



**2019
BCBSIL QI Fund Project
Health Equity Unconscious Bias CME Program
HMOI/Blue Advantage HMO and Marketplace HMO**

The BCBSIL 2019 Health Equity CME Program was designed in collaboration with Quality Interactions to increase clinicians' knowledge of unconscious bias and other Health Equity practice-based skills by applying learned knowledge in case-based learning scenarios.

Primary Care Physicians in the BCBSIL HMO Network have access to the Quality Interactions CME programs offering up to 2.0 hours CME credit. To participate, identified primary care providers must register with the Quality Interactions online website CME course following the job-aid instructions:

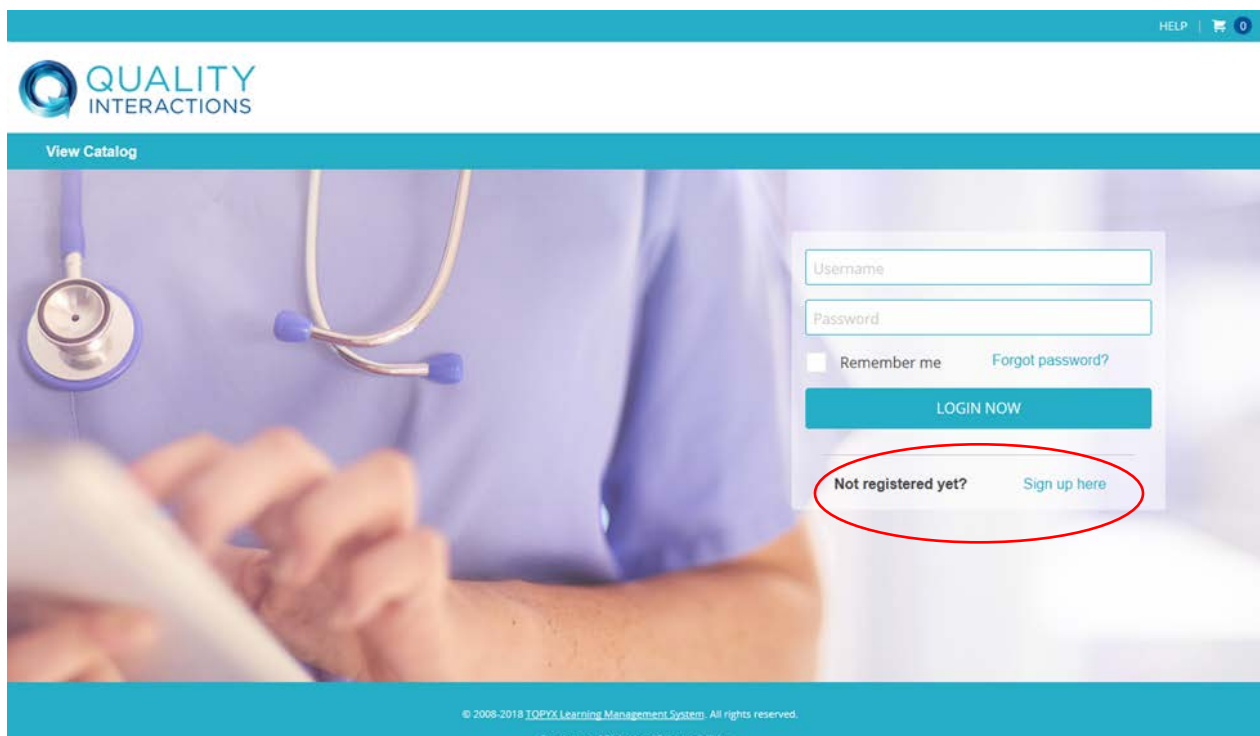
NOTE: It is critical when registering that providers use their **individual NPI** as their username, and provide the Access Code/Organization ID provided by BCBSIL to receive credit for course completion: **HCSC**

DIRECTIONS TO ACCESS THE QUALITY INTERACTIONS CME COURSE

Step 1:

Enroll in CME Program by going to the following Quality Interactions website:

<https://qualityinteractions.interactyx.com/login.aspx>



Note: Your computer's audio should be on. Adobe Flash Player may need to be loaded on the computer to run the Quality Interaction application. The link to the Adobe Website is available on Quality Interactions Website. Follow the instruction provided.

