



# 2021 CMS

## QUALITY CONFERENCE

*Healthcare Innovation During a Time of Disruption*

# AGENDA

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## QUALITY CONFERENCE

### AGENDA AT A GLANCE

#### Monday, March 1st

10:00 AM – 5:00 PM	Gallery Walk
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#### Tuesday, March 2nd

10:00 AM – 11:00 AM	Participant Orientation
10:00 AM – 11:00 AM	Live Exhibit Hours (Exhibitors With Interactive Booths)
10:00 AM – 5:00 PM	Exhibit Hours
10:00 AM – 5:00 PM	Networking Lounge
11:00 AM – 12:30 PM	Opening Grand Plenary Session
12:30 PM – 12:45 PM	Afternoon Break / Gallery Walk / Exhibits / Networking
12:45 PM – 1:45 PM	Breakout Sessions
1:45 PM – 2:45 PM	Lunch / Gallery Walk / Exhibits / Networking
2:45 PM – 3:45 PM	Breakout Sessions

#### Wednesday, March 3rd

10:00 AM – 11:00 AM	Participant Orientation
10:00 AM – 11:00 AM	Live Exhibit Hours (Exhibitors with interactive booths)
10:00 AM – 4:30 PM	Exhibit Hours
10:00 AM – 4:30 PM	Networking Lounge
11:00 AM – 12:45 PM	Opening Grand Plenary Session
12:30 PM – 12:45 PM	Afternoon Break / Gallery Walk / Exhibits / Networking
12:45 PM – 1:45 PM	Breakout Sessions
1:45 PM – 2:45 PM	Lunch / Gallery Walk / Exhibits / Networking
2:45 PM – 3:45 PM	Breakout Sessions
3:45 PM – 4:00 PM	Afternoon Break / Gallery Walk / Exhibits / Networking
4:00 PM – 4:30 PM	Closing Keynote and Final Remarks
4:30 PM	Conference Adjourns

All times listed in Eastern Standard Time (EST)

*This draft conference schedule reflects session details as of February 24, 2021.  
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# 2021 CMS

## QUALITY CONFERENCE

### SESSIONS

Tuesday, March 2nd, 2021

### Grand Plenary

Track	Session / Speaker(s)	Start-Time	End-Time
Grand Plenary	<b>Keynote Address: Improving Quality by Turning Data into Action</b>  Lee Fleisher, MD CMS Chief Medical Officer and Director of the Center for Clinical Standards and Quality, Centers for Medicare & Medicaid Services	11:00 AM	11:20 AM
Grand Plenary	<b>CMS Leadership Welcome</b>  Liz Richter Acting Administrator for the Centers for Medicare & Medicaid Services	11:20 AM	11:30 AM
Grand Plenary	<b>Welcoming Remarks from the Center for Medicaid and CHIP Services</b>  Anne Marie Costello Acting Deputy Administrator and Director of the Center for Medicaid and CHIP Services, Centers for Medicare & Medicaid	11:30 AM	11:45 AM
Grand Plenary	<b>Through the Lens of the Patient: Pandemic Response</b>  Moderator: Jean Moody-Williams, RN, MPP Deputy Director of the Center for Clinical Standards and Quality  Patrick Gee Patient/Family Panelist  Antoinette Ingram Patient/Family Panelist	11:50 AM	12:10 PM
Grand Plenary	<b>Driving an Equitable Health Care System: CMS' Role in the Health Equity Movement</b>  LaShawn McIver, MD, MPH Director of the CMS Office of Minority Health	12:10 PM	12:30 PM

