

# EDUCATION AND CONSULTATIVE SERVICES

of UPMC Western Psychiatric Hospital

UPMC | WESTERN PSYCHIATRIC  
HOSPITAL

## UPMC Western Behavioral Health Violence: Prevention, Intervention, and Recovery Conference

(MD93)

**March 25, 2022**

In-Person Registration/Sign-in/Light Breakfast - 7:30 to 8:15 AM

Virtual Sign-in – 8:00 AM

Program – 8:15 AM to 4:30 PM

Cumberland Woods Village Conference Center  
700 Cumberland Woods Dr., Allison Park, PA 15101

**Masks are required.**

**Food and beverages are not allowed in the theater.**

*Recovery and Wellness: The Journey Starts Here*

A Joint Effort Sponsored by Community Care Behavioral Health Organization and  
UPMC Western Psychiatric Hospital

## Violence: Prevention, Intervention, and Recovery

### Introduction:

The different forms of violence, including workplace and community, can be interconnected and often share the same root causes. We may better prevent violence by recognizing the common origins and developing strategies that can help protect people and communities.

This conference has been developed in recognition of the 10-year anniversary of an active shooter event at UPMC Western Psychiatric Hospital (WPH) on March 8, 2012. The impact that violence can have on all, whether directly or indirectly, can create life-altering physical and emotional trauma. At UPMC Western we strive to learn from our experience and be part of the solution to prevent future violence by promoting the healing and recovery process.

### Overall Educational Objectives:

**At the completion of this program, participants should be able to:**

- Recognize the relationship between violence and trauma
- Identify techniques to prevent workplace violence
- Discuss how a workplace setting can promote healing and recovery after critical incident

### Who Should Attend:

All individuals who have been impacted by violence and/or share in the goal of violence prevention, intervention, and recovery.

In-person and virtual attendance options are available for this conference. ***We reserve the right to move to an all-virtual event if necessary.*** Those who paid to attend in-person will be notified and refunded the fee difference.

**Agenda**

7:45 to 8:15 AM

8:15 to 8:30 AM

8:30 to 9:30 AM

9:30 to 9:45 AM

9:45 to 10:45 AM

10:45 to 11:00 AM

11:00 AM to 12:00 PM

12:00 to 1:00 PM

1:00 to 2:00 PM

2:00 to 2:15 PM

2:15 to 3:15 PM

3:15 to 3:30 PM

3:30 to 4:30 PM

4:30 PM

**Registration**

**Welcome, Introductions and Background** (Opening Comments & 10-year UPMC WPH recognition) *Camellia Herisko, DNP, MSN, RN, PMHCNS-BC, CRNP; Kenneth Nash, MD*

**Morning Keynote – De-escalation Techniques (Agitation and De-escalation in the Clinical Setting)** *Margie Balfour, MD, PhD*

**Break**

**Breakout Session I**

**A. Historical Trauma is Violence: An Introduction to how the Healthcare and Human Service Systems Perpetuate Trauma, and Lessons Learned to Prevent This**

*Akeya Kester, MS, LPC, CCTP*

**B. Public Health Approach to Violence Prevention: Cure Violence Model in Allegheny County**

*Ross Watson, MS*

**C. Understanding the Law: Violence Against Healthcare Workers**

*Megan Duffy, JD; Chatón Turner, Esq.*

**Break**

**Breakout Session II**

**A. Workplace Violence in Healthcare: Recognition, Prevention, and Response**

*Jack Rozel, MD, MSL*

**B. Insider Threats, Violence, and Interviewing Protocols**

*Robert J. Ambrosini, PsyD*

**C. Caring for Ourselves and Our Colleagues: Addressing Intimate Partner Violence Among Healthcare Workers**

*Priyanka Amin, MD; Judy Chang, MD, MPH*

**Lunch**

**Afternoon Keynote - Violence in Marginalized Communities/Community Targeted Violence** *Scott Charles, MAPP*

**Break**

**Breakout Sessions III**

**A. Examining Violence and Extremism in America**

*Mehr Latif, PhD*

**B. Helping Witnesses and Survivors of Community Violence**

*Maggie Feinstein, LPC*

**C. The Impact of Traumatic Violence on Youth**

*Ed Mulvey, PhD*

**Break**

**Breakout Sessions IV**

**A. Preventing Peer and Cyber Bullying**

*Melissa Nelson, EdD*

**B. The Connecting Factors of Community Violence**

*Lavonnie Bickerstaff, MS*

**C. Extremist and Hate Groups**

*John Pulcastro*

**Adjournment**

All presentations are introductory to intermediate instruction level.