Step 2:

First-time users will need to register and sign up with Quality Interactions by creating an account through the website by clicking on the 'Sign-up here' link circled in red above.

HELP | Currency USD | LOGIN | 0

QUALITY INTERACTIONS

Payment Information | Order Details | Summary

Customer Credentials

New Customer

USE AN EXISTING ACCOUNT

Username *
Email Address *
Password *
Confirm Password *
First Name *
Last Name *
Phone *
Organization
Job Title
NABP# (pharmacists only)
Access Code/Organization ID

IMPORTANT: If you were given an access code or organization ID by your employer, entering it here will assign your correct courses.

- To create your account, please fill out the information fields items marked by a (*) which are required fields.
- **For identification purposes Username must be your unique NPI #** (please verify NPI # is entered correctly before proceeding). If you do not know your NPI, you may use the following Dept of Health and Human Services public resource to look it up:
<https://npiregistry.cms.hhs.gov/>
- Enter the Access Code/Organization ID: **HCSC**, on the New Customer Credential form to receive full credit for the CME course.

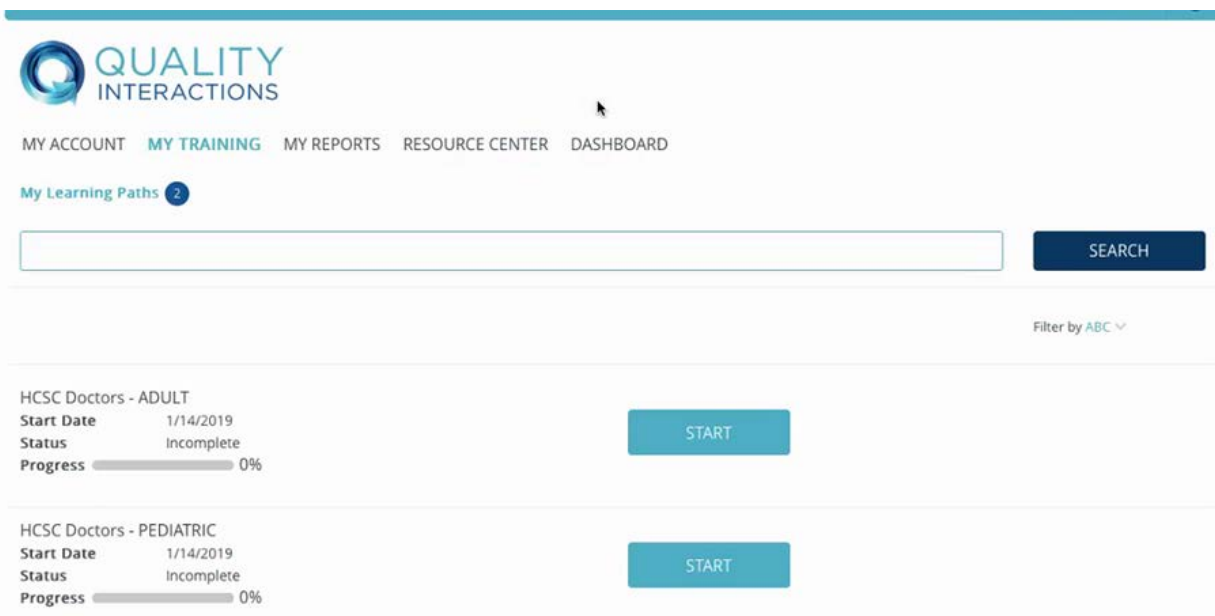
- Verify that all information is correct. You have the option to reset the form and re-enter your information, if necessary.
- Once registration is complete, you must complete the CME courses by **September 30, 2019**.

