

### Division Accolades

This month **Joanna Delavan, Libby Ingram, LeTisha Stacy, Natasha Hatchett**, UAMS Library, and **Timothy Muren**, Student Success Center, completed the Master's in Library and Information Science program at the University of North Texas.

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**Marybeth Norcross**, Student Success Center, received a Masters in Education in Instructional Technology and Design from the University of Central Arkansas this month.

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**Stanley Ellis, Ed.D.**, Office of Educational Development, is now a peer reviewer for the Higher Learning Commission. He will be participating in accreditation site visits for the Commission as a Standard and Open Pathways reviewer.

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**Laura Smith-Olinde, Ph.D., CCC/A**, Office of Educational Development, attended the annual Professional and Organizational Development Network (POD) meeting in San Francisco. POD is a professional association composed of faculty developers, instructional designers, and eLearning experts.

### Message from the Provost

Amazingly, the Fall semester is already coming to an end. In this issue from Academic Affairs we have highlighted activities, new personnel, and accomplishments over the last few months. Throughout the issue there are initiatives focused on improving the experience for UAMS students.

One highlighted area within this issue is from our simulation and clinical skills center staff. A group of faculty and staff spent several days at Princess Nora University in Saudi Arabia. The university has a state-of-art center for simulation, but their faculty and staff lacked the training to be able to utilize the manikins effectively. The UAMS faculty and staff worked with technicians to prepare



*Dr. Stephanie Gardner*

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### Departments within the Division of Academic Affairs

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## Message from the Provost

*Continued from page 1*

prepare them to use the technology and they taught faculty skills needed to effectively use simulation.

The Centers for Simulation Education also announced that it has received a new grant from the Blue and You Foundation to use simulation to address patient safety in underserved areas of the state. The Center also announced the appointment of Shantrell Hall as Clinic Manager in the Walker Center on the Northwest campus, and highlighted the inaugural activity for the physical therapy students with standardized patients. Finally, make sure you check out page 13 of this issue for a picture of our real live Santa Claus (who portrays standardized patients during the rest of the year!)

It has been a year of rapid growth and progress in the area of Academic Affairs across all the support units. Warmest wishes for a happy holiday season and a healthy and happy New Year!

--Stephanie Gardner

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## New Academic Policy Management System: Compliance 360

- Enrollment Services and Academic Administration

**Compliance 360** UAMS has adopted a new policy management system, Compliance360, which provides a centralized repository where all policies will be created and maintained for the entire campus.

Compliance360 allows quick and easy access to all policies and efficient and standard processes for creating, managing and tracking policy revisions. Academic Affairs was part of Phase I of the implementation plan; Dana Venhaus of ESAA worked with Sarah Wood and the Performance Excellence team in migrating to this new system.

You can access Academic Affairs policies and the Administrative Users Guide <http://academicaffairs.uams.edu/policy-search>.

To see all UAMS policies that have been moved to Compliance360 to date, go to <http://inside.uams.edu/compliance/uams-policies/>.

--Dana Venhaus

*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](mailto:jdelavan@uams.edu)

## Student Success Center Welcomes Ashley Phillips



The Student Success Center welcomed Ashley Phillips to the SSC staff October 19th as the new Student Learning Specialist. Ashley comes from the University of Arkansas at Little Rock with seven years of experience, having served in both the UALR Office of Academic Advising and the UALR Academic Success Center. Ashley earned a Master of Science in Education degree from Baylor University, with a focus on Student Services Administration. Her graduate assistantship at Baylor was as an Academic Mentor in the Office of Academic Support Programs. Ashley & her husband, Geoffrey, live in Sherwood; they enjoy volunteering together at their church and with various community organizations.

Ashley is available Monday, Tuesday and Friday from 8am – 5pm and from Noon – 8pm on Wednesdays and Thursdays. Although she is available to help all students, her focus will be working with students from the Colleges of Health Professions, Nursing, and Public Health. Students can come by self-referral or by faculty referral. To talk to Ashley or for more information, please call 501-603-1151 or email [sscpeertutoring@uams.edu](mailto:sscpeertutoring@uams.edu).

