



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

**JMESI Healthcare Management Course: Class #55**

**Internet Live Course, January 12-15, 2026**

**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, dental hygienists, dental technicians, healthcare executives. A certificate of attendance is available for other attendees.

**JMESI Healthcare Management Course: Class #55 (20.50 clock hours)**

**Day 1: 0800-1515 CT (0900-1615 ET)**

**Day 2: 0830-1630 CT (0900-1730 ET)**

**Day 3: 0830-1540 CT (0930-1630 ET)**

**Day 4: 0830-1145 CT (0930-1245 ET)**

**Learning Objectives:**

DHA 101

1. Describe DHA's mission, vision and priorities
2. Identify DHA's expectations of you in your clinical supervisory role
3. Describe DHA's initiatives focused on stabilizing and modernizing the MHS

Quality, Safety, and High Reliability Organizations in the MHS

4. Recall the history and guiding principles of high reliability organizations and their applications to military healthcare.
5. Model behaviors and apply strategies that foster a culture of respect for people and duty to speak up for staff, patients, and families.
6. Describe the four domains of change of Ready Reliable Care within the healthcare organization

Your TRICARE Program

7. Describe your TRICARE program and its available health plans.

Position Description (PD) & Classification Program Overview

8. Describe the purpose of a Position Description (PD).
9. Summarize when a new PD is needed and how they are classified.

DHA Human Resources Oversight

10. Summarize the functional statement of DHA Human Resources Oversight Branch.
11. Define the 14 prohibited personnel practices.

Overview of Labor Management & Employee Relations

12. Describe supervisor's rights, and responsibilities.
13. Explain discipline to address employee misconduct.

Disability Evaluation System (DES)

14. Describe the purpose and background of Disability Evaluation System.
15. Identify key elements of Disability Evaluation System.

Clinic Leader & Administrator Roles & Relationships

16. Describe Defense Health Agency (DHA) network structure and roles.
17. Summarize Medical Administrator, Group Practice Manager, and ancillary administrative roles and responsibilities to manage both clinical and administrative function

Healthcare Satisfaction Surveys

18. Describe health care surveys available to Department of Defense (DoD) beneficiaries, veterans and TRICARE Members.
19. Summarize the purpose and intent of locally managed surveys.

Access to Care/Demand Management

20. Apply the four Access to Care standards to meet "Right Provider, Right Place, Right Time" expectations.

Team Building

21. Describe the process of team building and specific recommendations for building effective teams in healthcare organizations
22. Discuss how to consider strengths and weaknesses when assigning roles and responsibilities of group membership

### Professional Communication

23. Practice active listening strategies
24. Discuss how to encourage a pool of shared meaning
25. Identify dialogue strategies to create safe spaces and

### Reframe & Balance Your Thinking

26. Describe the relationship between thoughts, emotional, and physical reactions
27. Identify common cognitive traps and strategies to overcome them

### Working with the Contractor Workforce

28. Define the types of contractor workers in the MTFs
29. Explain the authority required to contract between the Government and Contractor

### Contract and Fiscal Law for Non-attorneys

30. Describe the basics of authority over contract work
31. Differentiate between Personal Services (PSC) versus Non-Personal Services (NPSC)
32. Practice accountability and proper stewardship of government resources

### **Faculty:**

**Defense Health Agency Senior Leadership Team.** Presenters have no relevant financial or non-financial relationship(s) relating to the course content or with ineligible companies 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 20.50 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 internet live course for a maximum of 20.50 *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 internet live course for a maximum of 20.50 ANCC contact hours. Nurses should only claim credit commensurate with the extent of their participation in the activity.

### **Pharmacists (ACPE)**



#### **UAN JA4008136-0000-26-016-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 20.50 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 20.50 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](http://ADA.org/CERP).

DHA, J-7, CEPO designates this activity for 20.50 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*<sup>™</sup>. ACCME Non-Physician CME Credit providers may receive a maximum of 20.50 hours for completing this internet live course.

## Healthcare Executives (ACHE)

By attending this program offered by DHA, J-7, CEPO, participants may earn up to 20.50 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](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 29 January 2026 at 2359 ET at the following URL: [www.dhaj7-cepo.com](http://www.dhaj7-cepo.com).