

CURRICULUM VITAE

CAROLINE S. NESTRO

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University of Rochester
School of Nursing
255 Crittenden Blvd Box SON
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EDUCATION:

Inclusive Climate Leadership Fellowship, University of Rochester, **2018-2020**
Ph.D. Human Development, Warner School of Education & Human Development, University of Rochester, **2018**
M.S. Psychiatric Mental Health Nursing, University of Rochester, N.Y. **1991**
B.S. Nursing, Cum Laude, Adelphi University, N.Y. **1980**
Nassau Community College, N.Y. 57 Credits in Liberal Arts (**1976-1978**)

PROFESSIONAL EXPERIENCE:

- 2022 – present** **Associate Professor of Clinical Nursing, University of Rochester School of Nursing**
Responsibilities for the 2022 academic year include:
- Co-lead the Strategic Planning goal focused on wellness
 - Provide group wellness offerings for students
 - Work closely with the Office of Equity and Inclusion in support of OEI initiatives
 - Support grant educational initiatives, as appropriate
 - Provide guest lectures, as appropriate, across the School of Nursing's baccalaureate, master, and doctoral programs
 - Participate in program faculty meetings and faculty committees a selected
- 2019 – 2022** **Director, Office of Diversity, Inclusion, Culture and Equity (DICE) – Department of Psychiatry, University of Rochester Medical Center**
- Under new departmental leadership, this role developed out of and incorporated the work done through the Associate Clinical Administrator for Patient Engagement and the Associate Director of the Office of Mental Health Promotion (roles described below).
 - With the goals of improving the care and work environments, responsibilities included facilitating and assuring that institutional initiatives were communicated and adhered to.
 - Provided leadership and coordination for the collaborative development and dissemination of department specific initiatives related to anti-racism and cross-cultural awareness, knowledge, and skills to foster engagement across our four mission areas (clinical, research, education, and community).
- 2015 – 2022** **School of Medicine and Dentistry, University of Rochester, Faculty appointment**
- 2019** **Promoted to Senior Associate, Department of Psychiatry, School of Medicine & Dentistry**
(Re-appointment through August 31st, 2024)
- 2017 - 2021** **Director for Staff Education, Certified Community Behavioral Health Clinic (CCBHC) – Department of Psychiatry, University of Rochester Medical Center** (concurrent role).
- 2015 - 2019** **Associate Clinical Administrator for Patient Engagement – Department of Psychiatry, Strong Memorial Hospital**
- A central Clinical Administrative role working collaboratively with the multidisciplinary clinical and leadership teams and with patients and their families across all clinical services, to assure service excellence via collaborative identification of and participation in performance improvement activities, innovations, mentoring and teaching.
 - Examples of activities include the implementation and oversight of a Family Lounge in partnership with Ronald McDonald House Charities and Friends of Strong, the inclusion of

Peer and Family Advocates in the development and interview processes of new Peer/Family Advocate roles, the development of a Departmental Arts & Communication Specialist position, teaching and mentoring interdisciplinary trainees, and the coordination of departmental initiatives to improve the work environment.

2015 - 2018

Unit-Based Performance Program (UPP) Quality Improvement Coach for 3 Inpatient Psychiatry Units (concurrent role)

2007 - 2019

Associate Director, Office of Mental Health Promotion (OMHP), Strong Behavioral Health

- The primary responsibility of this position was to enhance the relationships between the Department of Psychiatry and the diverse communities of the Rochester-Monroe County-Upstate region that it serves.
- This position included facilitating the Dept. of Psychiatry's Consumer Advisory Council, chairing the Diversity & Cultural Awareness Leadership Team, and representing the Department at University and Medical Center forums to foster the inclusion of mental health promotion content.
- Provided education, mentoring and participated in community-based participatory research among other mental health promotion activities along with helping to lead quality improvement initiatives to assure a patient & family-centered care focus.

2014

Faculty Re-appointment at the School of Nursing, University of Rochester

- Invited to assist the School of Nursing with exploring and developing diversity & inclusion programming for faculty and staff across and in collaboration with the Medical School.
- Deployment to assist with DSRIP application (below) interfered with completing this role.