Disclaimer: Failure to use your Provider NPI# as your Username and enter the provided Promotional Code will not result in reimbursement.

Step 3:

Instructions after login in

1. Under the “My Training” tab, it will display the ADULT or PEDIATRIC courses



2. Click “Start” to the right of your selected course
 - a. All Providers are required to complete ...
 - i. Recognizing and Overcoming Unconscious Bias (CME)
 - Audiences: All employees who work in a healthcare setting
 - Accreditation: 1 CME Credit
 - b. Providers must then additionally complete a choice of one of the two remaining courses, either...
 - i. Test Your Skills for Clinicians: Ms. Martinez (Pediatric-based case, part of pediatric selection)
 - Audiences: Pediatric Providers
 - Accreditation Available: 1 CME Credit
 - ii. Test Your Skills for Clinicians: Mrs. Simms (Adult-based case, part of adult selection)

- Audiences: Adult Providers
- Accreditation Available: 1 CME Credit

3. After the ADULT or PEDIATRIC course is selected a new window will appear with the modules to be taken for that course.

4. Content section(s) will be listed to the left of the course description. Click on each section in the order they are listed to complete the course. Completed sections will be marked by a green check.

Recognizing and Overcoming Unconscious Bias

Progress 0%

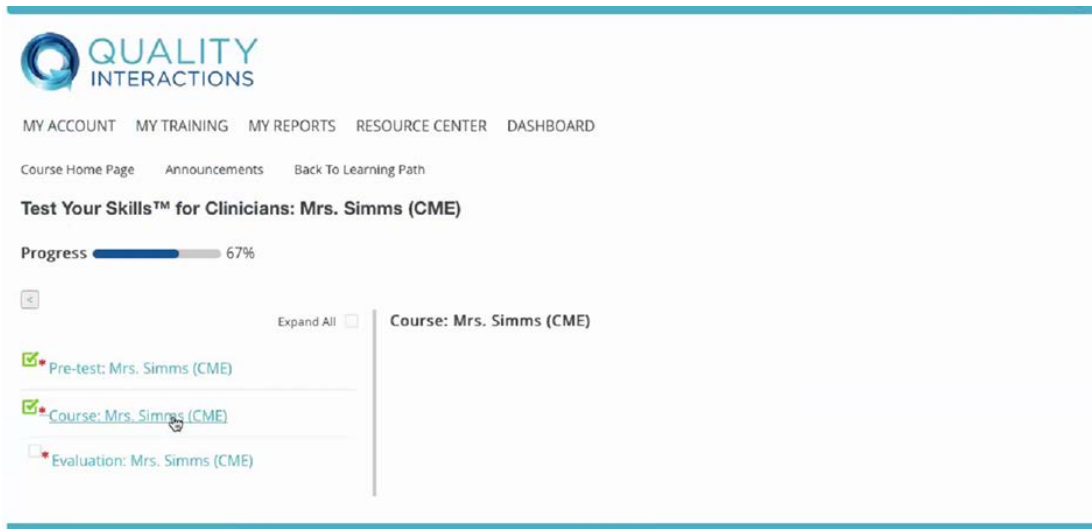
Expand All

- Pretest: Unconscious Bias ACC
- Course: Unconscious Bias ACC
- Evaluation: Unconscious Bias...

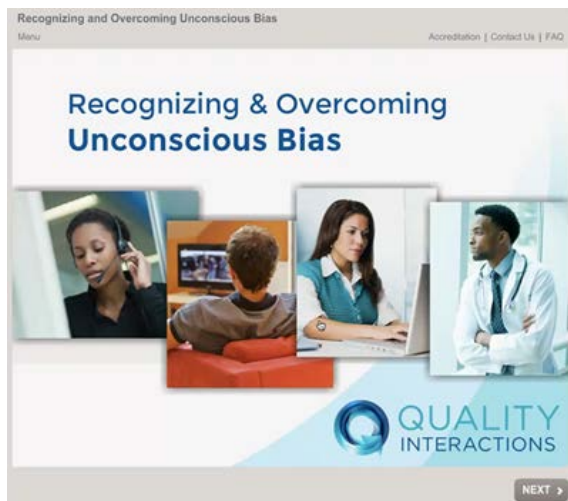
Description

In order to efficiently process vast amounts of information, the human brain makes countless decisions every day without our conscious awareness or control. While these unconscious processes are natural and necessary, they can also be significantly biased by cultural stereotypes. Research shows that unconscious biases significantly contribute to disparities in health care services and within the workplace, but that with education and conscious effort, these harmful biases can be overcome.

