

# The PsychList

~A modern "spin" on UBMD Psychiatry news and events~

July 2020



## A Note from the Chair...



Steven Dubovsky, MD, Department Chair

As I said in the last faculty meeting, times like these don't build character- but they reveal it. And these times have revealed the character of our faculty to be stellar. Despite intense trepidation that has been amplified every day in the media, we continue to go to the hospitals and take care of our patients. At the same time, we transitioned rapidly and efficiently to a model of remote outpatient care that makes it easier for us to observe and participate in resident- and student-patient interactions as well as offer a broader range of treatments to patients in the future. We were able to use the break in clinical trials requiring personal contact to gather and report data we have gathered so far and to integrate telemedicine methods when possible. Rather than return to our past baseline, we will be able to move forward to a new level of excellence. Having overcome our own fears in order to help others always enriches us as it promotes such movement.

As we adapt our treatment, teaching and research to the pandemic, we have encountered an additional challenge that also impacts our patients as well as ourselves. Just as we had to help our patients and trainees cope with their feelings about the virus without imposing our own feelings on them, we must take the same approach to their reactions to the current social crisis. Our absolute right to our beliefs and ideologies and to express those ideas and feelings as private citizens is not a license to use our position with our patients, trainees and colleagues as a platform to impose our politics on others. In dealing with both crises as people and as professionals, we are like sailors in heavy seas. We have to balance our personal feelings with the needs of our patients and students as we set our course. In looking for the answer to society's- and everyone's- problems, we must be careful that what looks like a steamship coming to reassure and rescue us is not the Titanic.

### Jacobs School of Medicine and Biomedical Sciences Class of 2020 Award Winners

Submitted By: Leanne Hatswell, Medical Education Coordinator

The Jacobs School of Medicine and Biomedical Sciences Class of 2020 would like to recognize and congratulate the recipients of the following awards:

**Dr. Gilbert M. Beck Memorial Prize in Psychiatry- Victoria Mustovic**

**Dr. S. Mouchly Small, M.D. Award- Gregory Raczkowski**

**Farney R. Wurlitzer Prize- John DiMeglio**



*Congratulations*



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#### Special points of interest

- Siegel Award Winners
- FeedMore WNY
- Emotional Support

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## Siegel Award Winners

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Please join the Department of Psychiatry in congratulating the following Siegel Award winners:

**William Boggiano, MD**

**Abigail Green, MD**

**Erik Radick, MD**

Each individual winner was held to extremely high standards set by their student voters when selecting whom to recognize. The descriptions provided below by students are just small testaments to the remarkable work and examples set forth by each winner in treating patients and training future doctors.

**William Boggiano, MD**

*Winner, Siegel Volunteer Faculty Award*

“Gives patients hope and desire to improve their lives”

“Prioritizes the student experience by engaging in discussion, making students feel appreciated, providing meaningful feedback, and giving daily lectures.”

“I was excited to go to ECMC every day to learn from him.”



**Abigail Green, MD**

*Winner, Clinical Siegal Award*

“One of the best attendings I have had the pleasure of working with”

“A hands-on teacher who takes hours out of her day to work with students and ensure they understand the proper management of patients”

“Warm and empathetic and passionate about geriatric psychiatry”

**Erik Radick, MD**

*Winner, Resident Siegal Award*

“Quickly develops rapport with his patients and excels at teaching”

“Gives students many opportunities to practice interviewing patients and provides immediate feedback and advice”

“Takes time between patient encounters to discuss diagnoses and treatments with the medical students on his team”



## Employee Spotlight



Sergio Hernandez, MD

**Date of Hire:** July 2010

**Official Titles:** MD  
Assistant Professor of Clinical Psychiatry  
Director of Medical Student Education



Sergio Hernandez, MD, discusses his position within the Practice and how it has transformed over the past few months.

**Q:** How has COVID affected medical education?

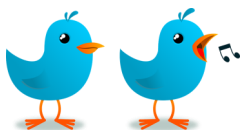
**A:** COVID has caused significant changes to medical education. The most obvious change has been the absence of medical students in area hospitals. This has proved stressful for both students and educators. In a two week period of time we had developed a Virtual Clerkship, which provides students both didactic sessions and virtual patient videos for students to discuss with faculty. There is no way this task could have been successfully completed without the help of Leanne Hatswell and the flexibility and dedication of our clinical faculty. At present, we are also planning on how to adjust the preclinical curriculum in order to cope with the almost certain future COVID precautions. I do not have a sense yet of what this may look like, but I trust that our faculty for the second year course in Psychiatry will adjust and thrive!

