I want to start by thanking everyone who has made my first two months in the role of Provost a smooth transition. I have thoroughly enjoyed having the opportunity to see the campus through a different lens and learning more about the colleges and each department within the Division of Academic Affairs.

There are many exciting changes underway across the campus. New leaders have been identified with the recruitment of Dr. Pope Moseley as Dean of the College of Medicine, Dr. Patricia Cowan as Dean of the College of Nursing, and Dr. Keith Olsen as Dean of the College of Pharmacy. Each new dean brings a wealth of academic experience from other institutions to our campus.

--Continued on page 2

Departments within the Division of Academic Affairs

Enrollment Services and Academic Administration
- Academic Administration
- Commencement
- Office of the University Registrar
- Institutional Studies

Society and Health
- Office of Interprofessional Education
- 12th Street Health and Wellness Center
- Office of Global Health
- Center for Patients and Families (on-campus only)

Student Services
- UAMS Library
- Campus Life and Student Support Services
- Student Success Center

Teaching and Learning Support
- Office of Academic Services
- Centers for Simulation Education
- Office of Educational Development

Arkansas Commission on Child Abuse, Rape and Domestic Violence Center for Health Literacy
Message from the Provost

Continued from page 1

Changes are also occurring in our library with the recent recruitment of Nadia Lalla as Associate Provost for Library and Student Services. This issue of the newsletter provides more information about Nadia’s professional experience. She is a futuristic leader with a passion for student learning and student success. Tim Nutt has also joined our faculty as Head of the Library’s Historical Research Center. Prior to this appointment, Tim served as head of special collections at the University of Arkansas in Fayetteville. He was also the founding deputy curator of the Butler Center for Arkansas Studies at the Central Arkansas Library System. We are very fortunate to have someone with his expertise and experience leading the revitalization of our Historical Research Center. I would also like to extend my deep gratitude to Dr. Jan Hart who has served as the Interim Associate Provost for Library and Student Services since Dr. Mary Ryan’s departure. Although leaders in an interim role are often primarily responsible for maintaining a program until the next leader is hired, Dr. Hart has forged new territory, hired new talent, and further expanded student services. Thankfully, she will continue to serve as the Director of Library Operations once Ms. Lalla arrives.

Another exciting development is the move of the Center for Health Literacy to the Division of Academic Affairs. Dr. Kristie Hadden, Director, and the staff of the Center are committed to improving society and population health by making health information easier to understand and use. They offer numerous services including plain language evaluation and editing of written materials, health literacy training for health professionals, and development of patient health literacy tools. They also have an active research program focused on issues related to health literacy. This is truly a group whose work spans the campus.

I hope that as you read this newsletter, you feel the enthusiasm and energy of each group. We have a team of dedicated faculty and staff who are making a positive difference in the lives of our students, our colleagues, and the patients they serve.

--Stephanie Gardner

The Center for Health Literacy is located in the former KARN building, across I-630 from the main campus. More information about the Center can be found at http://healthliteracy.uams.edu/

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

Academic Affairs, University of Arkansas for Medical Sciences  http://academicaffairs.uams.edu/
Lalla Joins UAMS as Associate Provost for Library and Student Services

Nadia Lalla, MLIS, will assume the position of Associate Provost for Library and Student Services and executive director of the UAMS Library on September 14, 2015. This position, previously held by Mary Ryan, MLS, MPH, is responsible for the UAMS Library, Campus Life and Student Support Services, and the Academic Affairs Student Success Center.

Nadia’s experience and interest in both health sciences librarianship and student services led her to specifically pursue this associate provost position. Nadia comes to UAMS from the University of Michigan Taubman Health Sciences Library where she is the Assistant Director of Collections and Information Services. Upon receiving her Master of Library and Information Studies from McGill University in 1990, Nadia began her career in librarianship at Taubman Medical Library. From 1994-2008, Nadia held several positions at University of Michigan’s Shapiro Undergraduate Library where she was engaged in significant work with various student groups. She returned to Taubman Health Sciences Library in 2008. This blend of library and student services experience and skills will be a key asset in her position at UAMS, and Nadia is delighted to be able to combine both interests into one position.

Nadia is very conscious of the changing roles of health sciences libraries and has been a visionary in imagining the services and resources of the future library as demonstrated by her publications. She is interested in developing a strategic long-range plan for the UAMS Library and for student services that align with the UAMS Strategic Plan – 2020 Vision. Her negotiating skills and interest in providing a greater variety of resources for students, researchers, and clinicians will be very important in ensuring UAMS has a collection tailored to our needs.

