

Division Accolades

Marie Walker, Office of the University Registrar, attended the 68th Annual Southern Association of Collegiate Registrars and Admission Officers (SACRAO) February 1-4 in Mobile, Alabama. Highlights included FERPA updates, electronic transcripts, the American with Disabilities Act and other important information pertaining to the Registrar and Admission offices.

Louise Montgomery joined the UAMS Library's Reference Dept. as Education Librarian and ACH Liaison in January. Louise will coordinate educational activity, provide support to ACH staff, and maintain access for the ACH library online resources.

UAMS, the College of Pharmacy and the Office of the University Registrar celebrated **Kathy Orear's** 35 years of service in a retirement celebration December 10th. Kathy was the Director of Admissions and Registrar for the College of Pharmacy.

Laura Smith-Olinde, Office of Educational Development has co-authored a book to be released in March, 2015. *Hearing Assistive and Access Technology* details various forms of assistive listening devices as well as long-standing and new devices that allow communication access to those with hearing loss.

Message from the Provost

We have had a very busy winter made more so by many days of bad weather, which resulted in cancelled classes and other campus activities. But, the primary focus for any weather event is keeping students, faculty and other employees safe. I hope that all of us can catch up without too much hassle. In spite of the delays, academic affairs work is progressing and some of the work is highlighted in this newsletter. This includes new developments in patient and family centered care and more support for the student-led UAMS 12th Street Health and Wellness Center. This center, along with the North Street Clinic at our Fayetteville campus, addresses the health needs of underserved populations and provides opportunities for students in all colleges and the graduate school to collaborate in interprofessional teams.



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Message from the Provost

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The student government groups on both campuses provide opportunities for leadership and offer extra-curricular activities for all UAMS students (fun parties and sports events).

New opportunities for faculty development and assistance are available also – the new UAMS Educators' Academy inducted its first members and held its first Teaching and Learning Symposium recently. The Academy is a way for educators to network, develop their skills as teachers, and increase their scholarship in education. In addition, we have a new community of practice for faculty and staff who develop and design courses (Instructional Designers) using the latest teaching methods and continuing education courses for several Blackboard applications.

We continue making major technology upgrades in many high-use classrooms and improvements in the teaching laboratories.

Lastly, none of the nearly 70 degree programs that UAMS offers could function within the academic health science center without the accreditation 'stamp of quality' by the national Higher Learning Commission. Work has already begun to prepare the on-site review – April 17-18, 2017.

Happy Spring!

--Jeanne Heard

The Eli Award

- Center for Patients and Families



Every day, UAMS employees have the opportunity to make a difference in a patient or family member's life. Sometimes, situations are more challenging than others. This is when health care staff have an opportunity to step up to the challenge, think outside the box, and go above and beyond to create special, meaningful moments for patients and families.

Children's Hospital (ACH) for observation and surgery soon after he was born. Within days, Eli's prognosis rapidly deteriorated and the family made the painful decision to allow Eli to give the gift of life through heart valve donation.

At UAMS, we recognize these opportunities with The ELI Award. Eli McGinley and his twin brother, Walker, were born at UAMS on August 3, 2009. Eli was born with severe spina bifida and was transferred to Arkansas

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News and Reflections from Academic Affairs is published quarterly by the Office of the Provost to inform students, faculty and staff about programs and support provided by the Division of Academic Affairs and to highlight UAMS initiatives beneficial to students and faculty.

Questions? Comments?

Contact the Newsletter Editor, Joanna Delavan
jdelavan@uams.edu

The Eli Award

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Eli's parents, Jesse and Jodie McGinley, were told by the doctors that Eli would likely pass away within a few minutes of being taken off life support. Those minutes turned into hours and eventually into the next day. The family traveled back and forth between their twin sons in the NICU at UAMS and ACH. Both UAMS and ACH physicians and nurses recognized Jodie and Jesse's pain and suffering and offered to have Eli transferred back to UAMS so the twin brothers could be together with their parents in Eli's final hours. Transferring a comfort care patient to UAMS is not standard protocol, and it required extensive coordination between several departments at UAMS and ACH. This above-and-beyond effort provided by the medical team meant the world to the McGinley family. "Eli was obviously holding on to something," said Jodie. "Because of their efforts, we spent an entire day together as a family; we took pictures of the twins together, and we were able to begin the healing process."