2014 - 2015

Senior Project Manager for the Finger Lakes Performing Provider System

- Temporarily deployed to assist with the application for and initiation of two projects across thirteen counties in a New York State Health Care Delivery System Reform Incentive Payment (DSRIP) initiative.
- Managed the Community Crisis Stabilization Services Project and the Behavioral Interventions Paradigm in Nursing Homes Project.

2007 - 2009

Psychiatric Acute Services Quality Improvement/Performance Improvement Senior Clinical Nurse Specialist

- Was requested to become the Coordinator of the newly formed Clinical Risk Management & Quality Improvement Team
- Helped to organize the operations of this team.
- Worked collaboratively with the multidisciplinary clinical and leadership teams across the Acute Services to assure service excellence via the collaborative identification of and participation in performance improvement activities. (This was in addition to my OMHP Leadership role at the time.)

2003 - 2007

Clinical Coordinator/Nurse Manager of Adult Ambulatory Services in the Department of Psychiatry, Strong Behavioral Health, Rochester, NY.

- Developed a new role to coordinate, oversee and improve daily operations for the following programs: General Adult Ambulatory, Infectious Disease Psychiatry Service, Older Adults' Clinic, Family and Marriage Clinic, MRDD Clinic (3/03-7/04 - coordinated the closing of this clinic), Lazos Fuertes, Strong Behavioral Health at Highland Family Medicine and The Deaf Wellness Center as well as Bariatric services.
- Provided leadership and supervision to the nurses in the above mentioned clinics in addition to the nurses at Strong Ties Community Support Program.
- Provided individual psychotherapy to adult outpatients.
- Collaborated on efforts to expand Adult Ambulatory Services.
- Facilitated clinical research in the Ambulatory setting, e.g. The IPT Study.
- Participated as a clinician in a clinical research pilot study as a research-grade trained therapist in Interpersonal Psychotherapy.
- Initiated the Department of Psychiatry Consumer Advisory Board (2006)

1997 - 2004

Clinical faculty member, University of Rochester School of Nursing

- 1998 - 2003** **Coordinator, Psychiatric Consultation & Liaison Service (PCLS), Strong Memorial Hospital**
 Coordinated PCLS daily operations. This included assuring timely, customer-friendly, patient-centered consultation while efficiently utilizing the professional time of the PCLS team.
- Developed this new role in conjunction with the PCLS Medical Director
 - Coordinated and provided oversight of daily PCLS triage.
 - Supervised secretarial support regarding specific PCLS needs and activities.
 - Identified issues effecting PCLS efficiency, assigned them to appropriate PCLS personnel to address, and monitored the progress.
 - Coordinated regular inpatient PCLS team meetings and case conferences.
 - Participated in PCLS and departmental meetings and forums.
 - Conducted Performance Improvement evaluations of Inpatient PCLS process standards and procedures.
- 1995 - 2003** **Advanced Practice Nurse, PCLS, Strong Memorial Hospital**
- Provided direct and indirect psychiatric consultation to acutely medically ill/injured inpatients, their families, and staff in efforts to enhance coping and adjustment behaviors.
 - Provided ongoing psychoeducation to multidisciplinary staff, patients, and families.
- 1989 - 1995** **Weekend Liaison Nurse for Strong Ties** **Strong Memorial Hospital**
- Developed and implemented the liaison role which provided consultation and support during weekend hours for Strong Ties' clients with severe and persistent mental illnesses, their significant others, and community staff.
 - Provided direct supervision for the weekend team.
 - Developed and co-facilitated psychoeducationally-based groups for Strong Ties' clients, and their families.
 - Served as a clinical preceptor for undergraduate nursing students.
 - Participated in the Strong Ties Policy and Procedure Committee, ExCEL Long-Term Care Core, and Family Psychoeducation Task Force.
- 1985 - 1989** **Staff Nurse, Day Treatment Program** **Strong Memorial Hospital**
- Provided group, individual, and family focused care to psychiatric outpatients.
 - Coordinated care with an interdisciplinary team and with multiple community services.
- 1984 - 1985** **Staff Nurse – 2-9200** **Strong Memorial Hospital**
- Administered individual patient care to psychiatric patients in an acute care setting and frequently supervised staff and unit activities when acting as charge nurse.
- 1982 - 1983** **Staff Nurse in Medical, Surgical & Cardiac Intensive Care** **Nassau Hospital
(Winthrop University Hospital)
Mineola, New York**
- Administered care to critically ill patients and worked with their families to provide them with information and support.
- 1982 - 1983** **Traveling Nurse Corps (TNC) and Staff Builders Health Care Services**
- TNC assignments as a staff and charge nurse on medical and surgical units in: Regional Medical Center (Madisonville, Kentucky) and Sierra Vista Hospital (San Luis Obispo, California).
 - Staff Builders. Worked private duty and staff relief between and after TNC assignments.
- 1980 -1981** **Staff Nurse, Surgical Unit** **Columbia Presbyterian
Medical Center,
New York, New York**

