

UAMS Center for Health Literacy Wins National Award for Handbook

The University of Arkansas for Medical Sciences (UAMS) Center for Health Literacy won top honors at the ClearMark Awards Ceremony hosted by the Center for Plain Language on May 9 in Washington, D.C.

UAMS won the Grand ClearMark Award in the Spanish language category for its plain language handbook, "Cómo Hablar con su Doctor/How to Talk to Your Doctor." The booklet was developed by the [Center for Health Literacy](#) and the [UAMS Antenatal and Neonatal Guidelines, Education and Learning System \(ANGELS\)](#) interpreters at the [Center for Distance Health](#).



The team from the Center for Health Literacy show off the national recognition for their work.

The ClearMark Awards recognize clarity and simplicity in documents created by North
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TWT to Welcome 'Make It Stick' Researcher

Teaching with Technology (TWT) Symposium is fast approaching! July 20-21 will be filled with featured speakers talks, presentations, workshops, lightning sessions and posters that share the expertise of educators from UAMS and other institutions from around the state. The program schedule and registration details are available at the TWT Symposium website, twtsymposium.com.

Make it Stick: Harness the Science of Learning & Transform Teaching is the topic of the Friday noon keynote address by Pooja Agarwal, Ph.D. This presentation will be open to all UAMS faculty, staff and students. Agarwal played a significant role
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What: Teaching With Technology Symposium

When: July 20-21

Register Now:
twtsymposium.com

Division Accolades

Stanley Ellis, Ed.D. and **Kimberly Morris-Ross**, M.Ed., won this year's poster award at the Team-Based Learning Collaborative conference. The poster abstract was "Faculty Peer Review Program: Quality Assurance in a New Team-Based Learning Curriculum."

Lisa Ferris, Ed.S, OED Instructional Designer, judged entries from Higher Ed institutions for the national SoftChalk Lesson Challenge contest. Entries included a range of subjects such as principles of toxicology, introduction to assessment, intro to electricity and DC currents, descriptive adjectives in Spanish, and the executive branch of U.S. government. Prior to the contest, she assisted in revising the judging criteria.

Lea Mabry, director of Continuing Education and **Barbie Brunner**, director of Patient- and Family-Centered Care, will co-present Patient- and Family-Centered Care: Strategies for Culture Change at the 2018 Annual Alliance for Continuing Education in the Health Professions conference in January 2018.

Richelle Thompson, EdS, assistant director of the Office of Continuing Education will co-present with Sara Miller, M.S., director, QI Institute and CE Strategy and Content at Med-IQ, LLC, at the annual Quality and Innovation Summit (QIS) on Sept. 25-27. Their presentation is entitled, "Benchmarking Success in Type 2 Diabetes QI: A Lesson for the Future". UAMS Office of Continuing Education, the Regional Centers, and Med-IQ have partnered to implement a QI initiative, Tackling Type 2 Diabetes at the Community Level: A Focused QI Initiative to Overcome Local Challenges to Patient Health.

Jasna Vuk, Ph.D., associate professor in the Student Success Center, was a co-author on two posters at the annual meeting of the Southern Group of Educational Affairs (SGEA) in April 2017. The posters were Pre-orientation of freshman medical students: "Student-perceived value in a two- versus ten-day program" and "Visual mapping of medical student workload: Curriculum assignments and student time." **Vuk** also was a peer reviewer for the American Educational Research Association (AERA) 2017 conference program.

A Message from the Provost

One of the many enjoyable aspects of serving as provost during commencement season is attending some of the pre-commencement events held by the colleges to recognize their graduates.



Dr. Stephanie Gardner

It is heartening for the future of health care in Arkansas to see these graduates ready to take their next steps forward in their profession and career. It is satisfying to stand alongside faculty colleagues and reflect on their dedication and time spent with these students — teaching, guiding and mentoring them.

Then later, we gather for commencement before getting ready to welcome a new class to start their journey.

We are a campus community where the faculty and staff of our academic programs all serve as that "village" it takes to raise a health care professional.

In one of the recent Provost Book Club selections, "Better," author and surgeon Atul Gawande wrestled with the question of how those working in health care can do better in a job where failure can happen easily.

He identified diligence as an essential ingredient for success, along with doing right and ingenuity. Dr. Gawande wrote "...it is a monument to the perfection of performance — showing what can be achieved by diligent attention to detail combined with great ambition."

I believe our collective diligence (and the ambition of our students) has helped produce better health care professionals ready to do great things. Thank you all for your continued dedication.

— Stephanie Gardner

News from the UAMS Library

- UAMS Library

Students Take a Break from End of Semester Exams

The UAMS Library hosted several SPOT Teams (Special Pets Offering Therapy) during the month of April to give students a chance to relax and refocus during end of semester exams.

We call the SPOT Teams the STRESS BUSTERS. There were also three days of coffee, assorted tea, and healthy snacks for students staying late to study the week of April 24.



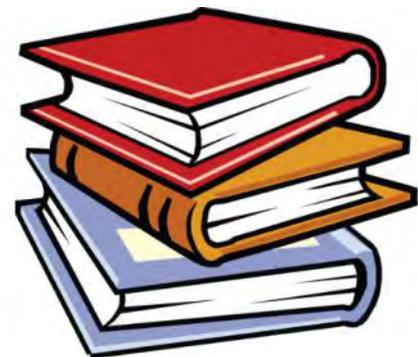
Free Interlibrary Loans Available to UAMS

The UAMS Library now offers interlibrary loan and document delivery service without charge to faculty, staff, and students. Requests may be submitted through the ILLiad system at:

<http://library.uams.edu/library-services/interlibrary-loanedd/>.