In January 2015, the McGinley family created The ELI Award in their son's memory to honor the UAMS and ACH employees who helped them cope with the loss of their son, but beyond that, to recognize the extraordinary efforts taken to bring their babies together for one last time.

Shannon Barringer, a genetics counselor in the UAMS Department of Obstetrics and Gynecology, was honored as the first award recipient for the help she provided the McGinley family over several years, beginning with the first ultrasound in 2009 and continuing until she helped the family meet the little girl from Maine whose life was saved by the donation of Eli's heart valve.

UAMS employees who create excellence in patient- and family-centered care will be honored with The ELI Award, and their stories will be shared through the UAMS Center for Patients and Families. Have you witnessed an ELI moment? To nominate a UAMS colleague for The ELI Award, tell us the story at pfcc@uams.edu.

--Julie Moretz

More Lab Improvements!

- Office of Academic Services



The Office of Academic Affairs is pleased to announce more lab improvements. The chalkboards that have been in the 8th and 9th floor teaching labs in the Education II building for the last 30+ years were recently replaced with whiteboards to the delight of our faculty and students.

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Midterms and Finals! We hope everyone will summon extra empathy and kindness for our students during this stressful time.

--Susan Carter



UAMS PFCC Patient Experience Symposium

- Center for Patients and Families



Jason Wolf speaks at PFCC symposium

Jason Wolf, a nationally recognized expert on patient experience improvement, was the keynote speaker at the UAMS Patient- and Family-Centered Care (PFCC) Patient Experience Symposium on January 27. More than 200 physicians, nurses, clinicians, faculty, staff, students, and patient and family advisors at UAMS, Arkansas Children's Hospital and sites across the state participated.

Wolf spoke on changes in health care across the nation as the Centers for Medicare and Medicaid Services (CMS) moves from volume-based reimbursement models to value-based care. He cited a snowball effect, in which low-performing patient experience facilities not only see a decline in reimbursements from programs such as Medicare but also declines in payments from private

insurers, fewer patients, increased employee turnover and fewer private donors.

He defined the patient experience as, "the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care." At UAMS, the patient experience is described as "creating comfort, hope and healing with patients and families" and includes every interaction from registration to treatment, discharge, billing and follow-up care.

Wolf cited research that shows overall satisfaction is best predicted by patients' perceptions of the skill and responsiveness of nurses and physicians. He also spoke on the "3 'Ps' of patient experience performance," which are "people," "process," and "place," coming together to form "purpose."

Wolf quoted Dalai Lama, saying, "If you think you are too small to make a difference, try sleeping with a mosquito." He indicated that every individual in an organization has the power to make a choice in how we treat others. Not only did staff learn more about best practices in partnering with patients and families, but they were challenged to realize their personal role in affecting change. At UAMS, interprofessional practice and teamwork are clear cut ways to improve communication within our own teams and with our patients but what is our personal role and how are we held accountable?

Following Wolf's remarks, Tonya Johnson, Manager of UAMS Nutrition Services, Tony Seupaul, M.D., Chair of the Emergency Department, and Joe Jimmerson, Nurse Magnet Program Manager, spoke about ongoing patient- and family-centered initiatives in place within their areas at UAMS Medical Center.

The symposium concluded with presentation of the newly-created Eli Award to Shannon Barringer, a genetics counselor who worked closely with a high-risk pregnancy family throughout their pregnancy, delivery of their twins, the death of their baby, Eli, and celebration of a child's life saved several years later by their baby's heart valve donation.

--Julie Moretz

UAMS Chancellor's Circle Awards Funds for Digital Sign - 12th Street Health and Wellness Center



(L-R) Chancellor Dan Rahn, COP student Erin Puryear, and Associate Provost Stephanie Gardner

As the center seeks to communicate with the community we serve more effectively, we realize that there is a need for an electronic message sign to achieve this goal. The donation of funds from the Chancellor's Circle will allow us to purchase a sign that will be used for announcements such as clinic hours, special screening events, targeted health education classes, reminders and encouragements to the community to get immunizations, and general health messaging.