- Administered pre-op and post-op care to adult surgical patients.

HONORS/AWARDS:

- 2020 Received the University of Rochester Presidential Diversity Award
- 2019 Invited to become a member of the Ronald McDonald House Charities Medical Advisory Board
- 2018 Awarded a two-year Inclusive Climate Leadership Fellowship, University of Rochester, NY
- 2014 Received the 5th Annual Dr. David Satcher Community Health Improvement Award, University of Rochester Medical Center
- 2014 Strong Memorial Hospital Service Award – 30 years
- 2012 Nominated by Dept. of Psychiatry Leadership for the University of Rochester Presidential Diversity Award
- 2011 Strong Star Certificate of Appreciation – Nominated by patient & family council members
- 2002 University of Rochester Medical Center, Dept. of Psychiatry, Excellence in Clinical Care Award
- 1995 Elected to the Board of the Northwestern New York State chapter of the American Psychiatric Nurses' Association
- 1995 Excellence in Psychiatric Nursing Award at Strong Memorial Hospital
- 1994 Strong Memorial Hospital Service Award – 10 Years
- 1992 Inducted as a Community Leader in Sigma Theta Tau
- 1990 Distinguished Community Service Award Received from East House Group Home Corporation

PROFESSIONAL & COMMUNITY ORGANIZATIONS:

- Sigma Theta Tau International (1992-present)
- American Psychiatric Nurse's Association (2011-present)
- American Psychiatric Nurse's Association Diversity, Equity, and Inclusion Committee (2021-present)
- American Nurses Association (2011-present)
- Institute for Patient & Family Centered Care National Advisory Committee – Invited Member (2019-present)
- Board Member, Ronald McDonald House Charities of Rochester Medical Board (2019-Present)
- Member International Society for Psychiatric-Mental Health Nurses (1994-2010)
- Member of the National Alliance on Mental Illness

INSTITUTIONAL ACTIVITIES:

- University Committee for Interdisciplinary Studies Health & Human Values, Family Roundtable Cluster Co-Chair (newly appointed, 2022)
- Mental Health & Arts Networking Group (2021-present)
- URMC Healing Through Arts & Humanities Committee - 2021 to present
- UR/URMC Diversity Officer Training (EDI Inclusive Leadership Institute's Spring Cohort (2/16/21-6/22/21)
- External Advisory Board Member to the Department of Neurology's, Inclusion, Diversity, Equity, Anti-Racism, and Social Justice Council (Invited 9/3/20)
- Human Factor Based Leadership Course Certification (June, 2020)
- Clergy Mental Health Collaborative, co-facilitator (2019-2022)
- Invited to become a University Staff Equity Officer (2019-present)
- 1199 SEIU Diversity Committee (2018-2022)
- URMC Faculty Diversity Office/Liaison (2015-present)
- URMC Bias Reduction Trainer – Provided Trainings to Internal Medicine Physicians in Cardiology, Urology, & Genetics (2019)
- Trained in Theatre for Healthcare Equity and piloting its use at the UR/URMC with colleagues from the CTSI, Med Center and Institutional Offices of Equity & Inclusion, Medical School, and Medical Humanities (2018-present)
- URMC Patient Engagement Advisory Committee – (2016 to 2019)
- URMC Structural Racism Team – (2016 – 2020)
- Center for Community Health and Prevention Reviewer
 - Satcher Community Health Improvement Award Reviewer – 2015, 2017, 2021
 - Community Health Mini-Grant Program Reviewer – 2016, 2020
- UR Diversity & Inclusion Committee Member – 2007 to 2020 (committee disbanded)
- URMC Aesthetics Committee – Member 2012 to present
- URMC Patient & Family Advisory Council & Leadership Committee – 2006 to March, 2022
- URMC Population Health Coordinating Committee – Member