If copyright charges occur, the requestor will be responsible for fees over \$30, but will have the opportunity to approve those charges before the request is transmitted.

The interlibrary loan staff: Cindy Caton, Belinda Rogers, and Andrew Waldron are happy to help you with your requests.



Library — Education & Reference Services News

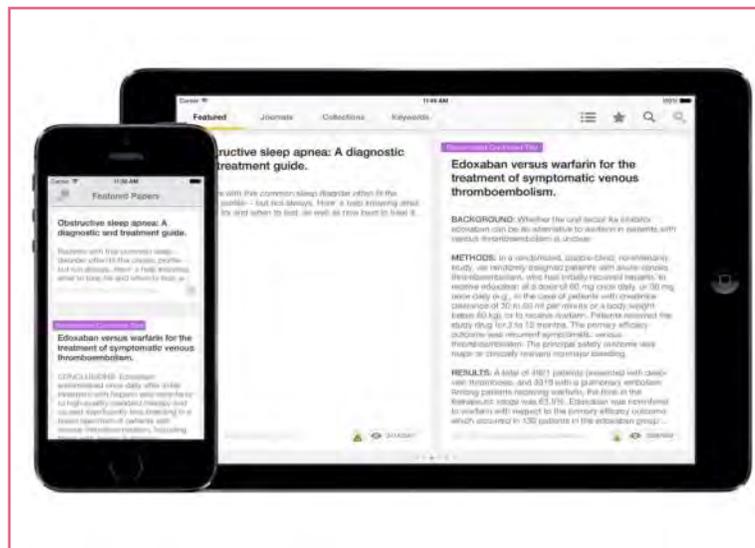
- UAMS Library

QxMD's Read App

Do you want email alerts specific to a specialty or topic area you follow? Read by QxMD is a great app to have on your phone or tablet. Set up a free account and list your specific discipline. The list of specialties includes OB/GYN, urology and general surgery. Apps are available for iPhone, iPad and Android devices.

Per the Read website, just a few of the features of the Read App are:

- The ability to access PDFs with one tap plus underline, highlight and add notes to the full text
- The ability to read, browse, organize and review personal topic collections
- Searching of the database with outstanding topic reviews
- The ability to access UAMS Library subscriptions or full text through open access publishers



Read by QxMD offers access to articles for your iPhone, iPad or Android device.

So, give Read by QxMD a try to keep up with the latest information impacting your research and your clinical practice. If you have questions, please contact the Education & Reference Services department in the Library at: LibraryReferenceDesk@uams.edu or call 686-6734.

Graphic Medicine Collection

The UAMS Library recently announced a new, small collection in the burgeoning field of graphic medicine. Graphic Medicine is the medium by which information on health and medical topics are shared. Using illustrations and text, these graphic novels and memoirs combine to make difficult topics such as mental illness or metastatic cancer more accessible to the reader.

The items in the Library's growing collection are available for check out. A few of the titles are:

- *Graphic Medicine Manifesto* [Topic: Covers the principles of graphic medicine and includes examples of various GM works.]
- *Rosalie Lightning* by Tom Hart [Topic: Sudden Unexplained Death of a Child – Nominated for the 2017 Eisner Award for Best Reality-Based Work]
- *Mom's Cancer* by Brian Fies [Topic: Metastatic Lung Cancer – Winner of the 2005 Eisner Award for Best Digital Comic]

If you have a chance, come by the Library and view the titles. If you have questions regarding this medium or collection, please contact Alice Jagggers in the Education & Reference Services dept. at 686-8022 or email AJagggers@uams.edu.

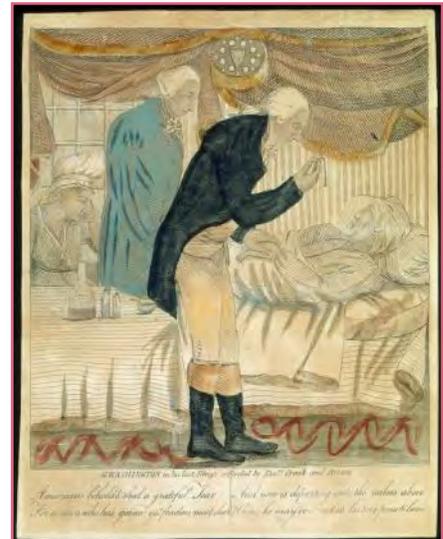
Library Hosts National Library of Medicine Exhibit on George Washington - UAMS Historical Research Center

The UAMS Library Historical Research Center is hosting a traveling exhibit that explores the health and health practices of the nation's first president.

The National Library Exhibit "Every Necessary Care and Attention: George Washington and Medicine" will be on display in the UAMS Library through July 8.

The National Library's History of Medicine Division exhibit examines Washington's health and how he sought to safeguard the health and wellness of those under his care.

The exhibit also provides a fascinating look into the practice of medicine during the Colonial period, a time that saw the transition of the medical field from a traditional healing craft to a profession. The exhibit was developed and produced by the National Library of Medicine, National Institutes of Health, and George Washington's Mount Vernon Estate, Museum & Gardens.