[www.oerp.pitt.edu](http://www.oerp.pitt.edu)

## Course Directors

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

**Jeffrey Magill, MS**  
Manager, Clinical Services  
UPMC Western Psychiatric Hospital  
Pittsburgh, PA

## Presenters

**Robert J. Ambrosini, PsyD, FBI (Retired)**  
Threat Assessment Hub Manager  
University of Pittsburgh Medical Center (UPMC)  
Pittsburgh, PA

**Priyanka Amin, MD**  
Assistant Professor of Psychiatry, University of  
Pittsburgh SOM  
Medical Director of Patient Safety, UPMC Western  
Psychiatric Hospital  
Pittsburgh, PA

**Margie Balfour, MD, PhD (Keynote Speaker)**  
Chief of Quality & Clinical Innovation  
Connections Health Solutions  
Associate Professor of Psychiatry, University of Arizona  
Tucson, AZ

**Lavonnie Bickerstaff, MS**  
Major Crimes Assistant Chief  
Pittsburgh Bureau of Police  
Pittsburgh, PA

**Judy Chang, MD, PhD**  
Associate Professor, Department of Obstetrics,  
Gynecology & Reproductive Sciences, and Internal  
Medicine  
Clinical and Translational Science Institute  
Assistant Dean of Medical Student Research  
Director of the Clinical Scientist Training Program  
University of Pittsburgh Institute of Clinical Research  
Education  
Pittsburgh, PA

**Scott Charles, MAPP (Keynote Speaker)**  
Trauma Outreach Manager  
Temple University Hospital  
Philadelphia, PA

**Megan Duffy, JD**  
Senior Associate Counsel  
UPMC, Employment and Labor Group  
Pittsburgh, PA

**Maggie Feinstein, LPC**  
Director, 10.27 Healing Partnership  
Squirrel Hill, PA

**Akeya Kester, MS, LPC, CCTP**  
Sole Proprietor, A Key to Peace, LLC  
Pittsburgh, PA

**Mehr Latif, PhD**  
Post-Doctorate Associate, School of Sociology  
University of Pittsburgh  
Pittsburgh, PA

**Edward P. Mulvey, PhD**  
Professor of Psychiatry Emeritus  
UPMC Western Psychiatric Hospital  
Pittsburgh, PA

**Kenneth C. Nash, MD**  
Professor and Vice Chair for Clinical Affairs  
Professor of Pediatrics, Department of Psychiatry  
UPMC Western Psychiatric Hospital  
Pittsburgh, PA

**Melissa Nelson, EdD**

New Story Group  
Vice President of Academic Initiatives  
MA, NJ, OH, PA, VA

**John Pulcastro**

FBI Supervisory Intelligence Analyst  
Pittsburgh Federal Bureau of Investigations Office  
Pittsburgh, PA

**Jack Rozel, MD, MSL**

Medical Director, resolve Crisis Services of UPMC  
Western Psychiatric Hospital  
University of Pittsburgh Associate Professor of  
Psychiatry & Adjunct Professor of Law  
Pittsburgh, PA

**Chatón T. Turner, Esq.**

Senior Associate Counsel  
Vice President Risk Management/Disabilities Services at  
UPMC  
Pittsburgh, PA

**Ross A. Watson, Jr., MS**

Program Manager, Allegheny County Health  
Department  
Office of Violence Prevention  
Site Director, CURE Violence Allegheny County  
Pittsburgh, PA

## Acknowledgements

**UPMC Western Behavioral Health thanks the following:**

***The members of the UPMC Western Behavioral Health Executive Management Group:***

- Deborah Brodine, President, UPMC Western Psychiatric Hospital (WPH) & UPMC Senior Services
- Camellia Herisko, Chief Nursing Officer, Vice President of Operations and Patient Care Services
- Ken Nash, Chief of Clinical Services
- Noreen Fredrick, Vice President, Ambulatory & Community Behavioral Health Services
- Margaret Ealy, Executive Administrator III
- Amy Sens, Human Resources Director
- Nanci Case, Senior Vice President, Senior and Behavioral Health Services
- David Bobrzynski, Chief Financial Officer

***The members of the Violence Prevention Conference Planning Committee*** (listed on the last page of this brochure) who worked so diligently to provide us with this opportunity to promote recovery associated with violence.