This gift is so much more than monetary. This gift gives us the ability to better communicate with our patients and their families. It also serves as a reminder that UAMS is more than just a school or a medical center – UAMS is a neighbor and the community's partner in health and wellness.

--Lanita White

Golf Tournament to Benefit 12th Street Health and Wellness Center - 12th Street Health and Wellness Center

The UAMS Master of Health Administration Student Organization has organized a golf tournament to benefit the UAMS 12th Street Health and Wellness Center. The tournament is scheduled for Saturday, April 25, 2015 at the Country Club of Arkansas in Maumelle. The tournament begins with a lunch at 12:00. The tournament is a 4-person scramble, with the cost being \$400 per team.



For more information contact Stewart Clark at 501-548-1918. The deadline to register is April 18. Registration forms can be downloaded [here](#).

Educators' Academy Membership Takes Off

- Office of Educational Development

The Educators' Academy welcomes its first member, Matthew Smeds, MD, College of Medicine, Department of Surgery.

All full-time UAMS faculty are invited to join the Academy. Membership is free and provides opportunities for faculty to network, collaborate, and share information and ideas for teaching, learning and educational scholarship.

Benefits of joining include eligibility to apply to the Teaching Scholars program (<http://educationaldevelopment.uams.edu/teaching-skills/teaching-scholars-program/>), peer coaching for teaching, assistance developing an educator portfolio, eligibility to apply for education grants and more.

For membership details, please visit the Educators' Academy website <http://educationaldevelopment.uams.edu/edacad/join-the-academy/>.

Direct questions about the Educators' Academy to Dr. Laura Smith-Olinde at 501-686-7052 or edacad@uams.edu.



Dr. Matthew Smeds



Chickilah Davenport

The Educators' Academy is happy to welcome Chickilah Davenport. Ms. Davenport joined UAMS on January 12, 2015 and is serving as Administrative Analyst for the Academy as well as the Office of Educational Development.

Ms. Davenport earned her Bachelor's degree in Criminal Justice from the University of Arkansas at Pine Bluff, worked at the Pine Bluff Arsenal until it was downsized, then became a licensed Realtor with the state of Arkansas.

--Laura Smith-Olinde

Inaugural Teaching and Learning Symposium a Success

- Office of Educational Development

With 17 posters and 48 presenters representing three UAMS colleges, as well as UALR, Yale University and Campbell University, the inaugural Teaching and Learning Symposium on January 22nd was a huge success! Attendees took part in Dr. Jeff Pettit's keynote workshop on engaging in educational scholarship. Dr. Pettit provided ideas on translating their current teaching into educational scholarship.

Learning about the variety of educational scholarship activities already occurring on campus was exciting. Attendee comments included, "[The] poster session was excellent. [I] met many people, and lots of people came by and looked at my poster" and "Great opportunity for interaction with faculty."

An unexpected but positive outcome of the Symposium is the decision for the Educators' Academy to serve as a repository of educational research from UAMS faculty. Educators' Academy will also house a directory of faculty projects and educational research interests. If you have education-based research virtual posters you would like featured on our website, email edacad@uams.edu.

Plans for next year's Symposium are underway! Consider submitting some of your work or simply attend the Symposium to see what your colleagues are doing.

Higher Learning Commission Accreditation

- Enrollment Services and Academic Administration

The official dates have been set for the next Higher Learning Commission site visit: April 17-18, 2017. The Higher Learning Commission (HLC) of the North Central Association of Schools and Colleges is the campus' regional accrediting agency. The HLC accredits all levels and types of post-secondary institutions in the central U.S. Most UAMS colleges and programs also have specialized accreditations - all of which require that the university first meet HLC requirements. HLC accreditation covers a 10 year period; UAMS' last site visit was April, 2007. The 2017 self-study and site visit will be coordinated by the Office of Enrollment Services and Academic Administration, including transition to a new continuous pathway in which an online content system (master document and supporting attachments) will be updated in real time.