An illustration of Washington during his last illness

Henderson Joins HRC As Digital Initiatives Librarian

CaLee Henderson recently joined the Library's Historical Research Center (HRC) team as the digital initiatives librarian.

She is responsible for digitization projects, ensuring the preservation of digital material, public outreach through social media and further developing the oral history program. Under her leadership more of the center's documentation on the history of medicine and the health professions at UAMS and in Arkansas will be more easily accessible digitally.

Henderson previously worked as a project archivist at the Butler Center for Arkansas Studies, the history and genealogy department of the Central Arkansas Library System. There, she was responsible for the digitization of materials related to the Bill Clinton State Government Project. She continues as researcher and oral historian for the Association of Community Organizations for Reform Now (ACORN) oral history project funded by the Fred Darragh Foundation. She received a bachelor of arts in history and political science from Arkansas Tech University and a master of arts in public history from the University of Arkansas at Little Rock. Her personal research interests include women's history and the suffrage movement.



CaLee Henderson

"I am excited to be a part of an archive that holds such a broad range of Arkansas medical history material. The archival material here is so unique and brings an interesting new dimension to the history of Arkansas," said Henderson, whose office is in the HRC on the 5th floor of the library. She can be contacted at (501) 686-7737, or cmhenderson@uams.edu.

A Triple Aim — A Single Bill

- Center for Patients and Families

Multiple departments across UAMS worked for several years, assembling pieces to a complicated puzzle now coming together in ways that benefit patients, families and the institution: a single billing statement for patients.

Starting Jan. 2, UAMS patients began receiving one bill with combined charges for hospital and physician fees. Previously there were separate bills: one for hospital charges, one from the physician group practice.

“A single bill has been talked about and wanted for a long time.”

— Sherry Nirenberg,
director of Hospital Billing Services

Such a project wasn't possible when different medical records systems were used for inpatient and outpatient services or when governance of clinical services was divided between the hospital and the physicians. Then, in 2014, UAMS converted to the Epic electronic medical records system for all clinical care. In 2015, clinical programs began transitioning to an integrated clinical enterprise structure organized across departments and along condition- or activity-focused service lines under unified governance. Those actions laid the groundwork to move toward a simplified, single bill.

“A single bill has been talked about and wanted for a long time,” said Sherry Nirenberg, director of Hospital Billing Services in the Integrated Clinical Enterprise (ICE) Financial Core. “We had worked to simplify and improve billing statements over several years but there were still two separate statements. When the move to Epic began, we realized we were finally coming to a time where we could really work toward a single bill.”

It was not just that there were separate bills for hospital and physician services, there were two billing offices and even separate customer service departments, said Paula White, integrated revenue cycle officer for ICE. “If a patient was not able to pay a bill in a timely manner or had a question about a bill, there were possibly two different agencies that the patient would need to deal with — it could be very confusing,” she said.

Some of those confused patients were also UAMS employees — including some serving on the Employees as Patients Advisory Council organized through the Patient and Family Centered Care Department at UAMS. The 13 advisory councils across UAMS include patients, family members and caregivers who come together to problems solve and offer feedback from the patient/caregiver perspective.

“Questions about billing had been a regular topic of discussion during council meetings.”

— Barbie Brunner,
UAMS Center for Patients and
Families

“Questions about billing had been a regular topic of discussion during council meetings,” said Barbie Brunner, M.Ed., director of patient- and family-centered care in the UAMS Center for Patients and Families. “The patient advisory councils started interacting with the revenue group after some billing questions from the advisors.”

Those interactions included offering feedback for the single bill project. “We routinely ask our patient advisors what challenges they face with care issues at UAMS and what goes well or what could be better — then we find campus partners to work through any issues. With the billing questions, our patient advisors were able to offer some input that helped the project along for the benefit of all

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Campus Life and Student Support Services

- Student Services

Associated Student Government



Students line up for pizza before finding out about the institution's HLC accreditation.

The Associated Student Government (ASG) hosted an April 14 lunch for 142 students in the Student Center in preparation for the Higher Learning Commission (HLC) site visit and to promote student-focused topics.

The HLC is one of six regional institutional accreditors in the United States for institutions of higher education. The HLC accredits degree-granting post-secondary educational institutions in the North Central region. The HLC also reports to institutions on institutional strengths and opportunities for improvement identified through its review process. During these sessions, site

visitors from peer universities conduct a series of meetings with UAMS faculty, staff, students and administrators. Students were invited to participate in a students-only session on April 17.

When the ASG reconvenes in September, we will start accepting student volunteers for the 2017-18 HLC Committee. Students interested in serving on this committee may contact Nakia Dedner at dednernakiaa@uams.edu.

New ASG Officers 2017-2018

Associated Student Government elections for the Academic Year 2018 were held in March.

The new ASG leadership team for 2017-18 is Jade Anuszek, secretary, (College of Public Health); John Patterson, vice president (College of Medicine); and Salil Joshi, president (College of Public Health). The position of Treasurer will post again in the fall semester until filled.

As the 2016-17 academic year ends, we would like to thank outgoing: Aaron Owen, president; Maroof Zafar, vice president; Salil Joshi, secretary; and Jonathan McDougal, treasurer, for an outstanding year.

We wish them all the best in their future endeavors. ASG serves as a pillar for all organizations at UAMS. For more information about becoming involved in ASG, meeting times and events please visit <http://studentlife.uams.edu>.



ASG Officers for 2017-2018 are (from left): Jade Anuszek, secretary (COPH); John Patterson, vice president (COM); and Salil Joshi, president (COPH).

