed as the MyCare Ohio Program Manager for the Council on Aging since December 2016. Ms. Portune has over 25 years of experience as a Licensed Independent Social Worker. She has worked in the diverse areas of child welfare, educational advocacy, mental health, and managed care. Ms. Portune co-authored an implementation guide to court performance for the Office of Juvenile Justice and Delinquency Prevention (OJJDP) in the U.S. Department of Justice. She also has experience developing and implementing procedural processes and training and facilitating courts and their stakeholders. In addition, Ms. Portune has developed written materials and webinars related to court improvement planning, judicial leadership, resource guidelines, caseload management, performance measurement, continuous quality improvement, and disaster planning.

Ms. Portune earned a Master of Social Work degree from the University of Kentucky.

Andrea Price, BS, ADN, RN, CCM, presenter, is the Manager of Clinical Health Services for Aetna Better Health of Ohio. Ms. Price is responsible for the oversight of multiple agencies on aging in the Ohio area. She is also a Certified Care Manager and has worked with in the care management field with the Medicaid and Medicare population for over five years.

Ms. Price earned a Bachelor of Arts degree in History from Clemson University and an Associate of Science degree in Nursing from Sinclair Community College.

Shawn Terrell, MSW, MS, presenter, has been employed as a Health Insurance Specialist for the Administration for Community Living in the Center for Policy and Evaluation at the Office of Policy Analysis and Development since April 2012. Mr. Terrell's primary focus is developing person-centered planning capacity, quality measurement, and improvement in

home and community-based services (HCBS) systems. He is also engaged in a number of policy development and implementation activities, including behavioral health recovery, self-directed HCBS, managed long-term services and supports (LTSS), LTSS access, and Medicaid financing.

Mr. Terrell has over 20 years of experience applying policies related to person-centered thinking, planning, and practice in the human services field. His experience includes serving as a Insurance Specialist for the Office on Disability at the U.S. Department of Health and Human Services (HHS) from October 2009 through 2012. He also served as an Insurance Specialists for the Centers for Medicare & Medicaid Services (CMS) from September 2009 through April 2014. Mr. Terrell was instrumental in developing person-centered planning policy at HHS, and led the development of a blended learning person-centered counseling training program for states, the No Wrong Door Systems. He continues to lead the development person-centered thinking, planning, and practices across HHS.

Prior to joining CMS, Mr. Terrell participated in the development of initiatives in a county-based managed care HCBS program in Michigan. This position included working with adults with psychiatric disabilities to develop consumer-owned and operated drop-in centers, peer supports, micro enterprises, and self-direction. He also worked to create wraparound, juvenile diversion, and other community-based initiatives for children with serious emotional disturbances. In addition, Mr. Terrell created self-directed programs for older adults and people with developmental disabilities.

Mr. Terrell earned a Master of Social Work degree from Eastern Michigan University and a Master of Science degree in Medical Anthropology and Health Services Administration from the University of Utah.

Brittany Woulms, BA, presenter, has been employed as a Care Manager for Aetna's MyCare Ohio Plan since June 2014. In this role, Ms. Woulms builds relationships with members that are conducive to their success within the home of their choice. She also offers suggestions and utilizes her strong problem solving skills when working with staff and members. In addition, Ms. Woulms provides customer service and handles difficult situations. Prior to joining Aetna, she was employed as a Care Manager for the PASSPORT Program at Ohio's Council on Aging from September 2013 through June 2014.

Ms. Woulms earned a Bachelor of Arts degree in Social Work from Mount St. Joseph University.

Continuing Education Credit Information

Continuing Education Credit

Accreditation Council for Continuing Medical Education (ACCME)

The Centers for Medicare & Medicaid Services (CMS) designates this **enduring activity** for a maximum of 1.5 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity. Credit for this course expires at midnight on September 6, 2019.

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 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 September 6, 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.

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.

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 **“Geriatric-Competent Care: Person-Centered Approaches to Support People Dually-Eligible for Medicare and Medicaid”** 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.