

From the Director



► Over the past year, we have faced many challenges especially within the healthcare setting due to COVID-19. Fortunately, there are some positive outcomes we need to capitalize on. This pandemic has forced health professionals and consumers of healthcare to turn to technology to deliver and receive care. Many practitioners began using telehealth technology to see and treat patients. Surprisingly, patients were extremely open to having this opportunity. Major health

insurers as well, such as CMS also responded to the pandemic by allowing clinicians to charge for telehealth services. As a result of this pandemic telehealth services is becoming a well-accepted and permanent method of delivering and receiving healthcare.

At Chatham, we responded to this pandemic, by creating a new Telehealth Certificate of Completion program for healthcare professionals. We realized the needs of health professionals and organizations in understanding how to formally design, implement, market, bill, and evaluate telehealth services. Beginning fall 2020, students will have the opportunity to enroll in this new program. Telehealth subject matter experts within the Pittsburgh region openly gather to consult and outline a curriculum for the program. We are very excited to offer this new program to support all health professionals in advancing their role and organization in using telehealth successfully.

As I reflect on our program's history, I am proud to see the program grow in many ways. Since 2016, when we admitted our first cohort, we added three certificates of completion in healthcare informatics, healthcare analytics, and telehealth. In addition, we collaborate with local health organizations to customize courses to help extend their employee's knowledge regarding healthcare analytics and leadership skills. I am even more excited to see our alumni advance their careers and to hear of students being promoted to new advanced roles prior to graduation.

This annual newsletter provides an opportunity to keep in touch and to share news among our peers. As leaders in the world of healthcare informatics, I believe we need the support and collegiality of our colleagues to continue growing and advancing in our roles. I firmly believe that if you lead, others will follow.

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,
Dr. Wolf

From the Dean



► This has been an unprecedented year for Chatham University and for the country. We continue to be in a health crisis that has led to exceptional demands being put on our front-line workers and their families. I know some of you have been instrumental in your roles in

the healthcare industry while others of you may have been affected through limited employment as healthcare offices and services have been closed or curtailed. In addition, we are continuing to confront another series of horrific racial incidents that reminds us that we have so much work to do in creating a just and equitable society. With this as the backdrop, the faculty and staff have continued to deliver a very high level of quality education but with increased sensitivity and compassion for our students, knowing the difficult times we are facing.

I would also like to update you on recent events within the School of Health Sciences. I commend the healthcare informatics program for quickly responding to the educational needs that the pandemic has created by developing a Certificate of Completion in Telehealth that will start this fall. The doctorate programs in nursing practice and occupational therapy successfully converted their spring residency programs to virtual events and the students not only were able to present their capstone projects but also celebrate their achievements with faculty and colleagues. Our physical therapy program was recently awarded a ten-year re-accreditation and we are anticipating equally great news for occupational therapy, counseling psychology, and athletic training in the upcoming year.

Warm regards,
Dr. Pat Downey

From the Alumni Chair



► As our world continues to work through a pandemic, continued education and healthcare advancements are driving the force of healthcare patient safety. Much of our community is finding new ways of communicating and triaging healthcare requests. Telehealth has become a new normal in health care worldwide. Patient/consumers want to talk to a caregiver now, they want to be triaged immediately, and if unnecessary, they would prefer not to go to a physician's office or sit in an ER wait room. This creates an urgent need for a secure telehealth solution during the current pandemic. While studying in the MHI program, I had the benefit of learning greatly of telehealth services.

Now, in today's ever-changing healthcare IT world, there has never been a greater need for telehealth services. Being able to maintain continuity of care to the extent possible can avoid negative consequences from delayed care. Remote access to healthcare services can increase participation for those who are medically or socially vulnerable or who do not have the capacity to access a healthcare provider. As your alumni chair, I recommend learning more about current healthcare IT advancements such as telehealth, and educate yourselves on how potential technological advances can reduce a trip to the doctor's office or alleviate the inconvenience of visiting a doctor's office or ER.