## Registration Information

Please register at [Violence: Prevention, Intervention, and Recovery Conference | UPMC - Center for Continuing Education in the Health Sciences](https://cce.upmc.com/content/violence-prevention-intervention-and-recovery-conference) (<https://cce.upmc.com/content/violence-prevention-intervention-and-recovery-conference>)

Registration deadline for *in-person attendees* – March 16, 2022

Registration deadline for *virtual attendees* – March 24, 2022, at 12:00 PM EST

This is a **hybrid conference offering the choice to attend in-person or virtually**. Registration costs reflect these two options. When registering, please select the appropriate option. To receive the UPMC/Pitt (and related) discounts, please register with your UPMC and related e-mail address.

	In-Person	Virtual Option
Non-UPMC	\$70	\$40
UPMC	\$60	\$30

### Tuition includes:

All registration and conference materials; Continuing education and CME credits; Light breakfast and boxed lunch (in-person attendees)

**Full tuition must accompany registration.** A \$15 administrative fee will be deducted from all in-person refunds for cancellations. An administrative fee of \$10 will be deducted from all virtual cancellations. **Refunds cannot be issued once the program has begun.**

***If attending in person, masks are required in all spaces during the entire event, except when eating. A COVID vaccine is encouraged. Cumberland Woods Village Conference Center is part of an independent living retirement community.***

***UPMC employees who would like to be sponsored by their department can request this from their manager. Please have your manager complete the form found [here](#). Participants paying through this Departmental Transfer still need to register online with the code found on the form at the link above, which will bring your conference fee to \$0 when registering, although your department will be charged. Your work e-mail address will need to be used when registering.***



***All registrations with this code will be matched against the department transfers that are sent to us.***

***We encourage participation by all individuals. If you have a disability, advance notification of any special needs will help us better serve you. Please notify us of your needs at least two weeks in advance of the program by contacting Nancy Mundy at [mundnl@upmc.edu](mailto:mundnl@upmc.edu).***

***We reserve the right to move to an all-virtual event if necessary. Those who planned to attend in-person will be notified and refunded the difference.***

### Location

Passavant Hospital Foundation Conference Center\*  
Cumberland Woods Village  
700 Cumberland Woods Drive  
Allison Park, PA 15101  
412-635-8080

\*Please note that this address does not appear in most GPS maps. **From Pittsburgh:** Take Interstate 79 North/Fort Duquesne Bridge ramp. Merge onto I-279 N. Take exit 4 to merge onto US-19 Truck N/McKnight Rd. Turn right onto Cumberland Road. Go past UPMC Passavant. Turn left at the entrance to Cumberland Woods Village.

***Please consider carpooling. There are a limited number of parking spaces. Parking is not permitted on the grass.***

## ***New Registration Instructions***

The UPMC Center for Continuing Education in the Health Sciences (CCEHS) learning portal is used to register, view, track, and manage all your continuing education credits.

*If, at any point these directions result in you seeing a blank page in your account, please look at your cart in the upper right-hand corner. If there is anything in there, please click on the cart to see how to proceed (and look at the directions below). Or delete what is in there and begin again. Please contact [Nancy Mundy](#) if you have difficulties after attempting the following directions.*

### **Creating an Account at [cce.upmc.com](https://cce.upmc.com)**

1. Go to <https://cce.upmc.com> in your browser or just click on the link.
2. On Login page, click on "Create Account"
3. Complete questions. Please add in your credentials as your degree (MSW, PhD, MD, etc.), and use the dropdown to identify your profession.
4. Click on "Save". Please keep track of your password or store your sign-in information.