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### SESSIONS

Tuesday, March 2nd, 2021

### Mini Plenaries & Sessions

Session Code	Track	Session / Speaker(s)	Start-Time	End-Time
3	Ensuring Safety & Quality BFCC	<b>Reaching the Vision: Challenges and Opportunities of Advancing Innovation and Partnership Across the Beneficiary and Family-Centered Care Program</b>  Speaker(s): Jeneen Iwugo, Steven Rubio	12:45 PM	1:45 PM
5	Innovations to Improve Quality in Medicaid and CHIP Priority Areas CMCS	<b>Under Construction: Road to 2024</b>  Speaker(s): Virginia Raney, LCSW, William Golden, MD, Anne Santifer	12:45 PM	1:45 PM
13	Advancing Health Equity ESRD/Transplant Initiative	<b>ESRD "COVID-Positive" Stories: Responding to a Community in Need</b>  Speaker(s): Anna Bennett, Shannon Wright, Mary Albin, Jonathan Segal, MD	12:45 PM	1:45 PM
24	Advancing Health Equity OMH	<b>COVID-19 Response and Recovery: Identifying and Addressing Health Inequities</b>  Speaker(s): CAPT Wanda Finch, Kevin Hodges, Christa-Marie Singleton, MD, MPH, Laura Benzel	12:45 PM	1:45 PM
25	Advancing Data-Driven Impact/Results OBRHI	<b>Reducing Administrative Burden in the Health System Within a Public Health Emergency and Beyond</b>  Speaker(s): Mary Greene, MD, Samantha Richardson, Alexandra Mugge, MPH, Suzanne Martin-Devroye	12:45 PM	1:45 PM
29	Empowering Patients and Families and Knocking Down Barriers During a National Pandemic. Improving Healthcare Access and Maintenance DQIIMT	<b>COVID-19 In the American-Indian /Alaskan-Native Community; Current Status and How the American-Indian/ Alaskan-Native Healthcare Quality Initiative is Providing Support</b>  Speaker(s): Jane Brock, MD, MSPH, Natasha Green, MBA, RN, Alona Jarmin, RN, BSN, MSN	12:45 PM	1:45 PM
32	National Healthcare Impacts Related to COVID-19 CMMI	<b>The Health Care Payment Learning and Action Network (LAN) Launches the Healthcare Resiliency Collaborative: Lessons From the PHE for Value-Based Payment</b>  Speaker(s): Mark McClellan, MD, PhD, Emily Brower, Marc Harrison, MD, William Shrank, MD	12:45 PM	1:45 PM

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### SESSIONS

Tuesday, March 2nd, 2021  
Mini Plenaries & Sessions

Session Code	Track	Session / Speaker(s)	Start-Time	End-Time
1	Empowering Patients and Families and Knocking Down Barriers During a National Pandemic BFCC	<b>Innovations in Beneficiary and Family-Centered Care During COVID-19: BFCC-QIOs in Action</b>  Speaker(s): Wendy Gary, MHA, CSA, CMQOE, Robin Schneckloth, MSIT, BSN, RN, Kim McDonald, MSW, EdD, Andrea Goldstein, RN, MS, Stephanie Fry	2:45 PM	3:45 PM
8	Innovations to Improve Quality in Medicaid and CHIP Priority Areas CMCS	<b>Getting Needed Care: How States Are Improving Quality and Access for Medicaid and CHIP Beneficiaries Through the Pandemic</b>  Speaker(s): Deirdra Stockmann, PhD, MUP, Mary Applegate, MD, Christopher Chen, MD, MBA, Keri Waterland, PhD	2:45 PM	3:45 PM
11	National Healthcare Impacts Related to COVID-19 DCPH	<b>Quality Improvement Innovation Methods Linking to Data-Driven Outcomes</b>  Speaker(s): Teresa Lubowski, PharmD, Kelly Griffin, RN-BSN, IP, Suzie Buhr, MBA, BSN, RN, CPHQ, LBBP, Mark Marabella, MA, Maggie Okey, RN, BSN	2:45 PM	3:45 PM
15	Empowering Patients and Families and Knocking Down Barriers During a National Pandemic Improving Healthcare Access and Maintenance ESRD/Transplant Initiative	<b>Optimizing Telehealth for Kidney Transplant</b>  Speaker(s): Amit Govil, MD, Erin Tims, BSN, RN, Amanda Poncia, Tamara Walker	2:45 PM	3:45 PM
17	IT Infrastructure: Training, Data, Innovation and More ISG	<b>Quality Net Enterprise Services and Shared Tools</b>  Speaker(s): Kenneth W. Howard, Brandy Meade, Eric Chase, Indre Goble	2:45 PM	3:45 PM
27	Advancing Data-Driven Impact/Results QMVIG	<b>The Path to Alignment: Identifying High-Value Measures</b>  Speaker(s): Nidhi Singh Shah, MD, Virginia Raney, LCSW, Danielle Lloyd, MPH, Pierre Yong	2:45 PM	3:45 PM
28	Ensuring Safety & Quality QPP	<b>Future of the Quality Payment Program: MIPS Value Pathways and APM Performance Pathway</b>  Speaker(s): Molly MacHarris, Brittany LaCouture, JD, Sophia Sugumar	2:45 PM	3:45 PM

