

EDUCATION AND CONSULTATIVE SERVICES

of UPMC Western Psychiatric Hospital

UPMC | WESTERN PSYCHIATRIC
HOSPITAL

“Addressing Health Disparities: Building Resilience and Capacity in Vulnerable Communities”

(EC03)

Friday, September 23, 2022

8:00 to 8:30 AM – Sign on to Zoom

8:30 AM to 4:30 PM – Virtual Program

(Zoom link will be sent out to registrants on September 22, 2022)

Course Director:

Kimberly Mathos, DO, MPH

Recovery and Wellness: The Journey Starts Here

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

Addressing Health Disparities: Building Resilience and Capacity in Vulnerable Populations

Sept. 23, 2022

Live virtual conference

Introduction

This event is free for students, interns, residents, patients, and family members. American Sign Language (ASL) interpreters will be available on Zoom during the conference.

This conference is about the importance of forging community, and academic partnerships to respond to the health service needs of our most vulnerable citizens. This program is intended to help participants to improve their competence in recognizing the resources and supports that exist in our community to serve people with complicated health and mental health conditions and experience inequities in access to treatment. These barriers may be related to mental illness, thought disorder, developmental and intellectual disabilities, linguistic barriers, physical disabilities, racial, religious, cultural or gender related differences. During the conference we encourage participants to reflect on the need for interdisciplinary and community collaboration and the relevant systems of care that exist in the everyday lives of the patients and families that we serve.

We are pleased to offer this educational activity for the third consecutive year with the support of UPMC, community, and university.

Program Overall Educational Objectives

At the conclusion of this conference, participants should be able to:

1. Describe aspects of community engagement framework model that have promoted health care for vulnerable populations
2. Recognize the relevance and necessity of linguistic access to all people in the health care setting
3. Summarize how a system perspective of care helps to identify strengths jeopardized by the multi-generational impact of serious mental illness and developmental disabilities on the family unit
4. Identify how virtual platforms have been utilized to build a network of assessment and support opportunities where interdisciplinary care are of paramount importance

Who Should Attend:

Mental Health Consumers; Mental Health Providers; Medical Physicians; Advanced Practice Providers; Nurses, Nursing students, Case Managers, Physical Therapists, Occupational Therapists, Medical Students, Dental professionals; community advocates, hospital and health care leaders, clinical educators

Supporting Organizations:

Community Care Behavioral Health Organization

Allegheny HealthChoices, Inc.

Jewish Healthcare Foundation

LEND

FISA

Course Director

Kimberly Mathos, DO, MPH (Course Director)

Assistant Professor of Psychiatry
University of Pittsburgh Medical Center
Comprehensive Recovery Services
Services for Treatment of Early Psychosis (STEP Clinic)
UPP Psychiatric Services for People who are Deaf, Deafblind and Hard of Hearing
Pittsburgh, PA

Planning Committee (* indicates speaker)

Miya R. Asato, MD *

Vice President of Training and Project Director,
Kennedy Krieger LEND Program
Neurology and Neurodevelopmental Medicine
Department of Neurology
Kennedy Krieger Institute and
Johns Hopkins School of Medicine
Baltimore MD

Valire Carr Copeland, PhD, MPH

Professor, School of Social Work
Graduate School of Public Health
University of Pittsburgh
Pittsburgh, PA

Betty Y. Liu, MD

Associate Professor
Course Director, Disability Medicine Clerkship
Course Director, Area of Concentration Disability
Medicine
Co-Director, Medical Student Education
Department of Physical Medicine and
Rehabilitation
Pittsburgh, PA

Susan Rudisin, MEd, CRC, LPC

Supervisor, Comprehensive Recovery Services
UPMC Western Psychiatric Hospital
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Michelle L. Schein, PhD, LPC, CRC

Associate Professor
Associate Program Director for Education
Clinical Rehabilitation and Mental Health
Counseling
University of Pittsburgh
Pittsburgh, PA

Jodie M. Vento, MGC LCGC

Assistant Professor of Human Genetics
Licensed Genetic Counselor
Director, Genetic Counseling Program
University of Pittsburgh School of Medicine
Pittsburgh, PA

Keynote Speaker

Mylynda Massart, MD, PhD

Assistant Professor, University of Pittsburgh
Founder and Director of the UPMC Primary Care Precision Medicine Center
Associate Director of Clinical Services
Institute for Precision Medicine
Co-director for the HUB Core- Research Inclusivity and Community Partners Core at the
Clinical and Translational Science Institute (CSTI)
Pittsburgh, PA

Speakers

Miya R. Asato, MD

Vice President of Training and Project Director, Kennedy Krieger LEND Program
Neurology and Neurodevelopmental Medicine
Department of Neurology
Kennedy Krieger Institute and Johns Hopkins School of Medicine
Baltimore, MD

Kelly Battle Beck, PhD, LPC, CRC

Assistant Professor, University of Pittsburgh
School of Health and Rehabilitation Sciences
Department of Rehabilitation Science and Technology
Clinical Rehabilitation and Mental Health Counseling
Pittsburgh, PA

Peter D. Bulova, MD

Professor of Medicine
University of Pittsburgh School of Medicine
Pittsburgh, PA

Sloane Davidson, MPPM

Founder and CEO, Hello Pittsburgh
Pittsburgh, PA

Katharine Joan (Katya) Hill, PhD, CCC-SLP

Associate Professor
Department of Communication Science and Disorders
University of Pittsburgh
Pittsburgh, PA

John G. Lovelace, MS, MSIS

President, *UPMC for You, Inc.*
President, Government Programs and Individual Advantage Products
UPMC Insurance Services Division
Pittsburgh, PA

