InTouch
Healthcare Informatics Program

AUGUST 2021

SCHOOL OF
HEALTH SCIENCES
CHATHAM UNIVERSITY

From the Director

▶ This is an exciting time for the MHI program as we continue to grow. In the fall of 2020, the MHI program celebrated its five-year anniversary. We have successfully created a program that welcomes individuals into a new professional career path within the healthcare arena. Since admitting our first MHI cohort in fall of 2016, we have admitted over 75 students into our MHI programs. During this five-year period, we expanded our offerings to include three certificates of completion in healthcare informatics, analytics, and telehealth. We have collaborated with local health organizations to offer customized courses for their employees in analytics and leadership. This collaboration increased the number of individuals being admitted to our programs to over 175 in a five-year period. Yes, we are growing!! Currently we are exploring opportunities to expand our program with other universities to offer joint programs in healthcare informatics.

Starting in fall 2021, several revisions will be made to the program based on a five-year assessment and input from students, alumni, and faculty. Students will now be required to complete seven core courses (21 credits) and choose three electives (9 credits). The selection of three electives provides students an opportunity to expand their knowledge in different areas, based on their current knowledge level and a needs assessment. Also starting fall 2021, only one project management course will be offered and a new course in cybersecurity will be required. Several other revisions have occurred to existing courses, further strengthening and updating curricular content to meet current changes and need in healthcare.

We are proud to be leaders in advancing the educational opportunities for healthcare informatics professionals. Together we are making a difference in the healthcare arena, by providing the knowledge needed to advance and improve outcomes via technology integration and data analytics. Remember, think out of the box, be contagious, inspire others, and be the leader you are meant to be. Take care and keep in touch.

Best,
Dr. Wolf

From the Dean

▶ I would like to take this opportunity to let you know about my retirement plans at the end of this year. I have had the privilege to be a part of Chatham University since 1994. My journey has included being a faculty member, a program director, and for the past seven years I have served as the inaugural Dean for the School of Health Sciences. This announcement gives me the opportunity to do some reflection regarding both our School and the Master of Healthcare Informatics program. When I became the Dean in 2014 and the University restructured and formed the School of Health Sciences. Most of our programs were in the College of Graduate Studies prior to this. It has very exciting over the past seven years to bring together programs in healthcare informatics, nursing, physical and occupational therapy, physician assistant studies, exercise science, counseling psychology and athletic training.

From early in my tenure as Dean, Dr. Deb Wolf, the previous Assistant Director of Nursing Programs, started talking to me about her vision to start a fully online master's degree in HCI. She presented such a detailed and well thought out plan that it was an easy decision to move forward. Deb invited me to participate in planning and curricular development sessions with experts in the field of informatics and analytics, many of whom are now excellent faculty within the program. I have also had to opportunity to meet with students and with recent alumni, and the recurrent message that I hear is that the course work, whether it be for the master's degree or the certificate program, is meeting the needs of both their current work situation and their future aspirations. I want to specifically thank Dr. Wolf for her dedication to Chatham and this program. I have learned a lot about the world of data from her and I am grateful to have her as a program director and colleague.

Warm regards,
Dr. Pat Downey

From the Alumni Chair

As we move through 2021, we can all reflect on how difficult 2020 has been with the COVID-19 Pandemic. Several families were plagued with illnesses, economic setback, and unpredictable days ahead. The COVID-19 pandemic promoted the use of telehealth access and has promoted the use of telehealth to deliver acute, chronic, primary, and specialty care. Having had the opportunity to complete my Master of Science in Healthcare Informatics at Chatham University, it gave me the opportunity to embrace the telehealth world and to know that productivity can be as successful virtually as it is in person.

Telehealth is patient-centered and protects patients and physicians, as well as many others. While I was completing my coursework at Chatham, I would have never imagined what was to come in 2020, but I am thankful for the learning experiences and the overall knowledge gained during this time. The program was completed virtually and still today it is presented in a virtual fashion to prepare students to excel in an ever-growing telehealth world of healthcare technology. As the program welcomes another cohort of MHI students; I want to wish all the students and alumni good health and best wishes for a successful rest of 2021.