--Heather Smith

## UAMS Holiday Wish List

- Center for Patients and Families

UAMS staff, volunteers and Santa will be making the rounds again this year delivering gifts to patients who are with us over the holiday. This has become a joyful tradition that would not be possible without the support of our UAMS community. Below is a list of items that would ensure every patient receives a little something this season:

- Playing Cards & Table Top Games (Dominos, UNO, etc.)
- Finger Nail Polish, Make-Up, Lotion Sets
- Nail Kits/Manicure Sets
- Word Search/Crossword Puzzle Books
- Notebooks/Journals
- Fuzzy Socks w/grippers, Slippers
- Adult Coloring Books, Colored Pencils
- Sleep Masks, Ear Plugs
- Toiletries (Toothpaste, Body Wash, etc.)
- Notecards



All Donations should be received by Friday, December 18. Please contact Erin Gray at 686-5656 or [legray@uams.edu](mailto:legray@uams.edu) with any questions or to arrange for drop-off.

Thank you in advance for your support.

--Julie Moretz

## UAMS Celebrated Health Literacy Month with #plainpledge -Center for Health Literacy

October was Health Literacy Month and it was a busy month for the Center for Health Literacy (CHL). During the month of October, the CHL promoted a health literacy awareness campaign through social media with #plainpledge. The campaign promoted making health information simple by using plain language rather than jargon. Over 200 pledges from 19 states and 11 countries were posted on CHL social media.

The Plain Language Program has five students taking part in a Preceptorship this fall to learn and apply plain language best practices for written content to edit patient materials. PlainPages.org, a website for uploading materials for readability assessment and plain language editing, has been in the internal (UAMS) launch phase and will be available to the general public in January 2016. A health literacy training curriculum has been developed focusing on improving patient/provider and patient/system communication through utilizing plain language principles for written and oral communication, numeracy best practices, and teach back.



*Emily Gordon and Danielle Wilson taking the UAMS CHL #plainpledge.*

Dr. Kristie Hadden and her co-investigators from Northwestern and LSU are pleased to announce that their NIH R01 application for "Health Literacy Intervention to Improve Diabetes Outcomes among Rural Primary Care Patients" project has been scored, and the scores were at the pay line for FY15 submissions; they are optimistic for funding of this \$2 million, four year award, and should hear final decisions in the coming weeks. Dr. Hadden has also had eight manuscripts accepted for publication this year, is working on a manuscript submission with Jan Hart and Nadia Lalla from the UAMS Library, and on a health literacy textbook proposal with Dr. Cliff Coleman from Oregon Health and Science University.

--Kristie Hadden

## Robertson Attends Arkansas ACLCS conference - Office of Academic Services



*Arkansas ASCLS officers (L-R): Cherika Robertson, board member; Stacy Waltz, President; Dwight Bowlin, President-Elect; Audrey Skaggs, Treasurer; Katherine Horn, New Professional Representative; Letycia Nunez-Argote, Member-At-Large*

Cherika Robertson attended the Arkansas chapter of the American Society of Clinical Laboratory Science (ASCLS) Fall conference in October. On behalf of ASCLS political action committee, she solicited donations to help sponsor representatives to be a voice for laboratory scientists in Washington D.C. The conference included a presentation from laboratory scientists involved in medical missions to Africa. This presentation highlighted how mobile labs and medical professionals work together to provide healthcare in hard-to-reach places in Africa. Another presentation chronicled an allergy testing method using blood, instead of the skin testing currently in use. Testing the blood for allergens provides more accurate results and better patient outcomes.

--Susan Carter

## **UAMS Named as a National Leader in LGBT Healthcare Equality** **- Center for Patients and Families**



UAMS has been recognized as a “Leader in LGBT Healthcare Equality” for 2015-2016 by the Human Rights Campaign (HRC) Foundation, the educational arm of the country’s largest LGBT civil rights organization. The honor is given to organizations that meet LGBT-inclusive benchmarks that are part of the HRC Foundation’s Healthcare Equality Index (HEI), a unique national benchmarking survey that encourages equal care for LGBT Americans by evaluating inclusive policies and practices related to LGBT patients, guests, and employees.