Best,
Sasa Miskovic



ADJUNCT FACULTY SPOTLIGHT

Meet Dr. Joan Kiel

► Joan M. Kiel, Ph.D., CHPS has a keen interest in healthcare informatics as the driving force to effectuate the delivery of healthcare. Dr. Kiel has been an intricate part of the MHI program since its inception. For approximately 15 years, she has held an adjunct faculty position at Chatham University, guiding students in curricular content connecting theory to practice.

Dr. Kiel is the author/co-editor of four books and one manual focusing on healthcare information technology and has over 25 peer review journal publications and book chapters. Currently, she is working on the 5th edition of the very successful book, *Healthcare Information Management Systems*, due out in 2021. She has presented internationally, nationally, and regionally with a focus on HIPAA, healthcare operations, and healthcare informatics. Dr. Kiel has been the keynote

speaker for faculty development presentations at various schools including The University of North Carolina, Thomas Jefferson University, Howard University, and East Tennessee State University.

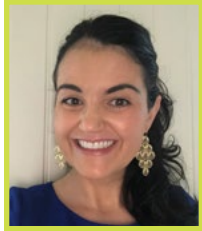
Dr. Kiel has taught in the on-ground and on-line environments. Her philosophy for teaching is "to tie theory to practice" such that students must be able to not only know but also to develop a skill set to "do" what employers demand and to integrate the material into their everyday work environments. We are honored to have Dr. Kiel supporting our program and influencing our students to be leaders in healthcare informatics. Thanks Dr. Kiel for all you do. Chatham greatly appreciates your knowledge, expertise, and support.

Admissions Hosts Virtual Graduate Open House

► Due to the COVID-19 pandemic, Chatham University is moving to online/virtual graduate open houses. Prospective students can learn about graduate funding opportunities, attend presentations hosted by faculty in their intended area of study, and meet potential future classmates, all from the comfort and safety of a synchronous webinar. Prospective students who attended stated they loved the virtual event and were very pleased.

If you know of someone interested in attending a synchronous open house to learn more about the MHI program, they can register at chatham.edu/events, or contact our Office of Admission directly at 412-365-1825.

STUDENT SPOTLIGHT



Kimberly Fink, MHI '21

► Kimberly Fink is currently a project consultant at Highmark Inc. She has been in the healthcare industry for approximately 16 years and

has experience in the clinical industry and in the IT healthcare industry. In her current role, she consults with businesses throughout the project lifecycle. She ensures projects are on-budget, on-schedule, on-scope, handles any issues that arise, amongst many other things. As a project consultant, she has many projects she is responsible for and needs to ensure that she can review several reports on a weekly basis for each of her projects. Recently, her director nominated her to be the “Risk Process Owner” for the team’s projects, where she is responsible for gathering many pieces of information to identify a risk score and

the priority of the project. She has created numerous Standard Operating Procedures (SOP’s) for her current team and for other job roles she previously held.

Her future ambition is to be a manager or director at Highmark Inc. She would like to get into the informatics department at Highmark, as she previously worked in informatics at Allegheny Health Network and really enjoyed what she did. In this previous informatics role, she worked with many different teams and visited clinical sites and met with providers to outline what they were doing right and what could be improved. A role she really enjoyed and hopes to have at Highmark in the future.

Kim chose the MHI program at Chatham University based on recommendations by a coworker at Highmark who was in the program. Kim remembers

having a conversation with the individual and having them specifically state how much they loved Chatham and the MHI program. Kim debated for years to get her graduate degree, as her career had always been busy, however, she decided to take the leap to better her future. She noted, “my coworker was right; I do not regret my decision.” Kim has had a pleasant experience at Chatham and is happy she enrolled, for she admits learning so much in the MHI program helping her land a future role.