Thank you,
Sasa Miskovic

STUDENT SPOTLIGHT

Nicole Natashi, MHI '22

Nicole Nastasi's true love lies in bone marrow and cellular therapies. After obtaining a biology degree at Saint Francis University, she found her way into a stem cell specialist position at UPMC Children's Hospital of Pittsburgh. Interestingly, during her eight years at Children's, she received a call from Be The Match that she herself was a bone marrow match for a three-year-old child in Italy. Nicole proudly donated bone marrow in July 2016. As her career interests broadened into health informatics, she transitioned into a clinical informatics role at Allegheny Health Network, focusing on laboratory electronic health record enhancements and optimizations. Recently, she became Epic certified and moved into a new role that combines both her love for cellular therapy and her passion for informatics where she was hired at Title 21 Healthcare Solutions. Here she will act as a Clinical Software Implementation Specialist that works with bone marrow transplant, cellular therapy, and quality management programs to meet the needs of an integrated software solution.

Outside of work, Nicole plays recreational sports almost every night of the week. She also spends time with her partner (and their animals) camping, hiking, kayaking, and traveling. She shows great desire in perfecting her wood fire pizzas in her backyard while

WPA HIMSS: A Collaborative Partner

The Chatham University MHI program is a gold sponsor of the Western Pennsylvania Chapter of HIMSS (Healthcare Information and Management Systems Society). HIMSS is a global organization that continues to embrace and educate today's healthcare leaders in the transformation of health through information. The WPA HIMSS Chapter provides local forums to discuss issues regarding technology and information systems within a healthcare system. Chatham partners with WPA HIMSS to offer networking educational programs. We look forward to resuming our networking events this fall, so stay tuned for program announcements. To learn more about WPA HIMSS or to become a member of the chapter, visit westernpahimss.org.

To explore HIMSS opportunities at a national level, visit www.himss.org.

Since 2017, Chatham's healthcare informatics program has been acknowledged as an Approved Education Partner (AEP) of HIMSS, as a result of meeting HIMSS's rigorous standards for quality health IT and healthcare education. Chatham joined an exclusive group of organizations authorized to offer HIMSS approved healthcare and health information technology education and training programs that prepare candidates for advanced knowledge in health IT or healthcare. Being an approved AEP provides students a solid foundation to prepare in taking the CAHIMS or CPHIMS exam.

enduring many different friendships hosting parties. Nicole resides in Pittsburgh, PA and can't wait to become a Chatham healthcare informatics graduate in April 2022!

ALUMNI SPOTLIGHT

Scott Mattila, MHI '18

▶ As a young child, Scott grew up in a family of nurses and healthcare professionals. His grandmother was the head RN for the local emergency room, his mother was a rehabilitation director for adults with special needs, and two aunts were registered nurses. Scott has always had a passion for healthcare, technology, and business. Even at an early age, he spent time volunteering at a nursing home with his family. In his career, Scott worked for the Department of the Army in Europe for three years, leading a major records management project. When returning to the States, Scott worked in an Army medical hospital, where his daughters were born, then moved to Pittsburgh. During this time, Scott received his bachelor's degree in business and information systems, and then in 2013 his Masters in Information Systems Management.

Since returning to Pittsburgh, Scott has held roles from being an IT manager for a health and human services non-profit, an auditor for both major healthcare companies and serving as a leader over Cyber Compliance for an integrated delivery system, where during this time, completed his Master of Science in Healthcare Informatics at Chatham University. Scott enjoys finding the most difficult challenges that face leaders across the technology and security landscape, thinking outside the box, and creating actionable plans to achieve a desired outcome. In 2021, Scott started his own cyber security and IT executive boutique consulting firm. In his spare time, Scott also serves as an adjunct faculty member in the health administration program and sits on the MHA advisory board for the Duquesne University Rangos School of Health Sciences. For fun, Scott enjoys spending time with his wife and twin daughters, golfing and most importantly, enjoying time camping. Working and being a part of the ongoing transformation of healthcare has been a true honor of his life. The future is bright and as Walt Disney said, "It's kind of fun to do the impossible."