Nadia knows the importance of professional development for the librarians, professionals, and staff in creating an environment of continual growth of skills and vision necessary to ensure successful library and student services units. Her Master of Science in Management, Strategy, and Leadership, which she will complete in April 2016, will be a major benefit to the position of Associate Provost.

Immersion in the library associations locally, regionally and nationally has been important to Nadia professionally and will be an asset for UAMS Library and student services as well. Her many memberships and committee offices reflect her passion for innovation, advocacy, technology, and collection development.

--Jan Hart
UAMS Patient- and Family-Centered Care (PFCC) Standards: What Patients and Families Can Expect

What can patients and families expect each and every time they receive care at UAMS? Along with the commitment to the four concepts of patient- and family-centered care (Respect/Dignity, Information Sharing, Participation, Collaboration), we have created the UAMS PFCC Standards to augment the patient/family experience. The UAMS PFCC Standards define key expectations of patient- and family-centered care and serve as the foundation for creating an exceptional care experience with patients and families. This document supports the practice that partnering with or engaging patients and families promotes high-quality, safe, health care resulting in a positive impact on the patient experience. Many voices have contributed in developing and refining the PFCC Standards, which originated with the PFCC Leadership Team (members include: Chancellor, Provost, Deans, CEO, COO, CNO, Physician leaders, several Associate Vice-Chancellors and Hospital Directors, other staff, and patient and family advisors). The Standards were also vetted by more than 100 individuals - doctors, nurses, other clinicians, front line staff, managers, patients and family members, and representatives from the colleges, including PFCC CORE and our Patient/Family Advisory Councils. The PFCC Standards apply to all clinical areas to provide a consistent approach to care at UAMS.

While our PFCC Standards impact every aspect of patient care, they also impact the education of the next generation of health professions as learners understand the expectations of how care is delivered at UAMS. The UAMS Hospital Medical Board recently adopted the UAMS PFCC Standards.

UAMS PFCC Standards

At UAMS Medical Center, we believe in the Core Concepts of Patient- and Family-Centered Care:

- **Respect and Dignity**: We treat everyone with *respect and dignity*.
- **Information-Sharing**: Patients and families receive complete and honest *information*.
- **Participation**: Patients and families take part in their care and decision-making at the level they choose.
- **Collaboration**: Patients, families, and providers work together as partners in quality and safety.

**We partner with you to create comfort, hope, and healing. You can expect:**

1. To have our full attention in care that respects your needs, values, and choices.
2. To know who is in charge of your care and who is on your team.
3. To be valued partners of your health care team, along with people you call family.
4. To have our care team provide safe, high-quality care in a timely manner.
5. To have your questions answered and to receive information about your care in ways you understand.
6. To have your care coordinated.
7. To be informed about your appointments or procedures.
8. To be treated professionally by our staff.

--Julie Moretz
'May I Help' Hang-Tags Include AIDET® Message

By now, every employee at UAMS should have received a new 'May I Help' hang-tag with the AIDET® message on the back of the tag. 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:

- **Acknowledge** - Greet people with a smile and use their preferred names if you know them.
- **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.
- **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.
- **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?"
- **Thank You** - Foster an attitude of gratitude. Thank people for their patronage, help or assistance.

The hang-tag also includes a reminder of the UAMS Service Recovery: Respond with HEART:

- **Hear the concern**
- **Empathize**
- **Apologize**
- **Resolve the Problem**
- **Thank You**

To receive hang-tags for your department, please contact the Center for Patients and Families at 686-5889. New employees receive the hangtag when their ID badge is made.

--Julie Moretz

Include Patient-Family Faculty In Your Class

UAMS Patient-Family Faculty are available to share their health care experiences in educational settings. Our UAMS Patient-Family Faculty offer strategies, through their stories, to help learners better understand how to communicate and engage with patients and families. To find out more about patient- and family-centered care or the Patient-Family Faculty Program, contact Julie Moretz in the Center for Patients and Families at jmoretz@uams.edu.

--Julie Moretz
Update from ESAA

Office of the University Registrar (OUR)
The OUR will welcome two new staff members to the team this fall. Maryland Franklin joined the team in August as a new Project Coordinator. The OUR is currently searching for a new Registrar to replace outgoing Registrar, Marie Walker. Marie left the OUR in July to accept an exciting position in the College of Public Health. Fall 2015 registration wrapped up August 17th, completing the last fall semester enrollment to be managed through legacy student information systems. GUS, the new PeopleSoft student information system, is now live for admissions, and will go live for remaining modules February 29, 2016 for students enrolling for the Fall 2016 term. Staff in the OUR are gearing up for the next round of intensive systems testing for GUS, beginning later in September and running through November.

