



**2023**  
**EMERGENCY PREPAREDNESS**  
**SUMMIT PROGRAM**

**UPMC**  
LIFE CHANGING MEDICINE

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## CONTINUING EDUCATION DISCLOSURES (CEUs)

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 a maximum of 5.5 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

### Nursing (CNE)

The maximum number of hours awarded for this Continuing Nursing Education activity is 5.5 contact hours.

### Physician Assistant (AAPA)

The University of Pittsburgh has been authorized by the American Academy of PAs (AAPA) to award AAPA Category 1 CME credit for activities planned in accordance with AAPA CME Criteria. This activity is designated for 5.5 AAPA Category 1 CME credits. PAs should only claim credit commensurate with the extent of their participation.

### Social Work

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 5.5 continuing education credits.

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.

## AGENDA

Wednesday, Sept. 13, 2023

8:30 a.m.	Welcome <i>Tami Minnier</i>
9 a.m.	Presentation of the Bill Smith Award <i>Knorr Walk</i>
9:15 a.m.	Active Shooter Preparedness <i>Jack Rozel, MD, MSL with Jeff Francis and Chatón Turner, Esq.</i>
10:30 a.m.	Break
10:45 a.m.	Active Shooter Preparedness Panel <i>Moderator - Jeff Magill</i> <i>Communications - Amy Collins Law</i> <i>DHS, CIISA - Bob Winters</i> <i>UPMC Police &amp; Security - Philip Carlo</i> <i>American Red Cross - Carlos Carmona &amp; Walt Jennings</i>
11:45 a.m.	Lunch
12:45 p.m.	Media Relations & Crisis Communications <i>Rick Pietzak with Amy Collins Law</i>
1:45 p.m.	Break
2 p.m.	Exercises (tips, tricks, and best practices) <i>Rick Lippert &amp; Dave Stofanek</i>
3 p.m.	Closing <i>Knorr Walk</i>
3:30 p.m.	Adjournment

continued

## SPEAKERS AND PANELISTS

### Philip Carlo

Philip Carlo has been in law enforcement since 1989 after graduating from the Pennsylvania Municipal Police Academy. After graduating the academy, he started his career as a police officer for the Neshamock Police department, Lawrence County, Pa., and served in the department for 29 years with 16 of those years as the Police Chief. During his career, he attended the FBI National Academy, Quantico Va., and helped to establish the Lawrence County Emergency response team and served as the team leader.

Philip has been a police instructor for over 20 years and is certified as an Active Shooter Instructor, and as an instructor for Firearms (NRA), pepper spray, handcuffing, defensive tactics, and MOAB. He is also a Glock Firearms Armorer.

After retiring from the police department, he was hired as a police supervisor for UPMC Horizon hospitals. In 2019, Philip was promoted to the UPMC Public Safety training unit as a full-time instructor.

### Carlos Carmona

Carlos Carmona is the manager for Disaster Operations in the Southwest Pennsylvania Chapter of the American Red Cross of Greater Pennsylvania. He has been with the Red Cross for over three years and has overseen all disaster response levels, including preparedness, external relations, partnerships, recovery/casework, and response. In that time in Pittsburgh, the Red Cross has supported 750 local disasters, caring for nearly 1,800 families and putting \$1.2M in the hands of families. Fifteen of those events were large-scale multi-family responses, ranging from apartment fires, building collapses, floods, bridge collapses, and mass casualties. Carlos has also responded nationally to wildfires, tornadoes, and hurricanes. In his most recent deployment, he served as the Chief of Mass Care Operations for over 1,000 tornado victims in MS, AL. Before Red Cross, Carlos spent eight years as a program manager for engineered products for a local Fortune 500 aerospace materials firm and eight years as a US Army Engineer Officer.

### Amy Collins Law

Amy Collins Law is director, Internal Communications, UPMC. In her role, she is the point of contact for UPMC Emergency Preparedness and crisis communications for communication to employees and serves as a consultant for her colleagues when handling local internal communications issues. Day-to-day, she oversees communications activities for hospitals and based in the City of Pittsburgh as well as supporting Health Services Division and Physician Services Division communications.