Diversity and Inclusion Council

▶ In April 2019, Aaron Thomas, MHI '21 was selected to join the Diversity and Inclusion Council at Chatham University. During that time, he thoroughly enjoyed his time as a council member! One of the highlights of his tenure included access to a 7-day anti-racist training. This course was created in response to the murder of George Floyd and protests that followed. He experienced and learned about the history of injustices experienced by Black Americans and how we can use this knowledge to better our actions.

Another highlight he recalls was receiving tickets to the Steel City Step Show, where groups from around Pittsburgh competed in a night of stepping, a dance style rooted in Black history. This was prior to the COVID-19 pandemic, so it was a great night for groups from other universities and community groups to come together at Soldiers & Sailors Memorial Hall in Oakland.

Since he graduated this spring, there is at least one opening on the council for a student from the MHI program. The council would like more graduate students to join, so feel free to reach out to Aaron if you have any questions at aaron.thomas995@gmail.com. If you are interested in representing the MHI program, please reach out to Dr. Wolf at dwolf@chatham.edu
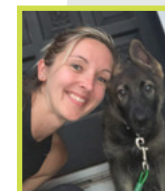
Thank you!

Student Achievements

▶ **Jennifer Cookingham, MHI '22**
Jennifer was awarded the HIMSS Foundation Master's Scholarship. Jennifer has been invited by HIMSS to attend the 2021 Global conference in Las Vegas this fall to be recognized and to receive the scholarship in person. Congratulations Jennifer!

Alumni Achievements

▶ **Madeline Hanes, MHI '19**
Madeline was featured in *Pittsburgh Magazine's,* Excellence in Nursing 2020 issue as an honorable mention in the Emerging Leader category. While navigating the new world of COVID was challenging, her team successfully implemented their EHR into a newly acquired Hospital system. In addition, she has expanded her role to being responsible for not just their Hospital EHR but her Office EHR application as well. As for her family, she is excited to have a new addition coming to in June, a female German Shepard named Wilma! She enjoyed skiing this past winter and will be hitting up the lake/river to jet ski this summer.

ADJUNCT FACULTY PROFILES

Meet Donna Haid

▶ Donna Haid, MSN, BS, RN-BC has supported the informatics program since inception in 2015. Currently employed as a Clinical Product Analyst-Lead for UPMC Insurance Services. Ms. Haid is a graduate of Jameson Memorial Hospital School of Nursing where she obtained her diploma in 1985. Ms. Haid continued her education and received her Bachelor of Science in Nursing in 2003 from Penn State University and completed her Master of Science in Nursing Informatics in 2013 from Walden University.

Ms. Haid maintains her current Registered Nursing license in the state of Pennsylvania and her board certification in nursing informatics from American Nurses Credentialing Center (ANCC). She is a member of American Nurses Association (ANA), Sigma Theta Tau (STT), American Nursing Informatics Association (ANIA) and Healthcare Information and Management Systems (HIMSS). She previously served a 6-year term on the Butler County of Chamber Leadership Board where she assisted the facilitation of developing leaders in her community.

Following her graduation from nursing school, Ms. Haid obtained position as a registered nurse with Armstrong Memorial Hospital as a staff nurse in the critical care and telemetry unit. She then accepted a position as a home health nurse. She cross trained to obstetrics to assist caring for infants and antepartum mothers during this time.
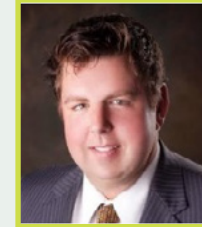
Ms. Haid then accepted a registered nurse position on a telemetry unit at Butler Memorial Hospital. While at Butler Memorial Hospital, she assisted with the development of the electronic documentation system and worked in the quality/regulatory department, where she assisted in maintaining the organization's readiness for Department of Health and Joint Commission surveys. In 2007, she accepted the position as the Clinical Informatics Manager. Here, she would develop a team of front-line staff to streamline the documentation for nursing and reduce repetitive questions for patients. During this time, Ms. Haid successfully led the organization to achieving Meaningful Use Stage 1 and 2. She then accepted the position of Director of Emerging Payment Reform, where she was tasked to reduce the organization's risk for penalties and improve opportunities for pay for performance. The main focus was on reducing the risk of readmissions by collaborating with providers who care for patients after discharge eliminating the readmission penalty for the organization.

