



Providing Culturally Competent Care: Meeting the LTSS Needs of Dually-Eligible Beneficiaries

Continuing Education (CE) Activity Information & Instructions (Enduring Activity #: WE-E04122018-MMCO)

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Activity Information

Activity Description

Long-term services and supports (LTSS) are a vital part of care for many dually-eligible beneficiaries. Individuals from racial and ethnic minority groups often experience disparities in access, quality, and outcomes in LTSS, such as higher rates of rehospitalization under home health care and lower quality of care in nursing homes. To help address these disparities, providers and plans need ways to meet the cultural and linguistic needs, values, and preferences of diverse individuals. Providing culturally competent care is also a key aspect of delivering a person-centered, improved customer experience.

This webinar focuses on how to identify LTSS preferences, values, and needs of members from diverse cultural backgrounds. It addresses provision of services with cultural sensitivity and training the LTSS workforce in strategies to achieve cultural competence. Speakers will share concrete strategies for effectively meeting beneficiaries' LTSS needs, in both institutional and community-based settings, while respecting their diverse cultural preferences.

Please click below to access the recorded webinar:

https://resourcesforintegratedcare.com/CulturalCompetency/2018_CC_Webinar/LTSS.

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 basic knowledge of the diverse demographics of dually-eligible beneficiaries and of existing disparities
- Recognize strategies for identifying the preferences and needs of diverse dually-eligible beneficiaries receiving long-term services and supports (LTSS)
- Identify effective approaches to providing culturally-competent long-term services and supports (LTSS) to dually-eligible beneficiaries
- Recognize strategies for training LTSS workforce to achieve cultural competence

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)

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

Kiet Blakes-Thompson, AAS, presenter, has been employed with the Boston Center for Independent Living (BCIL) for two years. Ms. Blakes-Thompson has been the Long Term Support Service Program Supervisor since late 2017, where she is focused on independent living advocacy. Ms. Blakes-Thompson has extensive knowledge of the One Care program and through her work she has become extremely experienced with advocating for those who feel disenfranchised. She also works to ensure she is providing the consumers with the most accurate

information to help ensure their independence. Before she joined BCIL, Ms. Blakes-Thompson worked as a Direct Residential Care Counselor for The Home for Little Wanderers servicing at-risk-youth and the Boston Public Health Commission's homeless shelter for men.

Ms. Blakes-Thompson earned an Associate of Applied Science degree in Special Education and Liberal Arts from North Carolina Agricultural & Technical State University.

Ms. Blakes-Thompson has nothing to disclose.

Darci L. Graves, MPP, MA, presenter, serves as the Special Assistant to the Director of the Office of Minority Health (OMH) at the Centers for Medicare & Medicaid Services (CMS). In this role, she assists with the coordination and implementation of priority office-wide programs, policies, and products. She also provides subject matter expertise in areas such as culturally and linguistically appropriate services, cancer, health disparities, and health equity.

Ms. Graves has nearly 20 years of professional and academic experience in the fields of cultural and linguistic competence and health education. She began her career as a Faculty Member at the University of Missouri-Kansas City School of Medicine, where she aided in the development, implementation, and management of diversity, spirituality, communications, and geriatrics curricula. She has continued to write and work in the area of cultural and linguistic competency as it relates to topics including public safety, disaster preparedness and response, language access, and domestic violence.

Ms. Graves earned a Master of Public Policy Degree from the University of Maryland Baltimore County. She also earned a Master of Arts degree in Communications from Missouri State University and a Master of Arts degree in Religion from the University of Missouri-Kansas City.

Ms. Graves has nothing to disclose.

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.

Ms. Loeser has nothing to disclose.

Jenna McDavid, BS, presenter, has been employed as the National Managing Coordinator for the Diverse Elders Coalition since January 2017. Ms. McDavid monitors aging policy and crafts coalition-wide responses to ensure that diverse communities are at the table when the decisions that impact their lives are being made. She also manages the coalition's communications and fosters connections with policy makers, advocates, and constituents. Ms. McDavid served as the Communications and Logistics Associate for the Diverse Elders Coalition from February 2015

through January 2017. Prior to working with the Diverse Elders Coalition, she served as the Program Director for the National LGBT Cancer Network, where she helped to build an LGBT cultural competency training for healthcare and social service providers in New York State.

Ms. McDavid earned a Bachelor of Science degree in Business Management from the State University of New York Brockport.

Ms. McDavid has nothing to disclose.

Gabriel Uribe, MPA, presenter, is the Independent Living and Diversity Services Manager at the Inland Empire Health Plan (IEHP). IEHP is a not-for-profit public entity, rapidly growing Medi-Cal and Medicare health plan in California. With a provider network of over 5,000 physicians and more than 1,800 employees, IEHP serves over 1.2 million residents of Riverside and San Bernardino counties who are enrolled in Medi-Cal, and Cal MediConnect (Medicare). Mr. Uribe has over a decade of professional experience in the delivery of public services for populations that experience social, educational and health disparities. He is committed to the equitable and responsive delivery of health care services to all IEHP Members. He is responsible for the annual Cultural Competency Training Plan at Inland Empire health Plan and conducts various in-person and web-based trainings with staff, community-based organizations, and contractors.

Mr. Uribe earned a Master of Public Administration degree from California State Polytechnic University.

Mr. Uribe has nothing to disclose.

Elisabeth "Lisa" Waisath, BA, presenter, has been employed as the Director of Nikkei Manor Assisted Living for Keiro Northwest, a non-profit community-based organization, since May 2009. Her previous experience includes serving as the Resident Services Director and Assistant Administrator at Auburn Meadows Assisted Living from September 2007 through May 2009. She also served in multiple capacities at Evergreen Lodge Assisted Living, including Business Office Director, Assistant Director, and Executive Director from June 2002 through September 2007. In addition to her 15 years of experience working with profit and non-profit assisted living facilities, Ms. Waisath has been certified by Washington State to provide specialty training in Dementia, Mental Health, Revised Fundamentals of Caregiving, and Developmental Disabilities. She is also a Certified Geriatric Wellness Instructor through Northwest Rehabilitation Associates.

Ms. Waisath also has a background in education that includes 10 years of experience working for Medallion School Partnerships (Medallion). At Medallion, she was responsible for on-boarding and training new staff members for two program administrators serving 16 sites. She was also responsible for the on-going training for the staff members of five program administrators serving over 40 sites. In addition, Ms. Waisath has trained staff for her three previous employers, conducted workshops for community college and senior education programs, and presented at local, state, and national conferences.

Ms. Waisath earned a Bachelor of Arts degree in Sociology from Evergreen State College.

Ms. Waisath has disclosed that she is a stock shareholder with Brookdale Senior Living.

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 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 12, 2020.

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 April 12, 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 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 “**Providing Culturally Competent Care: Meeting the LTSS Needs of 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 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.

