From the Director

▶ When you love your job, when you are passionate about what you do, others will follow. My journey into healthcare informatics started in 2003 when I was hired to be the interface between clinical services and technical services when integrating an electronic health record into a medium size hospital within a large health system. During this time, I soon realized the need for health professionals to be educated and prepared for how the world of healthcare informatics would impact their role and the organization who employed them. I quickly envisioned the need for this level of knowledge, skills and specialty to be integrated in higher education. Hence my journey began.

In 2015, with the support of Chatham University administration, health administrators, and informatics experts within the greater Pittsburgh area, numerous meetings were held to outline exactly what skills a professional with a graduate degree in healthcare informatics would need to be successful. Today, I am proud to share we have graduated our second cohort of students from the MHI graduate program and our first cohort from the certificate of completion program.

Today, the U.S. Bureau of Labor Statistics (2019), projects 13% increase in employment for health IT professionals between 2016 and 2026. This is more than double the average expected growth rate for all occupations (www.bls.gov/ooh/healthcare/medical-records-and-health-information-technicians).

My intent with this annual newsletter is to share and celebrate the successes of our program, alumni, and current students. I am extremely proud of what we have accomplished at Chatham, but more impressed with the success of our students, leading the future of healthcare using and integrating technology to improve outcomes for all.

Take care and keep in touch,
Dr. Wolf

From the Dean

▶ Chatham University, founded in 1869, is proudly celebrating its 150th anniversary in 2019. To honor this milestone, Chatham has planned a year-long celebration that highlights the school's pioneering contributions to the past, present, and future of sustainability and health, women's leadership and gender equity, and transformative opportunities in liberal arts education, in Pittsburgh and beyond. The culmination of this celebration will be **October 11-13: Chatham 150 Celebration Weekend & Reunion Weekend**. The University will feature a variety of engaging programs, speakers, and events culminating in an immersive, interactive, and memorable celebration featuring the sights and sounds of each era of Chatham's history. We would love to have you join us for any or all of the weekend events. To learn more, visit 150.chatham.edu/150weekend.

I would also like to update you on recent events within the School of Health Sciences. The physician assistant program is now the 4th graduate program to develop an annual student award joining healthcare informatics, physical and occupational therapy programs. Thank you to all of the MHI alumni that have already committed support for their award. We have had a lot of program accreditation activity this year: the nursing program has completed a very successful self-study and onsite visit by CCNE this past spring; the physical therapy and counseling psychology programs are moving forward with their own self-study for accreditation processes while the occupational therapy program has been granted candidacy to transition to the entry-level doctorate degree. We are also very excited to be matriculating the inaugural athletic training class this fall. In addition, we have completed year two (of four) of our federal HSRA grant that focuses on Integrative care and we are completing our final year of the Screening, Brief Intervention, and Referral for Treatment grant from SAMHSA.

My best to you all,
Dr. Patricia Downey

From the Alumni Chair

▶ As the Alumni Chair for the healthcare informatics program at Chatham, I am proud to say I am a one of the first graduates of Chatham's informatics program. I am very thankful to have had the opportunity to earn my master's degree from Chatham. The degree has helped me bridge the gap between clinical healthcare and IT. Healthcare is ever changing, and it is important to embrace technology in the improvement of patients in our hospitals. Throughout the program, I was introduced to coded languages, project management, healthcare policies, and overall becoming more familiar with technology embedded in healthcare settings. At Chatham, there is continued improvement in the informatics program; there are new classes, new opportunities, and continued knowledge to gain to put into practice. Currently, the 6th cohort of students are being admitted into the program. I would like to congratulate each of the students for taking their education to the next level by earning a certificate and/or a degree in healthcare informatics.

Best,
Sasa (Sasha) Miskovic
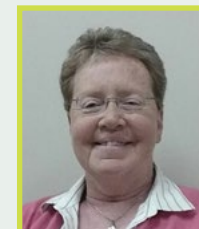
Certificate of Completion Programs: A Big Success

▶ At Chatham, we listen to our students and the feedback they provide. In the fall of 2018, Chatham University started a certificate of completion (C of C) program to support applicants who wanted to "tip their toes" in the content prior to committing to a full master's degree in healthcare informatics. In response to this request, two C of C programs were outlined in healthcare informatics and healthcare analytics. Each certificate is considered a non-degree seeking program requiring the completion of four online courses (12 credits). Upon completion of the courses, one has an option of transferring the credits into the graduate MHI program and continuing their studies. To learn more about the two certificate programs, visit us at www.chatham.edu/mhi/gradcert.cfm

Advanced Analytics to be Offered

▶ In fall 2020, a new course titled HCI 525 Advanced Analytics will be offered to students in the MHI graduate program. The course will help student advance their knowledge and skills regarding advanced analytical methods. Using tableau, students will obtain a higher level of understanding in applying and manipulating advanced visual analytics while debating predictive analytics, being introduced to machine learning with "R", clustering and cohort analysis. Students interested in taking this course will work with their advisor to determine if HCI 525 will replace HCI 502, 503 or 506.