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# 2021 CMS

## QUALITY CONFERENCE

### SESSIONS

Wednesday, March 3rd, 2021

### Grand Plenary

Track	Session / Speaker(s)	Start-Time	End-Time
Grand Plenary	<b>CMS Action Plan: Healthier Together</b>  Michelle Block Schreiber, MD Deputy Director of the Center for Clinical Standards and Quality and Director of the Quality Measurement and Value-Based Incentives Group, CCSQ	11:00 AM	11:15 AM
Grand Plenary	<b>Emerging Stronger: Choose the Path of Sustainable Quality</b>  Introduction by Jean Moody-Williams, RN, MPP Deputy Director of the Center for Clinical Standards and Quality  Kedar S. Mate, MD President and Chief Executive Officer, Institute for Healthcare Improvement (IHI)	11:15 AM	11:40 AM
Grand Plenary	<b>Two Quality Drivers, One Road</b>  Anita Monteiro, MSHCA, MA, MBA, BSN Acting Director, iQuality Improvement & Innovation Group (iQIIG), Center for Clinical Standards and Quality (CCSQ)  Karen Tritz Director of the Survey Operations Group in the Center for Clinical Standards and Quality	11:40 AM	12:00 PM
Grand Plenary	<b>COVID-19 Vaccine Panel Discussion</b>  Moderator: Shari Ling, MD Deputy Chief Medical Officer, Centers for Medicare & Medicaid Services (CMS)  Michael Wasserman, MD, CMD Immediate Past President of California Association of Long Term Care Medicine (CALTCM)  Cassandra Lowe Certified Nursing Assistant (CNA)  Amanda Cohn, MD Chief Medical Officer, Office of Vaccine Policy, Preparedness, and Global Health, Office of the Director (CDC)	12:00 PM	12:30 PM

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### SESSIONS

Wednesday, March 3rd, 2021  
Mini Plenaries & Sessions

Session Code	Track	Session / Speaker(s)	Start-Time	End-Time
4	Fostering Innovation/Increase the Use of Healthcare Clinician Champion	<b>QPP Clinician Champions Closed Session</b> Speaker(s): Ashby Wolfe, MD, Beth Chalick Kaplan	12:45 PM	1:45 PM
6	Innovations to Improve Quality in Medicaid and CHIP Priority Areas CMCS	<b>Medicaid Administrative Data: Availability, Quality and Use</b> Speaker(s): Shondelle Wilson-Frederick, PhD, Kimberly Proctor, PhD, Karen Llanos, MBA, Kate McEvoy, JD	12:45 PM	1:45 PM
10	National Healthcare Impacts Related to COVID-19 DCPH	<b>Infection Control (COVID-19) Nursing Home Quality Improvement Interventions</b> Speaker(s): Sheila McLean, MBA, LNHA, CPHQ, Eli DeLille, MSN, RN, CIC, FAPIC, Rachana Bhattacharai, BVSc&AH, MS, PhD, CIC	12:45 PM	1:45 PM
14	National Healthcare Impacts Related to COVID-19 ESRD/Transplant Initiative	<b>Performing Kidney Transplants During the Coronavirus Pandemic</b> Speaker(s): Giselle Guerra, MD, Howard Nathan	12:45 PM	1:45 PM
18	IT Infrastructure: Training, Data, Innovation and More ISG	<b>Data and Analytics and the Quality Programs</b> Speaker(s): Kenneth W. Howard, Indre Goble, Gennady Sherman	12:45 PM	1:45 PM
26	Advancing Data-Driven Impact/Results QMVIG	<b>Advancing Digital Strategies for Quality Measurement and Improved Care</b> Speaker(s): Lorraine Wickiser, RN, BSN, Elizabeth Holland, MPA, Michelle Block Schreiber, MD, Joel Andress, PhD	12:45 PM	1:45 PM
30	National Healthcare Impacts Related to COVID-19 DQI/MT	<b>Supporting Optimal Hospital Patient Safety Through a Public Health Crisis</b> Speaker(s): Amy Ward, MS, BSN, RN, CIC, Bruce Spurlock, MD, Noah Ivers, MD, Kate Carpenter, BHA, CPHQ, RT(R)(M)CT	12:45 PM	1:45 PM
34	Advancing Data-Driven Impact/Results BFCC	<b>Using Data for Actionable Insights and Impact</b> Speaker(s): Michal Balass, PhD, Kevin Duvall, Teresa Gibson, PhD	12:45 PM	1:45 PM