Gateway for UAMS Students (GUS)
The Online Admissions Application of the new student information system, GUS, went live June 29, 2015. The new system is only accepting applications for the Fall 2016 term and, to date, 73 applications have been started. Applications to prior terms are available using the current UAMS legacy systems. The College of Health Professions, the College of Pharmacy and the Graduate School are the only colleges currently accepting applications through GUS, and September is expected to be a busy month for them. The College of Public Health and the College of Nursing will be activating their online applications in late August and January, respectively. The College of Medicine has processed their applications for Fall 2016 as they have in the past and will be preparing their supplemental application, to be available in GUS for the Fall 2017 term. Gibson Garrett recently led GUS admissions training for college Program Directors. These sessions provided directors with an overview of the application process from the applicant’s point of view, as well as a query feature that shows only the applicants in each program. There were six sessions held over a two-week period in July with additional training coming soon.

State Authorization for Distance Education
In July, Arkansas became one of 29 states to join the State Authorization Reciprocity Agreement (SARA), an initiative among member states, districts and territories to establish comparable national standards for interstate offering of postsecondary distance education courses and programs. UAMS was officially approved to operate under SARA in August, and is one of the first institutions in the state to join. Benefits of SARA membership include the opportunity to expand educational offerings to member-state residents, regulation of on-the-ground instruction offered by out-of-state institutions, an established student complaint resolution process, and a uniform standard for defining physical presence, applicable to all participating states and institutions.

By joining the SARA compact, Arkansas gained authorization in eleven additional states: Oregon, Nevada, Missouri, Iowa, Minnesota, New Mexico, North Dakota, Kansas, Ohio, West Virginia, and New Hampshire. An updated map with the status of every state (including non-SARA states) will be posted on the Academic Affairs website soon. If you have questions about state authorization please contact Dana Venhaus at 501-296-1376.

--Dana Venhaus
Nutt Appointed Head of the Library Historical Research Center

Timothy G. Nutt has been appointed Head of the Historical Research Center (HRC) in the University of Arkansas for Medical Sciences Library. Jan Hart, Director of Library Operations, states that “UAMS is fortunate to have such a passionate and skilled historian and archivist as Tim to lead the HRC. This is particularly exciting as recent library renovations have created an opportunity for the HRC to provide a welcoming public space for visitors. Tim will be instrumental in the creation of the new research and exploration space for the HRC on the 5th floor of the Library.”

Tim will lead a three-pronged revitalization of the HRC that includes growing the history of health sciences collection, collecting and making available the archives of UAMS and affiliated units, and increasing informative, educational programming for the UAMS campus and throughout the state. The Society for the History of Medicine and the Health Professions, an advocacy organization established to support the activities of the HRC and to promote historical research in the health sciences in Arkansas, will also benefit from Tim’s knowledge and enthusiasm.

“I am honored to have been selected to lead the Historical Research Center,” said Nutt. “The HRC is one of the premier repositories in the state devoted to the preservation of the history of medicine and the health professions in Arkansas, and I look forward to working with my new colleagues at UAMS to enhance the Center’s collections and visibility.”

Prior to his appointment at UAMS, Tim was the head of special collections at the University of Arkansas in Fayetteville from February 2012 to August 2015. He joined UAF special collections in 2005 as manuscripts and rare books librarian and advanced through progressively responsible positions until being named head in 2012. The University of Arkansas Honors College awarded Tim the Distinguished Faculty Award in 2011 for mentoring Honors College students in archival practices as well as for his contributions to teaching and research. He has published extensively on Arkansas history and also writes, directs and performs in historical reenactments for the Washington County Historical Society. He currently serves as the president of the Arkansas Historical Association.

Tim’s scholarly and professional activities include an article in the *Arkansas Historical Quarterly* on the Little Rock Censor Board and entries for the online *Encyclopedia of Arkansas History & Culture*. He is the co-compiler of *Arkansas History: An Annotated Bibliography*, which was recognized in the American Library Association’s list of “Top Ten Reference Sources” for 1995. Tim was the founding deputy curator of the Butler Center for Arkansas Studies at the Central Arkansas Library System in Little Rock and founding managing editor of the online *Encyclopedia of Arkansas History & Culture*.

He has served as editor of the *Arkansas Historical Association Newsletter*, the *Perry County Historical & Genealogical Society Newsletter*, the Washington County Historical Society publication, *Flashback*, and the *Pulaski County Historical Review*. He serves on the Arkansas Civil War Sesquicentennial Commission, as a board member of the Arkansas History Education Coalition, and as an executive board member of the Society of Southwest Archivists.