--Dana Venhaus

Update on GUS

- Enrollment Services and Academic Administration

Gibson Garrett of Enrollment Services and Academic Administration, and Jenny Kyle, College of Nursing, have taken over co-leadership of the GUS admissions team (Gateway for UAMS Students). The GUS Admissions Team has been conducting refresher training and updating new business processes that will complement the new, integrated student information system. The Admissions team has configured a new online application that is scheduled to "go live" July, 2015 in order to process applications for the Fall 2016 term. The online applications module facilitates comprehensive application processing including payment of application fees. Applicants applying to programs that use a CAS (Central Application Service) will continue to apply on the CAS, but all the CAS information will be pulled into GUS, which will be the official repository for all UAMS student records.



Gibson Garrett

Jenny Kyle

--Dana Venhaus

25Live Changes the Face of Scheduling

- Office of Academic Services



The Office of Academic Services is pleased to announce the roll-out of *25Live* as the UAMS room scheduling tool. This new tool, which builds on our *R25* legacy system, has many enhanced capabilities that greatly improve our ability to meet the scheduling needs of both the Little Rock and Northwest campuses.

To reserve a room, requestors will now log in to the following *25Live* link using their UAMS domain information to complete the room request form: [https://reserve-a-room.uams.edu/25live/#home_my25live\[0\]](https://reserve-a-room.uams.edu/25live/#home_my25live[0]).

Go to <http://oas.uams.edu/schedule-a-room/> to find step-by-step tutorials and other useful information. For questions, concerns, or to schedule training, please call 501-686-5575.

--Summer Mote

News Briefs from OED

- Office of Educational Development

- Lisa Ferris, Instructional Design, OED, and Dr. Katherine Berry, COM Surgery, developed the online module "Physician Reporting of Patient Safety Events." This module provides residents and attending physicians an overview of the patient safety event reporting process. The intended outcome is to increase reporting that will lead to increased patient safety at UAMS.
- Lisa Ferris, Instructional Design, OED, presented "Creating a Virtual Debriefing for Third Year Medical Students" at the SoftChalk User's Conference in Baltimore, MD, October 1-2. Developed with Dr. Arlo Kahn, Clerkship Director, UAMS Family and Preventive Medicine, this module placed 3rd in the national SoftChalk Lesson Challenge 2014.
- An interprofessional team including Jasna Vuk, Cindy Mercado, Robert Kennedy, Mike Anders, Jessie Casella, and Susan Steelman worked collaboratively to harness simulation in preparing faculty to utilize EPIC. This work led to an accepted manuscript titled "Impact of simulation training on self-efficacy of outpatient health care providers to use electronic medical records." The manuscript will be published in the International Journal of Medical Informatics.
- UAMS now has a Community of Practice for Instructional Designers. Instructional designers and other course developers across the campus meet monthly to share ideas, resources, and tools to improve course design. This group is led by Lisa Ferris, Instructional Design. Questions? Contact Lisa Ferris at lgferris@uams.edu.
- The Office of Educational Development eLearning recently offered two CE courses for College of Nursing:
 - * Blackboard Collaborate and the Retention Center
 - * Blackboard Grade Center and Assignment Management

We are currently offering these two courses for all colleges, but are happy to assist with any other requests related to CE courses. Please submit a request form at:

<http://educationaldevelopment.uams.edu/about-us/service-request-form/>.

- This year the Arkansas Blackboard Users Group (ArBUG) Spring Conference will be hosted at National Park Community College on April 2nd and 3rd, 2015. The registration deadline is March 25, 2015. See more information at: <http://us6.campaign-archive1.com/?u=e24270a9913ee9e0876644f84&id=c4790e8202>.

Associated Student Government

- Campus Life and Student Support Services



*ASG Insurance Committee:
Christopher Spencer, Kara
Halverson (ASG Treasurer),
Adam Price & Ryan Banning*

The Associated Student Government (ASG) hopes to improve communication with all college class officers and student councils. Other important initiatives include increasing ASG's presence in the community and building relationships with all campus student organizations. We hope reorganizing and revising our constitution will unify ASG, clarify roles, and increase participation.

We met our goals for fall and we're excited to proceed into spring to further our progress. Important goals for the spring semester include selecting the 2015-16 university sponsored student health insurance plan and hosting ASG officer elections. Elections will be held Wednesday, April 8th in the IDW lobby at noon. We encourage the entire student body to participate in the election process.