**Q:** What do you like most about your job, and what do you consider to be your greatest accomplishments?

**A:** I most enjoy spending time connecting with and teaching students. The current COVID restrictions have been a tremendous challenge for me personally as I miss the bedside teaching and case discussions that occur in the hospital. I have found, however, that individual and group discussions via ZOOM does allow for some sense of connection and mentoring. In the past year and a half I have become interested in the field of Positive Psychology. I completed a certification in the field and have been introducing topics of resilience, post-traumatic growth, and authenticity with the medical students. I have found this work incredibly fulfilling.

**Q:** What are your interests outside of work?

**A:** As a family we spend a lot of time watching and feeding birds. I increasingly enjoy making things in the kitchen, often that involve fermentation (beer, kimchi, pickles) and am considering moving towards cheese and dairy products. As my daughters get older, I think we will try to do more camping and spending time outdoors.



Thank you Dr. Hernandez!

# Psychology Interns Provide Crucial Mental Health Service to Vulnerable Homebound Seniors During Pandemic

Submitted By: Dr. Corey Leidenfrost, PhD

While the COVID-19 pandemic has created many challenges, new opportunities to help serve the community have also emerged amid the crisis. FeedMore WNY, through its Meals on Wheels program, is currently serving an average of 3,275 vulnerable, homebound seniors in our community each day, a 51.6% increase from pre-pandemic numbers. The program has long prided itself on providing “food and friendship” via nutritious, medically appropriate meals and caring volunteers. For many, these in-person interactions are often their only human contact each week. When the crisis hit, FeedMore WNY transitioned to contactless delivery and clients lost the crucial social element of the service. In response, FeedMore WNY set an ambitious goal to contact every one of their thousands of clients by phone using a mix of volunteer groups. Amongst this vulnerable, homebound population, FeedMore’s Social Work and Nutrition team identified a sub-group at even higher risk – those with a suspected history of mental health issues who lived in isolation – that required a more in-depth and specialized approach.

In collaboration with FeedMore WNY, interns Marissa Peressotti and Ariel Jerard from the Department of Psychiatry’s newly accredited Psychology Internship Program, furloughed practicum psychology students Lindsey Bond, Allison Drake, Margaret Manges and Angela Scarpello, and myself developed a plan to make weekly phone calls to this particular at-risk group. Interns and students conducted wellness and wellbeing checks, which included assessing for acute mental health needs and providing supportive counseling. To date, our interns and students have served more than 50 individuals, making hundreds of phone calls since early April. Students have repeatedly told me how much these seniors appreciate the calls. Many of these seniors have opened-up about their lives and have formed warm connections with students. Clients shared freely, from stories of loneliness and fear to tales of their families and even special requests for their meals (more gravy, please!).



Food insecurity is a deep and serious issue in WNY and the pandemic has only exacerbated the problem. A recent study by Feeding America projects a 44% increase in food insecurity in the region related to the Coronavirus crisis. FeedMore WNY (the merged entity of Meals on Wheels for WNY and the Food Bank of WNY) is addressing this need in many ways, including pop-up food pantries (holding 52% more; 700,000 pounds of food provided since the crisis began), the production and delivery of more than 30,000 Emergency Food Kits for families in need and 40,000 “backpacks” for in-need children, expanded member agency services and more. If anyone is interested in learning more about FeedMore WNY, or knows of someone in need of their services, please visit [feedmorewny.org](https://feedmorewny.org)



In full disclosure, my wife Rachel Leidenfrost is the Chief Strategic Initiatives Officer at FeedMore WNY.





## Thank You to the Emotional Support Taskforce

Submitted By: Beth Smith, MD



In these challenging times, we have seen many examples of people stepping up to help one another during the COVID pandemic. I want to acknowledge a group right here in our department that stepped up to help their colleagues and let them know how much we value their commitment!

Responding to the COVID-19 crisis, Dr. Sourav Sengupta, M.D. formed an Emotional Support Task Force. Recently, the media and medical field have been focusing attention on the looming mental health crisis due to economic issues, isolation, and loss. However, early on our faculty members realized that our frontline health-care workers and staff need special attention and together with the task force quickly mobilized an Emotional Support Warmline and resources for their co-workers. The Emotional Support Warmline is a call-in service, staffed by our psychiatrists, that is available daily 8 AM to 8 PM to provide in the moment support, access to resources, or a direct referral for therapy. Laura Benedict, Ph.D., helped organize therapists from the Children’s Psychiatry Clinic, all of whom volunteered to provide supportive therapy to affected health care workers. Additionally, David Kaye, M.D. mobilized therapists from throughout the community to join the cause to support our region's health care workers. The task force also created “Mindful Moments”: audios and videos that address coping and self-care.