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### SESSIONS

Wednesday, March 3rd, 2021  
Mini Plenaries & Sessions

Session Code	Track	Session / Speaker(s)	Start-Time	End-Time
2	Advancing Data-Driven Impact/Results OEDA	<b>Overview of CMS COVID-19 Data and Information Products</b>  Speaker(s): Kevin Hodges, Kimberly Proctor, PhD, Nic Schluterman, Andy Shatto	2:45 PM	3:45 PM
7	Innovations to Improve Quality in Medicaid and CHIP Priority Areas CMCS	<b>Medicaid State Directed Payments: A Pathway Towards Quality Improvement and Value-Based Payments in Managed Care</b>  Speaker(s): Alexandra Loizias, Allison Weaver, Mike Levine, Linda Shaughnessy	2:45 PM	3:45 PM
16	Empowering Patients and Families and Knocking Down Barriers During a National Pandemic. Improving Healthcare Access and Maintenance ESRD / Transplant Initiative	<b>Promoting Appropriate Home Dialysis: A Quality Improvement Report</b>  Speaker(s): Jessica Saunders, DNP, RN, AGNP-C, Amber Paulus, PhD, RN, CPHQ, CPPS,	2:45 PM	3:45 PM
23	Advancing Health Equity OMH	<b>Health Equity as a “New Normal”: CMS Efforts to Address the Causes of Health Disparities</b>  Speaker(s): Meagan Khau, MHA, Jessica Maksut, PhD, Tenly Pau Biggs, MSW, LMSW, Brandon G. Wilson, DrPh, MHA	2:45 PM	3:45 PM
31	Ensuring Safety & Quality DQIIMT	<b>Clinician Perspectives on the Escalation of the Opioid Epidemic Due to COVID-19</b>  Speaker(s): Don Stader, MD	2:45 PM	3:45 PM

# 2021 CMS

## QUALITY CONFERENCE

### SESSIONS

Wednesday, March 3rd, 2021

### Closing Grand Plenary

Track	Session / Speaker(s)	Start-Time	End-Time
Grand Plenary	<b>Closing Keynote: Leading During Times of Upheaval</b>  Amy C. Edmondson, PhD Novartis Professor of Leadership and Management, Harvard Business School	4:00 PM	4:20 PM
Grand Plenary	<b>Closing Remarks</b>  Jean Moody-Williams, RN, MPP Deputy Director of the Center for Clinical Standards and Quality	4:20 PM	4:30 PM

### PLENARY SPEAKERS



**Lee Fleisher, MD**

Lee A. Fleisher, MD, was named the Chief Medical Officer and Director of the Center for Clinical Standards and Quality for the Centers for Medicare & Medicaid Services in July 2020. In this capacity, he is responsible for executing all national clinical, quality, and safety standards for healthcare facilities and providers, as well as establishing coverage determinations for items and services that improve health outcomes for Medicare beneficiaries. He is also Professor of Anesthesiology and Critical Care and Professor of Medicine at the University of Pennsylvania Perelman School of Medicine. From 2004 through July 2020, he was the Robert D. Dripps Professor and Chair of Anesthesiology and Critical Care and Professor of Medicine at the University of Pennsylvania.

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### PLENARY SPEAKERS



**Liz Richter**

Liz Richter has served with the Centers for Medicare & Medicaid Services (CMS) since 1990. She began in the Bureau of Policy Development working on inpatient hospital payment policy. She subsequently worked on a variety of Medicare payment issues. In 1998, Ms. Richter moved to the Office of Financial Management, where in 2001 she became Director of the Financial Services Group. In 2003, she became Director of the Hospital and Ambulatory Policy Group in the Center for Medicare Management and became Deputy Director of the Center for Medicare in 2007.

## PLENARY SPEAKERS



**Jean Moody-Williams,  
RN, MPP**

Jean D. Moody-Williams, RN, MPP, is the Deputy Director of the Center for Clinical Standards and Quality (CCSQ) at the Centers for Medicare & Medicaid Services (CMS). In this capacity Jean is a member of the leadership team responsible for nearly 800 employees and a 3 billion dollar budget. Jean helps to lead one of CMS' Centers responsible for working to develop and implement policy activities for Quality Improvement Programs, End Stage Renal Disease Networks, Survey and Certification, Quality Measurement and Health Assessment, Clinical Standards, Coverage and Analysis, Innovations Models, and many of the agency's Value Based Purchasing and public reporting programs including the Medicare Quality Payment Program (QPP). She is one of the agency leaders in engagement activities for both Beneficiaries and Families as well as Clinicians serving as the chief strategist and marketing officer for the QPP, working with Care Coordination activities and helping to lead efforts with the agency's priority area of Patients over Paperwork.