This course provides an essential overview of the research surrounding unconscious bias, its societal prevalence, and effects in health care and the workplace. Participants learn strategies for recognizing and addressing implicit bias, and practice applying these techniques to interactive case scenarios.



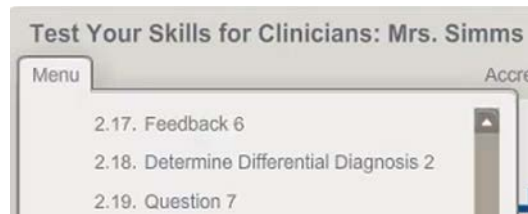
5. Click modules needed to complete, then click "Launch". The module will open on a new browser window.



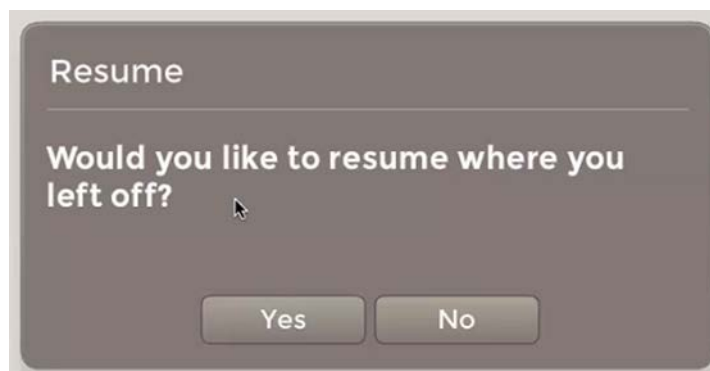
6. Each slide will have a "NEXT" and "PREV" on the right lower corner to help navigate thru the modules.



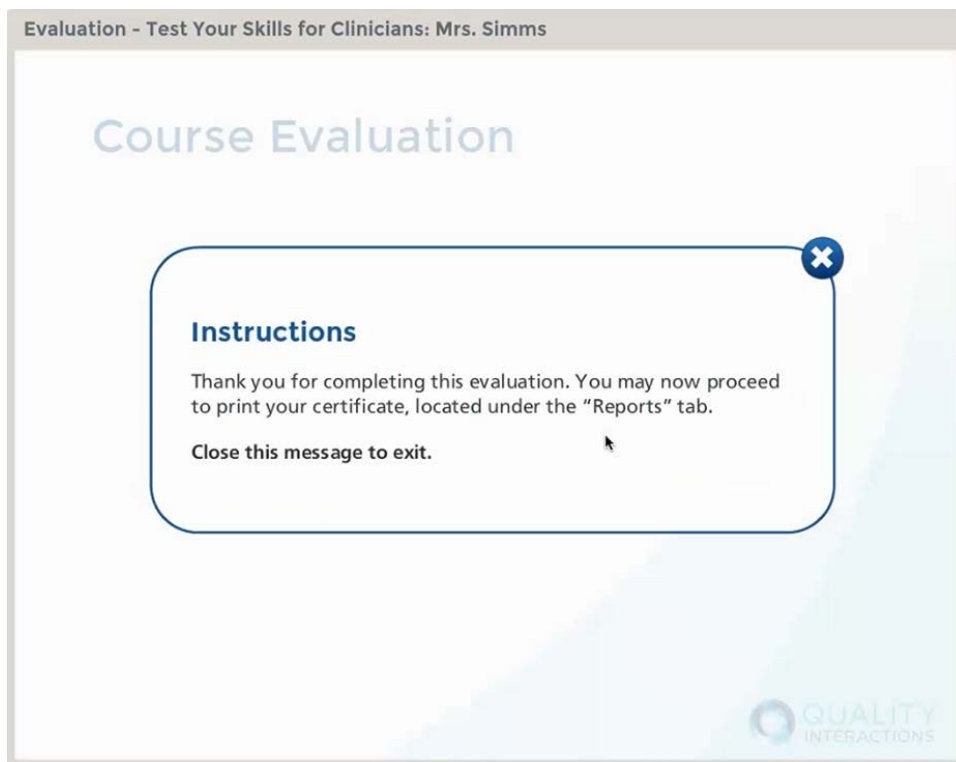
7. On the left top corner of the modules is the "Menu." The drop-down list will allow you to move to different sections of the course.



