

**JOIN THE CMS LIVE WEBCAST AND SATELLITE CONFERENCE!**

**Quality Assessment Performance Improvement (QAPI) - Part 1  
Webcast and Satellite Broadcast  
Friday, March 13, 2009  
1:00-2:00 PM EST**

On March 13, 1:00-2:00 p.m. EST, the Centers for Medicare & Medicaid Services will broadcast a live presentation via satellite and Internet. The goal of the broadcast is to increase participant understanding of the new conditions and standards related to quality assessment and performance improvement. This program is a pre-taped presentation given by CMS-CO and field experts.

**(Mandatory for CMS regional office and State survey agency staff who survey Hospice providers)**

**Presenters and Topics**

<b>Time (EST)</b>	<b>Topic</b>	<b>Presenter</b>
1:00-1:05 p.m.	<b>Welcome &amp; Introduction</b>	Kim Roche, Nurse Consultant Division of Continuing Care Providers, CMSO  Heather McKenzie, Senior Director Clinical Education and Quality Initiatives, VNAA
1:05-1:55 p.m.	<b>Quality Assessment Performance</b>	Dr. Heather Wilson, President Weatherbee Resources, Inc.  Melanie P. Merriman, PhD, MBA Touchstone Consulting  Danielle Shearer, Health Insurance Specialist Clinical Standards Group, OCSQ  Kim Roche, Nurse Consultant Division of Continuing Care Providers, CMSO
1:55-2:00 pm	<b>Broadcast Closing</b>	Kim Roche, Nurse Consultant Division of Continuing Care Providers, CMSO

## **Bios**

### **Heather N. McKenzie**

Heather N. McKenzie is the Senior Director of Clinical Education and Quality Initiatives for the Visiting Nurse Associations of America (VNAA) and is responsible for developing and implementing high-quality educational programs and conducting quality performance initiatives to improve home healthcare outcomes. The VNAA is the national trade association representing nonprofit community-based home healthcare agencies across America; many of the member agencies also provide hospice care. Part of Heather's work will be ensuring that education and quality activities include programs that are supportive of quality end of life care outcomes including; comfortable death, safe death, self-determined life closure, and effective grieving.

Prior to joining the team in October 2008, she was the CNO/Vice President of Clinical Operations for a homecare company and had also previously worked for a Quality Improvement Organization (QIO), Iowa Foundation for Medical Care as well as Johns Hopkins Center for Information Services. Heather is a licensed registered nurse (RN) in Maryland, with a certification in technical training and received a B.S. in Nursing from the University of Maryland and a Masters degree in business administration from the University of Baltimore.

### **Melanie P. Merriman, PhD, MBA**

Melanie P. Merriman, founder of Touchstone Consulting in North Bay Village, FL, provides clients with quality measurement, market research, strategic planning, and program evaluation services with a focus on chronic illness and end-of-life care. Clients include The National Hospice and Palliative Care Organization, The Robert Wood Johnson Foundation, and Centers for Medicare and Medicaid Services. From 1992-1998, Dr. Merriman was Director of Quality and Compliance for VITAS Healthcare Corporation. She is a co-author of the Missoula-VITAS Quality of Life Index and *The QAPI Requirement: Resources for Hospice Programs*. Dr. Merriman holds a Ph.D. in Biology and an MBA in Health Care Administration.

### **Kim Roche**

Kim Roche is a nurse consultant at the Centers for Medicare & Medicaid Services. She has worked with hospice survey and certification activities for the past four years. She is responsible for the implementation of the hospice conditions of participation as well as hospice surveyor training.

### **Danielle Shearer**

Danielle Shearer is a senior health insurance specialist at the Centers for Medicare & Medicaid Services. She entered CMS through the Outstanding Scholars program and has worked with the hospice program for the past five years. She is responsible for the conditions of participation (CoPs) for Medicare and Medicaid certified hospices, consulting on the interpretive guidelines for hospices, and handling other hospice-related issues. Danielle is also responsible for writing the Home Health Agency CoPs and Life Safety Code CoPs for all Medicare and Medicaid-certified health care facilities.

### **Heather P. Wilson, Ph.D.**

Heather Wilson is the founder and an owner of Weatherbee Resources, Inc., and the Hospice Education Network, Inc. Dr. Wilson has authored and co-authored numerous manuals to assist hospices with regulatory compliance including most recently, *CoPs in a Book, The QAPI Requirement: Resources for Hospice Programs* and *Hospice Regulatory Policies and Procedures*. She is a co-creator of the Hospice Regulatory Boot Camp and a permanent faculty member of this intensive educational program. She holds a Ph.D. in Pastoral Psychology from Boston University.