Prior to joining CMS, Ms. Moody-Williams served as an executive at a number of state and private entities working to improve care for patients and families, including the Maryland Health Care Commission (MHCC), the National Resource Center for Health Policy and Strategies, Quality Improvement Organizations and a health care system in Dallas. She is also a clinician.

She is a recent recipient of the Samuel J. Heyman Service to America Medal awarded by the Partnership for Public Service and was recognized as the Federal Employee of the Year. Ms. Moody-Williams is also the recipient of the 2016 President of the United States Meritorious Rank Award and the 2018 President of the United States Distinguished Service Rank Award. The Presidential awards are one of the highest given to Senior Executives that have demonstrated unparalleled leadership skills and a strong dedication to achieving tangible results. She is the author of the book, *Transitions, Trust and Triumph: A Daily Devotion for Caregivers*. She received her Bachelors of Science in Nursing from Hampton University and a Masters of Public Policy and Management from the University of Maryland, College Park.

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### PLENARY SPEAKERS



Amanda Cohn MD, currently serves as the Chief Medical Officer of the National Center for Immunizations and Respiratory Diseases (NCIRD) and Executive Secretary of the Advisory Committee on Immunization Practices. Dr. Cohn came to the Centers for Disease Control and Prevention (CDC) in 2004 as an Epidemic Intelligence Service Officer. She is board certified in Pediatrics and is a fellow of the American Academy of Pediatrics. She obtained her medical degree from Emory University School of Medicine and completed a residency in pediatrics at Boston Children's Hospital and Boston Medical Center in Massachusetts.

**Amanda Cohn, MD**

### PLENARY SPEAKERS



**Anne Marie  
Costello**

Anne Marie Costello currently serves as Acting Deputy Administrator and Director (regularly as the Deputy Director) for the Center for Medicaid & Children's Health Insurance Program (CHIP) Services (CMCS) within the Centers for Medicare & Medicaid Services (CMS) at the U.S. Department of Health and Human Services (HHS). Previously, she was Director of the Children and Adults Health Programs Group (CAHPG) in CMCS. There, she directed CMS's work on eligibility, enrollment, quality of care measurement, and quality improvement initiatives for children and adults served by Medicaid, CHIP, and the Basic Health

Program (BHP), leading the development of national policy for low-income children and adults enrolled in Medicaid, CHIP, and BHP. She led the implementation of quality improvement initiatives on maternal and child health, children's oral health and prevention, and special initiatives related to the Agency's response to the Zika virus and the Flint water crisis.

Ms. Costello is a nationally recognized expert on health policy and has extensive experience implementing Medicaid, CHIP, and BHP policies and operations at the federal and state levels. Before joining CMS, she held a number of leadership positions in state and local government and in the nonprofit sector. She also served as the Director of the Bureau of Compliance at the New York State Department of Health. She was responsible for oversight of Medicaid policy implementation in New York City and implementation of statewide outreach and enrollment initiatives. Ms. Costello holds a Master of Public Health degree from Hunter College.

## PLENARY SPEAKERS



**Amy Edmondson,  
PhD**

Amy C. Edmondson, PhD, is the Novartis Professor of Leadership and Management at the Harvard Business School, a chair established to support the study of human interactions that lead to the creation of successful enterprises that contribute to the betterment of society.

Dr. Edmondson has been recognized by the biannual Thinkers50 global ranking of management thinkers since 2011, and most recently was ranked #3 in 2019; she also received that organization's Breakthrough Idea Award in 2019 and Talent Award in 2017. She studies teaming, psychological safety, and organizational learning, and her articles have been published in numerous academic and management outlets, including Administrative Science Quarterly, Academy of Management Journal, Harvard Business Review and California Management Review. Her most recent book, *The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation and Growth* (Wiley, 2019), offers a practical guide for organizations serious about success in the modern economy and has been translated into 11 languages.

Her prior books – *Teaming: How Organizations Learn, Innovate and Compete in the Knowledge Economy* (Jossey-Bass, 2012), *Teaming to Innovate* (Jossey-Bass, 2013) and *Extreme Teaming* (Emerald, 2017) – explore teamwork in dynamic organizational environments. In *Building the Future: Big Teaming for Audacious Innovation* (Berrett-Koehler, 2016), she examines the challenges and opportunities of teaming across industries to build smart cities.