UAMS earned top marks in meeting non-discrimination and training criteria that demonstrate its commitment to equitable, inclusive care for LGBT patients and their families, who can face significant challenges in securing the quality health care and respect they deserve. UAMS is one of a select group of health care facilities nationwide to be named as a “Leader in LGBT Healthcare Equality.” Organizations awarded this title meet key criteria, including patient and employee non-discrimination policies that specifically mention sexual orientation and gender identity, a guarantee of equal visitation for same-sex partners and parents, and LGBT health education for staff members. At UAMS, this means that our Family Presence policy states that patients define who their family is, regardless of race, sex, gender identity, sexual orientation, disability, or financial status. UAMS includes this as part of employee orientation training and also offers in-depth HEI training modules to educate staff and students.

“Despite all the progress we’ve made, far too many LGBT people still lack inclusive and affirming health care. Leaders in LGBT Healthcare Equality are helping to change that, and in the process, making the lives of LGBT patients and their families better each and every day,” said Chad Griffin, President of the Human Rights Campaign. “LGBT people have a right to be treated equally in all aspects of our lives, and HRC celebrates the University of Arkansas for Medical Sciences for its tireless work to create an inclusive and welcoming environment for all patients.”

The HEI offers health care facilities unique and powerful resources designed to help provide equal care to a long-overlooked group of patients, as well as assistance in complying with new regulatory requirements and access to high-quality staff training. In 2014, the HEI evaluated 1,504 health care facilities and 427 met all of the Core Four criteria for LGBT patient-centered care.

Those serving on the UAMS HEI Steering Committee include: Barbie Brunner, Director, Patient and Family-Centered Care; Harriet Farley, Clinical Oncology Social Worker; Kate Franks, Director, Clinical Communications; Julie Moretz, Associate Vice Chancellor for Patient- and Family-Centered Care; Trenda Ray, Director of Accreditation and Regulatory Compliance; Jeff Risinger, Associate Vice Chancellor, Office of Human Resources; Carmelita Smith, Diversity Manager; Dr. Kate Stewart, Director, Office of Community Based Public Health and Professor, Department of Health Policy and Management; and Dr. Billy Thomas, Vice Chancellor of Diversity and Inclusion.

For more information about the Healthcare Equality Index, or to download a copy of the report, visit [www.hrc.org/hei](http://www.hrc.org/hei).

--Julie Moretz

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## Update from ESAA

### - Enrollment Services and Academic Administration

#### ESAA Is Growing!

Enrollment Services and Academic Administration (ESAA) is excited to welcome four new staff members. Angela Wilson and Maryland Franklin recently joined the Office of the University Registrar as it celebrates its first year at UAMS. Angela is the newest registrar, overseeing student academic advising and progression. She joins us from St. Louis University. Maryland comes to our team from UA-Monticello as our project coordinator, providing project planning and coordination support to multiple areas within the office. Jeffrey DeSantis and Rick Jenkins have also joined ESAA. Jeffrey comes to us from UALR, and serves as Higher Learning Commission (HLC) and Accreditation Manager, whose first challenge will be to work with Elizabeth Bard to organize the HLC institutional accreditation and site visit scheduled for April 2017. Rick Jenkins comes to our department from the Arkansas Dept. of Higher Education, and as the Enrollment Services Business Analyst, provides functional-technical support on the Records, Academic Advisement, Transfer Credit and Academic Structure modules for the GUS student information system.

#### Gateway for UAMS Students (GUS)

The GUS Project Team has wrapped up six weeks of intensive system integration testing that includes performance assurance for the Records, Transfer Credit, Academic Advisement, Financial Aid, Student Accounts modules, as well as system-wide functions such as the GUS portal, Student, and Faculty Centers.



