



Partner Up!date

By Amy L. Harrington, MD, CPE, FAPA

Assistant Professor, Department of Psychiatry, UMass Medical School
Associate Medical Director, Outpatient Services
Director, Addiction Psychiatry Fellowship
Director of Quality, Department of Psychiatry

At the April 1st Department meeting, UMass Memorial Medical Center President Dr. Michael Gustafson will announce the finalists and winner of the PartnerUp! Idea contest. PartnerUp! is a challenge to members of the Psychiatry Department to implement creative and effective ideas by working together in partnerships that do not typically exist during the course of a normal workday. For example, a clinician might partner with a non-clinician to implement an idea that will improve patient experience. Not only does the clinician get the extra help to make their idea work, but the non-clinician gets to feel more connected to the mission of the department. [There is still time to submit your idea for the contest!](#)

Here are the rules:

- 1) Find someone you do not typically work with. If you work for the Medical Center, find someone who works for the Medical School. If you are a clinician, find someone in a non-clinical role. Partner with a patient or a family member. Work together to solve a problem you have encountered.
- 2) Submit your Idea to the contest by sending an e-mail to Amy.Harrington@umassmemorial.org. The deadline for submissions is March 27th.
- 3) Feel free to submit a past Idea that you and a colleague worked on since October 1st, 2019.
- 4) Submissions will be judged on the idea itself, as well as the creativity of the partnership.

Even an idea you consider small might turn out to be impactful. Teresia Gikebe, Medical Assistant in the OPD, saw the frustration providers experienced when they could not find the correct codes of urine toxicology screens. She partnered with Yadira DeJesus in administration to place lists of codes in all the treatment rooms in easy to locate places. Not only did Teresia help make the clinical work of the OPD more efficient, but she brought Yadira into the clinical work of the department and gave her the chance to be more connected with the patient experience. There will be a variety of UMass Memorial Healthcare and UMass Med gear as prizes. This will be a wonderful opportunity to celebrate the work the members of the Department of Psychiatry do every day to improve patient care!