Before her academic career, she was Director of Research at Pecos River Learning Centers, where she worked on transformational change in large companies. In the early 1980s, she worked as Chief Engineer for architect/inventor Buckminster Fuller, and her book *A Fuller Explanation: The Synergetic Geometry of R. Buckminster Fuller* (Birkhäuser Boston, 1987) clarifies Fuller's mathematical contributions for a non-technical audience. Dr. Edmondson received her PhD in organizational behavior, AM in psychology, and AB in engineering and design from Harvard University.

### PLENARY SPEAKERS



**Patrick Gee**

Patrick Gee is a kidney transplant recipient from Virginia. On April 21, 2017 he received a kidney transplant at the Hume-Lee Transplant Center at the Medical College of Virginia Commonwealth University. He spent 33 days in the hospital, had surgeries, and waited 47 days until his kidney began to function. Mr. Gee advocates for quality care for all patients with his extensive community activities. He volunteers with the Quality Insights Renal Network 5 Advisory Committee; serves as a Field Ambassador for the American Association of Kidney Patients; is a subject matter expert (SME) for the Kidney Community Emergency Response Program; and is a Legacy SME with the National Patient and Family Engagement Learning and Action Network (NPFE-LAN). He was diagnosed with COVID-19 in March 2020.

### PLENARY SPEAKERS



**Antoinette Ingram**

Antoinette Ingram is an in-center hemodialysis patient from Vallejo, California. She was diagnosed with kidney disease in October 2012. Becoming a patient advocate gives her a greater opportunity to not only share her experience, but to offer her voice on behalf of those that are not being heard. Ms. Ingram volunteers with ESRD Network 17 and the National Patient and Family Engagement Learning and Action Network (NPFE-LAN). She has served on the NPFE-LAN since 2019. She was diagnosed with COVID-19 in July 2020.

# 2021 CMS

## QUALITY CONFERENCE

### PLENARY SPEAKERS



## Shari Ling, MD

Shari M. Ling, MD, currently serves as the Deputy Chief Medical Officer for the Centers for Medicare & Medicaid Services (CMS), assisting the CMS Chief Medical Officer in the Agency's pursuit of CMS' mission.

This mission is achieved through the following goals:

- Empower patients and doctors to make decisions about their health care
- Usher in a new era of state flexibility and local leadership
- Support innovative approaches to improve quality, accessibility, and affordability
- Improve the CMS customer experience

Dr. Ling's focus is on the achievement of meaningful health outcomes for beneficiaries, families, and caregivers through the delivery of high-quality, person-centered care across all care settings. Her leadership experience includes her service as the Acting Chief Medical Officer for CMS from February to July 2020, and as the Acting Director for the Office of Clinician Engagement from December 2016 to March 2018. Dr. Ling also contributes her clinical expertise as a geriatrician, internist, and rheumatologist to the development and the implementation of the CMS

response to the COVID-19 public health emergency, and the CMS Roadmap to address the nation's opioid crisis. She also supports CMS' efforts to reduce administrative burden on clinicians and healthcare providers through the Agency's Patients over Paperwork Initiative.

Dr. Ling represents CMS on several U.S. Department of Health and Human Services' (HHS') efforts. She is appointed to the HHS Advisory Council on Alzheimer's Research Care and Services and leads its clinical services subcommittee. She also represents CMS on HHS workgroups to eliminate and prevent healthcare associated infections and the National Strategy to Combat Anti-microbial Resistant Bacteria. Dr. Ling has also supported HHS on its Kidney Health Initiative.

Dr. Ling earned a Master's in Gerontology from the University of Southern California, an MD degree from Georgetown University School of Medicine, and performed postgraduate fellowships in rheumatology at Georgetown University Hospital and in Geriatric Medicine at the Johns Hopkins University School of Medicine. She continues her clinical work as a dementia care provider at the VA Loch Raven outpatient clinic and has retained her appointment as part-time faculty in the Division of Geriatrics and Gerontology, Johns Hopkins University School of Medicine. Her clinical focus and scientific interest is in the care of persons with dementia, multiple chronic conditions, and functional limitations.