### **Registering for a Program**

1. If you have your account set up (see #1), and you've logged in, please go to the link of the program that you've been sent, or click on the "Catalog" tab, and put the name of the program in the search bar or use the link in the page above.
2. You will be on the program page. Review the information and complete the options/choices (if any). Click on "Add to Cart". If there are no options to choose, please continue with the registration. You will see the activity in your "Pending Activities" and there is nothing else to complete until after the event.
3. You'll see the name of the payment page and the appropriate amount. Click on "Checkout"
4. Only add in a coupon code if you've been notified that there is one. Please refer to the program brochure if you need to. Coupon codes will be listed in the brochure. If there are no coupons, just please click on "Checkout"
5. Add your billing information on the next page. Please complete all required (\*) fields. Please make sure this address is connected to your credit card. Scroll to the bottom of the page and click on "Review Order"
6. Enter your payment information and click on "Continue"
7. Click on "Submit Order"
8. On the next page, click on *View Course Page*. If you go into your "Account", and then "Courses", you'll see this listed in your "Pending Activities".
9. You'll have to return to your "Pending Activities" once the program has occurred to finish the process and obtain your CE credits/certificate.

### **Securing your CE/CME Credits**

It's important to note here that you can secure your CE/CME credits on this system for the following: APA, LSW/LCSW/LPC/LMFT, CME, Attendance. All other CE credits/certificates (NCC, General CEU, CADC/CCDP, Act 48) will be sent to you via e-mail from a staff member at Education and Consultative Services four to six weeks after the event, once you've completed the information requested.

1. Please log in to <https://cce.upmc.com>, click on "My Account", and then "Courses" and then "Pending Activities".
2. Click on the course that's listed.
3. The next page will come up with a purple box "Register/Complete Course". Please click on that.
4. On the left, see "Course Progress"
5. Please click on "Complete Course Evaluation" and then "Submit" when completed.
6. Return to "Course Progress" and click in the circle for "Credit" and "Certificate"
7. You'll see a download link on the current page, or you can return to your "Account" and "Courses" and then "Completed Activities" to secure your certificate.



## Continuing Education Credit Information

### Physician (CME)

In support of improving patient care, the University of Pittsburgh 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.

### Physician (CME)

The University of Pittsburgh designates this live activity for 6.0 *AMA PRA Category 1 Credits™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

### Other Healthcare 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.

### Nurses (CNE)

The maximum number of hours awarded for this Continuing Nursing Education activity is 6.0 contact hours.

### PA Educators (Act 48):

UPMC Western Psychiatric Hospital is recognized by the Pennsylvania Department of Education to offer Continuing Education Credits under the Act 48 guidelines. UPMC Western Psychiatric Hospital adheres to the Act 48 Continuing Education Guidelines. PA educators will receive 6.0 hours of Act 48 credit for completing this program.



### Counselors

Education and Consultative Services of UPMC Western Psychiatric Hospital has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 5059. Programs that do not qualify for NBCC credit are clearly identified. UPMC Western Psychiatric Hospital is solely responsible for all aspects of this program. This program is being offered for 6.0 continuing education credits per day of attendance.

### Licensed/Clinical Social Workers, Licensed Professional Counselors, Licensed Marriage and Family Therapists: LSW/LCSW/LPC/LMFT

As a Jointly Accredited Organization, University of Pittsburgh is approved to offer social work continuing education by the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program. Organizations, not individual courses, are approved under this program. State and provincial regulatory boards have the final authority to determine whether an individual course may be accepted for continuing education credit. University of Pittsburgh maintains responsibility for this course. Social workers completing this course receive 6.0 continuing education credits.



### Psychologists

As a Jointly Accredited Organization, University of Pittsburgh is approved to offer psychology continuing education by the American Psychological Association. University of Pittsburgh maintains responsibility for this course. Psychologists completing this course receive 6.0 continuing education credits.

### Other Healthcare Professionals

Nurses and other health care professionals are awarded maximum of .60 Continuing Education Units (CEU's). One CEU is equal to 10 contact hours. **Nurses:** For attending this program you will receive a Certificate of Attendance confirming 6.0 hours of continuing education. These hours may be considered eligible for completing the 30 hours of continuing education required for biannual nursing re-licensure in Pennsylvania.

1. *Completing the evaluation is not required, however it is encouraged. We do request that everyone complete the questions in the evaluation regarding your continuing education (CE) credit needs so we can identify the correct certificate for you.*
2. *Please retain your certificates in a safe place. Replacements cost \$30.*
3. *Continuing education credits are awarded when a participant attends for the full day. Partial credits are not available.*
4. ***We request that evaluations are completed and/or certificates are requested via <https://cce.upmc.com> within a month of the conference. Please be aware that we will no longer process certificates if they are requested six-months or more after the conference, and that the program to evaluate the event might be closed.***



## Planning Committee

**Jennifer Beckjord, PsyD**

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