

EIGHTH ANNUAL CLINICIAN EDUCATOR SHOWCASE

October 10, 2019

UPMC Western Psychiatric Hospital, Pittsburgh, PA

11:00am-11:30pm

WPH 2nd Floor Hallway
and Rooms T-272, N278

REGISTRATION AND PICK UP LUNCH

(Seating for lunch is available in the WPH Auditorium and Rooms N-277, N278, and N292-293)

11:30am-12:30pm

WPH 2nd Floor

LUNCH AND POSTER SESSION

12:30pm-12:40pm

WPH Auditorium

WELCOME AND SPECIAL RECOGNITIONS

David A. Lewis, MD

Distinguished Professor of Psychiatry and Neuroscience

Thomas Detre Professor of Academic Psychiatry and Chair, Department of Psychiatry

University of Pittsburgh School of Medicine

Medical Director and Director of Research, UPMC Western Psychiatric Hospital

12:40pm-1:20pm

WPH Auditorium

SPEED DAT(A)ING SESSION

Elizabeth Kistler, MD, PGY4 Resident, UPMC Western Psychiatric Hospital

Elizabeth Hale, MD, PGY4 Resident, UPMC Western Psychiatric Hospital

Alex Israel, MD, Consultation Liaison Clinical Fellow, UPMC Western Psychiatric Hospital

J. Scott Steele, MD, PhD, PGY4 Resident, UPMC Western Psychiatric Hospital

Amanda Downey, MD, Child & Adolescent Clinical Fellow, Triple Board Board, UPMC Western Psychiatric Hospital

1:20pm-1:50pm

WPH Auditorium

PLENARY ADDRESS

Converting Tension into Teams: Making Interdisciplinary Behavioral Health Care Effective

Camellia Herisko, DNP, MSN, RN, PMHCNS-BC, CRNP

Chief Nursing Officer, Vice President of Operations and Patient Care Services

UPMC Western Psychiatric Hospital

1:50pm-2:15pm

WPH Auditorium

BATTLE OF THE CLINICIAN EDUCATORS – Pechakucha vs. Chalk Talk

Jason Rosenstock, MD

Associate Professor of Psychiatry, University of Pittsburgh School of Medicine

James Tew, Jr., MD

Associate Professor of Psychiatry, University of Pittsburgh School of Medicine

2:15pm-2:30pm

Transition to Breakout Session I

2:30pm-3:20pm

BREAKOUT SESSIONS I

WPH Auditorium

BREAKOUT 1-A: Telepsychiatry – Improving Access to Care

Session Chair(s): Kenneth Nash, MD, MMM and Gina Perez, MD

Presenters and Discussants:

Kenneth Nash, MD, MMM, Professor and Vice Chair for Clinical Affairs, Department of Psychiatry, University of Pittsburgh School of Medicine

Gina Perez, MD, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine

Autumn Altieri, MAHED, Project Coordinator, Telepsychiatry, UPMC Western Psychiatric Hospital

WPH 292-293

BREAKOUT 1-B: Pecha-Kucha – 20 Slides/20 Seconds Per Slide

Session Chair: Jason Rosenstock, MD

Presenters and Discussants:

Jason Rosenstock, MD, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine

Meredith Spada, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine

Michael Travis, MD, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine

WPH 294-295

BREAKOUT 1-C: Take It to the Limit: Setting Boundaries with Patients in the Emergency Room, Inpatient, and Outpatient Settings

Session Chair: Nina Ross, MD

Presenters and Discussants:

Nina Ross, MD, PGY4 Resident, UPMC Western Psychiatric Hospital

Nolan Hughes, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine

Hader Mansour, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine

David Yankura, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine

- WPH Computer Room** **BREAKOUT 1-D: Efficient Use of CERNER**
Session Chair: Camellia Herisko, DNP, MSN, RN, PMHCNS-BC, CRNP
Presenters and Discussants:
Camellia Herisko, DNP, MSN, RN, PMHCNS-BC, CRNP, Chief Nursing Officer, Vice President of Operations and Patient Care Services, UPMC Western Psychiatric Hospital
Kurt Ackerman, MD, PhD, FACLP Associate Professor of Psychiatry, University of Pittsburgh School of Medicine
- 3:20pm-3:40pm** **Break/Transition to Breakout Session II**
(Light refreshments are available in Room T272 and Outside of Room N278)
- 3:40pm-4:30pm** **BREAKOUTS - SESSION II**
- WPH 278** **BREAKOUT 2-A: Patient Safety: Demystifying Concepts and Root Cause Analyses**
Session Chair: LalithKumar Solai, MD
Presenters and Discussants:
Priyanka Amin, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine
LalithKumar Solai, MD, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine
John Rozel, MD, MSL, Associate Professor of Psychiatry and Adjunct Professor of Law, University of Pittsburgh
Patrick Buckley, MD, MBA, PGY2 Resident, UPMC Western Psychiatric Hospital
Elizabeth Bettinelli, Patient Safety Manager and Privacy Officer, UPMC Western Psychiatric Hospital
- WPH 292-293** **BREAKOUT 2-B: The Chalk Talk – A “Point-of-Care” Opportunity**
Session Chair: James Tew Jr., MD
Presenter:
James Tew Jr., MD, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine
- WPH 294-295** **BREAKOUT 2-C: Collaboration and Communication across the Continuum of Care**
Session Chair: Jody Gance, MD
Presenters and Discussants:
Jody Gance, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine
Garrett Sparks, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine
Piper Carroll, MD, Child & Adolescent Clinical Fellow, UPMC Western Psychiatric Hospital
Brandon Hage, MD, PGY4, Office of Residency Training, UPMC Western Psychiatric Hospital
- WPH Computer Room** **BREAKOUT 2-D: Making Your EMR Work for You – EPIC for the Real World User**
Session Chair: Noreen Fredrick, DNP, RN
Presenters and Discussants:
Noreen Fredrick, DNP, RN, Vice President of Ambulatory and Community Behavioral Health Services, UPMC Western Psychiatric Hospital
Jessica Gannon, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine
- 4:30pm** **Adjourn**

PROGRAM OVERVIEW

The Annual Clinician Educator Showcase highlights the accomplishments of the faculty, physicians, and trainees in the Clinician-Educator career pathway and utilizes interactive plenary and breakout sessions to disseminate information on: strategies for career advancement for individuals in the Clinician-Educator pathway; clinical practice and quality improvements, and resources and tools for enhancing teaching methods.

TARGET AUDIENCE

Residents, clinician-educator track psychiatrists, researchers engaged or interested in clinical research (e.g. service delivery, etc.), clinicians in both inpatient and ambulatory care facilities, students and other members of the UPMC Western Psychiatric Hospital (WPH) community are invited to attend. Participation by all individuals is encouraged. Advance notification of any special needs will help us provide better service. Please notify us of your needs at least two weeks in advance of the program by calling Jeanie Knox Houtsinger at 412-246-6784.

LEARNING OBJECTIVES

At the conclusion of the program, participants should be able to:

- Describe strategies for building successful mentor/mentee relationships and disseminating knowledge relevant to the experience of clinician educators in their clinical and academic roles.
- Demonstrate increased awareness of innovative approaches to program and curriculum development aimed at improving care in behavioral health programs.
- Incorporate quality improvement strategies to increase efficiency and improve care in their own clinical and educational programs.

COURSE DIRECTOR

David A. Lewis, MD

*Distinguished Professor of Psychiatry and Neuroscience, Thomas Detre Professor of Academic Psychiatry, and Chair, Department of Psychiatry, University of Pittsburgh School of Medicine
Medical Director and Director of Research, UPMC Western Psychiatric Hospital
Pittsburgh, PA*

PLANNING COMMITTEE

Pierre Azzam, MD

*Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine
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Piper Carroll, MD

*Child & Adolescent Clinical Fellow, UPMC Western Psychiatric Hospital
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Noreen Fredrick, DNP, RN

*Vice President of Ambulatory and Community Behavioral Health Services, Community Behavioral Health Network at UPMC,
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Jody B. Glance, MD

*Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine
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Priya Gopalan, MD

*Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine
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Jeanie Knox Houtsinger, BA

*Director, Academic Affairs, UPMC Western Psychiatric Hospital
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Jeffrey Magill, MS, CTR

*Emergency Management Coordinator, UPMC Western Psychiatric Hospital
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Cristin McDermott, MD

*Assistant Professor of Psychiatry and Pediatrics, University of Pittsburgh School of Medicine
Pittsburgh, PA*