### Jeff Francis

During his first career, Jeff was a municipal police officer whose work included active participation in the Pa. Attorney General's Office White Collar Crime Task Force. Upon leaving governmental law enforcement, Jeff obtained a Master of Business Administration from Point Park University and began his UPMC career as an internal auditor who specialized in financial crime investigations. In the ensuing years, Jeff migrated into new role within Corporate Security during which much of UPMC's current public safety infrastructure was created.

Jeff currently helps manage four distinct departments, the UPMC Systemwide Threat Assessment and Response (START) Team, Employee Access Systems, the UPMC Fraud Team, and International Safety Support.

### Walt Jennings

Walt Jennings is the External Relations lead for the Southwest Pennsylvania Chapter of American Red Cross of Greater Pennsylvania. During his fourteen-year career, Walt has been involved with all phases of disaster response, including feeding, sheltering, and casework. He has deployed nationally to a wide variety of disasters, including hurricanes, floods, wildfires, and mass shootings. In his role as External Relations lead, Walt leads a team that is responsible for fostering government and community partnerships for the Red Cross and being the outward face of the Red Cross in times of disaster.

### Richard (Rick) Lippert

Richard (Rick) Lippert is an accomplished consultant, Emergency Planning specialist, and regional manager with PHMC (Public Health Management Corporation) with over 20 years of hands-on experience in Emergency Preparedness and Safety. With a strong background in the health care sector, oil and gas, and general industry, Rick has implemented safety processes to address new regulations, emerging trends, and sustainability programs. His expertise includes strategic planning, program development, process improvement, and critical incident management within the safety, emergency preparedness, and disaster response fields.

With a focus on health care emergency preparedness, he provides expert consultation and technical assistance to health care systems and facilities. Rick plays a pivotal role in improving their emergency response plans and facilitating their participation in regional planning efforts. He guides the development of hazard vulnerability analyses, operational emergency plans, and enhanced response capabilities. Rick ensures compliance with national and state guidelines, including the ASPR Hospital Preparedness Program (HPP). He actively supports the implementation of specialized training materials and facilitates exercises to evaluate emergency plans. Additionally, Rick offers administrative and financial support, including procurement and financial management assistance, to assigned coalitions. With his expertise in emergency planning and coordination, Rick contributes significantly to enhancing the readiness and resilience of health care systems and facilities.

Rick's accomplishments include bringing the National Disaster Life Support Programs to India and their healthcare systems, where he facilitated and consulted on the establishment of the country's very first training center. He is a nationally registered paramedic and pro board-certified fire Fighter with extensive experience in fire, rescue, and emergency medical services. Rick has also co-authored a program for the safe transportation of children in ambulances, recognized by the National Highway Traffic and Safety Administration (NHTSA).

During his 13-year tenure at the UPMC Children's Hospital, Rick coordinated all Emergency Preparedness & Readiness initiatives, including the hospital's successful relocation in 2009. He is an active member of Pittsburgh's Critical Incident Stress Management Team since 1995, providing valuable support in crisis situations.

As the owner and partner of GetYouThinking LLC, an international consulting firm, Rick designs and implements safety processes for a diverse range of clients, including Fortune 100 and 500 corporations. His ability to build strong partnerships with diverse stakeholders has been recognized by industry peers. As a regional manager at PHMC, Rick Lippert leverages his expertise to enhance emergency preparedness planning and response capabilities in health care systems and facilities. He collaborates with stakeholders, ensures compliance with guidelines, supports training and exercises, and provides administrative and financial support to assigned coalitions.

Rick's leadership extends beyond his professional endeavors. He serves as the director for the Take A Step Foundation, a 501(c)(3), and has held board positions in various non-profit organizations. He has also served as a city councilman and remains actively involved in his community as the treasurer for his Masonic organization and a member of the leadership team for his church. Rick enjoys spending quality time with his wife and two boys and actively participates in youth programs such as the Boy Scouts of America.