*Please join me in thanking these individuals for volunteering their time and for their amazing work!*

**Emotional Support Task Force members include:** Michael Adragna, MD; Tori Brooks, MD; Paula DelRegno, MD; Jane Elberg, MD; David Kaye, MD; Dori Marshall, MD; Peter Martin, MD; Annemarie Mikowski, MD; Bruce Miller, MD; Sourav Sengupta, MD; and Beth Smith, MD. The Trainee Team consists of Charles Camp, MD; Jaime Mash, MD; and Elizabeth Lucaj MD, UB psychiatry residents and Kiran Khalid, MD; Amber Parden, MD; Nida Khawaja, MD; Byung Kwak, MD, and Salman Salaria, MD, all UB child psychiatry fellows.

**Mindful Moment Creators:** Charles Camp, MD; Kristen Cercone, Ph.D.; Christopher Fitzgerald, Ph.D.; Jaime Mash, MD; Laura McArdell, Ph.D.; Chelsey McCabe, Ph.D.; Sourav Sengupta, MD; and Beth Smith, MD

## Resident News

Submitted By: Cynthia Pristach, MD

Because of the pandemic, it's been a challenging few months, in ways we never could have anticipated! But, we have worked hard to maintain our training mission! All lectures are being done via ZOOM, which certainly takes some getting used to. The faculty have been great and embraced learning this new technology. Clinical services with residents on them have continued to run smoothly, with some modifications. The next big challenge will be to arrange virtual interviews for the PGY-1 class which will start in 2021. The AAMC has established that all interviews be done virtually, even for local candidates. Drs. Sengupta and Del Regno, along with Liz Sengupta, Carol Regan, and I, are working together to figure out a plan. Wish us luck!

More immediately, we are welcoming our new group of PGY-1 residents:

Eun “Amy” Beattie, Jacobs School of Medicine and Biomedical Sciences at the University at Buffalo  
David Burke, George Washington University School of Medicine and Health Sciences\*  
Matthew Castellana, Jacobs School of Medicine and Biomedical Sciences at the University at Buffalo  
John DiMeglio, Jacobs School of Medicine and Biomedical Sciences at the University at Buffalo  
Justine Forrest, Jacobs School of Medicine and Biomedical Sciences at the University at Buffalo\*  
Krista Koskinen, Uppsala University Faculty of Medicine\*  
Kenneth Rogoza, Lake Erie College of Osteopathic Medicine



David Burke, Justine Forrest, and Krista Koskinen are this year’s recruits to our Adult/Child Combined Track.

Goodbye to our wonderful PGY-4s who are graduating to begin careers in Psychiatry: Charles Camp, Liz Lucaj, Jaime Mash, Erik Radick, Raymond St. Marie, and Sal Viglietta. We know you will be fantastic psychiatrists!

Also, congratulations to Jaime Mash and Jill Frodey who had beautiful babies during the past several months!



## Quarterly Coding Tip

Submitted By: Agnes Macakanja, BA, CPC

# Telehealth for Behavior Health Services



The Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services defines telehealth as the use of electronic information and telecommunications technologies to support and promote long distance clinical healthcare, patient and professional health-related education, public health and health administration. Technologies include videoconferencing, the internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications.

Which form of communication utilized depends upon the population. Tech deficient patients that are not IT oriented, using older devices, or have issues with basic functions such as texting, may require a more basic communication than those who are tech savvy and able to navigate more difficult applications. Confidentiality must be at the forefront of the best behavior health practice. Telehealth services must be held to the same standard as an office or inpatient visit. Be sure to have discussion with your patient about confidentiality practices and be sure to document in the patient's medical record what was discussed.

The CMS Privacy Office is responsible for the management and oversight of the Privacy Act of 1974.

**Privacy Rule:** National standards for the protection of individually identifiable health information by covered entities as well as standards for individuals' privacy right to understand and control how their health information is used.

**Security Rule:** National standards for protecting the confidentiality, integrity, and availability of electronic protected health information.

Telehealth issues to consider for the patient: Where is the patient located, what type of setting? Can someone overhear the session? Audio/video security. Have you documented the pros, cons and risks of telehealth with the patient?

Telehealth considerations for the provider: Where are you located? Can someone overhear the session if at home? Audio/video security. Medical Records should be thoroughly documented, as if the patient was face to face in your office.

All documentation guidelines apply: time in and out, assessment, diagnosis or diagnosis impressions, treatment utilized.



Documentation must substantiate services performed and must be medically necessary.  
Documentation must include that both parties were present for the session.  
Documentation must state if the session is via video, phone call, ZOOM, etc.