Kenneth C. Nash, MD, MMM

*Professor of Psychiatry and Vice Chair, Clinical Affairs for the Department of Psychiatry, University of Pittsburgh School of
Medicine
Pittsburgh, PA*

Gina Perez, MD
Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine
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Jason Rosenstock, MD
Associate Professor of Psychiatry, University of Pittsburgh School of Medicine
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PGY4 Resident, UPMC Western Psychiatric Hospital
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Meredith Spada, MD
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Garrett Sparks, MD
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J. Scott Steele, MD, PhD
PGY4 Resident, UPMC Western Psychiatric Hospital
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Keith Stowell, MD, MPH
Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine
Pittsburgh, PA

Michael J. Travis, MD
Associate Professor of Psychiatry, University of Pittsburgh School of Medicine
Pittsburgh, PA

FACULTY AND SHOWCASE PARTICIPANTS

Kurt Ackerman, MD, PhD, FACLP, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

Priyanka Amin, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

Pierre Azzam, MD, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine; Pittsburgh, PA

Elizabeth Bettinelli, Patient Safety Manager and Privacy Officer, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Patrick Buckley, MD, MBA, PGY2 Resident, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Piper Carroll, MD, Child & Adolescent Clinical Fellow, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Amanda Downey, MD, Child & Adolescent Clinical Fellow, Triple Board Program, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Daniel Fishman, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

Noreen Fredrick, DNP, RN, Vice President of Ambulatory and Community Behavioral Health Services, Community Behavioral Health Network at UPMC, Pittsburgh, PA

Jessica Gannon, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

Jody B. Gance, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine; Pittsburgh, PA

Priya Gopalan, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine; Pittsburgh, PA

Brandon Hage, MD, PGY4 Resident, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Elizabeth Hale, MD, PGY4 Resident, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Camellia Herisko, DNP, MSN, RN, PMHCNS-BC, CNRP, Vice President of Operations and Patient Care Services, Chief Nursing Officer, UPMC Western Psychiatric Hospital, Pittsburgh, PA

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Alex Israel, MD, Consultation Liaison Clinical Fellow, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Elizabeth Kistler, MD, PGY4 Resident, UPMC Western Psychiatric Hospital, Pittsburgh, PA

David A. Lewis, MD, Distinguished Professor of Psychiatry and Neuroscience, Thomas Detre Professor of Academic Psychiatry, Chair, Department of Psychiatry, University of Pittsburgh School of Medicine; Medical Director and Director of Research, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Jeffrey Magill, MS, CTR, Emergency Management Coordinator, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Hader Mansour, MD, PhD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine; Pittsburgh, PA

Kenneth C. Nash, MD, MMM, Professor and Vice Chair of Clinical Affairs, Department of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

Thersilla Oberbarnscheidt, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

Gina Perez, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

Jason Rosenstock, MD, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

John Rozel, MD, MSL, Associate Professor of Psychiatry and Adjunct Professor of Law, University of Pittsburgh, Pittsburgh, PA

Nina Ross, MD, PGY4 Resident, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Justin Schreiber, DO, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

LalithKumar Solai, MD, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine; Pittsburgh, PA

Meredith Spada, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

Garrett Sparks, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

J. Scott Steele, MD, PhD, PGY4 Resident, UPMC Western Psychiatric Hospital, Pittsburgh, PA

Keith Stowell, MD, MPH, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

James D. Tew, Jr., MD, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

Michael J. Travis, MD, Associate Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

David Yankura, MD, Assistant Professor of Psychiatry, University of Pittsburgh School of Medicine, Pittsburgh, PA

POSTER SESSION PARTICIPANTS

(Please note there are no poster session handouts.)

