



# Geriatric-Competent Care: Promising Practices for Meeting the Needs of Dually-Eligible Older Adults with Schizophrenia

## *Continuing Education (CE) Activity Information & Instructions* *(Enduring Activity #: WE-E11062018-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>	3

### ***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>To register (if you do NOT have an account)</i>	5
<i>To login (if you already have an account)</i>	5
<i>Finding the Post-Assessment</i>	5
<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>	6



## Activity Information

### Activity Description

Older adults who are dually-eligible for Medicare and Medicaid have higher rates of schizophrenia and other psychotic disorders than older adults with Medicare only.[1] In addition, older adults with schizophrenia are more likely to have co-occurring chronic physical health conditions, such as obesity, diabetes, and hyperlipidemia, compared to younger adults with schizophrenia.[2] Caring for older adults with schizophrenia requires special attention to how needs and treatments may change over time, as well as consideration of the impact of chronic physical health conditions, cognitive impairments, and changes to vision and hearing[3] An individualized treatment approach is key.

This interactive webinar discussed how to identify common symptoms of schizophrenia among older adults, identify promising practices related to treatment options and care coordination, and demonstrate practical strategies for meeting beneficiary needs. Speakers, including a family caregiver, discussed firsthand experiences, lessons learned, and strategies to improve care for dually-eligible older adults with schizophrenia.

Please click below to access the recorded webinar:

[https://www.resourcesforintegratedcare.com/GeriatricCompetentCare/2018\\_GCC\\_Webinar\\_Series/Older\\_Adults\\_Schizophrenia](https://www.resourcesforintegratedcare.com/GeriatricCompetentCare/2018_GCC_Webinar_Series/Older_Adults_Schizophrenia).

[1] Medicaid and CHIP Payment and Access Commission. (2015). Chapter 4: Behavioral Health in the Medicaid Program – People, Use, and Expenditures.

[2] Desai, A. K. (2010). Schizophrenia in older adults. *Current Psychiatry*, 9(9), 23-A.

[3] Ibid.

### Target Audience

This activity is designed for all health care professionals.

### Learning Objectives

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

- Identify common symptoms of schizophrenia in older adults
- Recognize effective and appropriate treatment options for older adults with schizophrenia
- Identify practical tips and strategies to improve care for older adults with schizophrenia based on real-life stories from the field
- Identify opportunities to collaborate with clinicians, social workers, case managers, and caregivers to support older adults with schizophrenia

### 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.

**Naila Azhar, MD, MPH, presenter**, is an Adult Psychiatrist who is certified by the American Board of Psychiatry and Neurology (ABPN). Dr. Azhar is currently employed as the Core Faculty, Director of Inpatient Psychiatry Services, and the Supervising Attending of the Outpatient Psychosis Clinic at the University of Connecticut. Her responsibilities as Director of Inpatient Psychiatry Services include provision of medical care to Medicare and Medicaid dually-eligible patients with schizophrenia. Dr. Azhar provides on-site psychiatric assessment, diagnosis, and treatment for dually-eligible patients with schizophrenia during their hospitalization and outpatient treatment. She is also responsible for compliance with Medicare and Medicaid guidelines. As the Senior Supervising Attending Psychiatrist, Dr. Azhar manages the Outpatient Psychosis Clinic. This clinic specializes in diagnosis, treatment, and management of adult patients with psychotic disorders. In this role, Dr. Azhar meets with hundreds of patients and their families during formulation of individualized care plans, and is aware of the barriers to treatment and the common reasons for non-compliance.

Dr. Azhar has developed education material in various formats, such as slide presentations, training syllabus, and teaching courses for medical students and residents-in-training on older adults with schizophrenia. She has conducted dozens of seminars on this topic and conducts daily one-on-one training sessions. Dr. Azhar also conducts monthly teaching seminars for medical students on adults with schizophrenia and other psychotic disorders. In addition, she has spoken on this topic at grand rounds and has supervised case conferences on schizophrenia and other psychotic disorders in older dully-eligible adults.

Dr. Azhar earned a Doctor of Medicine degree from the Fatima Jinna Medical University and a Master of Public Health degree from Emory University.

**Tracy Beavers, BSN, RN, presenter**, has over 30 years of progressively responsible public and private safety and medical care experience. She has been employed as a Behavioral Health Registered Nurse Case Manager with CareSource MyCare Ohio since January 2018. Ms. Beavers is also a Certified Fire Fighter, Paramedic, Hazardous Materials Technician, and Confined Space Rescue Technician. In addition, she is an Emergency Medical Technician-Paramedic (EMT-P) and Continuing Education (CE) Instructor for the State of Ohio. She has over 25 years of educational instruction experience in various formats, such as printed materials, web-based training (WBT) courses, slide presentations, and cognitive and psychomotor scope of practice education.

Ms. Beavers earned a Bachelor of Science degree in Nursing from Ohio University.

**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.

**Ann Marie Luongo, MA, LPC, presenter,** is a Licensed Professional Counselor in the State of Connecticut. She has been employed by Advanced Behavioral Health, Inc. since March 2011. Advanced Behavioral Health, Inc. has been contracted by the Connecticut State Department of Mental Health and Addiction Services to act as the Fiduciary for the Mental Health Waiver Program, and is charged with credentialing all provider agencies and providing training. Ms. Luongo has been the Program Manager for the Connecticut Mental Health Waiver since 2013.

Ms. Luongo has been working in home and community-based services for mental health, substance abuse, and family services for 26 years. She has been working with adults with serious mental illness who are residing in nursing homes and wish to return to the community for the past seven years. In addition, Ms. Luongo provides training for direct care staff on mental illness, skill building, person-centered planning, boundaries and substance abuse.

Ms. Luongo earned a Master of Arts degree in Community Counseling from Saint 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 November 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 November 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](mailto: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: Promising Practices for Meeting the Needs of Dually-Eligible Older Adults with Schizophrenia**” 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](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.