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### PLENARY SPEAKERS



**Kedar Mate, MD**

Kedar Mate, MD, is the President and Chief Executive Officer at the Institute for Healthcare Improvement (IHI), President of the Lucian Leape Institute, and a member of the faculty at Weill Cornell Medical College. Dr. Mate's scholarly work has focused on health system design, healthcare quality, strategies for achieving large-scale change, and approaches to improving value. Previously Dr. Mate worked at Partners In Health, the World Health Organization, Brigham and Women's Hospital, and served as IHI's Chief Innovation and Education Officer. Dr. Mate has published numerous peer-reviewed articles, book chapters, and white papers and has received multiple honors, including serving as a Soros Fellow, Fulbright Specialist, Zetema Panelist, and an Aspen Institute Health Innovators Fellow. He graduated from Brown University with a degree in American History and from Harvard Medical School with a medical degree. You can follow him on twitter at @KedarMate.

### PLENARY SPEAKERS



#### **LaShawn McIver, MD, MPH**

Dr. LaShawn McIver joined the Centers for Medicare & Medicaid Services (CMS) as the Director of the Office of Minority Health in August 2020. In her role, she serves as the principal advisor to the agency on the needs of minority populations, including racial and ethnic minorities; people with disabilities; members of the lesbian, gay, bisexual, and transgender community; individuals with limited English proficiency; and rural populations. She also provides subject matter expertise to CMS on minority health and health disparities and gives recommendations on how to address them.

Before joining CMS, Dr. McIver led Government Affairs & Advocacy (GA&A) efforts at the American Diabetes Association (ADA) as its Vice President of Public Policy & Strategic Alliances and later as its Senior Vice President

of all GA&A. During her nine-year tenure with the ADA, she provided strategic direction and oversight of the ADA's advocacy activities which focused on increasing federal and state funding for diabetes research and programs; eliminating diabetes disparities; diabetes prevention; and improving the availability of accessible, adequate, and affordable health care. She has also served as the inaugural HIV/AIDS fellow for the Congressional Black Caucus' Center for Policy Analysis and Research and as a program director at the Baltimore City Health Department.

Dr. McIver earned a Medical Degree in International Health & Medicine through the Medical School for International Health in Collaboration with Columbia University's Medical Center and a Master of Public Health Degree from the Johns Hopkins University Bloomberg School of Public Health.

# 2021 CMS

## QUALITY CONFERENCE

### PLENARY SPEAKERS



**Anita Monteiro,**  
**MSHCA, MA, MBA, BSN**

Anita Monteiro leads the healthcare quality improvement and innovation programs at the Centers for Medicare & Medicaid Services (CMS). She is passionate about and dedicated to improving the lives, health outcomes and the experience of care for the people we serve. Ms. Monteiro leads a team of 110 incredible management and technical experts across Baltimore and four other U.S. locations, as well as dozens of specialized contract personnel across the country, to collectively serve as the primary driver for healthcare quality improvement for Medicare in the United States. This is accomplished through the provision of healthcare technical assistance to over 500 community health coalitions, 15,000 nursing homes, 7,500 dialysis facilities, and over 2000 hospitals (including all Indian Health Service hospitals). The program also includes key initiatives to reduce opioid use and misuse, increase kidney transplantation, and kidney community emergency/disaster planning and management at the national level. The program is also responsible for beneficiary protection through investigation of over 200,000 complaints per year, advocacy on their behalf, and expedited appeals for beneficiaries who believe they are being discharged early from certified healthcare facilities. In addition to the focus on quality improvement, she also leads data evaluation, communications, and strategic innovation in healthcare.

Ms. Monteiro has previously served in leadership roles in CMS in the areas of quality measurement, leading CMS' Interoperability initiatives and End-Stage Renal Disease value-based purchasing; and in enforcement through national training to ensure a trained, competent healthcare compliance workforce across the United States. Prior to joining CMS, she led the Metabolic and Obesity Clinical Research program at the NIH and also served in a leadership capacity for overseeing NIH clinical center operations, and the medical-surgical ambulatory day hospital. She has worked as a pediatric and neonatal ICU nurse, manager, and educator in both clinical and academic settings, and in several hospital administration roles in the private sector. Ms. Monteiro got her start in healthcare in one of Asia's largest hospitals. While serving in the community-based arm of the hospital, she delivered babies in remote villages in India, filling a vastly unmet need for maternal and child care. She also implemented sustainability plans to support the community by training local caregivers. Providing care to those who would otherwise have no access to it, teaching others, positively impacting their health and health care outcomes, and empowering others to do the same is what brought her to CMS.