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#### **Jeffrey D. Magill, MS**

Jeff is manager of clinical services at UPMC Western Psychiatric Hospital, overseeing the Crisis Training Institute, emergency preparedness, and the As Soon As Possible (ASAP) staff support team. For more than 25 years, Jeff has responded to crisis situations, providing behavioral health support in times of need to individuals in various settings, including health care facilities, businesses, schools, and in the community.

Since 2017, Jeff has been the Emergency Management Coordinator for UPMC Western Psychiatric Hospital and serves in this capacity across the UPMC Western Behavioral Health Service Line. Jeff helped lead the behavioral health response following the active shooter event at UPMC Western Psychiatric Hospital in 2012.

Additionally, Jeff manages operations of UPMC Western Psychiatric's ASAP staff support team and has helped numerous organizations develop their internal staff support response teams. Jeff has worked both in clinical and management roles responding to behavioral health crisis situations. He has experience developing and teaching training programs in crisis management, suicide prevention and assessment, emergency preparedness, and behavioral health response to crisis situations.

Jeff co-authored the "Comprehensive Crisis Management" (CCM) program and is an approved instructor for the International Critical Incident Stress Foundation in "Assisting Individuals in Crisis and the Group Crisis Intervention Training" classes and has helped develop and roll out the Condition Support initiative in 2023 across UPMC to address escalated situations in the workplace.

#### **John McMonagle**

John McMonagle is coordinator, Training & Investigations, UPMC Public Safety.

After graduating from the University of Pittsburgh, John's police career began in 1985 with the Mesquite, Texas Police Department. After eight years in that role, he was hired by the Pittsburgh Police Department in 1993 and worked in many various positions. Some included uniform patrol, plain clothes zone detective, and training academy firearms instructor. John retired from Pittsburgh in 2013 and in April of that year, he started a new endeavor with UPMC Public Safety as a police officer at UPMC Children's Hospital.

After four years of experience and service, John was selected as the Police and Security training coordinator and has remained vigilant in that role to present day. He currently oversees the integrated training curriculum for both the UPMC sworn police and security officers. Some of these trainings include firearms, active shooter, handcuffing, OC foam, ethics, weapon retention, verbal Judo and de-escalation skills and tactics.

In addition to his role, John is a Glock Firearms Armorer and currently an NRA Law Enforcement Firearms Instructor. He is also a member of IALJEFI, a MOAB Instructor, a Force-on-Force Active Shooter Instructor, a Red Dot Sight System Firearms Instructor. Most recently, John has completed training in Force Science's Realistic De-escalation Instructor Program.

#### **Tamra E. Mimmier, MSN, RN, FACHE, FAAN**

Tamra Mimmier is senior vice president, Health Services Division, and Chief Quality and Operational Excellence Officer for UPMC. Tamra oversees the Wolff Center and The Beckwith Institute, a \$23 million-dollar foundation supporting innovation in care delivery.

In her role, Tamra coordinates activities of 40 hospitals, 5,000 physicians, nearly 4 million health plan enrollees, and various international clinical sites in China, Italy, Ireland and Kazakhstan. She has held various hospital executive and nursing leadership positions in health care and has overseen the construction of several new acute care hospitals.

Tamra has a passion for clinical care improvement and achieving excellent outcomes. She has her BSN and MSN from University of Pittsburgh; she is a fellow in the American Academy of Nursing and American College of Healthcare Executives. Tamra has studied the Toyota Production System and Lean Manufacturing. She is a graduate of the advanced training program at Internmountain Health Care and has been on faculty at the Institute for Healthcare Improvement.

Many of the care delivery programs Tamra has developed have gained national and international recognition to UPMC. She serves as a board member of the United Way of Western Pennsylvania and Phipps Conservatory. A nationally known speaker, Tamra has been published in the Journal of the American Medical Association, Newsweek, Science, The Journal of Nursing Administration, Modern Health Care, Healthcare Leaders, Reflections by Sigma Theta Tau, and many other journals. She has been noted by Becker's as one of the 50 top experts leading the field of patient safety and one of the top 130 women health system leaders to know. However, her proudest accomplishment is her son, Seth.

#### **Matthew A. Nordstrom**

Matt has been with UPMC Police and Security services since September of 2021, serving as the training specialist for the Central, North Central, and West Central regions.