POSTER SESSION PARTICIPANTS

Piper Carroll, MD

Allison Collier, MD

Daniel Fishman, MD

Tina Goldstein, MD

Thersilla Oberbarnscheidt, MD

Nina Ross, MD

Justin Schreiber, MD

Robin Valpey, MD

PLENARY SESSION

PLENARY SESSION

CONVERTING TENSION INTO TEAMS: MAKING INTERDISCIPLINARY BEHAVIORAL HEALTH CARE EFFECTIVE

Plenary Speaker:

Camellia Herisko, DNP, MSN, RN, PMHCNS-BC, CRNP

Vice President of Operations and Patient Care Services and Chief Nursing Officer

UPMC Western Psychiatric Hospital

BREAKOUTS

SESSION I

SESSION 1-A TELEPSYCHIATRY – IMPROVING ACCESS TO CARE

Session Chair: Kenneth Nash, MD, MMM

Session Leaders: Kenneth Nash, MD, MMM, Gina Perez, MD, Autumn Altieri, MAHED

This session will address markets and trends in telepsychiatry and provide an overview of current Telepsychiatry Services at UPMC as well as the strategic vision for growth in this area. Attendees will learn how to integrate Telepsychiatry into the delivery of care and discuss how they could integrate Telepsychiatry services into their own clinical settings.

SESSION 1-B**PECHA-KUCHA – 20 SLIDES/20 SECONDS PER SLIDE****Session Chair:****Jason Rosenstock, MD****Session Leaders:****Jason Rosenstock, MD, Meredith Spada, MD, Michael Travis, MD**

Building on his presentation in the “Pecha-Kucha vs. Chalk Talk” session, Dr. Rosenstock will lead a discussion about why Pecha-Kucha presentations are effective and lead a group exercise to help participants learn how to create their own Pecha-Kucha presentation. Participants will use this session to create an outline of their own Pecha-Kucha and have the opportunity to share their presentation outline with a partner in the session. Participants will then have a chance to reflect on the exercise (what made it good, what were the challenges, etc.) with the whole group.

SESSION 1-C **TAKE IT TO THE LIMIT: SETTING BOUNDARIES WITH PATIENTS IN EMERGENCY ROOM, INPATIENT, AND OUTPATIENT SETTINGS**

Session Chair: **Nina Ross, MD**

Session Leaders: **Nolan Hughes, MD, Hader Manour, MD, David Yankura, MD, Nina Ross, MD**

This will be an interactive workshop discussing limit-setting with patients. Session facilitators will discuss limit-setting, including recognizing when limit-setting is needed and enacting this limit with patients. They will explore similarities and differences of limit-setting in different settings including the psychiatric emergency room, inpatient unit, and outpatient setting using case studies. At the end of the session Dr. Hughes will lead a group discussion to review the key elements of the breakout and respond to questions.

SESSION 1-D

EFFICIENT USE OF CERNER

Session Chair: Camellia Herisko, DNP, RN, PMHCNS-BC, CRNP

Session Leaders: Camellia Herisko, DNP, MSN, RN, PMHCNS-BC, CRNP and Kurt Ackerman, MD, PhD, FACLP

This session is designed to provide information about how to utilize Cerner tools more efficiently to support your workflow. By the end of this session, participants will be able to: 1) Improve efficiency in Cerner documentation and ordering; 2) Effectively locate information from other EMRs; 3) Improve efficiency in workflow via use of tools within Cerner, and; 4) Access mobile Cerner tools and familiarize themselves with upcoming changes in Cerner documentation and build.

BREAKOUTS

SESSION II

SESSION 2-A**PATIENT SAFETY: DEMYSTIFYING CONCEPTS AND ROOT CAUSE ANALYSES****Session Chair:****LalithKumar Solai, MD****Session Leaders:****Priyanka Amin, MD, LalithKumar Solai, MD, Patrick Buckley, MD, MBA, John Rozel, MD, MSL and Elizabeth Bettinelli**

Session leaders will define and discuss the importance of patient safety with the goal of increasing provider awareness of key patient safety concepts. Through presentations and discussion, session leaders will demystify the root cause analysis (RCA) process by allowing session attendees to participate in a mock RCA. During the mock RCA, they will introduce important patient safety concepts as they arise. Specific content to be covered includes: RCA, Just Culture, Systems-based causes of error, and Human Factors engineering.

SESSION 2-B**THE CHALK TALK – A “POINT-OF-CARE” OPPORTUNITY**

Session Chair: Jamie Tew, MD

Session Leaders: Jamie Tew, MD

Dr. Tew will build on his presentation in the “Pecha-Kucha vs. ChalkTalk” session in this breakout by discussing why chalk talks are effective and how to use this format. Participants will use this session to create an outline of their own chalk talk and will present their outline to an assigned partner in the session. Participants will then have a chance to reflect on the exercise (what made it good, what were the challenges, etc.) with the whole group.

