

## Biographical Data Form

<b>Name</b>	<u>Erin McCoy</u>
<b>Date Submitted</b>	<u>12/23/16</u>
<b>Degrees</b>	<u>MS, RN</u>
<b>Business Address</b>	<u>7500 Security Blvd</u>
	<u>Woodlawn, MD 21244</u>
<b>Telephone</b>	<u>410-786-2337</u>
<b>Fax</b>	<u>N/A</u>
<b>Email</b>	<a href="mailto:Erin.mccoy@cms.hhs.gov">Erin.mccoy@cms.hhs.gov</a>
<b>Position/Title</b>	<u>Nurse Consultant/ASC Program Lead &amp; Hospital Analyst</u>

Education:

<b>Degree/Year</b>	<b>Institution, City, State</b>	<b>Major Area of Study</b>
<b>BSN/2001</b>	<b>Villa Julie College, Stevenson, Maryland</b>	<b>Nursing</b>
<b>MS/2010</b>	<b>Towson University, Towson, Maryland</b>	<b>Nursing Education</b>

**Professional experience and Additional Information:** (include information about your professional experience that prepared you to plan, administer and/or conduct and deliver learning/training events.)

Erin McCoy is the Ambulatory Surgical Center (ASC) program lead and a hospital program analyst in the Division of Acute Care Services of the Survey & Certification Group at the Centers for Medicare & Medicaid Services (CMS) Central Office. In this role, she works daily with issues related to compliance with the CMS ASC Conditions for Coverage as well as development of surveyor training.

## Biographical Data Form

<b>Name</b>	<b>Heather Reed</b>
<b>Date Submitted</b>	<b>20161208</b>
<b>Degrees</b>	<b>Bachelor of Arts (BA)</b>
<b>Business Address</b>	<b>A. Harold and Associates, LLC 3131 St. Johns Bluff Road South Jacksonville, FL 32246</b>
<b>Telephone</b>	<b>904-337-1120</b>
<b>Fax</b>	<b>904-212-0993</b>
<b>Email</b>	<a href="mailto:hreed@aha-llc.com"><u>hreed@aha-llc.com</u></a>
<b>Position/Title</b>	<b>Lead Quality Control Specialist</b>

Education:

<b>Degree/Year</b>	<b>Institution, City, State</b>	<b>Major Area of Study</b>
<b>BA/1995</b>	<b>University of North Florida, Jacksonville, Florida</b>	<b>Psychology</b>

**Professional experience and Additional Information:** (include information about your professional experience that prepared you to plan, administer and/or conduct and deliver learning/training events.)

Project Management Basics, University of North Florida, 2016  
 Advanced E-Learning Instructional Design Certificate, Association for Talent Development, 2015  
 Instructional Systems Design Certificate, University of North Florida, 2014

## Biographical Data Form

<b>Name</b>	<b>James T. McLain</b>
<b>Date Submitted</b>	<b>December 08, 2016</b>
<b>Degrees</b>	<b>Bachelor of Science (BS) Master of Arts (MA)</b>
<b>Business Address</b>	<b>A. Harold &amp; Associates, LLC 3131 St. John's Bluff Rd. Jacksonville, FL 32246</b>
<b>Telephone</b>	<b>904-337-1003</b>
<b>Fax</b>	<b>904-212-0993</b>
<b>Email</b>	<b><a href="mailto:jmclain@aha-llc.com">jmclain@aha-llc.com</a></b>
<b>Position/Title</b>	<b>HHS2 Production Manager</b>

**Education:**

<b>Degree/Year</b>	<b>Institution, City, State</b>	<b>Major Area of Study</b>
<b>AA/1986</b>	<b>National University, San Diego, CA</b>	<b>General Studies</b>
<b>BS/2006</b>	<b>Southern Illinois University, Carbondale, IL</b>	<b>Workforce Education and Development</b>
<b>MA/2011</b>	<b>Webster University, St. Louis, MO</b>	<b>Leadership and Management Human Resources Development</b>

**Professional experience and Additional Information:** (include information about your professional experience that prepared you to plan, administer and/or conduct and deliver learning/training events.)