This year, the ASG partnered with Our House to increase awareness of campus activities such as community engagement projects. Our House empowers homeless and near-homeless families and individuals to succeed in the workforce, in school, and in life through hard work, wise decision-making, and active participation in the community. The facility is located at 302 East Roosevelt and on Thursday, February 5th ASG representatives Rebekah Lynch and Kristin Belew met Our House executive director, Georgia Mjartan, to tour the facility as well as the newly renovated learning center. On Saturday, February 21st the ASG Community Engagement Committee and ASG representatives served breakfast and provided dental instruction along with goodie bags to the residents of Our House. Our service was well received and we look forward to engaging in future projects to assist the families of Our House.

ASG is also partnering with the Student Health Clinic (SHC) to educate students about health services offered at the SHC and aid Dr. Cesalie Wallace with monthly 'Lunch & Learn' student health sessions. Dr. Cesalie Wallace, DNP, APRN, FNP-BC, NP-C, is the new Advanced Practice Nurse Practitioner in the Student Health Clinic. She received her Bachelor of Science degree in Nursing from the University of Central Arkansas in May of 1998. She attended the University of Tennessee Health Science Center, where she received her Doctorate of Nursing Practice as a Family Nurse Practitioner in May of 2012. Cesalie is certified as a Family Nurse Practitioner by both the American Academy of Nurse Practitioners and the American Nurses Credentialing Center. She brings a broad range of experience as a practitioner, with clinical experience in Women's Health, Urgent Care, and Family Practice. Cesalie is available for clinic appointments Mon-Fri from 8:00-4:30, same day appointments are welcome. She can answer general questions through the Ask the APN forum that can be found on the Student Health Clinic Website <http://familymedicine.uams.edu/university-healthcare-services/student-health-clinic-student-and-employee-health-services/>.



Dr. Cesalie Wallace

'Lunch & Learn' sessions are held on the third Wednesday of each month, from 12-1:00. Below is the remaining 2015 spring semester schedule of topics:

- March 18- Contraceptive Choices, Protecting Yourself Against the Odds, IDW 115B
- April 15 – Keep Calm and Hold On, Managing Stress, IDW 114A

---Nakia Dedner

Student Activities and Intramural Sports

- Campus Life and Student Support Services

It's a new year and the Office of Campus Life has some new and exciting events planned for UAMS students. We kicked off the semester with a few oldies but goodies such as, student bowling night at Professor Bowling Alley and our intramural basketball season at Mann Middle School gymnasium.

A special event has been added this year. For the first time ever, Campus Life will host a spring formal for UAMS students. This will be a social event that will allow students to take a night away from class to enjoy their peers in a formal setting. The event will have a reception style atmosphere with heavy hors d'oeuvres and DJ. This night will also allow students to reflect and enjoy all the accolades that were received during the year.

In addition, the 'UAMS Idols' showcased their talents at karaoke night on February 27th at the Revolution Room downtown. Also be on the lookout for intramural softball, kickball tournament, and the much talked about free massage therapy sessions.



Student bowling night

--Waymond Stewart

Northwest Campus Student Update

We welcomed 60 new students to campus in July and August. We now have a total of 158 students for the 2014/15 academic year:

College of Health Professions: 26
 College of Medicine: 33
 College of Nursing: 48
 College of Pharmacy: 51



Medical students depicting the characters from the Candy Land board game at the Student Halloween Party

And we are so excited about the addition of the inaugural class of **Doctor of Physical Therapy** students in Fall 2015! This 3-year program will be housed exclusively on the Fayetteville campus and will admit 24 students per year. The newly renovated facilities will include: Three research labs; five teaching labs, including a state of the art anatomy lab featuring plastinated prosections; and an interprofessional student lounge that will be open to all colleges on campus. For more information or to sign up for an information session, please call (479) 713-8600 and visit the web page: <http://healthprofessions.uams.edu/programs/physical-therapy/>.

On October 24th, the 3rd annual **Student Halloween Party** was held in the Northwest Campus basement area. As always, the area is large, dark, and old, so scary decorations were optional but present. Activities included the annual Ping Pong Games and the ever-growing Haunted Morgue tour. Check out our Facebook page for pictures and great costume ideas: <https://www.facebook.com/UAMSNW>.