8. Providers should complete all pretest, educational module and post-test sections to receive completion and CME credit.
9. Modules do not have to be completed in one sitting. When you log off Quality Interactions will automatically save your progress. When you log back in a window will ask if you would like to resume where you left off.



10. Once the modules have been completed you are directed to complete the course evaluation before moving forward.



11. The "MY REPORTS" tab will allow you to print or save certificates upon completion.

QUALITY INTERACTIONS

MY ACCOUNT MY TRAINING **MY REPORTS** RESOURCE CENTER DASHBOARD

[Learner Report Home Page](#) [Transcript](#)

My Course

Course	Credit Units	Status	Credit Hours	Percentage Completed	Registration Date	Completion Date	Expiration Date	Certificate Expiration
Test Your Skills™ for Clinicians: Mrs. Simms (CME)		Completed	1.00	100	1/15/2019	1/15/2019		

[PRINT CERTIFICATE](#) [VIEW GRADES](#)

ABOUT QUALTY INTERACTIONS - <http://www.qualityinteractions.com/>

Quality Interactions for Physicians is an evidence-based, case-based learning program is accredited by Tufts University School of Medicine for up to 2.5 hours Continuing Medical Education (CME) Credits. The selected course features a combination of didactic learning regarding Unconscious Bias, as well as a choice of an Adult or Pediatric patient cases that allows the clinician to participate in realistic clinical encounters while learning key concepts and skills for delivering effective cross-cultural care.

The instructional format is designed to quickly and effectively teach clinicians how to:

- Identify cross-cultural issues
- Conduct a culturally competent history and medical examination
- Work effectively with interpreter services
- Identify the impact of cultural issues on medical decision-making
- Effectively explain a patient's diagnosis and management options
- Negotiate a treatment plan that improves patient cooperation

The Quality Interactions website is available 24 hours a day, 7 days a week and can be accessed on any computer with internet access. The program will bookmark where you left off. The modules allow providers to complete in multiple sittings, continuing where providers most recently visited.

HARDWARE AND SOFTWARE REQUIREMENTS

The Quality Interactions online platform for learning content and courses are:

- 100% Web based
- Support all major up-to-date Internet browsers, Google® Chrome™ (Latest version) is preferred.
- Some of our courses provide mobile access. The following mobile/tablet platforms supported:
 - Android™ (Android 4.4+): Android (Latest version)
 - Apple (iOS® 6-10): Safari (Latest version)
- Adobe Flash 10.3 or newer is required for some of Quality Interaction CME courses
- JavaScript enabled
- May need to disable pop-up blockers if they interfere with the course

If your computer or local network has a firewall or proxy server, it may need to be configured/disabled specifically to allow access under certain circumstances. This must be completed by your own network administrator.



For technical questions regarding the Quality Interactions Program or Quality Interactions Website call 1-866-568-9918 or via email at help@qualityinteractions.org

For questions regarding certification, please contact Tufts University School of Medicine (TUSM) Office of Continuing Education (OCE) at 617-636-6579 or via email at med-oce@tufts.edu



If you have any questions about the BCBSIL 2019 Health Equity Unconscious Bias CME Program, please contact your assigned Quality Management Specialist (QMS).