



# 02-26-2019 What Can Patient and Provider Experience Data Teach Us About Burnout and the Opioid Crisis (CCSQ Grand Rounds Live Webinar)

## *Continuing Education (CE) Activity Information & Instructions* (Live Activity #: WE-L02262019-GR)

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## Activity Information

### Activity Description

This Grand Rounds event identified a framework that identified different causes of clinician burnout and opportunities for preventing it, recognized the nature of activation and decompression among clinicians and how they are associated with provider engagement and patient experience, recalled how different performance goals: safety, technical quality, and patient experience relate to provider engagement and a high reliability culture, and recognized the relationship between a physicians' rate of prescribing opioids and a patients' experience of care.

### Target Audience

This activity is designed for physicians and other health care professionals.

### Learning Objectives

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

- Identify a framework that identifies different causes of clinician burnout and opportunities for preventing it
- Recognize the nature of activation and decompression among clinicians and how they are associated with provider engagement and patient experience
- Recall how different performance goals: safety, technical quality, and patient experience relate to provider engagement and a high reliability culture
- Recognize the relationship between a physicians' rate of prescribing opioids and a patients' experience of care

### Participation

Register for the webinar, participate in the webinar, 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.

**Thomas H. Lee, MD, MS, presenter**, is a Cardiologist and Internal Medicine Physician. He joined Press Ganey as the Chief Medical Officer (CMO) in 2013, bringing more than three decades of experience in health care performance improvement as a practicing physician, a leader in provider organizations, researcher, and health policy expert. As CMO, Dr. Lee is responsible for developing clinical and operational strategies to help providers across the nation measure and improve the patient experience, with an overarching goal of reducing the suffering of patients as they undergo care, and improving the value of that care. In addition to his role with Press Ganey, Dr. Lee continues to practice primary care medicine at the Brigham and Women's Hospital in Boston, Massachusetts. He serves as a Member of the Editorial Board of the New England Journal of Medicine. Dr. Lee also serves as a Professor of Medicine at Harvard Medical School and Professor of Health Policy and Management at the Harvard School of Public Health.

Dr. Lee frequently lectures on the patient experience and strategies for improving the value of health care. He was selected as a stage speaker on the subject at the acclaimed TEDMED Meeting in 2015. He has authored more than 260 academic articles and three books, including

Chaos and Organization in Health Care, Eugene Braunwald and the Rise of Modern Medicine, and An Epidemic of Empathy in Healthcare: How to Deliver Compassionate, Connected Patient Care That Creates a Competitive Advantage. The Thomas H. Lee Award for Excellence in Primary Care is named in his honor and given each year to recognize a primary care physician at Brigham and Women's Hospital who meets the needs of his or her patients exceptionally well.

Prior to joining Press Ganey, Dr. Lee served as the Network President for Partners Healthcare System and the Chief Executive Officer (CEO) for Partners Community HealthCare, Inc., the integrated delivery system founded by Brigham and Women's Hospital and Massachusetts General Hospital. In this capacity, Dr. Lee oversaw efforts to improve the quality and efficiency of care in this organization. Dr. Lee's previous experience also includes serving as the Chairman of the Board at Geisinger Health and Member of the Board of Directors at Geisinger Health System and Health Leads. He also served on the Board of Overseers of Weill Cornell Medical College, the Special Medical Advisory Group (SMAG) of the Veterans Administration, and the Panel of Health Advisors of the Congressional Budget Office.

Dr. Lee played a leadership role in the development and implementation of health care reform in Massachusetts, and was a Member of the Massachusetts Health Care Quality and Cost Council from 2006 to 2012. He held national leadership roles defining and measuring quality of care, including serving on the Board of Overseers of the Malcolm Baldrige National Quality Award from 2008 to 2010. Dr. Lee served on the Committee on Performance Management of the National Committee for Quality Assurance, which develops the widely-used HEDIS measures and served as Co-Chair from 2002 to 2009.

Dr. Lee earned a Doctor of Medicine degree from the Cornell University Medical College and a Master's Degree in Epidemiology from the Harvard University School of Public Health.

Dr. Lee has disclosed that he is a stock shareholder and employee of Press Ganey Associates, Inc.

**Shari Ling, MD, developer/planner**, is the Deputy Chief Medical Officer (CMO) for the Centers for Medicare & Medicaid Services (CMS) and Medical Officer in the Centers for Clinical Standards and Quality (CCSQ). She assists the CMS CMO in the Agency's pursuit of higher quality health care, healthier populations, and lower cost through quality improvement. Dr. Ling served on the faculty of the Johns Hopkins School of Medicine for five years before joining the Intramural Research Program of the National Institutes of Health (NIH) at the National Institute on Aging (NIA) as a Staff Clinician for eight years. At the NIA, Dr. Ling studied human aging and age-associated chronic diseases with attention to musculoskeletal conditions and mobility function for eight years.

Dr. Ling is also a Gerontologist. She served as the Clinical Services Co-Director of the Andrus Older Adult Counseling Center after receiving her training in direct service from the Leonard Davis School at the University of Southern California.

Dr. Ling earned a Doctor of Medicine degree at Georgetown University School of Medicine.

Dr. Ling has nothing to disclose.

**Deirdre E. Mylod, PhD, presenter**, joined Press Ganey Associates, Inc., in 1997 and currently serves as the Senior Vice President of Research and Analytics and the Executive Director of the

organization's Institute for Innovation. In this joint role, she is responsible for advancing the understanding of the entire patient experience, including patient satisfaction, clinical process, and outcomes. Through the Institute for Innovation, Press Ganey's non-profit research arm, Dr. Mylod partners with leading health care providers to study and implement transformative concepts for improving the patient experience and reduce patient suffering.

Dr. Mylod has 21 years of experience as a health service researcher, analyzing national data sets reflecting patient experience and healthcare workforce engagement. She has extensive expertise in survey development, methodology, and statistics. Her conceptual models have been published in the Harvard Business Review Insights Center and create frameworks to advance the discussion around how to interpret and respond to data from patients and clinicians. Dr. Mylod is the architect of Press Ganey's Suffering Framework, which reframes the view of the patient experience as a means to understand unmet patient needs and reduce patient suffering. As a prominent thought leader within Press Ganey and the industry, she regularly lectures on such topics as public policy, legislation, and the future of the patient experience.

Dr. Mylod earned a Doctor of Philosophy degree in Psychology from the University of Notre Dame.

Dr. Mylod has disclosed that she is an in-kind royalty employee of Press Ganey Associates, Inc.

**Patrick Wynne, BS, developer/planner**, is employed as a Health Insurance Specialist with the Center for Clinical Standards and Quality (CCSQ) at the Centers for Medicare & Medicaid Services (CMS). Mr. Wynne has been employed with CMS for over six years and is serving as the Contracting Officer Representative (COR) on the Grand Rounds Contract. His previous experience with CMS includes serving as a Contract Specialist and Financial Analyst.

Mr. Wynne earned a Bachelor of Science degree in Sport Management from the York College of Pennsylvania.

Mr. Wynne 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 **live 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 18, 2019.

#### **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 18, 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 live 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](mailto: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 “**02-26-2019 What Can Patient and Provider Experience Data Teach Us About Burnout and the Opioid Crisis**” 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](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.