Ms. Haid has a vast experience of nursing encompassing over 30 years. She attended the University of Michigan Lean Healthcare Certification program. She has developed master prepared courses for Chatham University and is n adjunct faculty within the MHI program. She was a speaker at the 2012 MUSE International Conference. In 2014, she was recognized as Butler County Employee of the Year.

We are honored to have Ms. Haid supporting our program and influencing our students to be leaders in healthcare informatics. Thanks Ms. Haid, for all you do. Chatham greatly appreciates your knowledge, expertise, and support.

Welcome Dr. Todd Price

▶ Todd Price has been involved in health care for the past 16 years, most recently working with hospitals in developing their data analytics capabilities. Some of the projects he's had an impact with are the *Except for Six* documentary, 'Have you Had the Talk' campaign, Meaningful Use rollouts, St. Luke's South African hospice outreach, and the new US Veteran's hospice education service. In addition, Todd actively serves on numerous state and national groups in terms of shaping health care direction.

Previously, Todd has worked through the consulting group, Yellow DUX as a health care thought leader to hospitals and national product accounts. Other experiences in healthcare include bio-medical business development for the American Red Cross; service marketing for Pilgrim Manor Retirement Community; community outreach for Spectrum Health Medical Group and product marketing for Elsevier Health Science's Clinical Practice Management division.

Formally a Chippewa undergrad from Central Michigan University, Todd went onto Eastern Illinois University for his Master of Education and Ferris State University for his Master of Business Administration. His Ph.D. work at Walden University in information systems management focused on E-commerce and telehealth applications in health care. With whatever time is left in the day easily becomes consumed with three children (ages 18, 16, & 15), a slobbery labradoodle, and a beautiful wife of 20 years.

To support our program, Dr. Price joined our adjunct faculty team in the summer of 2021. He has been instrumental in designing course content for a new course titled HCI 586 Cybersecurity starting fall of 2022. Welcome Dr. Price, we look forward to working with you.

The Debra Wolf Healthcare Informatics Student Award

As a gift to Dr. Debra Wolf and the healthcare informatics program, the Class of 2018 orchestrated a scholarship in which each graduate collectively agreed to donate funding up to an annual total of $1,000 to support current students in the program with their education. As a gift to Dr. Wolf, the Class of 2018 were embraced by how much time and knowledge she has put into the healthcare informatics program, to past and current students of the program, and overall, to the University.

Support Our Future

As the profession of healthcare informatics continues to expand, so does the need for qualified professional who understand the world of healthcare informatics and the impact on patient outcomes. We need your support to continue offering students a financial **award to continue through the program.** The award was developed to support students in their professional growth and to influence health-related outcomes using information and technology. By donating, you are supporting students interested in a healthcare informatics profession. Over time, with your support, we hope to increase the number of students and amount of funds raised to offer additional financial support to students excelling in the program. A gift of any amount benefits our students. You can make a gift possible through our secure online giving site by visiting **chatham.edu/give/mhistudentaward**. We thank you in advance for any support you can offer.

2020 Donors
Annette Aho, MHI '19
Madeline Hanes, MHI '19

Dr. Wolf 2021 Student Award Recipients

Jean Wilner Augustin

Jean Wilner Augustin was initially accepted into the Certificate of Completion in Healthcare Informatics program, where he successfully completed the program requirements, then transferred into the Master of Science in Healthcare Informatics program. Jean Wilner is very passionate about learning new skills and desires to make a difference in his community. Jean Wilner has learned through experience the importance of using data to transform lives. His goal is to leverage technology and health data to improve patient outcomes. Jean Wilner is also very zealous in helping others reach their full potential. After graduating from Chatham University, he is hoping to create a non-for-profit organization in Haiti to support those who are in need and bring hope to the orphans and the least fortunate. Jean is currently employed at UPMC and recently became a father on February 16, 2021 to a baby boy named Benaiah James Augustin.