## Biographical Data Form

<b>Name</b>	Paula Silkworth Biemer, MS, RN, MA
<b>Date Submitted</b>	12/21/2016
<b>Degrees</b>	<p><b>Baccalaureate Science in Nursing, 1984</b> University of Maryland School of Nursing</p> <p><b>Master of Science, Nursing Education: Staff Development 1994</b> University of Maryland at Baltimore</p> <p><b>Master of Arts, Instructional Systems Design: Computer Based Training 2007</b> University of Maryland Baltimore County</p>
<b>Business Address</b>	<p>Paula Biemer, MS, RN, MA</p> <p>CMS Project Officer, COR, Instructional Systems Design</p> <p>Center for Clinical Standards and Quality/ Surveyor &amp; Certification Group / Training Team</p> <p>7500 Security Boulevard</p> <p>Baltimore, MD 21244-1850</p> <p>Mail Stop: C2-21-16</p>
<b>Telephone</b>	443-255-9551
<b>Fax</b>	
<b>Email</b>	<a href="mailto:Paula.Biemer@cms.hhs.gov">Paula.Biemer@cms.hhs.gov</a>
<b>Position/Title</b>	CMS Project Officer, COR, Instructional Systems Design

**Education:**

<b>Degree/Year</b>	<b>Institution, City, State</b>	<b>Major Area of Study</b>
Baccalaureate of Science Nursing 1984	University of Maryland School of Nursing,	Nursing
Masters of Science Nursing, Nursing Education / 1994	University of Maryland at Baltimore,	Continuing Education, Staff Development, Professional Development / Curriculum Development
Masters of Arts 2007	University of Maryland Baltimore County,	Instructional Systems Design Developing Computer Based Training

**Professional experience and Additional Information:** (include information about your professional experience that prepared you to plan, administer and/or conduct and deliver learning/training events.)

In addition to my MS and MA in nursing education and developing computer based training, I have been working in healthcare education since 1989. I have had various roles as an instructor at University of Maryland Medical Center [UMMC] (CPR, ACLS, Management of Cardiac Arrest, Hospital Orientation, BLSC and ACLS Instructor Trainer, Computerized Patient Records, etc) and at Heathways (taught orientation for Disease Management for Cardiac, Diabetes, COPD, Asthma, etc) and at UMMC and Johns Hopkins University Surgical Technician Program (Medical Terminology, Basic Anatomy & Physiology, Introduction to Microbiology). I have been developing curricula since 1989 for a variety of training courses (mentioned above). My interest now lies in developing online computer based training. I have been the Project Officer and Contracting Officer Representative for several Distance Learning Projects at the Centers for Medicare and Medicaid Services since 2007.

## Biographical Data Form

<b>Name</b>	Jason Bifolck
<b>Date Submitted</b>	12/21/2016
<b>Degrees</b>	A.A. / B.A
<b>Business Address</b>	3131 Saint Johns Bluff Road Rd
	Jacksonville, FL 32246
<b>Telephone</b>	904-265-1940
<b>Fax</b>	904-212-0993
<b>Email</b>	<a href="mailto:jbifolck@aha-llc.com">jbifolck@aha-llc.com</a>
<b>Position/Title</b>	Project Manager

Education:

<b>Degree/Year</b>	<b>Institution, City, State</b>	<b>Major Area of Study</b>
A.A. / 2005	Florida State College – Jacksonville, Jacksonville, FL	General
B.A. / 2009	Saint Leo University – Saint Leo, FL	Business Management

**Professional experience and Additional Information:** Mr. Jason Bifolck has a BA in business management, and over 8 years’ experience creating, designing, and implementing interactive courseware, lesson curriculum, and Interactive Multimedia Instruction (IMI). He has extensive knowledge of Learning Management Systems (LMS) such as Blackboard. As Project Manager, Jason is responsible for the daily workload of the team, making sure each employee meets their goals and deadlines. This includes prioritizing tasks and collaborating with the customer and subject matter experts on a daily basis. He is also responsible for leading the development and delivery of high quality training products within scope and on schedule. He is successfully leading the HHS Hospital Surveyor Basic Pre-requisite and Core Training Project and New/Online Conversion Project contracts.

and published in the field in the peer-reviewed literature. I served on editorial boards of the leading IPC journal from 1990-2010.

*Provide a biographical summary or Curriculum Vitae (CV) for each presenter, instructor, course developer and subject matter expert involved in the development of the course content. The biographical summary or CV should focus on the qualifications of the individual as it relates to the content being presented or their role in the development of the product. Biographical data forms can be found in Appendix A.*

<b>Name</b>	Matthew Wicks
<b>Date Submitted</b>	4/10/17
<b>Degrees</b>	M.S. Instructional Systems Design and B.S. Communications
<b>Business Address</b>	7595 Baymeadows Way Jacksonville, FL 32256
<b>Telephone</b>	9043371219
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<b>Position/Title</b>	Production Manager/ISD

#### **Education**

<b>Degree/Year</b>	<b>Institution, City, State</b>	<b>Major Area of Study</b>
2013	Florida State University	Instructional Systems Design
2010	University of North Florida	Broadcast Journalism/Electronic Media

**Professional Experience and Additional Information:** *(include information about your professional experience that prepared you to plan, administer, and/or conduct and deliver learning/training events)*

