



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

JMESI Healthcare Management Course: Class #54, 15-18 September 2025

Live Course, September 15-18, 2025

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 associates/physician assistants, pharmacists, dentists, and healthcare executives. A certificate of attendance is available for other attendees.

JMESI Healthcare Management Course: Class #54, 15-18 September 2025 (22.00 clock hours)

Learning Objectives:

15 September 2025 (0800-1645 CST) (0900-1730 ET)

1. Recall the history and guiding principles of high reliability organizations and their applications to military healthcare.
2. Model behaviors and apply strategies that foster a culture of respect for people and duty to speak up for staff, patients, and families.
3. Describe the four domains of change of Ready Reliable Care within the healthcare organization
4. Describe your TRICARE program and its available health plans.
5. Define the types of contractor workers in the MTFs
6. Explain the authority required to contract between the Government and Contractor

16 September 2025 (0830-1545 CT) (0930-1645 ET)

1. Describe the purpose and background of Disability Evaluation System.
2. Identify key elements of Disability Evaluation System.
3. Summarize the functional statement of DHA Human Resources Oversight Branch.
4. Define the 14 prohibited personnel practices.
5. Describe the purpose of a Position Description (PD).
6. Summarize when a new PD is needed and how they are classified.
7. Describe supervisor rights, and responsibilities.
8. Explain discipline to address employee misconduct.

17 September 2025 (0800-1600 CT) (0900-1700 ET)

1. Describe Defense Health Agency (DHA) network structure and roles.
2. Summarize Medical Administrator, Group Practice Manager, and ancillary administrative roles and responsibilities to manage both clinical and administrative function
3. Describe health care surveys available to Department of Defense (DoD) beneficiaries, veterans and TRICARE Members.
4. Summarize the purpose and intent of locally managed surveys.
5. Apply the four Access to Care standards to meet "Right Provider, Right Place, Right Time" expectations.
6. Describe the process of team building and specific recommendations for building effective teams in healthcare organizations
7. Discuss how to consider strengths and weaknesses when assigning roles and responsibilities of group membership

18 September 2025 (0900-1145 CT) (0900-1245 ET)

1. Practice active listening strategies
2. Identify dialogue strategies to create safe spaces and effective conversations
3. Describe the relationship between thoughts, emotional, and physical reactions
4. Identify common cognitive traps and strategies to overcome them

Faculty:

Defense Health Agency Senior Leadership Team. Presenter has no financial or non-financial relationships to disclose.

Disclosures:

DHA J-7 staff, planners, authors, faculty, and content reviewers for this educational activity have no relevant financial or non-financial relationship(s) with ineligible companies to disclose.

Interprofessional Continuing Education (IPCE)

In support of improving patient care, 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 healthcare team. This activity was planned by and for the healthcare team, and learners will receive 22.00 Interprofessional Continuing Education (IPCE) credit 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 live course for a maximum of 22.00 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses (ANCC)

DHA, J-7, CEPO is accredited by the Joint Accreditation/Interprofessional Continuing Education (IPCE) to provide this Continuing Nursing Education live course for a maximum of 22.00 ANCC contact hours. Nurses should only claim credit commensurate with the extent of their participation in the activity.

Pharmacists (ACPE)**UAN JA4008136-0000-25-096-L04-P**

No valid paper/electronic statement of credit will be offered. DHA, J-7, CEPO is accredited by the American Council for Pharmacy Education (ACPE) to provide continuing education for Pharmacists. This knowledge based activity will provide a maximum of 22.00 contact hours of pharmacy continuing education credit. Participant CE records will be electronically communicated to CPE Monitor. There is no cost to participate in this activity.

Physician Associates/Physician Assistants (AAPA) – Live

DHA, J-7, CEPO has been authorized by the American Academy of Physician Associates (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for 22.00 AAPA Category 1 CME credits. PAs should only claim credit commensurate with the extent of their participation.

Dentists and Allied Dental Staff (ADA CERP)

DHA, J-7, CEPO is an ADA CERP Recognized Provider. ADA CERP is a service of the American Dental Association to assist dental professionals in identifying quality providers of continuing dental education (CDE). ADA CERP does not approve or endorse individual courses or instructors, nor does it imply acceptance of credit hours by boards of dentistry. Concerns or complaints about a CE provider may be directed to the provider or to the Commission for Continuing Education Provider Recognition at ADA.org/CERP.

DHA, J-7, CEPO designates this activity for 22.00 continuing education credits.

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 22.00 hours for completing this live course.

Healthcare Executives (ACHE)

By attending this program offered by DHA, J-7, CEPO, participants may earn up to 22.00 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 healthcare 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.

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 31 October 2025 at 2359 ET at the following URL: www.dhaj7-cepo.com.