Bevin McVey

Bevin McVey is a passionate healthcare professional who has a broad experience in many aspects of healthcare delivery and administration. Having the greatest admiration for her grandparents and the wisdom they held, Bevin started her healthcare career focused on the aging populations by working while in high school at a skilled nursing facility (SNF). This passion for healthcare led her to pursue a Bachelor of Science in Health Administration with a minor in gerontology from Quinnipiac University.

Since graduating with honors, Bevin has pursued ever expanding roles within healthcare. After working at a behavioral health unit that focused on traumatic brain injuries during college, Bevin started her career at a hospice in central Texas. Using these experiences and skills gained, Bevin obtained a position at a 404 bed SNF, working her way up to the Assistant Administrator position. She accepted another position at a New York state SNF, working her way up to being the Licensed Administrator for a SNF.

Bevin currently has a position with a major payer as a healthcare consultant, focusing on value-based reimbursement for large hospital systems. This position exposed Bevin to a wealth of healthcare information and data, allowing her to apply her past administrative experience and exposure to clinical experts to connect the dots in the healthcare delivery process and aid her in developing action plans to address care continuum delivery issues. Bevin is pursuing her MHI degree to expand her data management and informatics skills, and expects to graduate in December 2022.

Admissions Hosts Virtual Graduate Open House

The Office of Graduate Admissions invites all individuals interested in learning more about the graduate programs at Chatham University to join them at a Virtual Graduate Open House on **SATURDAY, AUGUST 7**.

▶ Admissions counselors can also be reached at admission@chatham.edu or 800-837-1290. Please share this information with anyone you may know who has demonstrated an interest in our programs.

Dip your toes into the curriculum!!

▶ Frequently when meeting with individuals or applicants interested in exploring healthcare informatics, there is this hesitancy or uncertainty in questioning if the healthcare informatics track is right for them. Several applicants hold a master or higher degree, but lack the knowledge and skills needed to work with the level of technology being integrated into their place of employment. My response to them is to introduce the three certificate of completion programs. I explain this is an opportunity to dip their toes into the curriculum, meet other colleagues with the same questions or needs, and to explore what healthcare informatics is about.

The certificate of completion programs are non-degree seeking programs requiring the completion of four online courses (12 credits). What's nice about these courses is that they are offered at a discounted rate and upon completion of the courses, one has an option of transferring credits into the MHI program and continuing to pursue a master's degree. We encourage students and alumni to share this opportunity with colleagues. What a wonderful way of expanding one's knowledge in a greatly needed professional role. To learn more about the new certificate programs visit us at chatham.edu/mhi and chatham.edu/telehealth

Becoming a Mentor

▶ A mentor is one who offers advice or assists in training a less experienced person such as an intern and becomes a trusted adviser to the individual. Mentoring is a formal arrangement between the intern and the experienced person for a defined period. Mentors serve as role models, working with an academic institution to support the intern throughout their internship in meeting the program objectives. Internship is defined as "a form of experiential learning that integrates knowledge and theory learned in the classroom with practical application and skills development in a professional setting. Internships give students the opportunity to gain valuable applied experience and make connections in professional fields they are considering for career paths; and give employers the opportunity to guide and evaluate talent" (National Association of Colleges & Employers, 2017; www.naceweb.org/about-us/advocacy/position-statements/position-statement-us-internships).

This level of learning would not be possible without the skilled, expert professionals who act as mentors for our students. **If you are interested in becoming a mentor,** please contact Dr. Wolf at dwolf@chatham.edu.

Please keep the MHI program updated with your achievements! E-mail any updates, including e-mail address, address, news, publications, accomplishments, etc. to Sasa Miskovic, alumni coordinator, at **smiskovic91@yahoo.com** or Dr. Wolf at **dwolf@chatham.edu**.

Stay connected and get involved with the Office of Alumni Relations! We offer numerous volunteer and networking opportunities as well as alumni receptions at professional conferences and exclusive events at local Pittsburgh attractions. Interested? Please send us an e-mail to **alumni@chatham.edu** or visit us at **chatham.edu/alumni**. Stay connected with the Alumni Association via Facebook.