ALUMNI SPOTLIGHT



Madeline Hanes, MHI '19

► Maddy graduated in spring of 2019 as a member of the second cohort of Chatham University informatics students. She has her undergraduate degree in psychology & nursing. Her career began in 2007 within the hospital setting while completing her nursing degree and continued to grow throughout the years. She found her passion for healthcare informatics when she entered the Information Systems Department. Currently, Maddy

is the director of clinical informatics for Heritage Valley Health System. She is responsible for the electronic healthcare record within the hospital system, bridging the gap between IT and the clinical world.

She has a wonderful support system at home in her husband and two children, who allow her to continue to focus on her passion in healthcare informatics. She enjoys outdoor activities; in the winter, skiing, and in the summer, running. She looks forward to continuing to contribute to both healthcare and healthcare informatics education for many years to come.

Student Achievements & News

► Aaron Thomas, MHI '21

In 2020, Aaron was promoted to a clinical systems analyst in Allegheny Health Network’s Division of Infectious Disease. Aaron will be using Tableau, SQL, and R (all key concepts covered in the MHI curriculum!

Alumni Achievements & News

► Nikki Bryan, MHI '18

In May 2020, ScreenPoint Medical of the Netherlands appointed Nikki as VP of Sales for the United States. She will work with various groups in advancing their main product, Transpara artificial intelligence for mammography. Previously she was the national director of women’s health for seven years as a member of the Fujifilm Medical Systems organization. Read more here.

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NEW PROGRAM

Certificate of Completion Programs Grow: Telehealth to Open Fall 2020

► At Chatham, we listen to our students and try to respond to current needs of health professionals. As a result of COVID-19, healthcare has experienced many changes in how we treat and care for our patients. Changes that impact all healthcare providers regardless of degree or specialty. At Chatham we responded to this change and created a Telehealth Certificate of Completion program to begin fall 2020.

The certificate is 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 credits into the graduate MHI program and continuing their studies. To learn more about the new certificate programs visit us at www.chatham.edu > Academics > Graduate Degrees.



Welcome Dr. Rao Nemani

► To support our program's analytic needs, Dr. Rao Nemani joined our adjunct faculty team in the summer of 2020. Dr. Nemani comes to us with a wealth of experience working in healthcare analytics. He has been instrumental in designing course content for a new elective course titled HCI 525 Advanced Analytics being offered in fall 2020

for the first time. The course will assist students to 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 HCI525 will replace HCI502, 503 or 506. Welcome Dr. Nemani, we look forward to working with you.

Alumni News *continued*

► Scott Mattila, MHI '18

In 2019, Scott accepted a position as a principal consultant where he is helping leadership teams in a healthcare payer environment implement regulatory frameworks and doing transformation across the IT landscape, while instilling best practices and organizational efficiencies. Additionally, Scott has been an adjunct professor for Duquesne University, where he currently leads a course titled "Introduction to Health Information Management, Policy and Health Information Systems" within the health information management and health administration programs.

► Annette Aho, MHI '19

Accepted new position as project manager at Highmark Health in May 2020.

► Veronica Landy, MHI '19

Accepted a position as manager of care management for community medicine at UPMC which will allow her to use the data analytical skills gained in the program to assess readmission rates when performing post discharge outreach.

► Catherine Dennis, MHI '20

Cassie accepted a clinical informatics specialist position at Allegheny Health Network. She will be joining the data and reporting clinical informatics team. Cassie accepted this new role after completing the MHI internship required as part of the graduate program within this department.

NEWS FROM HIMSS

WPA HIMSS a Collaborative Partner

► The MHI program at Chatham University 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.

On December 11, 2019, Chatham sponsored a program titled "Bringing the Body Into the Computer: Immersive Technology." The program focused on how applications of immersive technology can be useful in a healthcare related setting. As technology matures and research on applications become more common, a variety of current healthcare applications of immersive technology demonstrate a novel approach to healthcare education using the innovative technologies. To learn more about WPA HIMSS or to become a member of the chapter, visit www.westernpahimss.org/about.