RESEARCH ACTIVITIES:

- 2019–present Participated in the University of Wisconsin at Madison BRIM study. Received a certificate of completion from the developers of: “Breaking the Bias Habit®: Bias Reduction in Internal Medicine (BRIM),” a web-based course to train BRIM workshop presenters, developed with funding from NIH grant R35 GM122557.
- 2009-2018 Primary Investigator - Study Title: “Inclusion, an Essential Condition for Flourishing in an Academic Institution: A Grounded Theory of Service Employee Perspectives and Experiences” for completion of Ph.D. in Human Development.
- 2011-2013 Collaborated with Marsha Wittink, MD, MBE, on grant submissions entitled "Developing methods to facilitate communication about patient priorities". Grant submissions include: Patient Centered Outcomes Research Institute (PCORI) pilot grant and National Institute of Mental Health R01 grant.
- 2008-2012 Scientific Review Administrator (SRA) for the Department of Psychiatry’s Community Partnership Development Award (\$20,000 grant).
- 2009-2010 Participated in a pilot project of the Mental Health Promotion Task Force of Rochester and Monroe County entitled, “Recruitment and Training of Natural Helpers as Action-Research Partners: Mental Health Promotion and Violence Prevention”. Interviewed subjects and assisted with coordination.
- 2004 - 2007 Interpersonal Psychotherapy Research Study. Studied the efficacy of Interpersonal Psychotherapy for depressed women with sexual abuse histories. Participated as a research grade therapist and coordinated the clinical operations in our Community Mental Health Center.

PUBLICATIONS:

- 2018 “Inclusion, an Essential Condition for Flourishing in an Academic Institution: A Grounded Theory of Service Employee Perspectives and Experiences” ProQuest Dissertation Publishing.
<https://www.proquest.com/docview/2047578414?pq-origsite=primo&parentSessionId=NOilgqfDiZ8ebxIHe0nGM5r9Njj1vW3IONBDjpR5cr0%3D>
- 2014 Case Study Publication - *Nestro C, Berger M, Michaels S. Building a successful patient and family advisory council for your department of psychiatry. Presented at: UHC member spotlight Web conference; June 2, 2014. https://www.uhc.edu/22792. Accessed July 29, 2014.*

INTERDISCIPLINARY STUDENT TEACHING & MENTORING (project examples):

- 2021 NLX 476: CNL Immersion Experience, Leadership Field Placement, preceptor for Nicole Fulle (URSON)
- 2020 Dissertation Committee Member, Warner School Doctoral Study: “Support of Distressed Caregivers of Patients with Advanced Cancer: Triadic Communication and Discursive Practices in Medical Appointments among Oncologists, Older Patients with Advanced Cancer, and their Distressed Caregivers”. Lee A. Kehoe (PhD student)
- 2019 “Building Bridges to Better Mental Health with our Community Partners!”, Kaylena Bell, BSW (Social Work Intern)
- 2018 “Laying the Groundwork for Culturally Sensitive Care”, Samantha Bellinger, M.S. (Psychology Leadership Project)
- 2018 “Finding Hope After Feeling Lost: A Macro Social Work Perspective on Embedding Connections to Family-Centered Community Support Across Inpatient Services”, Aubree Jones, BA (Social Work Intern)
- 2018 “Using an Online Survey to Better Understand the Department of Psychiatry’s Diversity and Cultural Awareness Training Needs”, Lindsay Sycz, MA (Psychology Intern Leadership Project)

SELECTED TEACHING & PROFESSIONAL PRESENTATIONS:

- “Building Trust: Environmental Services Employees and Patient Care”, URM Medical Humanities Noon Conference (2021)
- “Addressing the Mental Health Workforce Shortage” Invited panelist, Patrick P. Lee Foundation, Buffalo, NY (2022)
- URMC Comprehensive Psychiatric Emergency Program Behavioral Health Emergency, Simulation Facilitator (2021)

