EDUCATION AND CONSULTATIVE SERVICES
of UPMC Western Psychiatric Hospital

UPMC | WESTERN PSYCHIATRIC HOSPITAL

# *Pandemic Lessons Learned: Improving Care Provisions and Service Delivery for Individuals with Disabilities*

*(MD91)*

*Friday, December 10, 2021*

*Live-streaming Program on ZOOM*
*Instructions and Zoom links will be sent out to registered participants the day prior to the event.*

*ZOOM with check in from 8:00 to 8:30 PM*
*Program from 8:30 AM to 4:00 PM*

*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**

## 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 will focus on changes in the health care system precipitated by the COVID pandemic. We will review systems of care for wellness and rehabilitation for people with disabilities and the way in which care providers strategized to meet the needs of individuals they served this past year. Clinical and classroom teaching was dramatically impacted by social distancing mandates and health and safety concerns. Presentations will review how educators perceived the new strategies for teaching over the pandemic and what aspects of clinical teaching will be changed forever.

In addition, the influence of telehealth had a major impact on traditional service delivery models. For some fields of health care, the innovative clinical strategies which evolved will facilitate patients improved access to physical, behavioral health care and specialist consultant services. For other disciplines in medicine, the pandemic had major negative health status outcomes. Consumers were differently impacted by economic, social, geographic and disability related variables.

The keynote speaker is Lisa I. Iezzoni, MD. Dr. Iezzoni is a professor of Medicine at Harvard Medical School and Director of the Mongan Institute for Health Policy at Massachusetts General Hospital. She has spent over three decades conducting research examining health care quality, delivery systems and policy issues relating to persons with disabilities. Dr. Iezzoni is also the first woman to be appointed as a professor in the department of medicine at Beth Israel Hospital in Boston, MA and is a member of the Institute of Medicine in the National Academy of Sciences.

## Program Overall Educational Objectives

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

1. Review best practice models that arose to circumvent unique clinical issues during the pandemic
2. Recognize new modalities for teaching and professional development using virtual platforms and distance learning in combination with new triage strategies to meet clinical needs
3. Identify changes in clinical care that evolved and discuss the role that practitioners, program planners and payors will have to move new innovations and visions of more efficient practice forward
4. Discuss the potential role of telehealth and the “hybrid” model of care to meet the complex needs of people with disabilities, with close attention to existing racial and ethnic disparities across sub-populations.

## Who Should Attend:

Mental Health Consumers; Mental Health Providers; Medical Physicians; Advanced Practice Providers; Nurses, Physical Therapists, Occupational Therapists, Medical Students, Dental professionals, Community Members, Social Workers, Case Managers, Behavioral Health Providers

## Supporting Organizations:

***Community Care Behavioral Health Organization***

***Allegheny HealthChoices, Inc.***

***FISA Foundation***

## Course Director and Planning Committee (* indicates speaker)

**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

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**Jodie M. Vento, MGC LCGC***
Assistant Professor of Human Genetics
Licensed Genetic Counselor
Director, Genetic Counseling Program
Pittsburgh, PA

**Valire Carr Copeland, PhD, MPH**
Professor, School of Social Work
Graduate School of Public Health
University of Pittsburgh
Pittsburgh, PA

## Keynote Speaker

**Lisa I. Iezzoni, MD, MSc (Keynote Speaker)**
Professor of Medicine, Harvard Medical School
Health Policy Research Center, Mongan Institute
Massachusetts General Hospital
Boston, MA

## Faculty

**Megan Dippold, MRC**
Rehabilitation Counselor for the Deaf & Hard of Hearing
Office of Vocational Rehabilitation
PA Department of Labor & Industry
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**Kristen Ann Ehrenberger, MD PhD**
Assistant Professor of Medicine and Pediatrics
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**Erin Hayward**
Consumer of Telehealth services
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**Cynthia L. Ingraham, EdD**
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**Sarah F. Laughlin, PhD**
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Sr Director, Medical Student Education and Clinical Faculty Development
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**Kaitlin Stober, MSc**
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**Lynne M. Taiclet, DMD**
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**Kiyoshi Yamaki, PhD**
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## Faculty Disclosure

No 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 with any proprietary entity producing, marketing, re-selling, or distributing health care goods or services, used on, or consumed by, patients to disclose.