Ms. Monteiro is a graduate of the University of Maryland, and holds Master's degrees in Psychology, Healthcare Administration, and Business Administration, and a Bachelor's degree in Nursing.

On a more personal note, she is Portuguese-Indian; speaks five languages; enjoys reading and traveling; loves learning about other cultures and people; enjoys dark chocolate and seafood; loves playing chess; is a huge soccer fan; and values relationships, family and faith.

### PLENARY SPEAKERS



Michelle Block Schreiber, MD, serves in a dual role as Deputy Director in the Center for Clinical Standards and Quality (CCSQ), along with serving as Director of the Quality Measurement and Value-Based Incentives Group at the Centers for Medicare & Medicaid Services (CMS), part of the CCSQ. She leads CMS efforts around quality measurement and many of the value-based incentive programs, such as Hospital Stars, Hospital Value-based Purchasing, Promoting Interoperability, Merit-based Incentive Payment System (MIPS), and Post-acute Care programs.

**Michelle Block  
Schreiber MD**

# 2021 CMS

## QUALITY CONFERENCE

### PLENARY SPEAKERS



#### Karen Tritz

Karen Tritz is the Director of the Survey Operations Group, in the Center for Clinical Standards and Quality (CCSQ) at the Centers for Medicare & Medicaid Services (CMS). The Survey Operations Group (formerly known as the CMS Regional Offices) oversees the health, safety, and quality of care provided by over 64,000 healthcare organizations, including hospitals, dialysis facilities, nursing homes, home health agencies, hospices, ambulatory surgery centers, and other settings. She began that position in July 2020.

Between 2006 and 2020, Ms. Tritz held various positions within CMS' Quality Safety and Oversight Group and has led efforts to develop quality and safety standards for a variety

of settings. She initially worked as the technical director for oversight of hospitals with organ transplant programs. In 2013, she became the Division Director for the Division of Nursing Homes, building on her prior background in long-term care. In that position, she led efforts in development of new guidelines, survey, and enforcement processes. In 2019, she moved to the Director of the Division of Continuing and Acute Care Providers working on the development of minimum health and safety guidance for those provider types, training of onsite inspectors (surveyors), and oversight of 10 national accrediting organizations that conduct onsite inspections of health care quality on CMS' behalf.

Ms. Tritz has previously worked for the Congressional Research Service, providing assistance to members of Congress and their staff, and the State of Wisconsin Medicaid program leading healthcare and employment options for individuals with disabilities. She is a native of Wisconsin and completed her undergraduate there and her Master's of Social Work from Washington University in St. Louis, Missouri.

### PLENARY SPEAKERS



**Michael Wasserman,  
MD, CMD**

Michael Wasserman, MD, is a geriatrician who has devoted his career to serving the needs of older adults. He has been a tireless advocate for vulnerable older adults during the COVID-19 pandemic. He served as a member of the National Academy of Science's "A Framework for Equitable Allocation of Vaccine for the Novel Coronavirus" Committee and is a member of California's Community Vaccine Advisory Committee. He is Editor-in-Chief of Springer's upcoming textbook, *Geriatric Medicine: A Person-Centered Evidence Based Approach*. He previously served as Chief Executive Officer for Rockport Healthcare Services, overseeing the largest nursing home chain in California. Prior to that, he was the Executive Director, Care Continuum, for Health Services Advisory Group, the Quality Improvement Organization for California.

Dr. Wasserman is a graduate of the University of Texas Medical Branch. He completed an Internal Medicine residency at Cedars-Sinai Medical Center and a Geriatric Medicine Fellowship at UCLA. He spent five years with Kaiser-Permanente in Southern California, where he founded Kaiser's first outpatient Geriatric Consult Clinic. Dr. Wasserman was a co-founder of MESA (Medicare Experts and Senior Access), a multiyear grant from the Colorado Health Foundation to train primary care physicians in how to effectively care and bill for Medicare patients. He was the lead delegate from the State of Colorado to the 2005 White House Conference on Aging. He also co-chaired the Colorado Alzheimer's Coordinating Council. Dr. Wasserman has actively supported Wish of a Lifetime From AARP since its inception and serves as Vice-Chair of its Board. He served on the Board of The Denver Hospice for 15 years. He is a board member for the American Geriatrics Society's Foundation for Health in Aging, and is the Immediate Past President of the California Association of Long Term Care Medicine.