Campus Life and Student Support Services

- Student Services

Events and Activities

Trivia Night at Next Level

Students quickly became competitive and intense during the recent Next Level Trivia Night event.

Participants devised their teams strategically, as last year's winning team brought the same players in hopes of being the undefeated champions. The ambience was relaxing and the attitudes were cheerful and of course the food was delicious.



The winning trivia team, the "Fabulous Five," was an interprofessional group of College of Medicine and College of Pharmacy students.



Bowling Night

Professor Bowl was the right kind of "instructor" for our students on one Friday night. The event was a much-needed break from hectic and rigorous spring schedules. All 12 lanes were full of competitive students. There were lots of laughter, sporadic strikes, some spares, and even a few dreaded gutter balls; but most importantly, students enjoyed making memories with their peers. Along with exciting bowling fun, students enthusiastically enjoyed the delicious fish, chicken, pizza and cheese dip served during the games.

Intramural Softball

This softball season we've seen home runs, grand slams, second-base slides, and even a few strike outs. Sunday afternoons were spent gathering with family, friends, and four-legged children to watch students compete for the win. Everyone welcomes the fresh air and an opportunity to de-stress from the demands of studying.

This year's champions, the **B-Leaguers**, (pictured at right) knocked it out of the ballpark with a 9-2 victory.



Campus Life and Student Support Services

- Student Services

Spring Gala

“Viva la Vida/Live the Life” was the theme for the 2017 Spring Gala. The big event was held on Cinco de Mayo (May 5) at the Chenal Country Club in Little Rock.

Students arrived in their finest attire to celebrate the end of a successful year at UAMS.

The venue was creatively and colorfully decorated with a sombrero ice sculpture, a massive festive flower backdrop which adorned a ballroom wall, and a Mariachi band that played while students danced the Macarena.

Students also engaged in interactive activities such as a virtual reality experience, a life-size “Operation” game and a tap attack game. Throughout the night laughter filled the air and dancing filled the ballroom.

In addition, ASG officers and representatives collected canned goods at the event.

We are proud of our students for their commitment and efforts to stock the 12th Street Health & Wellness Center’s food pantry with low-sodium food items.



UAMS students fill Chenal Country Club (top) for dancing (below), games (bottom) and fun at the 2017 Spring Gala on May 5.



Standardized Patient Profile: Juan and Hilda Rosales

- Simulation Education

Names: Juan and Hilda Rosales

How long you have been an Standardized Patient (SP): Juan — 4 years; Hilda — 8 years

Tell us about your career/life other than the SP work that you do.

Juan — Retired from federal and military service. Served 38 years with Army Reserve and worked as a federal employee with the Department of Defense for 41 years. Retired in 2013.

Hilda — Semi-retired in 2013 and now works part time as a medical interpreter. Prior to retirement worked for many years with Navigator Telecommunications as a bilingual account manager.



Juan and Hilda Rosales

What is your favorite thing about being an SP?

We both like meeting new people and enjoy the camaraderie between the SPs. We enjoy meeting the medical students and being a small part of their education. The feedback sessions are one of our favorite things because we get to interact with the student and give them feedback on their performance. Especially gratifying is when a student says, "I really appreciate that feedback and I am going to remember that next time."

What is your least favorite thing about being an SP?

We feel the least favorite thing, while we understand why it is required, is being observed and recorded. It feels "like all eyes are on us."

What is your biggest reward about being an SP?

We believe our biggest reward is knowing that we have contributed to the process of educating students on their way to becoming medical professionals.

What have you learned about being a patient because of the work you do?

We have learned, by following a specific script, how important it is to provide as much information to the doctor without going off on tangents, so they can provide the best treatment available.

Memorable Experience as an SP:

Hilda — My first time doing the interpreter case, I had a Spanish-speaking medical student. He had the hardest time speaking English to me since he was a native Spanish speaker and he knew I spoke Spanish. We started over a couple of times. We could not keep from laughing when we started over. But once we got the giggles under control we were able to get through the case the way it was designed.

Find out more about the Centers for Simulation Education at medicalsims.uams.edu. For more background on standardized patients — including how to become one — visit medicalsims.uams.edu/standardized-patients-2.

Learning at the Arkansas Student Success Symposium

- UAMS Student Success Center

UAMS students are some of the best and the brightest. They have chosen to come to UAMS because they want to receive the highest quality health care education, and have met the rigorous qualifications for admittance. It is a privilege to work with and support them. The staff at the [UAMS Student Success Center](#) wants all of our students to achieve academic and professional success, so we work hard to provide them with what they need to fulfill their potential.

We at the Student Success Center do this because we believe:

- All UAMS students can succeed.
- The brightest and most promising students can struggle academically at any point for any number of reasons.
- Even the best students can learn new and better strategies to maximize their success.

Learning specialists in the Student Success Center offer academic coaching to all UAMS students. We tailor learning strategies, study and test-taking tips and other services to provide students with what they need to help them fulfill their potential and reach their goals.

Learning from Student Success Professionals

Faculty and staff from colleges and universities across the state recently attended the Arkansas Student Success Symposium at the University of Central Arkansas to share experiences and learn from presenters from across the growing student success community. Student Success Center Learning Specialists Marybeth Norcross and Ashley Phillips attended realizing that although we all work in different roles, we all share a single purpose: to help students succeed. Presentation topics ranged from peer mentoring and retention programs to metacognition and learning strategies.