"Got Health" [free talk](#) co-sponsored by the URM Center for Community Health & Prevention and the Central Library of Rochester and Monroe County on, "Stress: Why do some people seem to cope better and how can I become one of those people?" (2021)

Institute for Patient- Family-Centered Care Webinar – Invited speaker, "Addressing Behavioral Health Needs in the Time of Covid - Building Partnerships and Resiliency" (2021)

Press Ganey 2020 Virtual National Client Conference. Co-presented with Jackie Beckerman, "Every Patient Deserves a Voice: Deaf, Transgender and Behavioral Health PFACs". (2020)

Invited consultant by the Institute for Patient- and Family Centered Care to present a two-day training on, "Advancing the Practice of Patient- and Family-Centered Care: The Roles of Executive Leaders" & "Advancing and Supporting the Practice of Patient- and Family-Centered Care for Clinical Leaders". Center for Addiction and Mental Health, Toronto, Canada (2019).

"Understanding and Changing Hostile Work Environment Encounters Using Theatre of the Oppressed" poster presentation at the 5th Annual Institute for Innovative Education Team Based Care Symposium: Integrating Quality in our Unit and Healthcare Teams. Margie Hodges Shaw, JD, PhD, Adrienne L. Morgan, PhD, John Cullen, PhD, Evelyn Parker, MA, and Caroline Nestro, MS, RN, PhD (2019)

Requested to speak to multi-disciplinary trainees throughout the academic year including students of medicine, nursing, psychology, marriage & family therapy, and social work. Topics include the importance of the patient/family voice in the provision of person-centered care, health disparities, community orientation regarding the social determinants of health, and the importance of self-reflection as a clinician.

10th Annual University of Rochester Diversity Conference co-presented, "Courageous Leadership: Valuing Diverse Perspectives and Taking Meaningful Action" workshop. (April, 2019)

Invited as a panelist by NYS Partnership for Patients, a partnership of the Healthcare Association of New York State and the Greater NY Hospital Association on ""Leveraging Patient and Family Advisory Councils to Improve Care." (2018)

"Don't touch me, you #@*#!" Using Forum Theatre to Understand Antidiscrimination Policies and Address Patient Biases URM HMD-GMD Faculty Development: Inpatient Discrimination, presented with Margie Shaw (2018).

National Web Conference "Building a successful patient and family advisory council for your department of psychiatry" Presented at: UHC member spotlight Web conference with Berger M, and Michaels S. <https://www.uhc.edu/22792>. Accessed July 29, 2014.

Coordinate and present at the annual, "Department of Psychiatry's Summer Brown Bag Series". This series focuses on all facets of inequity and cross-cultural engagement to foster dialogue and improve health (2012-2021)

"Working Together to Achieve Clinical Outcomes" Panelist/presenter University of Rochester Nurse Manager & Nurse Leader Retreat (2012)

"Stigma, Strength & Successes: The Story of Mental Illness & HIV/AIDS in the African-American Community", Coordinated and introduced this symposium sponsored by the Frederick Douglass Institute for African American Studies at the University of Rochester. (2012).

"Development of an On-Line Cultural Competence Course: One Department's Experience", poster presentations: The Association of American Medical Colleges (AAMC) annual meeting in Denver, CO (2011) & The University of Rochester Diversity Conference (2012).

Mental Illness Awareness Week Department of Psychiatry Grand Rounds, presentation, "The Department of Psychiatry's Advisory Council of Consumers" (2011)

"How to Create an On-Line Diversity Course" Presented in several University of Rochester Forums including: The Warner School's Professional Development Luncheon, Department of Psychiatry's Community Counts Seminar Series, University of Rochester's Diversity and Inclusion Outreach Committee (2010-11).

Symposium paper (primary author/presenter) with Martin Lynch: "Embracing a Health Promoting Paradigm in the Provision of Mental Health Services" The Sixth World Conference on the Promotion of Mental Health and Prevention of Mental and Behavioral Disorders Washington, D.C. (2010)

"Crucial Conversations©: Tools for Talking When Stakes Are High" presented at the URM Nurse Manager/Nurse Leader Retreat and at the URM Safety Nurses' Orientation (2007).

"Family Integrity in Late Life: Exploring Clinical Applications and Techniques" co-presented with Dr. Deborah King, Ph.D. at the 12th Annual Medical Family Therapy Institute, Strong Family Therapy Services (2005).