Michael M. McKee, MD, MPH

Associate Professor
Department of Family Medicine
University of Michigan Health System
Ann Arbor, MI

Christine Michaels, MSHSA

Chief Executive Officer, NAMI Keystone Pennsylvania
Pittsburgh, PA

Nancy Murray, MS

President, The Arc of Greater Pittsburgh and Senior VP of Achieva
Pittsburgh, PA

Maya Ragavan, MD, MPH, MS

Assistant Professor of Pediatrics
Associate Vice Chair, Diversity Equity and Inclusion Research; UPMC Children's Hospital of Pittsburgh
Associate Program Director, General Academic Pediatrics Fellowship
University of Pittsburgh
Pittsburgh, PA

Luciana M. Randall, MRC

Executive Director, Autism Connection of PA
Pittsburgh, PA

Joyce Rowan, BA, CHI™

International Patient Relations Center, International Referral Liaison
and Certified Health Care Interpreter Spanish CHI™
UPMC International Patient Relations Center
Pittsburgh, PA

Abdesalam Soudi, PhD

Teaching Associate Professor, Department of Linguistics
The Kenneth P. Dietrich School of Arts and Sciences
Co-Creator, Humanities in Health (HinH)
Course Co-Director, Cultural Competency, Institute for Clinical Research Education (ICRE)
University of Pittsburgh
Pittsburgh, PA

Conference Agenda – September 23, 2022

8:00 to 8:30 a.m.	Registration
8:30 to 9:00 a.m.	Welcome, Introductions and Background <i>Kimberly K. Mathos, DO, MPH</i>
9:00 to 10:00 a.m.	Cultural and Linguistic Competency in Health care <i>Abdesalam Soudi, PhD</i>
10:00 to 10:15 a.m.	Break
10:15 to 11:45 a.m.	Keynote Building Capacity and Inclusivity in Vulnerable Populations with Asset Mapping and Human Centered Design - A Workshop <i>Mylynda Massart, MD, PhD</i>
11:45 a.m. to 12:15 p.m.	Lunch
12:15 to 1:30 p.m.	Interpreter-Mediated Medical Interviewing: Challenges and Opportunities <i>Discussion led by Abdesalam Soudi, PhD</i> <i>Panel: Michael McKee, MD, MPH; Miya Ragavan, MD, MPH, MS;</i> <i>Joyce Rowan, BA, CHI™</i>
1:30 to 1:40 p.m.	Break
1:40 to 2:40 p.m.	Beyond the Office walls: Connecting with Families in Need <i>Discussion led by John Lovelace, MS, MSIS</i> <i>Panel: Sloan Davidson, MPPM; Christine Michaels, MSHSA; Nancy Murray, MS</i>
2:40 to 2:50 p.m.	Break
2:50 to 4:20 p.m.	Bridging Communication Challenges and Promoting Health Literacy <i>Discussion led by Miya Asato, MD</i> <i>Panel: Kelly Beck, PhD, LPC, CRC; Peter Bulova, MD; Katharine Hill, PhD, CCC-SLP;</i> <i>Lu Randall, MRC</i>
4:20 to 4:30 p.m.	Closing remarks <i>Kimberly Mathos, DO, MPH</i>
4:30 p.m.	Adjournment

All presentations are introductory to intermediate instructional levels.
For additional information regarding the speakers and/or presentations, contact Doreen Barkowitz at
barkowitzdh@upmc.edu.

Continuing Education and Continuing Medical Education Credits

Continuing Education Credit Information

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 6.25 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.

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 6.25 continuing education credits.

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 6.25 continuing education hours.



Commission on Rehabilitation Counselor Certification:
Conference has been approved for 6.25 hours in CE by CRCC

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.

Other Healthcare Professionals

Nurses and other health care professionals are awarded .625 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 .625 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. Peer Specialists: This program fulfills requirements for Certified Peer Specialist continuing education.

- Please retain your certificates in a safe place. Replacements cost \$30 for those that come from our office (Gen. CEU; NCC).
- Participants requesting continuing education credits must attend the entire day. Variable credits are not provided. Your attendance is recorded on the Zoom attendance list.
- Although the evaluation is not mandatory, we appreciate your participation. There are questions that need to be answered so we are aware of your credit request. Please expect the certificates from our office in four to six weeks post-conference. Those obtained from the registration site can be accessed immediately.

Registration Information

Please register *by noon on September 22, 2022* at:

[Addressing Health Disparities-Building Resilience and Capacity in Vulnerable Communities | UPMC - Center for Continuing Education in the Health Sciences](#)

Fee Schedule

*Physicians and Professionals (not affiliated as noted below)	\$40
*UPMC, Pitt, WPH, WBH Network, VA, State (PA), Community Mental Health Professionals	\$30
-Students/Interns/Residents (No continuing education/no continuing medical education credits)	No fee
-Patients/Family Members (No continuing education/no continuing medical education credits)	No fee

Tuition includes:

- All registration and online conference materials
- Continuing education credits at the professional tuition (*)

Please claim your CE/CME certificate by **November 1, 2022**.

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 with a Departmental Transfer will still need to register online with the code found on the form at the link above, which will bring your conference fee to \$0. 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 from your supervisor or manager.

Full tuition must accompany registration. A \$15 administrative fee will be deducted from all refunds for cancellations. No refunds can be issued once the program has begun. Please register by September 7, 2022.



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.

American Sign Language Interpreters will be available on Zoom.

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

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". Don't forget to click on "apply" after entering a discount code.
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