SESSION 2-C**COLLABORATION AND COMMUNICATION ACROSS THE CONTINUUM OF CARE**

Session Chair: Jody Glance, MD and Piper Carroll, MD

Session Leaders: Jody Glance, MD, Piper Carroll, MD, Brandon Hage, MD, and Garrett Sparks, MD

UPMC Western Psychiatric Hospital (WPH) is well-known for providing highly specialized care for people with psychiatric disorders. While this specialization provides many benefits, it also may create challenges when a patient moves between levels of care within WPH or has multiple psychiatric disorders that may require the expertise of more than one specialty clinic. This presentation will address efforts toward improving inter-provider communication at WPH utilizing a progressive case-based discussion. Clinicians from inpatient and outpatient settings will present communication strategies for transitions of care, highlighting the transition from inpatient to outpatient care. The audience will participate in creating best practices for communication and collaboration between care teams.

Session Chair: Noreen Fredrick, DNP, RN

Session Leaders: Norreen Fredrick, DNP, RN and Jessica Gannon, MD

In an era where Electronic Medical Record (EMR) use is standard, EMR's like EPIC are increasingly being called on to meet mandated quality measures, bolster reporting, and streamline billing. At the same time, clinicians voice concerns that the chart has become unwieldy and challenging to navigate, such that they are unable to efficiently use the chart without sacrificing quality documentation. Drs. Fredrick and gannon will review chart customizations to enhance chart review, demonstrate use of SmartTools to improve ease of documentation, and teach the use of self-service reporting tools to promote a sense of mastery. Dr. Gannon will present didactically by using an accessible EPIC environment in which users can "follow along" on computers and in a training environment, and where they can explore underutilized chart functionality. Questions and personal experience sharing will be encouraged at different points in the presentation to enrich the learning environment. At the end of the session, users will access their own versions of EPIC and Dr. Gannon and other audience members will assist attendees in building their own Smart Phrases, customizing chart review, etc. By the end of this session, participants will be able to: 1) Review common barriers to effective and timely patient record review and discuss methods of improvement through EPIC customization; 2) Discuss "note bloat" and the need to balance having information where you need it, when you need it with practical use of Smart Phrases, Links, and Texts to improve speed of note completion, and; 3) Demonstrate a report that end users can utilize to assist in monitoring their own caseloads as well as workflows for tracking documentation, in basket review, ordering, and other efficiencies.

Accreditation and credit designation

In support of improving patient care, the University of Pittsburgh is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME) and the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Physicians

The University of Pittsburgh School of Medicine designates this live activity for a maximum of 3.25 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Other health care professionals

Other health care professionals will receive a certificate of attendance confirming the number of contact hours commensurate with the extent of participation in this activity.

Disclaimer Statement

The information presented at this CME program represents the views and opinions of the individual presenters, and does not constitute the opinion or endorsement of, or promotion by, the UPMC Center for Continuing Education in the Health Sciences, UPMC / University of Pittsburgh Medical Center or Affiliates and University of Pittsburgh School of Medicine. Reasonable efforts have been taken intending for educational subject matter to be presented in a balanced, unbiased fashion and in compliance with regulatory requirements. However, each program attendee must always use his/her own personal and professional judgment when considering further application of this information, particularly as it may relate to patient diagnostic or treatment decisions including, without limitation, FDA-approved uses and any off-label uses.

Faculty Disclosure

All individuals in a position to control the content of this education activity including members of the planning committee, speakers, presenters, authors, and/or content reviewers have disclosed all relevant financial relationships with any entity producing, marketing, re-selling, or distributing health care goods or services, used on, or consumed by, patients.

The following relevant financial relationships were disclosed:

Tina Goldstein, PhD – Grant Support: American Foundation for Suicide Prevention, Brain & Behavior Research Foundation, and National Institute of Mental Health; Royalties: Guilford Press

David A. Lewis, MD - Grant Support: Pfizer and Merck; Consultant: Merck

Justin Schreiber, DO – Consultant: Gateway Health Plan

No other planners, members of the planning committee, speakers, presenters, authors, content reviewers and/or anyone else in a position to control the content of this education activity have relevant financial relationships to disclose.

We gratefully acknowledge support from **Community Care Behavioral Health** to support this activity.