

EDUCATION AND CONSULTATIVE SERVICES

PRESENTATION FORM

of UPMC Western Psychiatric Hospital

Presenter Bio

Please include your full name, credentials, degrees and information about your position and place of employment. **Please send a copy of your CV along with this completed form.**

Rob Oliver, BA, MA, is a keynote speaker, author, podcaster, and healthcare consultant whose work focuses on quality healthcare, disability, resilience, and the impact of professional service. After sustaining a spinal cord injury at age 21, he gained extensive experience with the healthcare system as a patient, advocate, and educator. Rob is the host of the *Perspectives on Healthcare Podcast*, where he interviews patients, family members, healthcare professionals, and healthcare leaders about their experiences and definitions of quality care. In May 2022, he established a Guinness World Record for the longest interviewing marathon, during which he conducted more than 135 patient interviews focused on healthcare quality. He is the founder of Prescription for Quality LLC and the creator of the PSI Effect, a framework that helps professionals reconnect with the purpose of their work, recognize the significance of their individual contribution, and understand the impact they have on patients, families, colleagues, organizations, and communities. Rob earned a Bachelor of Arts in Psychology from the University of Pittsburgh and a Master of Arts in Psychology from Duquesne University.

Name and Narrative Description of your Presentation

Please determine if it is introductory, intermediate or advanced.

Title: Creating Connections: Linking Practice, Purpose, and People

Instructional Level: Introductory to Intermediate

Quality healthcare begins with competence, but it does not end there. Patients expect healthcare professionals to know what they are doing. What often shapes the experience of care is how people are treated, whether they feel heard, and whether genuine connections are made.

Drawing on his experience as a person with a disability, along with hundreds of conversations with patients, family members, and healthcare professionals, Rob Oliver will explore the connections that make care more effective and more personal. One of the most important is the connection between provider and patient. Taking time to listen gives patients the opportunity to explain their symptoms, concerns, priorities, and goals. It also communicates respect and helps the provider see the person, not just the diagnosis.

The presentation will also look at the importance of connection among colleagues. Healthcare is complex, and no one person or discipline has every answer. Stronger communication and collaboration can help providers move beyond professional silos, make better use of available resources, and respond more effectively to the medical, mental health, social, and disability-related needs of the people they serve.

A third connection is the one professionals have with their own work. The daily demands of schedules, documentation, regulations, and productivity can make it easy to lose sight of why the work matters. Participants will be invited to reflect on their why they do what they do, what is the significance of their work, and whose lives are changed when they do their work well through the PSI Effect – Purpose, Significance, and Impact.

The impact of quality care often goes beyond a single appointment. It can affect the lives of a patient's family, relationships, workplace, and community. By connecting practice, purpose, and people, healthcare providers are able to offer more person-centered care and better appreciate the value and impact of their own contribution.

Three (3) learning objectives

By the completion of this session, participants should be able to:

1. Identify at least three ways that listening to a patient's lived experience can strengthen communication, respect, and person-centered care.
2. Differentiate between task-focused care and connection-centered care when responding to a patient's symptoms, priorities, preferences, and goals.
3. Apply at least one strategy for strengthening collaboration with colleagues, other disciplines, or community partners.
4. Evaluate how purpose, significance, and impact influence the way they approach their work and the people they serve.

Three (3) current (within the past 10 years) peer-reviewed publications that support the evidence base for the content of your presentation

Publications must be listed in American Psychological Association (APA) Style (see www.apastyle.org for more information).

APA format for journal article citation:

Author last name, Author First Initial. Author Second Initial. (Publication Year). Title of article. *Title of Journal*. volume(issue) (if issue numbered), pages.

Li, L. Z., Yang, P., Singer, S. J., Pfeffer, J., Mathur, M. B., & Shanafelt, T. (2024). Nurse burnout and patient safety, satisfaction, and quality of care: A systematic review and meta-analysis. *JAMA Network Open*, 7(11), e2443059.

<https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2825639>

Dunn, M., Strnadová, I., Scully, J. L., Hansen, J., Loblinzk, J., Sarfaraz, S., Molnar, C., & Palmer, E. E. (2024). Equitable and accessible informed healthcare consent process for people with intellectual disability: A systematic literature review. *BMJ Quality & Safety*, 33(5), 328–339. <https://qualitysafety.bmj.com/content/33/5/328>

Agaronnik, N., Campbell, E. G., Ressalam, J., & Iezzoni, L. I. (2019). Communicating with patients with disability: Perspectives of practicing physicians. *Journal of General Internal Medicine*, 34(7), 1139–1145.

¹<https://link.springer.com/article/10.1007/s11606-019-04911-0>