"Psychiatric Consultation Services: Nursing AND Medicine – Best of Both Worlds?" Presented at the International Society of Psychiatric-Mental Health Nurses (ISPN) Annual Conference, Charleston, SC, (2003).

"Maintaining Your Sanity & Ideals in Today's Current Health Care Climate" Presented at the 11th Annual Society of Urological Nurses and Associates (SUNA), Rochester, NY (2002)

"Working with Families in Crisis: Part I & II" Presented for the Strong Memorial Hospital Critical Care Quarterly, August 2001 & February 2002.

"Life Review Video: A Powerful Intervention for Patients, Their Families, and Staff", presented at the American Psychiatric Nurses Association, Western NY Chapter Spring, 2001 and presented at Strong Ties Community Support Program, Summer, 2001

"The Behavioral Management of Challenging Consumers" Guest speaker at the Upstate New York Patient Advocates' Council, September, 1999

"Schizophrenia & Psychosocial Rehabilitation" Guest lecturer, St. John Fisher College (1995)

"Beyond Social Skills: Teaching the Art of Friendship" Consortium of Continuing Day Treatment Programs of NYS, Syracuse, NY, and presented at Strong Ties Clinical Conference (1994)

OTHER SELECTED ACTIVITIES:

Human Factor Based Leadership Course Certification (2020)

Certificate of completion received from the developers of: "Breaking the Bias Habit©: Bias Reduction in Internal Medicine (BRIM)," a web-based course to train BRIM workshop presenters, developed with funding from NIH grant R35 GM122557. (2019)

Theatre of the Oppressed Forum Theatre Workshop-, Greenville, SC (2/15/19 – 2/17/19).

University of Rochester Medical Center Leadership Education and Development Program, Awarded a Certificate of Completion (January-June 2014)

Lean Project Co-Leader on two Department of Psychiatry Kaizens to improve the quality of care and access to care in the Comprehensive Psychiatric Emergency Program and in our Adult Ambulatory Clinic. (2011-2013)

"How to Create an On-Line Diversity Course" poster chosen for display in the University of Rochester Medical Center Clinical Nursing Research Center display case (January-February, 2013).

Facing Race Embracing Equity (FR=EE), Rochester's Racial Equity Initiative, member of Health Disparities Grant Development Group and Health Disparities Work Group (2012-2013).

Coordinated the creation of a Department of Psychiatry community art gallery, "The Bridge Gallery", with 3-4 exhibits of community artwork each year. (2011-2022)

Spearheaded and coordinated, "Music for the Mind" departmental fundraisers to showcase co-worker talents, foster belonging, and raise funds to infuse more music into the Department's activities. (2019-2021)

Conduct "Consumer, Community and Diversity" orientations for new Nursing Staff, Psychiatry Residents, Post Doctoral Fellows in Psychology and other trainees as requested – ongoing.

Seminar on diversity conducted for the Dean's Teaching Fellows, a program to further the development of 6-8 highly qualified faculty members based on their commitment to careers in medical education, University of Rochester Medical Center (invited May, 2011)

Facilitate SCOPE sessions with 1st year University of Rochester Medical students on, "Providing Health Care to Different Patient Populations: Developing Your Skills". (1/10- present)

Member of The Monroe County Office of Mental Health's Cultural & Linguistic Competence Council (invited 1/08)

Crucial Conversations 2-Day Training, Toronto, Canada. (2007)

Past member of the Rochester Committee on Refugee Resettlement (2006 – 2011)

Community Service for the Upstate Guide Dog Association. National Telly Award Finalist for producing the video: "One Day in the Life of the Upstate Guide Dog Association", January 2005.

Disaster Mental Health Volunteer for the American Red Cross, November 2002.

ACE End-of-Life course small group facilitator, Spring 2001, University of Rochester School of Medicine & Dentistry

Rochester Eating Disorders Organization (R.E.D.O.) group facilitator (1991-1993)

Kids Adjusting Through Support (K.A.T.S.) group leader (1991)

Co-produced and provided musical soundtrack for orientation videos to the Day Treatment Program and Psychodrama at Strong Memorial Hospital (1989-90)

References available upon request

Updated 09/22