The project is on schedule to bring up the GUS system in the spring in order to make it the system 'of record' for all students enrolled in the Fall 2016 term. Those who are applying for Fall 2016 admission are already using the Online Application and Admission process in GUS, which went live June 29, 2015. For more information about the GUS Student Information System project please visit <http://sis.uams.edu>.

#### Julia Mays retires after 25 years of service to UAMS

Julia Mays, Financial Manager and Human Resources Liaison for ESAA, is retiring after 25 years of service that spans across the UAMS campus. She began her career as an Administrative Assistant in the Department of Neurosurgery and has worked in the Child Study Center, Radiology, Procurement, Geriatrics, and most recently the Office of Global Health and ESAA. Julia leaves us to ride off into the sunset, literally, to pursue her dreams with husband Tony Mays, who is retiring for the third and, we believe, final time. Together they will run Rustic Sky Horse Camp, by the Kisatchie National Forest in Meider, LA - with the help of their three dogs and two horses. She will be sorely missed by all and we wish Julia and Tony, and their four legged family well as they begin this exciting new chapter. A big thank you goes out to Julia for her many contributions to UAMS and ESAA. We are all grateful for the opportunity to have worked with you!

#### UAMS Supports Military Students and Veterans

The Department of Defense (DoD) Voluntary Education Partnership Memorandum of Understanding (MOU) application system was upgraded October 2015, with a new tool called TA DECIDE that automates and streamlines the upload of program and associated tuition rate and fee information. Jeffery DeSantis and Jean Chen have updated UAMS program-level detail into the MOU application system to include tuition assistance (TA) eligible programs and associated tuition rates and fees. UAMS continues the partnership with the DoD in support of our Service members, providing valuable information on educational costs and outcomes as they pursue personal and professional educational opportunities.

--Dana Venhaus

## Associated Student Government

### - Campus Life and Student Support Services



#### Student Resource Fair

The Associated Student Government (ASG) is never one to stand still. Their latest venture was the student Mid-Term Resource Refresher Fair, held October 14th in the College of Public Health, Bruce Commons lobby. As we all know, the first few weeks of school is overwhelming to new students and most information is lost once overload sets in. So the ASG sponsored a Mid-Term Resource Refresher Fair to remind students of available campus resources, student organizations and volunteer opportunities. The allure of the popcorn bar, caramel apples, pizza and cotton candy had the Bruce Commons lobby bursting at the seams with students. However, the carnival theme décor and sale of \$2 Regal Movie tickets, Boo at the Zoo passes and Razorback tickets sent a surge of excitement throughout the building!

*UAMS Students  
enjoying the  
Mid-Term Resource  
Refresher Fair*

Student service offices such as the Fitness Center, Student Success Center, Library Services, Diversity Affairs, Student Financial Services, Student Health Clinic, and the 12th Street Health and Wellness Center all partnered together and made the event a huge success. The Student and Employee Health Clinic

also set up stations to give students and employees flu shots in order to improve campus compliance goals. To be a part of this event next year, please contact Nakia Dedner at [dednernakiaa@uams.edu](mailto:dednernakiaa@uams.edu).

#### 2015 Halloween Party

On Friday, October 30th the ASG hosted its annual Halloween party with the Clinton School at Next Level Events Center. There were over 284 students, plus guests in attendance. This event is always an anticipated occasion that all UAMS students enjoy. However due to its popularity, the ASG is exploring new venue options to accommodate the growing number of attendees, which is always a good problem to have.



*Annual Halloween Party at Next Level Events*

#### TED Talk

Thursday, November 19th and Friday, November 20th UAMS ASG co-hosted its first TEDMED Talk event. ASG President Adam Price, COM and Salil Joshi, COPH/Clinton School of Public Service Master's Candidate, collaborated with TEDx Markham Street to stream this live session on our campus.