- Proposed process improvements (internal and external)
- Tracked and produced Instructor-Led Training (ILT) courseware deliverables
- Provided guidance and expectation for ILT and Computer-Based Training (CBT) developers
- Developed face-to-face and online courseware for multiple projects
- Collaborated with Subject-Matter Experts for courseware improvements
- Created functional 508-compliant course materials
- Created multiple 508-accessible products (Word, PDF, and HTML files) for HHS
- Converted multiple noncompliant documents (Word and PDF) to 508 compliance
- Implemented organizational developments to foster internal process improvements
- Created numerous internal and external workflows for deliverables
- Coordinated a production tracker for multiple projects
- Collaborated on weekly status reports
- Guided a team to work efficiently to produce deliverables either before or on-time
- Developed mock-ups for multiple ILT courses



- Planned and coordinated multiple internal meetings to improve process
- Created and delivered internal training on multiple instruction design techniques
- Reorganized and used ADDIE methodology for network housing of all project course materials
- Recorded all incoming government furnished information to a master log
- On-boarded and trained new employees
- Utilized multiple software platforms for production, including Word, Excel, PowerPoint, Adobe Acrobat Pro, Windows Media Player, Windows DVD Maker, Outlook, and Visio,
- Also efficient with Adobe Captivate, Commonlook Office, and Final Cut Pro

## Biographical Data Form

<b>Name</b>	Shonte Carter
<b>Date Submitted</b>	July 25, 2017
<b>Degrees</b>	Bachelor of Science in Health Administration ( Expected 2019) University of Phoenix
<b>Business Address</b>	7500 Security Boulevard
	Woodlawn, MD 21244
<b>Telephone</b>	(410) 786-3532
<b>Fax</b>	
<b>Email</b>	<a href="mailto:Shonte.Carter@cms.hhs.gov">Shonte.Carter@cms.hhs.gov</a>
<b>Position/Title</b>	Health Insurance Specialist

Education:

<b>Degree/Year</b>	<b>Institution, City, State</b>	<b>Major Area of Study</b>

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**Professional experience and Additional Information:** (include information about your professional experience that prepared you to plan, administer and/or conduct and deliver learning/training events.)

- I assisted program technical lead with developing and coordinating the 2006 Onsite Basic Surveyor Training Course for the Emergency Medical Treatment & Labor Act (EMTALA) program.
- I lead the final development and coordination of the 2008 Onsite EMTALA course which included reviewing presenter's draft presentations and provided technical assistance with the development of course materials. Over 150 SA and RO staff attended the course which helped enhance the national EMTALA survey process.
- As of 2007, I've held the role of technical lead for both the Federally Qualified Health Center (FQHC) and Rural Health Clinic (RHC) programs within the Center for Clinical Standards and Quality, Survey and Certification Group (SCG), Division of Acute Care Services. As technical lead, I possess extensive knowledge of the Social Security Act (SSA), the Code of Federal Regulations (CFR), and other applicable resources as they relate to survey and certification policies and procedures. I provide national program oversight which includes but is not limited to, developing interpretative guidelines and survey procedures. I work closely with the CMS SCG regional office staff to enforce program policy and survey procedures.

*Provide a biographical summary or Curriculum Vitae (CV) for each presenter, instructor, course developer and subject matter expert involved in the development of the course content. The biographical summary or CV should focus on the qualifications of the individual as it relates to the content being presented or their role in the development of the product. Biographical data forms can be found in Appendix A.*

<b>Name</b>	Mitch Duggan
<b>Date Submitted</b>	4/10/2017
<b>Degrees</b>	AS Electrical Technology, BS Workforce Education, MBA
<b>Business Address</b>	7595 Baymeadows Way
<b>Telephone</b>	N/A
<b>Fax</b>	N/A
<b>E-mail</b>	Mduggan@aha-llc.com
<b>Position/Title</b>	Instructional System Designer

**Education**

<b>Degree/Year</b>	<b>Institution, City, State</b>	<b>Major Area of Study</b>
AA/2005	Coastline Community College, Fountain Valley, Ca.	Electrical Technology
BS/2007	Southern Illinois University	Workforce Education
MBA/2010	University of Phoenix	Business Administration

**Professional Experience and Additional Information:** *(include information about your professional experience that prepared you to plan, administer, and/or conduct and deliver learning/training events)*

**25 years of military service (U.S. Navy Master Training Specialist) including training development, presentation, and management. Direct experience in the creation and presentation of formal and informal training materials.**

**7.5 years of Department of Defense (DoD) Training Development/Instructional Design work at LSI Jacksonville**

**2.5 years of Department of Health and Human Services Training Development/Instructional Design work at Andy Harold and Associates LLC, Jacksonville**