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## Doctoral Psychology Internship Receives APA Accreditation Status

Submitted By: Alex Cogswell, PhD

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Our own Doctoral Psychology Internship program was formally accredited by the American Psychological Association (APA) at the end of April, a true testament to the hard work and dedication of many in our department. The internship is a full-time, year-long program that serves as the capstone clinical training experience, and often final hurdle, for psychology doctoral students. Our program is designed to give interns a breadth of experiences across settings and with various populations, with the chief aim of providing them expertise in conceptualizing and treating serious psychopathology from a developmental perspective.

To accomplish this goal, interns rotate through various programs affiliated with our department, including the NAVIGATE Program, ECMC Psychiatric Inpatient Services, and the Oishei Children's Hospital Children's Psychiatry Clinic. Interns also have the opportunity to get intensive training experiences in forensics, neuropsychology, obsessive-compulsive disorder, and other areas.

An overarching and longer term goal of the internship is to bring more high quality training and strong trainees to Buffalo and Western New York, with the intention of retaining these psychologists in the area upon graduation, and thus increasing the pool of well-trained providers in WNY.



With our new APA accreditation status, which initially is for a two-year contingency period, the internship has formally met the rigorous national standards set by the APA. This will enable our program to recruit intern candidates from across the country in a competitive national match system. The match traditionally takes place in February, and we are excited to be able to participate in the upcoming year's cycle.

The quality of the training program is a direct reflection of the incredible effort and talent of our faculty and staff who support the program. Most notably, the program's administrative leadership, composed of Drs. Daniel Antonius and Corey Leidenfrost, and program administrator Julie Mikula have been engaged tirelessly in the development and rolling out of the program. And, of course, none of the training would be possible without the tremendous work put in by faculty throughout the department, who provide rich educational experiences in supervising interns' work on their rotations, providing psychotherapy supervision, and offering didactic training.

I would be remiss to not also acknowledge the quality of our first cohort of two interns, (soon-to-be) Drs. Ariel Jerard and Marissa Peressotti. Both of these trainees have demonstrated remarkable clinical acumen and professionalism, as well as initiative and flexibility, as they have paved the way for future cohorts. I am confident that any of you who have had the good fortune of working with either Marissa or Ariel would agree with me that we hit the jackpot with our first interns. They certainly have set the bar awfully high!



And, of course, it is impossible to provide good training without financial, structural, and administrative support, and we have received all of the above in full from our departmental leadership, starting at the top with Dr. Dubovsky. The internship has also received very generous funding and support from the Patrick P. Lee Foundation, which focuses its investments in mental health and education. I cannot thank enough the Foundation, the Psychiatry Department, and all of the amazing faculty and staff who have helped to create and launch what we are confident will be a mainstay training experience in WNY.

*Congratulations to Dr. Cogswell and everyone involved in this major accomplishment!*

## Quotable Quotes

"About to start telling people different stories about my life, so when they get together and gossip about me, they end up arguing."

-Unknown

"Progress is man's ability to complicate simplicity."

-Thor Heyerdahl



## Comic Corner



*Necessity...The Mother of Invention and Advanced Ways to Communicate During a Pandemic!*

*Submitted By: Margaret Uebler-Otoka, Administrative Assistant*

Due to COVID-19, the Department of Psychiatry has successfully moved their faculty meetings and many other department activities to ZOOM. ZOOM is a video communication platform that includes video conferencing, recording, phone, chat and screen sharing, and is available to all UB students, UB faculty and UB staff (UB duo two-step verification and appropriate credentials are required) See this link for more information on set up:

<http://www.buffalo.edu/ubit/services/ZOOM.html>

Anyone can join a ZOOM conference. All you need is the Meeting ID and password. ZOOM conferences can be accessed over multiple platforms (ie, PCs, smart phones, tablets, etc.). If you do not have access to the internet, you can also call into a ZOOM conference over a telephone and participate via Audio only.

If you need to host a ZOOM Conference, you must have a ZOOM account. If you do not have access through UB, ZOOM offers a **free version** and various pricing levels to every size of business with increased functionality at each price level. See this link for more information on available plans. <https://ZOOM.us/pricing>

ZOOM also provides comprehensive Video Tutorials available through their Help Center.

<https://support.ZOOM.us/hc/en-us/articles/206618765-ZOOM-Video-Tutorials>



Pictured above: ZOOM Faculty Meeting

## Calling All Writers...

If you would like to contribute to future editions of the quarterly UBMD Psychiatry Newsletter, please contact Julie Mikula at [juliemik@buffalo.edu](mailto:juliemik@buffalo.edu) or at (716) 898-3597. All submissions must be received on or before September 18, 2020 to be included in the next edition, published in October 2020. Thanks, in advance, for your input!