FACULTY SPOTLIGHT

Susan Evans, MSN, RN-BC

▶ Within the MHI programs, we are honored to have such distinguished, expert professionals lead students within our classes. Susan Evans, MSN, RN-BC, has been a nurse for over 40 years in various roles throughout UPMC. Sue was one of the professional consultants who helped design the nursing informatics program and MHI program at Chatham University. Today, she is an Informatics Nurse II at UPMC East. In this role, she is involved in teaching new employees how to navigate the EHR applications and provides continuing education to them as they transition to staff nurses on the units. She also interacts with physicians in the same capacity.

Sue has been teaching for Chatham since 2013 within the nursing informatics MSN and the MHI programs. Sues shares, "Teaching is my passion for I love to share my knowledge not only for nursing, but for technology and its integration with all healthcare professionals. More importantly, for the patients who ultimately experience better outcomes. In 2018 and in 2019, Sue was acknowledged by receiving the Cameos of Caring-Legacy Award for her outstanding commitment to serve as an advocate for patients and their families, to be a role model, motivating others and for her demonstrated excellence in nursing. Sue is a retired Major from the United States Army Reserves Nurse Corps.

STUDENT SPOTLIGHT

Brittany Chism, Class of 2020

▶ In 2014, Brittany graduated from Delta State University with a Bachelor of Science in Biology. Born and raised in Grenada, Mississippi, to two wonderful parents Stephen and Phyllis Chism, Brittany has always had a passion for science and technology.

Currently, Brittany is a Quality Lab Associate-Microbiologist II at Baxter Healthcare where she has been employed for five years. She enjoys working for the pharmaceutical corporation for their mission is to produce life-saving products that will save and sustain the lives of patients with chronic and acute medical conditions. She believes working for Baxter Healthcare motivated her to further her education in Healthcare Informatics.

Since entering the MHI program, she has furthered her knowledge on topics such electronic health record systems, telehealth, project management, data management, six sigma, and recently Tableau. Brittany believes choosing to obtain a Masters in Healthcare Informatics was an excellent choice for her future career. Many of the topics she has learned and continues to learn in the program will enhanced her knowledge regarding the impact technology integration has on healthcare and patient outcomes. Working in a pharmaceutical industry, she sees firsthand how informatics can enhance the care of patients in a hospital and clinical setting.

Recently, Brittany received her Green Belt-Six Sigma Certification. She is envisioning the future and exploring how the certification and the MHI degree will open new paths in her journey as a professional healthcare informatist.

ALUMNI SPOTLIGHT

Nicki Bryan, MHI '18

▶ Our alumni are very important to the University, especially when they continue to embrace informatics to improve healthcare delivery. Our fall newsletter Alumni Spotlight goes to Nicki Bryan.

Nicki was a graduate of the first co-hort of informatics students out of Chatham University in 2018. In addition, she also was the graduate student speaker at commencment. Nicki is currently the National Director of Women's Health for Fujifilm Medical Systems U.S.A. In this role, she has the responsibility for all aspects of the Women's Health business for Fujifilm in the United States. Her team communicates all technical and clinical information related to the Women's Health portfolio to customers and sales professionals. They regularly demonstrate their mammography/digital breast tomosynthesis solutions to Radiologists, C-Suite and IT executives, and clinical staff. She mentions that understanding workflow and IT connectivity is critically important to successful implementations of their products. Nicki continues to be involved in Chatham University, and continues to incorporate her Chatham education into every day improvement IT in the healthcare world.

Alumni Achievements and News

▶ **Quinell Cunningham, MHI '18**
- In 2019, promoted to System Analyst-Senior
- Oldest son married, and her youngest son had a baby girl, giving Quinn the official title of "Grandmother." She is now expecting second grandchild in 2020.

▶ **Sasa Miskovic, MHI '18**
- Accepted position as a Clinical Analyst with Allscripts, dedicated to Quality Department at St. Clair Hospital
- To be married on November 23, 2019 to a beautiful woman, love of his life Sonja.