One speaker was John Dunlosky, Ph.D., from Kent State University whose research focuses on metacognition and effective learning strategies. His presentation focused on the difference between what students *think* is effective and what *actually makes a difference* in learning. Marybeth and Ashley were excited to bring back effective methods and strategies, including self-testing and distributed practice, to show students how to make the most of their study time.

Matching Strategies to Students

Often, students delay studying until an exam is scheduled. Then, they will drop all their other classwork to try to reread and review weeks' worth of material. Many students *think* that a long, focused study session (cramming) right before a test is effective for learning the material, when it's actually *ineffective*. Using Dunlosky's strategies, Marybeth and Ashley started to work with students to teach them how to stay on top of the material, distribute their studying over a longer period of time, and work in shorter, more frequent sessions.

Dunlosky's research also demonstrated that, while students *avored* rereading and highlighting, these methods are among the *least effective* study strategies. Marybeth and Ashley started to teach students to create condensed notes in a format that facilitates self-testing. This helps them better remember information. It also helps students focus their time by separating the content they need to learn from what they already know. Students said they felt more confident and their exam scores were higher when they used self-testing and distributed practice techniques.

Find the Student Success Center online at:
studentsuccess.uams.edu

Look for:

- **Academic Coaching**
- **Writing Center**
- **Technology Support**
- **Test-Taking Resources**

OED Updates

- Office of Educational Development

eLearning News

eLearning Analytics: UAMS Blackboard Data Visualization

The Office of Educational Development (OED) eLearning Team is looking for the best way to provide services to the UAMS campus with minimal disruption. The team is using Google Analytics to drive changes for the eLearning team's marketing vision.



Google Analytics

Knowing the access times of our users allows us to strategically plan and apply upgrades and patches to Blackboard. With browsers and operating systems changing rapidly, the Blackboard team stays knowledgeable in troubleshooting user problems. Overall Google Analytics gives us a tool that allows us to see how our Blackboard system is being utilized. It allows eLearning to plan for, support and improve our Blackboard System.

Google Analytics shows the percentage of sessions per operating systems from Windows, Macintosh, IOS (operating system on mobile devices manufactured by Apple, Inc.) and Android devices. It also shows the percentage of sessions per browsers used from Chrome, Safari, Firefox, Internet Explorer, Edge and Safari.

By analyzing a snapshot in time, from Jan. 1-Dec. 31, 2016, Google Analytics showed that the most tests were started on Thursday, followed by Monday and Friday; Tuesday and Wednesday lower; Saturday and Sunday the lowest.

UAMS Collaborate usage for session attendance and Collaborate rooms created by month paralleled expectations of being highest in spring and fall, and decline at the end of the year. Blackboard course pages viewed daily average 2,301,635 during the week and 1,183,810 on weekends. This detailed information will help the eLearning team plan the time for upgrades with the least amount of disruption to the classes.

Enterprise Surveys

The eLearning team partnered with the College of Nursing to pilot an evaluation survey tool in Blackboard. Enterprise Survey and course evaluations are possible within Blackboard Learn making it easy to send surveys to courses, departments, institutions or the public. Survey reports can display aggregate results, analyzing data across courses and departments. Survey reports also display longitudinal results, analyzing data across time periods such as terms or years.



Blackboard

Question types available in Enterprise Surveys include Likert scale, matrix, multiple choice, either/or, and open entry questions. Instructions, section breaks, and page breaks, as well as branding the survey with a customized header and footer, may be added. Surveys default to collecting data anonymously. Notifications may be set up to remind participants by email to respond.

After the pilot test, eLearning will be available to demonstrate the process and help departments/programs set up a tailored survey account in Blackboard. For additional information, please email BlackboardHelp@uams.edu

OED Updates

- Office of Educational Development

eLearning News continued

Blackboard procedures changed a year ago with the integration of GUS, the student information system. In the 2016-17 academic year, there were 2,796 Blackboard course shells and 160 Blackboard Community shells supported by the OED eLearning team. Teaching the new "copy course" procedure has resulted in contact with over 250 faculty and staff.

In addition the eLearning team works daily with faculty and staff using the Blackboard tools:

	Fall 2016	Spring 2017
Brown Bag training sessions offered	33	37
Blackboard tests/quizzes administered	26,530	30,121
Blackboard Collaborate recordings	905	1,254
Respondus Monitor student sessions (Blackboard online test proctoring service)	1,612	1,198

The trainings for Summer 2017 will be listed on the home page of Blackboard.

The topics include:

- How to Copy Course Materials for Fall
- Blackboard Gradebook: Smart Views and Retention Center; Assessments & Assignments
- Test Analysis in Blackboard and EAC Outcomes; Enterprise Surveys
- Rubrics: How to make Grading Easy
- Communication & Inter-activity; Bb Student (mobile)
- Collaborate: Classic and Ultra
- Goals & Alignments in Blackboard and File Management/Archiving Tasks

eLearning also will schedule groups or one-on-one training on demand. Please email Martha Carle at CarleMarthaH@uams.edu for training or questions.

Update on the Blackboard Analytics package:

UAMS Information Technology (IT) and Academic Computing have been setting up the connectivity of Blackboard Learn to GUS.

Once the data connection is made, Blackboard consultants will meet with the pilot groups (Interprofessional Education, College of Pharmacy, College of Health Professions) to demonstrate and train the administrators. Blackboard Analytics gathers educational research and performance accountability within the learning management system.