Salil Joshi, the founder of TEDxMarkhamSt, offered UAMS ASG an opportunity we couldn't refuse. TEDMED encompasses the campus 2020 Vision and ASG felt this was the perfect time for UAMS students to support a fellow classmate in his efforts to create dialog between all disciplines. We are very proud Salil Joshi is one of our own.

What is TEDMED?

TEDMED is the independently owned and operated health and medicine edition of the world-famous TED conference, dedicated to "ideas worth spreading." TED Talks have been viewed online over two billion times around the world. Created by TED's founder, TEDMED convenes and curates extraordinary people and ideas from all disciplines inside and outside of medicine. The result: unexpected connections that accelerate innovation in health and medicine. Best known for our annual event hosted in Washington, DC and San Francisco, CA, TEDMED is a year-round global community.

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## Associated Student Government

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TEDMED believes that each and every one of us is in a race against time to create the lives we want for our children, for our parents, and for ourselves. TEDMED believes that our future will be transformed as the Information Revolution and Big Data collide with the Age of Biology. Genomic “programming,” the rise of patient-driven health, and mobile technology will forever change the landscape.

TEDMED believes that only by creating an inclusive global dialog among people from all cultures and all walks of life, can we begin to see the “big picture” for health and medicine and begin to inspire the breakthrough thinking and insights critical to shaping a healthier tomorrow for our planet’s 7 billion people.

For more information about TEDxMarkhamSt please contact Salil Joshi at [sjoshi@uams.edu](mailto:sjoshi@uams.edu). More information regarding ASG and other events can be found by visiting the Campus Life and Student Support Services webpage at <http://studentlife.uams.edu/> or “like” our UAMS ASG Facebook page <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. If you would like to become involved in ASG please contact Nakia Dedner at [Dednernakiaa@uams.edu](mailto:Dednernakiaa@uams.edu) or 501-686-6973.

### Campus Events and Intramural Sports



*Chair massage event*

UAMS has been off to an exciting semester with student activities. After the Cajuns Wharf meet and greet, sponsored by the ASG, a Fall Fun Night was held downtown at the Revolution Room. Students got a chance to hear live music, perform karaoke and enjoy delicious food while socializing.

Another popular event is the Chair Massage. With semester finals just around the corner, we treated our students to bit of relaxation by offering free chair massages provided by Angelic Touch.

As most have witnessed, the Arkansas Razorbacks have pulled off some major wins recently. The College of Medicine students followed their lead as they took home the crown and became UAMS Intramural Flag Football Champs.

Stay Tuned for upcoming events in 2016, our ASG Student Events Committee has some great ideas to make sure we end the school year with a bang!



*COM Flag Football Champions*

--Nakia Dedner and Waymond Stewart

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## Residence Hall

### - Campus Life and Student Support Services

Campus Life is very fortunate to have five student employees working with us in the office of student housing. These five Resident Assistants (RAs) work in the office after our regular office hours. They not only bring into our mix their unique personalities, they also bring diversity in their abilities, gifts, talents and cultural experiences.

**Jacob Thurlkill** holds the position of historian for Christian Pharmacists Fellowship International. A member of the UAMS Fitness Center, he thoroughly enjoys working out and body building. Jacob not only works as an RA, he is employed part-time as a Pharmacy Intern. Jacob is the person to beat when it comes to video games. He is a self-proclaimed video gaming expert.



*Jacob Thurlkill, Levi Ellison, Kaneshia Day, Matthew Tomiello, Orlando Benavides Ruiz*

**Levi Ellison** is a P2 Ed-Tech committee member, COP Student Ambassador, President of Christian Pharmacist Fellowship International and is a member of several other organizations. Levi enjoys helping others and volunteers as a mentor to 10<sup>th</sup> grade males at his church. He enjoys playing intramural sports and is a Ping Pong Master! If you want to know anything about ping pong tables, paddles or rules of the game, Levi is the person to see.

