Disability-Competent Care:
Palliative and Hospice Care for Persons with Disabilities

Continuing Education (CE) Activity Information & Instructions
(Enduring Activity #: WE-E03072018-MMCO)

Activity Information
Activity Description
Target Audience
Learning Objectives
Participation
Speaker Bios & Disclosures (alphabetical by last name)

Continuing Education Credit Information
Continuing Education Credit
Accreditation Statements

Instructions for Continuing Education Credit
Learning Management System (LMS) Instructions
Registering To Take a Post-Assessment
Already have an account with the MLN LMS?
Don’t have an account with the MLN LMS?
How do I create an account?
Finding the Post-Assessment
Accessing Your Transcript and Certificate
Hardware/Software Requirements
CMSCE Program Policies
CMS Privacy Policy
Help
Activity Information

Activity Description
This webinar discussed palliative and hospice care services and the delivery of these services to participants with disabilities. Our discussion addressed advanced care planning and strategies for empowering participants and their providers to initiate these discussions. Care Oregon presented their palliative and hospice care programs, including staff and provider training that highlighted how to support participants during this stage of their lives.

Please click below to access the recorded webinar: https://www.resourcesforintegratedcare.com/DisabilityCompetentCare/2018_DCC_Webinar_Series/Palliative_and_Hospice_Care.

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 the fundamentals of providing palliative care and hospice care, including what differentiates the two
- Recognize historical background to understand palliative and hospice care fears within the disability community
- Recognize techniques for discussing palliative care options with participants and their family

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.

Kelly Ambrose, BSN, RN, CHPN, presenter, has been employed by Housecall Providers, a home-based primary care practice and hospice, since 2015. She was initially hired as a Palliative Care Nurse. After the merger with CareOregon, Ms. Ambrose became the Manager of the Advanced Illness Care Program. Ms. Ambrose has 15 years of community nursing experience working with vulnerable populations. Her work in community mental health as a Nurse Care Manager in a Federally Qualified Health Center (FQHC) and work as a Field-Based Palliative Care Nurse helped prepare her for managing a palliative care program for Medicaid members insured by CareOregon. Ms. Ambrose currently manages an interdisciplinary team of nurses, social workers, community health workers, and a chaplain. She frequently attends local, state, and national palliative care meetings and has been invited to speak to caregiver and healthcare groups on the topic of caregiver burnout.

Ms. Ambrose earned a Bachelor of Science degree in Nursing from Linfield College.
Ms. Ambrose has nothing to disclose.

**Chris Duff, MDiv, BS, presenter**, directed a rehabilitation facility for persons with disabilities, and developed numerous community-based programs to support independent living from 1978 through 1998. Mr. Duff subsequently founded and served as President and CEO of AXIS Healthcare in 1998, a care management organization that partnered with UCare Minnesota to develop and deliver the Minnesota Disability Health Options program, from 2001 through 2009. This partnership established one of the first demonstration programs in the country servicing adults with disabilities on Medicare and/or Medicaid. He established and led the Disability Practice Institute, sponsored by the Commonwealth Care Alliance of Massachusetts and Independence Care System of New York in 2010. Mr. Duff has worked as a Consultant for the Lewin Group, under their contract with the Medicare and Medicaid Coordination Office (MMCO) since 2011.

Mr. Duff has worked in the field of rehabilitation with persons with disabilities for more than 40 years. He began his career as a Licensed Independent Clinical Social Worker and developed and managed several new home and community-based waiver programs in Minnesota. He has served in numerous professional capacities in the areas of program development, care management, risk adjustment, and advocacy.

Mr. Duff earned a Master of Divinity degree from the United Theological Seminary and a Bachelor of Science degree in Management from the University of Minnesota.

Mr. Duff has disclosed that he is a Consultant for The Lewin Group.

**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.

Ms. George has nothing to disclose.

**William M. Heroman, MD, MBA, CPE, developer/planner**, has served as the Chief Medical Officer for OptumServe, the United Health Group that includes three regional contracts for the VA Community Care Network since January 2018. Prior to joining Optum Serve, Dr. Heroman served as the Chief Medical Officer for UnitedHealthcare Military and Veterans, and the Managed Care Support Contractor (MCSC) for TRICARE from July 2013 through December 2017. He also served as the Vice President of Health Plan Design and Management for the TriWest Healthcare Alliance, the MCSC for TRICARE doing healthcare delivery consulting in Military Treatment Facilities for nine years.