OED Updates

- Office of Educational Development

OED Instructional Design News

OED Instructional Designers Provide Diverse Faculty Services this Spring

This past spring, Office of Educational Development (OED) instructional designers Lisa Ferris, Ed.S, and Bonnie Kenney, M.Ed, provided extensive support for faculty in course development.

Projects included:

- Partnering with Mary Ellen Nevins, Ed.D, Department of Audiology and Speech Pathology, to deliver a redesigned traditional classroom course, "**Intro to Auditory-Based Intervention: Listening for Language Learning and Literacy**" that blended classroom with online learning.
- Partnering with Tremaine Williams, education coordinator for academic programs in the Department of Biomedical Informatics, to **review syllabi for new Biomedical Informatics programs** to begin in fall 2017.
- Delivering the self-paced, online course, "**Presentation Essentials: Making It Awesome for Your Audience**" launched in Blackboard. The four modules that take less than two hours to complete are appropriate for any faculty, student or employee wanting to learn more about making effective presentations. Grazyna Nowak, Ph.D., College of Pharmacy, was the first user to complete the course and won the book, "Designing Science Presentations," by Matt Carter. To enroll: <http://educationaldevelopment.uams.edu/instructional-design/presentation-essentials-online-course/>
- With the Department of Dental Hygiene, readying the CE and degree course, "**Local Anesthesia for the Dental Hygienist**" for its May 22-25 session. The course blends classroom lectures, clinical lab, and online, interactive modules. OED also is assisting Dental Hygiene with moving the one credit hour course "**Embryology and Histology**" online for fall 2017.
- Assisting the Family Medicine Clerkship program in updating the module on "**Preventive Care for the Family Physician.**"

Faculty and support staff are encouraged to request OED instructional design assistance. Learn more at <http://educationaldevelopment.uams.edu/instructional-design/>.

Educators Academy News

SAVE THE DATES: Educators Academy Teaching Workshops

The Educators Academy's fall series of Teaching Workshops will be held on Mondays, 4:30–6:00 p.m., from Sept. 11-Nov. 13. Location to be determined.

Topics include: **active learning strategies, writing multiple choice questions, communication in the classroom and clinic.**

Details will be available soon on the OED Educators Academy website: <http://educationaldevelopment.uams.edu/edacad/>

OED Updates

- Office of Educational Development

Educators Academy News

Chancellor Presents Teaching Awards at Commencement

Charles M. Quick, M.D., and Nicholas Long, Ph.D., were honored with Chancellor's Teaching Awards during UAMS commencement May 20. The Chancellor's Teaching Awards program is facilitated by the Educators Academy (educationaldevelopment.uams.edu/edacad/chancellors-annual-teaching-awards-program).

"I am delighted to present these awards to Dr. Quick and Dr. Long," said Chancellor Dan Rahn, M.D. "Both of these educators are dedicated to ensuring that their students leave here with the knowledge and commitment to be truly great health care professionals."

Quick, an associate professor in the UAMS College of Medicine's Department of Pathology who received the Award for Teaching Excellence, started at UAMS in 2011 as an assistant professor and was promoted to associate professor in 2016. He earned his medical degree and completed his residency at UAMS. He completed fellowships in surgical pathology and women's and perinatal pathology at UAMS and Harvard Medical School, respectively.

"I have witnessed his energy, enthusiasm, skill, expertise and inspiration as he has transformed medical education in pathology for our students and residents," said Jennifer Hunt, M.D., professor and chair of the Department of Pathology.

Nominees for the Teaching Excellence award must show excellence in the areas of direct teaching, mentoring or educational scholarship.

Long, a professor in the College of Medicine's Department of Pediatrics who received the award for Society and Health Education Excellence, joined UAMS in 1987 after earning his doctorate in clinical psychology at the University of Georgia. He serves as the director of Pediatric Psychology in the Department of Pediatrics at UAMS and Arkansas Children's.

"Dr. Long is a remarkable educator who has made a highly significant and unique impact on addressing societal and health issues through interprofessional training," said Richard F. Jacobs, M.D., professor and chairman of the Department of Pediatrics, in a nominating letter.

The Society and Health Education Excellence award includes excellence in such areas as cultural awareness, health care economics, health equity, health literacy, health systems, patient- and family-centered care, and educational scholarship.



Chancellor Dan Rahn, M.D., (left) and Provost Stephanie Gardner, Pharm.D., Ed.D., (right) present the Chancellor's Teaching Awards to Charles Quick, M.D., (above) and Nicholas Long, Ph.D. (below).



ESAA Update

- Enrollment Services and Academic Administration

Higher Learning Commission Team Visits UAMS

On April 17-18, a four-member team from the Higher Learning Commission (HLC) visited UAMS and held 17 meetings, including three open forums, a student-only forum, and a focus meeting where more than 450 faculty, staff and students participated. The visit was part of the reaccreditation process with HLC, the regional accrediting organization for higher education institutions. The forums focused on areas of UAMS' Assurance Statement, including mission, compliance and integrity, teaching and learning, and resources and institutional priorities. Other meetings focused on operations in areas such as Diversity, Assessment, Faculty and Staff Development, and Planning.

"The process looks at the totality of an institution's operations to identify areas where improvements can be made for the university," said Jeffrey DeSantis, Academic Administration & Accreditation program manager.