After serving in the U.S. Army as a legal specialist, Matt began his career with security at the Polyclinic Medical Center. He left and served as a police officer with Harrisburg City Bureau of Police, working in many roles including accident reconstruction, firearms instructor/armorer, Taser instructor, accreditation manager, and training supervisor. Upon retirement from the city police, Matt worked as an investigator for the Pennsylvania Department of State licensing boards, eventually returning to health care in his current role.

Matt holds numerous instructor certifications covering the various aspects of law enforcement and is nearing completion of his bachelor's degree in criminal justice.

#### **Rick Pietzak**

*Project Manager, Crisis Communications*

In addition to clinical beat responsibilities including emergency medicine, trauma, toxicology, and sports medicine, Rick guides the systemwide media relations team on specific situations as they arise, leads hospital executive trainings, and develops and refines comprehensive crisis communications plans.

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## UPMC EMERGENCY PREPAREDNESS TEAM CONTACTS

### John (Jack) Rozeal, MD, MSL

Dr. Rozeal is a professor of Psychiatry and adjunct professor of Law at the University of Pittsburgh and has been the medical director of resolve Crisis Services since 2010. Over his career he has worked locally and nationally to improve crisis services for patients and communities, and he has been involved in a number of efforts to improve the interface between the legal and mental health systems. He has worked locally and nationally on an array of projects relating to emergency psychiatry and violence prevention and his contributions have been recognized by NAMI, CIT International, the American Psychiatric Association, and the American College of Emergency Physicians.

### David Stefanak

David Stefanak, HEM, CHEP, has been regional readiness coordinator for the Northeast Healthcare Coalition since 2020. Prior to his oversight of the coalition, David has served in various health care roles including hospital emergency preparedness and the Chair and Co-Chair for the East Central Healthcare Coalition. David recently received his master's degree in emergency Disaster Management from Jefferson University and is also a volunteer for the State Medical Assistance Team (SMAT) and the Lehigh County Community Emergency Response Team (CERT).

### Chatón Turner, Esq.

Chatón T. Turner, Esq. has a passion for equity and risk management. Currently, she is senior associate counsel and vice president, Risk Management/Disabilities Services at UPMC. She also manages the UPMC Intermediation Program, an alternative dispute resolution program for patient grievances. Because of these efforts, Chatón was asked to become an adjunct professor at the University of Pittsburgh School of Law. Before joining UPMC she practiced with two AmLaw 100 firms.

Chatón is a graduate of The University of Virginia and the University of South Carolina School of Law. She also has executive leadership certificates from The Tepper School of Business and the Joseph M. Katz Graduate School of Business. She has a robust history of community service and philanthropy. She is currently serving as the vice president of the FISA Foundation board. Notably, the FISA Foundation was involved in the creation of the UPMC Disabilities Resource Center.

Besides being an attorney, professor, and philanthropist, Chatón is a wife and mother to three children. She discusses her life's journey in a personal blog called "Chatón's World." The purpose of the blog is to support working mothers on their journey. She is a national speaker and has been quoted in several books and publications including the New York Times.

### Bob Winters

Bob Winters has been the DHS Cyber Security and Infrastructure Security Agency Protective Security Advisor assigned to Pittsburgh since the inception of the position in 2005. As the Pittsburgh PSA, he helps facilitate and coordinate the protection and resilience of critical infrastructure with owners, operators, and public safety partners in 32 counties of Western Pennsylvania.

Originally from Pittsburgh, Bob had a 23-year training and security career in the U.S. Air Force. He has a bachelor's degree in history from the University of Colorado and a master's degree in public administration from Eastern Washington University. He is a 2001 graduate of the FBI National Academy and has been an ASIS Certified Protection Professional since 2010.