Dr. Heroman is also a retired Navy Medical Corps CAPT who served as the Graduate Medical Education Director for internships, residencies, and fellowships at Naval Medical Center in San Diego. He served as the Deputy Commander (COO) and interim Commander of the Medical
Center. Dr. Heroman also served as the Chief of Staff at the TRICARE Management Activity for the Office of the Assistant Secretary of Defense (Health Affairs), followed by serving as the Commanding Officer (CEO) of the Naval Hospital of the Marine Corp Base at Camp Pendleton. In his final naval position, he served as the Force Surgeon for Surface Forces in the Pacific and Atlantic Fleets.

Dr. Heroman earned a Doctor of Medicine degree from the University of Arkansas for Medical Sciences. He also earned a Master of Business Administration degree from the University of Massachusetts, Amherst.

Dr. Heroman has nothing to disclose.

Will Kennedy, DO, presenter, has been employed by CareOregon since 2013, and currently serves as Medical Director for Population Health Partnerships. He also serves as Senior Medical Director for Clinical Operations for Housecall Providers, a nonprofit that partners with CareOregon, to provide in-home care throughout the Portland Oregon metro area. Dr. Kennedy completed a Fellowship in Hospice and Palliative Medicine at the Mount Carmel Health System. Following his fellowship, he developed Mount Carmel’s first provider-based program for patients with advanced illness. Prior to joining CareOregon, Dr. Kennedy served as Medical Director for Hospice and Palliative Medicine Programs at Adventist Health.

Dr. Kennedy earned a Doctor of Osteopathic Medicine degree from Ohio University.

Dr. Kennedy has nothing to disclose.

Grace Koehl, BS, developer/planner, has been employed as a Senior Research Analyst on the TA Duals Contract at the Lewin Group, a health care consulting firm, since June 2019. Ms. Koehl has an academic background in public health with a specific focus on behavioral health and caregivers. She provides support on webinars and question and answer (Q & A) documents for the TA Duals Program.

Ms. Koehl earned a Bachelor of Science degree in Global Health from Georgetown University.

Ms. Koehl has nothing to disclose.

Judi Lund Person, MPH, presenter, has been the Vice President, Regulatory and Compliance for the National Hospice and Palliative Care Organization (NHPCO) since July 2002. Prior to coming to NHPCO, she served for 22 years as the President and Chief Executive Officer (CEO) of the Carolinas Center for Hospice and End of Life Care. Ms. Lund Person, is a recognized national leader in the field of hospice, palliative, and end of life care. She works with hospice providers on regulatory and compliance issues, strategic planning, audits, and fraud and abuse in hospice. Ms. Lund Person spearheaded the creation and launch of NHPCO’s Quality Partners, a national initiative designed to build organizational excellence and improve hospice and palliative care delivery and outcomes. She lends her regulatory expertise as a key contact with the Centers for Medicare & Medicaid Services (CMS), the U.S. Food and Drug Administration (FDA), Drug Enforcement Administration (DEA), and many other Federal agencies. She also represents hospice and palliative care with many national organizations, including the National Consensus Project for Quality Palliative Care (NCHPC).
Ms. Lund Person earned a Master of Public Health degree in Health Policy and Administration from the University of North Carolina at Chapel Hill.

Ms. Lund Person has nothing to disclose.

Laurel Ruesch, BS, developer/planner, has been employed as a Senior Research Analyst on the TA Duals Contract at the Lewin Group, a health care consulting firm, since June 2018. Ms. Ruesch has experience developing products focused on highlighting best practices and strategies used by providers and health plans serving individuals dually-eligible for Medicare and Medicaid.

Ms. Ruesch earned a Bachelor of Science degree in Sociology from the University of Minnesota.

Ms. Ruesch has nothing to disclose.

**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 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 March 7, 2021.

**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 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 March 7, 2021.

**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 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](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](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 “Disability-Competent Care: Palliative and Hospice Care for Persons with Disabilities” 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.