UAMS must have HLC accreditation to allow credits and degrees to be transferred from other accredited higher education institutions and to ensure professional licensure for UAMS graduates. Accreditation is also required before students can receive federal financial aid.

"We had an excellent visit with the Higher Learning Commission team," said Stephanie Gardner, Pharm.D., Ed.D., senior vice chancellor for Academic Affairs and provost. "Before the team left, they told us that they did not identify any major deficiencies that we needed to address. We expect to receive their full report in the coming weeks."

The final accreditation decision will be made by the HLC board at its next quarterly meeting.

Newly Approved UAMS Programs

Several new UAMS academic programs were recently approved by the University of Arkansas board of trustees and the Arkansas Department of Higher Education Educational coordinating board. The programs include new fields designed to better meet state and global health care needs.

The Graduate School will offer a graduate certificate, Master of Science and Doctor of Philosophy in Biomedical Informatics, which is set to help students develop computational tools to assess and manage medical and public health information. Bioinformatics is an interdisciplinary science that combines life sciences, computer/information sciences, statistics/mathematics and even some engineering in order to analyze and interpret biological data. Bioinformatics has many applications and the growth potential of the field is enormous.

The College of Public Health also will offer three of new graduate certificate programs. The Graduate Certificate in Global Health will focus on global health teaching, research and practice that are central to the goals of understanding health equity by eliminating disparities and improving the health and vitality of communities.

"UAMS has an important role to play in training future health professionals who will work in both domestic and international settings," said Nickolas Zaller, Ph.D., director of the UAMS Office of Global Health. "Currently, there is no continuous, integrated curriculum to prepare individuals for careers where the principles and practice of global health play an increasingly vital role. This pro-

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Global Health Certificate Program Starts This Fall

- Office of Global Health

From Our Backyard to the World

The online Graduate Certificate in Global Health will prepare students, professionals and clinicians to work in challenging and interprofessional environments.

As the job market becomes increasingly competitive, this certificate can serve as a valuable qualification and set you apart from other applicants. Students will be equipped to react competently to health challenges that go beyond geographic and cultural boundaries, as well as identify and analyze factors that impact health disparities. Awarded through the College of Public Health, the certificate is open to any student that holds a bachelor's degree, graduate and professional students, as well as UAMS faculty and staff.

The 15-hour certificate program will develop skills for careers in global health policy, practice and research. Students will learn the complex associations between globalization and health — including how social determinants of health (such as poverty, education, food insecurity, violence, access to quality health care) can affect individual and population health across diverse population groups and geographic locations. It will include service and experiential learning through global health practice opportunities in both international and domestic settings.

Courses begin Fall 2017. Email globalhealth@uams.edu for more information.

Teaching With Technology Symposium Set for July

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in the development of research supporting "Make it Stick," a recent selection in the Provost's Book Club. She will attend the Thursday 4:30 p.m. reception and also the symposium on Friday.

Other speakers on Thursday are: Michael K. Moore, Ph.D., vice president of Academic Affairs for the UA System, presenting "New Models for Supporting Students in a Rapidly Changing Higher Education Environment," and Jerad Gardner, M.D., assistant professor of pathology in the UAMS College of Medicine, who will present "Teaching Bigger, Better and Faster with Social Media."

Several workshops will be conducted by members of the Academic Affairs Division, including "Copyright, Fair Use, and Intellectual Property" (Windsor with Harold Evans and Joe Underwood), "Equality of Access" (Means), "Challenges of Academic Dishonesty" (Vuk, Carle, Gamalie), "Predatory Publishing" (Windsor), and "Tips to Help Your Students Learn" (Smith-Olinde.)

Contact Jan Hart for further information, 686-6751, hartjanicek@uams.edu.



CHL Update

- Center for Health Literacy

Center for Health Literacy Celebrates Successes

The last few months at Center for Health Literacy (CHL) have been full of accomplishments for our staff and center. A staff member was honored as a UAMS Phenomenal Woman, and two staff members completed their doctorates. The center was awarded funding for multiple projects and acknowledged for our expertise in rural health literacy. Also, one of our patient tools received a prestigious national plain language award (See the article on Page 1).

We were pleased that others also recognized the phenomenal qualities of our director of operations, Andrea Roy, and selected her as one of 22 UAMS Phenomenal Woman for 2017, as part of the institution's celebration of Women's History Month in March. With more than 30 years of experience at UAMS, Andrea is a vital resource to our department.

We also are proud of Latrina Prince and Tina Moore for completing their doctoral studies. Prince's dissertation assessed organizational health literacy practices at an academic health center using criteria found in the "Ten Attributes of a Health Literate Healthcare Organization." Moore's dissertation focused on health numeracy and communicating risk to patients and examined risk literacy of first-year medical students. She included her findings in her presentation "Risky Business: Health Numeracy Best Practices" at the Institute for Healthcare Advancement Annual Health Literacy Conference in Irvine, California.

CHL was awarded a Cardinal Health Foundation grant to implement our How to Talk to Your Doctor (HTTTYD) program and improve existing patient education materials at the 12th Street Health and Wellness Center. This will allow us to train health profession students and faculty to utilize HTTTYD materials, ensure training sessions are provided for patients, assess and edit materials for plain language, and translate them into Spanish.

We also were awarded a donation from BHP Billiton to implement the HTTTYD program and develop, test, and implement a companion program for parents—How to Talk to Your Child's Doctor. The proposed activities will impact BHP Billiton's counties of interest—Cleburne, Conway, Faulkner, White, and Van Buren—allowing targeted dissemination of the HTTTYD resource to areas not reached by previous efforts.