## Conference Agenda - December 10, 2021

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| 8:00 to 8:30 a.m. | **Sign in to ZOOM** |
| 8:30 to 9:00 a.m. | **Welcome, Introductions and Background**<br>*Kimberly K. Mathos, DO, MPH* |
| 9:00 to 10:00 a.m. | **Keynote**: **"How COVID-19 Affected People with Disability as Outpatients, Inpatients, and Receiving In-Home Supports"**<br>*Lisa Iezzoni, MD, MSc* |
| 10:00 to 10:15 a.m. | **Break** |
| 10:15 to 11:15 a.m. | **Disability Studies Informed Advocacy Training in Medical Education: Highlighting Self-Advocate Perspectives**<br>*Kaitlin Stober, MSc; Kiyoshi Yamaki, PhD* |
| 11:15 to 11:30 a.m. | **Break** |
| 11:30 to 1:00 p.m. | **Transitions in Teaching: From Remote to a Hybrid Model Panel/Q&A**<br>**Facilitator:** *Kristen Ann Ehrenberger, MD, PhD*<br>**Discussants:** *Sarah Laughlin, PhD; Lynne Taiclet, DMD* |
| 1:00 to 1:30 p.m. | **Lunch** |
| 1:30 to 2:30 | **Telehealth Evolution: Payer, Provider, & Patient Perspectives**<br>*Erin Hayward; Jacqueline Moser, MBA; Dr. Gina Perez, MD* |
| 2:40 to 2:45 p.m. | Break |
| 2:45 to 3:45 p.m. | **Innovation Ideas in Clinical Care: New Opportunities for Interdisciplinary Collaboration and Service Delivery Panel/Q&A**<br>**Facilitator:** *Jodi Vento MGC, LCGC*<br>**Discussants:** *Rebecca Russell, PT, DPT, ATP*<br>*Cynthia Ingraham, EdD; Megan Dippold, MRC* |
| 3:45 to 4:00 p.m. | **Closing remarks**<br>*Maya Asato, MD* |
| 4:00 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.

## Registration Information

**Please register by noon on December 9, 2021 at** Pandemic Lessons Learned: Improving Care Provisions and Service Delivery for Individuals with Disabilities | UPMC - Center for Continuing Education in the Health Sciences

## Fee Schedule

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| **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 charge** |
| **Patients/Family Members (No continuing education/no continuing medical education credits)** | **No charge** |

**Tuition includes:**

* All registration and online conference materials
* Continuing education credits at the professional fee schedule

**Please claim your CE/CME certificate by January 31, 2022. The course will be closed following that date.**

**UPMC employees** who would like to be sponsored by their department can request that their supervisor complete a departmental journal form. Registration at the above site is still required with a code found on form.

**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 **December 9, 2021, by noon.**

*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.***

## 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 5.5 *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 5.5 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 5.5 continuing education hours.

**Commission on Rehabilitation Counselor Certification:**
Conference has been approved for 5.5 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 5.5 continuing education credits.

**Other Healthcare Professionals**
Nurses and other health care professionals are awarded .55 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 5.5 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/Continuing Medical Education (CE/CME) 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.*

## *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.***

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

2. **Registering for a Program**
   - 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.
   - You will be on the program page. Review the information, and click on the "Register" tab. If there is a fee to pay, you'll see a purple box with "Add to Cart" in it. Please click on this. If there is no fee, you will see the activity in your "Pending Activities" and there is nothing else to complete until after the event.
   - Click on "Add to Cart"
   - You'll see the name of the payment page and the appropriate amount. Click on "Checkout". If you have a discount code, please add this in the coupon box, click on "apply" and then "checkout".
   - 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"
   - Enter your payment information and click on "Continue"
   - Click on "Submit Order"
   - 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".
   - You'll have to return to your "Pending Activities" once the program has occurred to finish the process and obtain your CE credits/certificate.

3. **Securing your CE/CME Credits after the conference is over**

   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) 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.

   - Log in to your account at **https://cce.upmc.com.** After logging in, please click on "My Account", and then "Courses" and then "Pending Activities".
   - Click on the course that's listed.
   - The next page will come up with a purple box "Register/Complete Course". Please click on that.
   - On the left, see "Course Progress"
   - Please click on "Complete Course Evaluation" and then "Submit" when completed.
   - Return to "Course Progress", and click in the circle for "Credit" and "Certificate"
   - 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.