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Northwest Campus Student Update

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Student patient care team at the student-led North Street Clinic on Nov. 20, 2014. (L-R) Stephanie Newman (CON), Abigail Agatep (COP), and Evan Johnson (COM.)

In November the campus launched the **North Street Clinic** which is an interprofessional student-led clinic for uninsured patients in the Northwest Arkansas community. Currently the focus is on the Marshallese community, but will soon expand to include the Hispanic community. Patient-care teams consisting of pharmacy, nursing, and medical students provide chronic ongoing care for diabetic patients. The clinic is currently operating one afternoon a week with plans to extend the hours and scope of care in the future. Here is the link to an interview on KUAF public radio with the clinic founders including Matthew Dalke (M4,) Student Director: <http://kuaf.com/post/new-uams-nw-north-street-clinic-serves-ozark-islanders>.

Students from all colleges on campus teamed up and provided **free biometric health screenings** to over 400 people in Northwest Arkansas since August 2014. A heavy focus has been on the Marshallese population which has tremendous health concerns such as diabetes and heart disease. Screening events include: American Diabetes Association Expo, a Marshallese Softball League screening, and two screenings at the First Marshallese Church of Christ in October and November. Students were required to participate in both a screening skills training session as well as a Marshallese cultural seminar before screening. In November, students met with a team of Marshallese experts including a native Marshallese physician who is one of only two Marshallese in the world who has completed medical school and residency training at a US accredited program, and a cultural anthropologist focusing on Micronesian populations.

Planned events this spring include another Marshallese church screening, the annual screening (and defending our Bed Racing Championship title!) at the Springfest festival on Dickson Street, and the End of Year Student Appreciation Reception.

Please check out lots of photos of all activities mentioned as well as event and campus information on our Facebook page at <https://www.facebook.com/UAMSNW>.



Students screening two Marshallese patients at the First Marshallese Church of Christ, Springdale, AR on Nov. 9, 2014; (L-R) Kevin Elliott and Leane Mills (CHP) and Jennifer Nguyen (COP.)

--Leslie Hitt

State Authorization of Distance Education Update

- Enrollment Services and Academic Administration



Arkansas recently submitted its application to join SARA, the National Council for State Authorization Reciprocity Agreements. SARA is a contract among states, districts, and territories that establishes national standards for interstate offerings on postsecondary distance education courses and programs. In effect, it simplifies and expedites working agreements among member states, and in some instances, eliminates or greatly reduces cost prohibitive fees and cumbersome application processes. UAMS will apply once the state of Arkansas has been officially approved; both are expected to become members in a matter of months, to join the 20 other states which currently comprise the consortium. Once a member, UAMS will be authorized to offer online education to other member states without meeting additional

requirements set by each state. For more information about SARA visit <http://nc-sara.org/>.

--Dana Venhaus

It's All About Communication - AIDET

- Center for Patients and Families

Given the many priorities in our busy lives, have you ever had a conversation with a fellow employee who could have given you more information without your having to ask? Have you had encounters with others when you didn't feel valued as a colleague? We know it is important to treat each other with dignity and respect and to provide information to help us do our jobs better. If we sometimes have challenges in our daily work communicating with our colleagues, imagine what this could mean for our patients and families who are often anxious, afraid, and feeling vulnerable.

At UAMS, we have adopted the Studer Group's communication framework to serve as a tool for engaging with our patients and families as well as with each other. Think about how you can include AIDET in your daily work. When have you experienced someone using AIDET to communicate more effectively?

Very simply, AIDET means:

- A** **Acknowledge** - Greet people with a smile and use their preferred names if you know them.
- I** **Introduce** - Introduce yourself to others politely. Tell them who you are and how you are going to help them. Escort people where they need to go rather than pointing or giving directions.
- D** **Duration** - Keep in touch about waiting times. Let others know if there is a delay and how long it will be before the service is complete.
- E** **Explanation** - Advise others what you are doing, how procedures work and whom to contact if they need assistance. Communicate any steps they may need to take. Talk, listen and learn. Make time to help. Ask, "Is there anything else I can do for you?"
- T** **Thank You** - Foster an attitude of gratitude. Thank people for their patronage, help or assistance.