The Rural Health Information (RHI) Hub published a two-part series on rural health literacy as a result of an interview with Kristie Hadden, Ph.D., CHL executive director, which can be found online at <https://www.ruralhealthinfo.org/rural-monitor>. The series covers strategies to improve health literacy and deliver health information in the rural setting. RHI Hub hosted a Twitter chat promoting the articles. Hadden co-hosted the chat along with William Elwood, Ph.D., from the National Institutes of Health and R.V. Rikard, Ph.D., from Michigan State University. Hadden also received a 2017 TRI pilot award to research methods to administer a health literacy screening question in Spanish.

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, Jon Parham (jcparham@uams.edu)

Center for Health Literacy Wins National Award for Handbook

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American companies, governments and organizations. The award ceremony is an annual meeting of the minds for some of North America's biggest plain-language champions.

"Improving patient-provider communication and increasing patient engagement are very important for health care outcomes, quality of care and appropriate use of health care resources," the ClearMark judges wrote in their feedback. "This tool represents a great step forward in teaching patients in an easy-to-understand piece how to communicate better with their providers."

[Kristie Hadden](#), Ph.D., executive director of the Center for Health Literacy, said the award was the result of great teamwork.

"Every member of the health literacy team contributed, and our partnership with UAMS ANGELS interpreters made it come to life," she said. "Our team set a goal for this year to develop an award-winning patient tool, and we are all proud of this achievement."

The Center for Health Literacy's mission is to improve society and population health by making health information easy to understand and use. This includes training health care providers to communicate with patients in plain language and improving patients' understanding of health care topics.

"Cómo Hablar con su Doctor" does both. It was designed to help Spanish-speaking patients prepare to visit their health care provider. The manual uses the patient's hand as a reminder of five things to keep in mind for each visit – one per finger. The goal was to overcome known communication barriers related to health literacy for Spanish-speaking patients and to give clinics a tool for helping facilitate communication.

"Better communication and more engagement can lead to more informed patients, better health outcomes and higher satisfaction for the patient," Hadden said.

Lee Kitchen, program manager and Spanish interpreter with the Center for Distance Health, said the collaborative project aligned perfectly with the center's core belief that all people have the right to clearly understand their health condition and health care plan.

"This project required a lot of outside-the-box thinking," Kitchen said. "There are phrases, mnemonic devices and other cultural nuances that don't translate from American culture to Latin American culture. Our team worked hard to not only translate words, but also transfer creativity. We are honored to have that work recognized."

The [Center for Health Literacy staff](#) who worked on the project were: Hadden, Tina Moore, Alison Caballero, Katie Leath, Nancy Dockter, Latrina Prince and Andrea Roy. The collaborating Center for Distance Health ANGELS staff were: David Fletcher, Lee Kitchen, Veronica Hernandez, Diana Johnson and Elizabeth Sweat.



'Cómo Hablar con su Doctor/How to Talk to Your Doctor' won the top award in the Spanish-language category at the ClearMark Awards Ceremony.

A Triple Aim — A Single Bill

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UAMS patients and families” Brunner said.

Another piece of the single bill puzzle was put in place through involvement of the UAMS Center for Health Literacy, which applied their expertise in evaluating health care documents for readability. They offered recommendations for improvements through plain language techniques so that the single bill would be easy to understand for patients and families.

“We were glad to help with a project that had such positive momentum behind it,” said Kristie Hadden, Ph.D., executive director of the Center for Health Literacy. “We’ve worked hard to develop best practices in health care documents that include not just the word choices but also spacing and the order in which information is presented. The goal is to ensure patients understand the information they are receiving — whether it’s a care plan or a billing statement — and can take the appropriate actions.”

The new bill remains similar stylistically to previous statements, but with the convenience of having all the information in one place for patients rather than in two bills is an improvement. In addition, the new statement placed greater emphasis on simplicity with more bullet-pointed information instead of blocks of text.

Hadden called the single bill project “a great demonstration of common goal achievement for PFCC, the Center for Health Literacy and ICE — all of whom used their scope of influence and expertise to improve something that is important for all of our patients.” By improving the patient experience with simplified billing, lowering costs by consolidating bills and customer service and improving outcomes by working to ensure statements were clear so patients could ensure they are getting the care they need, she said it was a great example of health care’s Triple Aim philosophy.

Newly Approved UAMS Programs

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-gram is designed to help shore up some of those deficiencies.” (Read more about this new program on Page 17.)

The College of Public Health also will offer a graduate certificate in Healthcare Management. The program will prepare graduates for roles in Arkansas’ health care workforce with a specific eye towards the state’s aging population, increased disease burden and more insured citizens. As the state needs more health care professionals, it also needs more health care administrators.

The Graduate Certificate in Healthcare Management will work with the new health care concentration for the UA-Fayetteville Walton College of Business’ Executive MBA Program. Students may enroll in the stand-alone certificate program offered by UAMS or EMBA students at UA Fayetteville can take these courses as electives to satisfy EMBA concentration requirements.

Finally, the College of Public Health will offer a graduate certificate in Healthcare Analytics to support the university’s mission to remain at the forefront of education, innovation and the translation of discoveries into population health practice. UAMS as well as other health care organizations in Arkansas and the patients they serve will benefit from an influx of professionals who can assist in operational improvements.