Tim, a native Arkansan from Bigelow, holds a bachelor of arts in history from the University of Central Arkansas and a master of library and information studies degree from the University of Oklahoma. In 2005, Tim was inducted into the Academy of Certified Archivists.

--Suzanne Easley
Every August, the Associated Student Government (ASG) kicks off the beginning of the semester with its annual Meet and Greet at Cajun’s Wharf. On Friday, August 21st, students from all UAMS colleges and the graduate school came out to mix and mingle with their fellow classmates. It was a wonderful opportunity for students to get to know students from other medical disciplines and ask questions about ASG. Our ASG officers Adam Price (COM), Maroof Zafar (GRAD), Aaron Owen (COM), and William Hough (COP) were all on site greeting students and introducing them to ASG.

This year 774 students and their guests attended the event, setting a record high for attendance. For more information regarding ASG and other events please visit the Campus Life and Student Support Services webpage at [http://studentlife.uams.edu/](http://studentlife.uams.edu/) or “like” our UAMS ASG Facebook page [http://www.facebook.com/uams.asg.1](http://www.facebook.com/uams.asg.1).

To stay in the know of student events and volunteer opportunities students are strongly encouraged to attend the ASG meetings held on the 2nd Monday of each month. Generally these meetings are held at noon in IDW 105A/B with lunch served on a first come, first served basis. ASG’s focus this year is improving communication between all students throughout the campus and hosting more community service related projects. If you would like to become involved in ASG please contact Nakia Dedner at Dednernakiaa@uams.edu or 501-686-6973.

--Nakia Dedner
Back to School!

Residence Hall

The UAMS Residence Hall is once again hustling and bustling with activity, excitement, and anticipation as new and returning students move into their home for the 2015-16 school year. Despite the heat and humidity, that many of the students are not accustomed to, lots of noise, laughter, and chatter can be heard on the parking lots and inside the Residence Hall buildings.

The Residence Hall is rich in cultural diversity with a population of students and guests that hail from 19 states and 10 countries. The environment is conducive not only to studying and social activities, but it is also a shared living community where students can immerse themselves in an interprofessional environment.

As students check in, the one theme that is evident and the thread that is woven throughout this diverse population, is that they all seek to progress, to achieve their goals, and to ultimately see the manifestation of their dreams.

Please join us in wishing all UAMS students an exciting and successful year!

--Myra Randolph

Campus Events and Intramural Sports

WOW! Summer has come and gone and fall is underway. Now that all colleges are settling in, the Office of Campus Life is ready for an exciting semester. We’ve worked hard over the summer preparing fun, quality activities for our hardworking students. So once the ASG kick-off is over students better spend the next few weeks stretching, resting, and prepping for our student Dodgeball Tournament. This event will be held Friday September 20th at 7:00pm at Altitude Trampoline Park. Only those with the speed of a cheetah will survive.

However, don’t stop there! Many students are anticipating the start of the NFL and NCAA football seasons. The Office of Campus Life is in full swing and sign-up for UAMS teams has begun. Students interested in playing intramural flag football will be able to showcase their talents beginning September 21st at Scott Field (Forest Heights Middle). All games will be played on Sundays from noon until 6 p.m. To tune into all of our activities throughout the year, “like” the UAMS ASG Facebook page, http://www.facebook.com/uams.asg.1.

--Waymond Stewart
eLearning

The eLearning Team continues to offer hands-on Tuesday At Noon Brown Bag Training: All About Blackboard. Topics in the fall will include Assessment Tools in Respondus, EAC Visual Data in Blackboard, Rubrics, and End of Course Tasks in Blackboard. The workshops are limited to 10 participants. Please RSVP Martha Carle at carlemarthah@uams.edu to reserve a laptop or receive a Collaborate guest link to join from a distance.

eLearning team members Martha Carle, Sarah Crawley and Cristina Gamalie traveled to the UAMS Northwest Campus to train members of the Physical Therapy Program, College of Medicine, and Schmieding Center for Senior Health and Education. Topics covered were Blackboard Basics, Tools, Assessments, and Collaborate, along with individualized consultation.

Martha Carle, Jacob Martar and Sarah Crawley attended the Bb World/DevCon Conference in Washington, D.C. in July. Bb World/DevCon is a technology training, networking and professional development event for Blackboard users and administrators. Attendees learned design strategies and experienced future upgrades for Blackboard Learn including Ultra Experience, Ultra Collaborate, and the new Student Mobile App.