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## HOSPITAL EMERGENCY MANAGEMENT COORDINATORS

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UPMC Williamsport	James Evens	evensjb@upmc.edu

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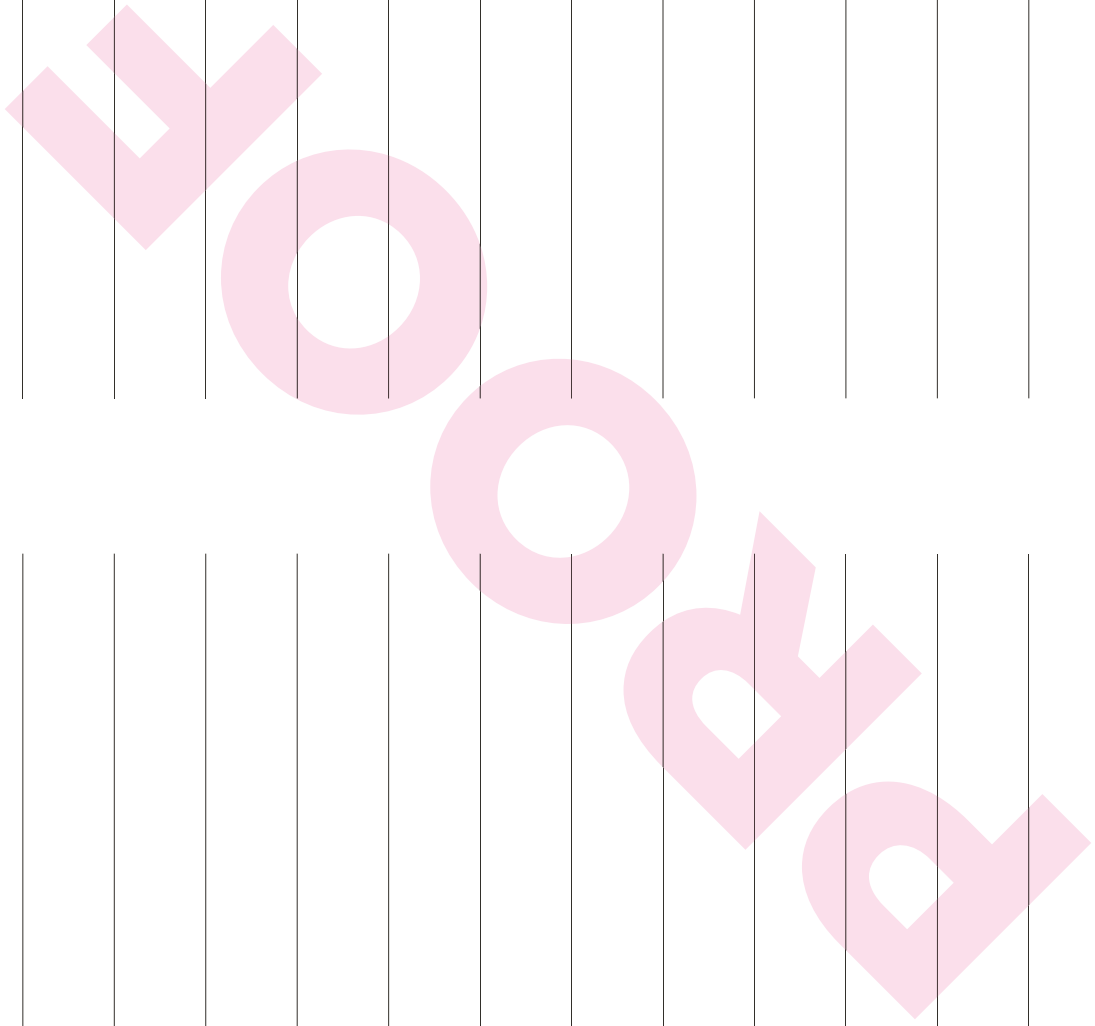
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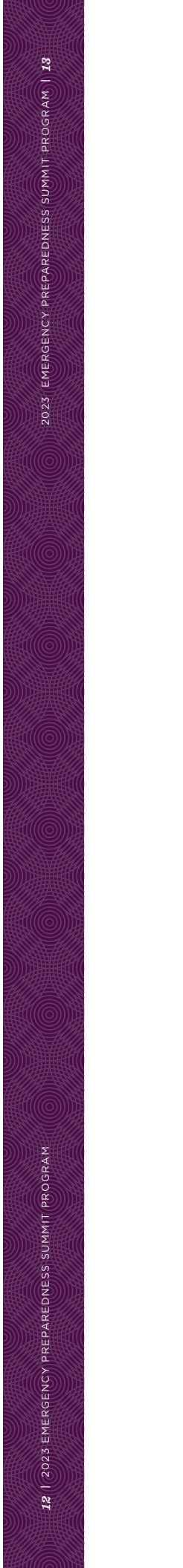
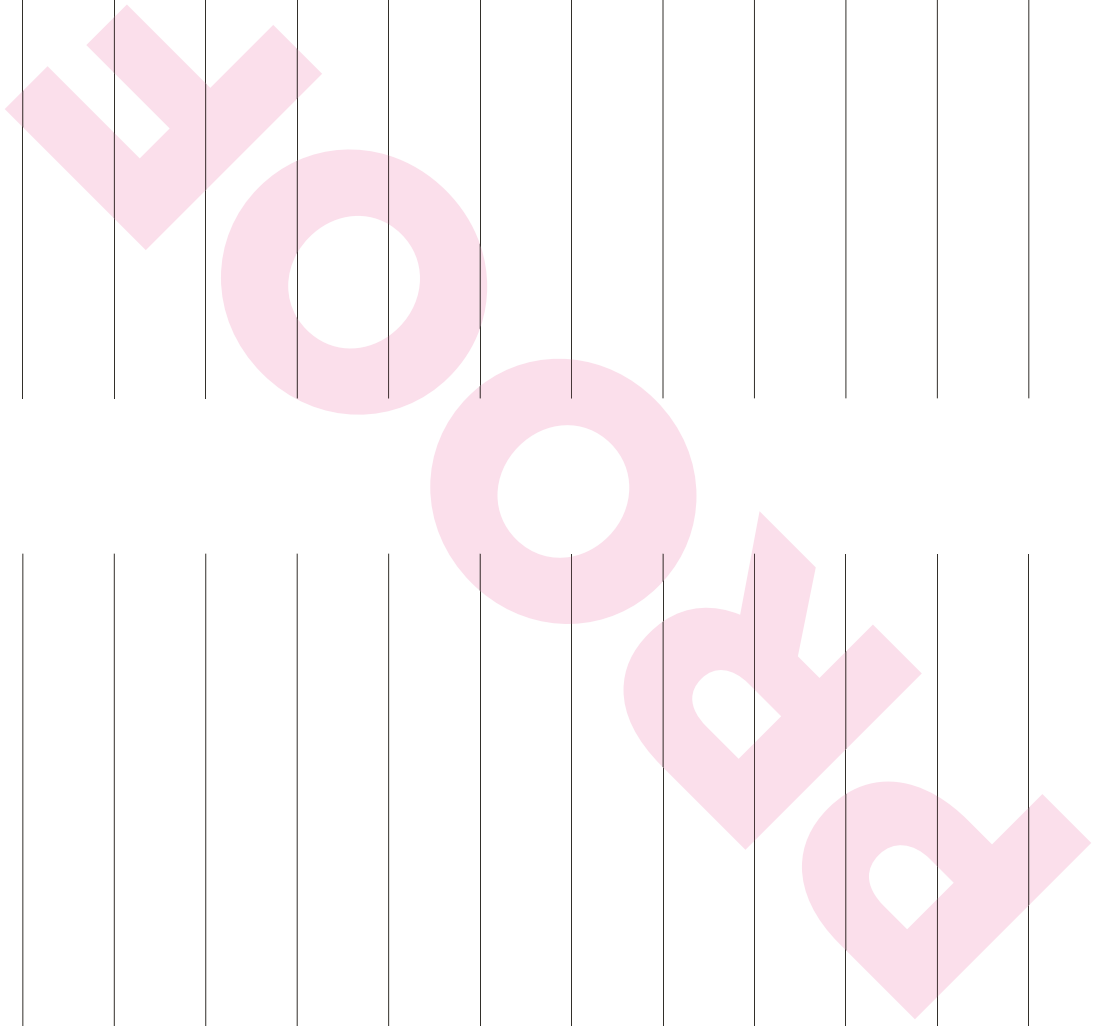
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