Value Based Healthcare

HIMSS (Healthcare Information and Management Systems Society), a global organization, continues to embrace and educate today's healthcare leaders in the transformation of health through information and technology. Within this transformation, Value Based Healthcare has become very important in the continually changing healthcare world. Patients' readmissions, diagnosis', and discharge workflow are continually being monitored as financially healthcare systems look to keep patients from returning to hospitals due to inefficient healthcare. A news release from HIMSS early this year shared the following, "HIMSS and the Association of Medical Directors of Information Systems (AMDIS) *collaborated to respond* to CMS and ONC's *Strategy on Reducing Burden Relating to the Use of Health IT and EHRs*. HIMSS and AMDIS offered feedback that focused on ideas to help reduce the burdens placed on clinicians – as time and attention clinicians spend on burden resolution is time and attention diverted from patient care. The HIMSS and AMDIS letter emphasized that clinicians should be able to focus their time on actions that make sense, such as caring for patients and delivering better outcomes. Overall, we want to help the agencies reduce burden so that practitioners can deliver better and more efficient care. Our organizations expressed interest in pushing for the continued development of demonstration and pilot programs to test different value-based service delivery and alternative payment models (APMs) in order to study the most prominent factors that mitigate clinician burden as well as how other care settings and clinicians can emulate those advances. We noted that any action to shift toward value-based care should be made with the goal of avoiding new and different types of burden" (Groppe, 2019).

Groppe, K. (2019, July 05). CMS Patients Over Paperwork Initiative RFI Continues Focus on Alleviating Administrative Burden. Retrieved July 7, 2019, from https://www.himss.org/news/cms-patients-over-paperwork-initiative-rfi-continues-focus-alleviating-administrative-burden

Informatics Networking Event at Chatham University

In March 2019, Chatham University's healthcare informatics program partnered with WPA HIMSS to host its third networking event at Chatham Eastside titled "Data: The Nuts and Bolts to Effective Communication." The event offered Chatham students, HIMSS members, and health IT professionals an opportunity to gather and discuss current events. Students also had the opportunity to explore internships with those who attend the event and to better understand the current roles in Health IT.

Watch for the upcoming 2020 joint networking event announcement coming soon. The event is free to attend.

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 students are provided a solid foundation to prepare in taking the CAHIMS or CPHIMS exam.

MENTOR SPOTLIGHT

Scott Hankinson

▶ Scott Hankinson is Vice President of Medical Staff Services at Allegheny Health Network, where he leads the medical staff functions for the network. When the need for mentors occurred, Scott openly invited our students to complete their internship experiences under his direction. Critical activities he oversees include credentialing, privileging, payer enrollment, and medical staff governance. Each activity involves some form of informatician systems, technology and data analytic providing our students a well-rounded experience.

In his role, Scott champions key strategic and operational activities to expand the reach of payor enrollment, facilitate delegated credentialing, and improve overarching business processes through technology deployment and optimization for 4,000+ providers—in eight hospitals and six surgery centers. Over the course of the past several years, Scott has worked purposefully to ensure the highest standards of patient care. Additionally, he built first-time processes and systems, laid the foundation for NCQA accreditation, increased centrally enrolled providers by 25%, and dramatically improved the provider onboarding and training process. Concurrently, Scott has streamlined network-wide governance processes, and captured unprecedented strategic synergies and continuous improvements.

Prior to joining Highmark Health, Scott consulted with major health plans and insurers at Deloitte Consulting. He joined Highmark Health and focused on organizational transformation. For the past eleven years, he worked to create the company's future model, defined the desired end-state, and formulated the strategies to achieve business objectives.

Scott holds a BS in Economics from Clemson University and his MBA and MS in Management Information Systems from the University of Pittsburgh. He lives in the Highland Park neighborhood of Pittsburgh with his wife and 11-year-old son.

High School Open House

▶ The Chatham MHI program actively participated at the 2019 School of Health Sciences High School Career Exploration Day in March 2019. Thanks to Laura Graham, MHI '19, the MHI program was well represented. Students were introduced to the concepts of "What is healthcare informatics" and the numerous professions the degree supports. Several schools and students attended the session and were introduced to how technology is impacting patients by actively playing a computerized game called Luminosity found at www.lumosity.com.

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 of time. 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.

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, we were embraced by how much time and knowledge she has put into the MHI 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 qualitied 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.

Inaugural 2019 Scholarship Recipients

Aaron Thomas
Aaron completed his bachelors degree in health science from Duquesne University, and completed courses in public health from the University of Pittsburgh prior to attending Chatham and the informatics program. Aaron is currently an associate clinical research coordinator at Allegheny Health Network.

Christina Biernacki
Christina is currently a project manager at the UPMC Health Plan. She completed her Master in Healthcare Informatics this past spring and she has joined our ever-growing group of informatics leaders out of Chatham University.