



**Defense Health Agency, J-7, Continuing Education Program Office**

**Clinic Management Course**

**Live, 25-27 March 2025, MS Teams**

**Continuing Education (CE)/Continuing Medical Education (CME) Information**

This CE/CME activity is accredited by the DHA, J-7, Continuing Education Program Office (CEPO). This activity provides continuing education for physicians, nurses, physician assistants, and healthcare executives. A certificate of attendance is available for other attendees.

**Clinic Management Course (18.0 clock hours)**

**0900 - 1700 (ET)**

**Learning Objectives:**

1. Describe how MTF budget is developed and funded.
2. Relate the importance of patient feedback in the clinical setting.
3. Summarize MHS GENESIS roles that promote access to care.
4. Understand ways to actively manage templates.
5. Compare the six dimensions of quality healthcare.
6. Review the role of the Practice Manager/clinic leadership relationship regarding metrics and data management.
7. Utilize MHS Genesis Tips and Tricks.
8. Explain acuity-based empanelment concept.
9. Discuss how to optimize the skillsets of the rest of the MTF staff in providing care to the PCMH empaneled patient.
10. Recognize clinic process improvement tools available to aid with process improvement initiatives.
11. Integrate all prior lecture information into the improving scenario clinic performance.
12. Distinguish which DHA Points of Contact (POCs) are available and how to contact them.
13. Identify a process for managing change.
14. Review how the DHA is integrated into Service-specific readiness processes.
15. Discuss mechanisms to improve communication such as Secure Messaging, TRICARE Online, MHS GENESIS Patient Portal and Nurse Advice Line.
16. Summarize which tools and resources are available for population health.
17. Discuss team-based training and sustainment of standards.
18. Describe staff orientation methodology/requirements.
19. Relate the role of the Clinic Leadership Team relationship regarding metrics and data management.
20. Differentiate between TRICARE and direct care.

**Faculty:**

Maj. Angelique C. Sanders, MS. Presenter has no financial or non-financial relationships to disclose.

Maj. Jonathan M. Drew, MBA, MSC. Presenter has no financial or non-financial relationships to disclose.

Col (Ret). Gregory B. Sweitzer, MD, MBA, CPE, FAAFP. Presenter has no financial or non-financial relationships to disclose.

LCDR Keith A. West, NC, MBA, AMB-BC, ACHE. Presenter has no financial or non-financial relationships to disclose.

Karyn L. Revelle, RN, NE-BC. Presenter has no financial or non-financial relationships to disclose.

All relevant financial relationships have been resolved.

**Disclosures:**

DHA J-7 staff, Planning Committee Members and content reviewers have no financial or non-financial interest to disclose. All faculty members have no financial or non-financial interest to disclose.

## Interprofessional Continuing Education (IPCE)



In support of improving patient care, the DHA, J-7, CEPO is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the health care team. This activity was planned by and for the health care team, and learners will receive 18.0 Interprofessional Continuing Education (IPCE) credits for learning and change.

## Physicians (ACCME)



DHA, J-7, CEPO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing medical education for physicians. DHA, J-7, CEPO designated this course for a maximum of 18.0 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

## Nurses (ANCC)

The DHA, J-7, CEPO is accredited by the Joint Accreditation/ Interprofessional Continuing Education (IPCE) to provide this Continuing Nursing Education course for a maximum of 18.0 ANCC contact hours. Nurses should only claim credit commensurate with the extent of their participation in the activity.

## Physician Assistants (AAPA) - Live



DHA, J-7, CEPO has been authorized by the American Academy of PAs (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for 18.0 hours of AAPA Category 1 CME credits. Physician assistants should only claim credit commensurate with the extent of their participation.

## ACCME Non-Physician CME Credit

DHA, J-7, CEPO is accredited by the Accreditation Council for Continuing Medical Education (ACCME) to provide continuing education. ACCME Non-Physician CME Credit providers will be provided a certificate of participation for educational activities certified for *AMA PRA Category 1 Credit™*. ACCME Non-Physician CME Credit providers may receive a maximum of 18.0 hours for completing this course.

## Healthcare Executives (ACHE)

By attending this program offered by DHA, J-7, CEPO, participants may earn up to 18.0 American College of Healthcare Executives (ACHE) Qualified Education Hours toward initial certification or recertification of the Fellow of the American College of Healthcare Executives (FACHE) designation. Participants in this program who wish to have the continuing education hours applied toward ACHE Qualified Education credit must self-report their participation. To self-report, participants must log into their MyACHE account and select ACHE Qualified Education Credit.

## Other Professionals

All other health care professionals completing this CE/CME activity will be issued a Certificate of Attendance indicating participation and the number of hours of CE/CME credit. This may be used for submission to licensing boards for satisfaction of CE/CME requirements.

## Commercial Support:

No commercial support was provided for this activity.

## Participation Costs:

There is no cost to participate in this activity.

## CE/CME Inquiries:

For all CE/CME related inquiries, please contact: [dha.ncr.j7.mbx.continuing-education-office@health.mil](mailto:dha.ncr.j7.mbx.continuing-education-office@health.mil)

**How to Obtain CE/CME Credit:**

To receive CE/CME credit, you must complete the program posttest(s) and evaluation(s) before collecting your certificate(s). The posttests and evaluations will be available through 10 April 2025 at 11:59 ET at the following URL:

[www.dhaj7-cepo.com](http://www.dhaj7-cepo.com)