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 students are provided a solid foundation to prepare in taking the CAHIMS or CPHIMS exam. In April 2020, Chatham submitting a renewal application outlining program changes, key initiatives to improve or extend the existing program. Chatham received an additional 3-year approval period as an Approved Education Partner extending to 2023.

Informatics Networking Event at Chatham U.

► In December 2019, Chatham collaborated with WPA HIMSS to sponsor a networking event titled "Bringing the Body into the Computer: Immersive Technology." Students, faculty, professionals, and alumni gathered to hear firsthand how applications of immersive technology in healthcare have been accelerating at an increasingly rapid pace in the last few years as the technology matures and research on applications become more common. Chatham Assistant Professor Doug North Cook introduced a variety of current healthcare applications of immersive technology, demonstrated a novel approach to healthcare education using these technologies, and provided an opportunity for discussion about what is currently possible.

MENTOR SPOTLIGHT

Katie Jeffries, MSN, RN



► Katie Jeffries, MSN, RN is the manager of the data and reporting clinical informatics team at Allegheny Health Network's Information Technology Division. Through a mutual work contact, she offered in the summer of 2019 to meet with one of our MHI students who was seeking a mentor to support her during her internship immersion. Having no prior knowledge of the student or Chatham's MHI program, Katie openly and willingly accepted to mentor the student through 120 hours of internship experiences. The student shared:

"Katie is a highly valuable member of the AHN informatics/IT program, and her time is highly in demand and often stretched thin with meetings and tasks that only she has the skill and knowledge to complete. Despite this, she did not hesitate to allow me to intern with her. She and her team welcomed me and never made me feel like a burden. She thoughtfully arranged for me to be a part of meetings and projects to provide the best exposure for me as a beginner to the field. Even though much of our time was spent running from meeting to meeting, she took the time to

give me her experienced outlook on the projects I was sitting in on. The exposure she provided me as an intern was invaluable to my education. Beyond this, she also encouraged me to apply for an open position on her team. The ideal intern experience culminates to a satisfying job, which is what I have been lucky enough to experience under Katie's guidance."

Katie's team supports a vision of data-driven health care and works to increase the accessibility, understanding, and utilization of data and analytics that drive improved patient care. Katie's nursing career began at Forbes Hospital, where through her work in direct patient care she found a passion for using technology in healthcare and for teaching and mentoring. Since making the transition from direct care to the information technology team, she has participated in a new EHR Implementation from the ground up, converting the health system from six separate legacy EHRs to one integrated network. Katie began mentoring informatics students to help provide the real-life experiences on the job and finds it rewarding to help connect theory with active work that students can observe or be a part of.

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.nacweb.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 dewolf@chatham.edu.

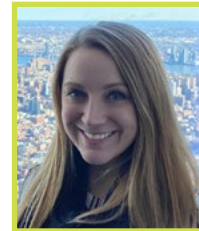
The Debra Wolf Healthcare Informatics Student Award

► 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 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.

Dr. Wolf 2020 Student Award Recipient



Jennifer Cookingham

This year we are proud to announce Jennifer Cookingham is the recipients of the Debra Wolf Healthcare Informatics Student Award 2020. Jen is currently a project manager at Northwell Health working for the Center for Personalized Health located in Midtown Manhattan. Jen works to support the Center aims of promoting precision therapeutics to improve overall health and wellness. Jen was raised in rural New Hampshire and obtained her BS in Public Health from Colby-Sawyer College. She completed her MHA from Southern New Hampshire University while working in healthcare administration at Boston Children's Hospital. After relocating to New York City, Jen began pursuing her MHI degree at Chatham. In her spare time, Jen enjoys fishing, kayaking, and trying new restaurants.

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](mailto:dewolf@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 at alumni@chatham.edu or visit us at chatham.edu/alumni. Stay connected with the Alumni Association via Facebook.