

## Presenter Bio

### **Michael DiMeo**

Program Manager, Medicare & SNP Product  
UPMC HealthPlan

Michael DiMeo has worked for UPMC Health Plan for over 10 years in various roles throughout Operations and Reimbursement before his current role as Program Manager for the Medicare & SNP Product. He has over 18 years' experience in the health insurance industry. In 2020, Michael was a mentee in the Insurance Services Division Diversity Mentorship Program. He also obtained a Diversity, Equity & Inclusion Certificate from Cornell University and was named a co-chair for the UPMC PRIDE Health Employee Resource Group at the beginning of 2022. Michael is a leader, champion and advocate for all UPMC LGBTQIA+ employees and initiatives impacting the community.

### **Kristen Eckstrand, MD, PhD**

Fellow, Child & Adolescent Psychiatry  
Post-Doctoral Fellow at the University of Pittsburgh  
University of Pittsburgh School of Medicine  
UPMC Western Psychiatric Hospital  
Pittsburgh, Pennsylvania

Dr. Kristen Eckstrand is a psychiatrist and neuroscientist with expertise in child and adolescent mental health, LGBTQ health, and the impact of trauma exposure on the brain and mental health with a focus on trauma experienced by vulnerable populations. Dr. Eckstrand is recognized nationally for their work in expanding health care professional education and health care systems to address the health needs of LGBTQ communities. Dr. Eckstrand has published on this topic widely and consults with various healthcare researchers and organizations related to LGBTQ health and organizational quality improvement.

### **J. Joy Gero, PsyD (She/Her)**

Director of Population Health & Improvement  
Program Manager, LGBTQ Health  
Wolff Center at UPMC  
Pittsburgh, PA

Joy Gero, PsyD is a psychologist who began her career at UPMC 15 years ago at UPMC Western Behavioral Health. During her time at UPMC, she has worked in leadership and training roles across the health care system including as the leader of patient relations at UPMC Children's Hospital of Pittsburgh. She was named the manager of LGBTQIA+ Health at UPMC in February of 2019 and helped lead a team that improved UPMC's participation and designation in the Human Rights Campaign Healthcare Equality Index. Dr. Gero currently serves as the Director of Population Health and Improvement for UPMC.

In addition to her work at UPMC, Dr. Gero has facilitated trainings and spoken about topics ranging from implicit bias, being an advocate for intersectional communities, moral injury, suicide, and anxiety.

### **Aisling McIntyre, LCSW**

Senior Project Manager  
UPMC Center for High Value Health Care  
Pittsburgh, PA

Aisling McIntyre graduated from University of California, Santa Cruz with a B.A. in History and Feminist Studies in 2008. Aisling then went on to compete a M.A at the Pennsylvania State University in Latin American History and Women Studies in 2013. After graduating, Aisling began working as a social worker as a case supervisor at a girls residential group home. Aisling completed a Masters in Social Work in 2017 at University of Pittsburgh. Since graduating, Aisling has worked as housing director at Auberle, where they helped open and manage a family and emergency shelter and worked closely with unhoused transition age youth as an intensive case manager while running a rapid rehousing program. In 2018, Aisling began working at UPMC as a clinical social

worker at UPMC Presbyterian and Montefiore in both inpatient and emergency department settings. Currently Aisling works as a Senior Project Manager for the Center for High Value Health Care and Center for Social Impact.

**Nicole Steele, MS, MT-BC, NICU-MT**  
Music Therapist, C & E Arts Therapist III  
Children's Hospital of Pittsburgh

Nicole Steele M.S., MT-BC is a board-certified music therapist with a specialization in marriage and family therapy whose current role is Senior Creative & Expressive Arts Therapist at UPMC Children's Hospital of Pittsburgh of 17 years, where she also is appointed as the music therapy internship director. Steele was appointed co-chair of the UPMC Enterprise Employee Resource Group PRIDE Health in 2022, designed to support the needs of LGBTQIA+ staff and patients. Nicole's passion for clinical care and advocating for mental health services remains at the forefront of her practice.

### **Name and Narrative Description of your Presentation**

#### **Supporting LGBTQIA+ Staff at UPMC: Understanding the Resources Available to UPMC Staff, Patients, and Members**

##### *Introductory*

UPMC and the UPMC Health Plan have expanded upon resources and services available to LGBTQIA+ individuals, including UPMC employees. This discussion will review the resources and services available to LGBTQIA+ employees at UPMC.

### **Three (3) learning objectives**

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

1. Identify the components of the PRIDE Health Employee Resource Group
2. Recognize available options for finding LGBTQ+ supportive clinical providers
3. Review employee benefits through the UPMC Health Plan

### **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](http://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.

1. Eckstrand KL, Lunn MR, Yehia BR. Applying organizational change to promote lesbian, gay, bisexual, and transgender inclusion and reduce health disparities. *LGBT health*. 2017 Jun 1;4(3):174-80.
2. Human Rights Campaign. Healthcare Equality Index 2022. Washington DC. March 2022. <https://www.hrc.org/resources/healthcare-equality-index>
3. The Joint Commission: Advancing Effective Communication, Cultural Competence, and Patient- and FamilyCentered Care for the Lesbian, Gay, Bisexual, and Transgender (LGBT) Community: A Field Guide. Oak Brook, IL, Oct. 2011. *LGBTFieldGuide.pdf*.
4. UPMC Health Plan, (2022). POLICY AND PROCEDURE MANUAL, POLICY NUMBER: MP.PA.102.1  
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