UAMS Educators Academy IS OFFERING A $2500 GRANT FOR EDUCATIONAL INNOVATIONS

FOR MORE INFORMATION, EMAIL EdAcad@uams.edu

Office of Educational Development Division of Academic Affairs

Deadline for applications is October 1, 2015
Two Programs, One Team: Teaching Scholars & Educators Academy Join Forces
- Office of Educational Development

In its 20\textsuperscript{th} Anniversary year, the Teaching Scholars program, led by Dr. Stanley Ellis, Ed.D., is joining forces with the Educators Academy, led by Dr. Laura Smith-Olinde, Ph.D. This collaboration will provide faculty access to teaching and learning topics through the Educators Academy while Teaching Scholars will focus on educational scholarship. The programs are designed to work together to provide faculty who seek to become better teachers and educational researchers a way to gain knowledge and skills about teaching and learning. Some topics covered include adult learning, development of curricula and instructional materials, and educational scholarship. Another common goal is to produce teaching scholars who will continue their education in health professions education, mentor and educate other faculty in the methods of educational excellence, and disseminate their education-based scholarly work.

Teaching Scholars
Teaching Scholars has reached its 20\textsuperscript{th} year! 261 faculty scholars have graduated from this one-year intensive professional development program. It is designed for faculty who aim to 1) strengthen their educational foundations and enhance their teaching skills through quality research activities and 2) extend their educational research skills by translating their teaching activities into scholarly work. This year we have 15 Scholars: three from the College of Nursing, two from Academic Affairs, one from the College of Pharmacy, two from the College of Public Health, three from the College of Health Professions and four from the College of Medicine.

Educator’s Academy
The UAMS Educators Academy Membership is growing! The Educators Academy now has 57 members representing faculty and students from all colleges and Academic Affairs. The mission of the Educator's Academy is to support and advance excellence in education and educational scholarship.

Starting in September, the Educators Academy will have two opportunities for faculty to participate in educational endeavors. Scheduled on Tuesdays from 4:30 pm– 6:00 pm, Weekly Workshops, will focus on a wide range of topics aimed at improving teaching skills. Space is limited and priority will be given to new faculty. Registration is encouraged and you will be notified of acceptance. Email the Educator’s Academy at EdAcad@uams.edu or call Chickilah Davenport at 501-526-4279 to register.

Faculty Instruction Tips a.k.a The FIT Program returns in September. This program has monthly conversations for faculty to share information, successes, and lessons learned from their teaching experiences. Visit http://educationaldevelopment.uams.edu/ for more information.

--Stanley Ellis and Laura Smith-Olinde
Robertson Attends ASCLS and Clinical Lab Expo

Cherika Robertson, OAS Lab Support Medical Technologist, attended the 83rd annual American Society for Clinical Laboratory Science (ASCLS) meeting and Clinical Lab Expo in Atlanta, GA, July 28-August 1. During this meeting, she served as the member-at-large from Arkansas, holding voting privileges in the House of Delegates with the Board of Directors. Topics voted on included a Patient Safety Paper, which outlines how medical laboratory professionals impact patient safety. This paper will serve as a guideline to other health care professionals on exactly how medical laboratory professionals have an impact on patient safety and care. The governing body voted to approve this paper with a motion to clearly define all medical laboratory professions including phlebotomists, clinical laboratory scientists, laboratory technicians, and doctors of clinical lab science. Another voting item included the ASCLS statement of Diversity, which was approved after much debate.

Educational sessions were also held throughout the week. One session, *Biosafety*, described the need for performing risk assessment in the laboratory, especially with the recent Ebola scare. Another session, *Molecular Testing in the Blood Bank*, discussed the technology advancement in blood banking: from the tube method, to the gel phase, to automation, and now, molecular blood banking offers the next immunohematology technological advancement. Being able to perform patient and donor red cell genotyping by molecular method will improve accuracy and increase benefits if a patient transfusion is needed.

Another session that was very useful when working with students was *Career Options for Medical Laboratory Scientists*. In this session, a medical laboratory professional described his work experience with the US Department of State. He travels all over the world inspecting laboratories, and helping improve overall laboratory quality. Another panelist discussed her career experience as a traveling lab scientist. She claimed that being knowledgeable about different instruments and laboratory management systems is key to being a successful traveling technologist.

This meeting inspired Cherika to become more active in the ASCLS organization not only at the local level, but also at the regional and national levels as well. She will become co-representative of the Arkansas New Member and New Professional Forum, and she hopes to become involved with the Region VII Political Action Committee. While at the convention, she not only earned 14.5 continuing education credits, but also made connections with many other ASCLS members and lab professionals across the nation. A special thank you to Susan Carter and UAMS for allowing Cherika to travel and for covering most of the expenses associated with this convention. Cherika is looking forward to attending the 84th annual ASCLS meeting and Clinical Lab Expo in Philadelphia in 2016!

--Cherika Robertson