**Kaneshia Day** enjoys volunteering and being involved in campus organizations and activities. She is Director of Student Volunteers for the 12<sup>th</sup> Street Health and Wellness Center, President-Elect of the Student National Pharmaceutical Association (SNPHA), member of the Student Society of Health System-Pharmacy and American Pharmacists Association-Academy of Student Pharmacists. However, she is not all work and no play. She has a passion for theatre and in her spare time she enjoys acting/theatre, which she plans to keep as a hobby after she graduates from Pharmacy school.

**Matthew Tomiello** grew up in Huntsville, Arkansas. With his B.S. degree in Business Information Systems we consider Matt the "computer expert" of the group. He also works part-time as a Pharmacy Intern. His favorite hobby is road biking. He rides whenever he has the time. Riding helps him to relax and clear his head. Matt finished a 75 mile ride last summer, which is his longest ride to date.

**Orlando Benavides Ruiz** was born and raised in Cuba and didn't learn to speak English until the age of 18. His home is Miami, Florida and his biggest adjustment in moving to Arkansas was getting used to cold weather. He has chosen to use his bilingual ability to volunteer as an interpreter at the UAMS 12<sup>th</sup> Street Health and Wellness Center. Another student organization Orlando is involved with on a regular basis is the Fresh Food Coalition. The members of the coalition grow vegetables in a garden they designed. They plant, cultivate, and maintain the garden. After they harvest the food, it is taken to the 12<sup>th</sup> Street Clinic and made available to the members of the community.

What is even more unique about this group is that they have a common thread that connects them in a more profound fashion. They are all second year students in the College of Pharmacy, in pursuit of a doctor of pharmacy degree.

---Myra Randolph

## Simulation Staff Trains Staff in Saudi Arabia

### - Simulation Education



*UAMS Simulation Education Staff with staff from Princess Nora Bint Abdulrahman University in Saudi Arabia.*

The simulation education team at UAMS recently had a once in a life time opportunity to help train the staff at Princess Nora Bint Abdulrahman University in Saudi Arabia.

Princess Nora University is the largest female only university in the world with more than 52,000 students. The campus, which houses students, their spouses and children, has a population of 65,000, about the size of North Little Rock. They

opened a university and a simulation center in that university in 2012-13. They have a 300,000 sq. ft. center, however they were using very little because of a training deficiency.

In comparison to the UAMS Center for Simulation Education, which is approximately 14,000 sq. ft. total the center had over 90 manikins, as opposed to the 7 that we have at UAMS. Travis Hill estimated that the center had between \$6 million to \$9 million in equipment that wasn't being used. A lack of training was the problem that the staff of 16 faced and the UAMS team was able to help them get up and running.

At the beginning of September, the UAMS team headed to Riyadh, Saudi Arabia. The team included Mary Cantrell, the executive director of the Centers for Simulation Education, Michael Anders, Ph.D., the director of education and research; Sherry Johnson, a certified healthcare simulation educator; Travis Hill, director of outreach and simulation technology; and Sara Tariq, M.D, the Center's medical director.

The UAMS crew split into two groups for the training. Hill trained the technicians on how to use the technology, while Anders and Tariq taught the educators how to teach simulation education. Cantrell and Johnson floated between the two groups.

The UAMS team spent nearly five days teaching the Princess Nora simulation team and others how to use their simulation equipment and how to implement education into a simulation format. For the first two days they trained the 16 women who will run the simulation center. After that, those women helped the UAMS team train another 50 people, who were either university faculty or worked at the campus' 400-bed hospital.

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## Simulation Staff Trains Staff in Saudi Arabia

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The presence of men at the university required adjustments for the Saudi hosts. Typically, women at the university are allowed to remove their hijabs once indoors and walk about freely. While the UAMS team was visiting, signs were put up warning women to keep their heads covered because men were present.

While the team from UAMS spent their days training at the university, they spent their evenings enjoying the Arabic food and architecture of Riyadh. The group even got to try free-range, organic camel, which was served with spaghetti and rice and tasted a bit like pot roast. The cultural differences didn't keep the two teams from having a wonderful working relationship, and the hope is to return for more teaching experiences in the future.



*(L-R) Two staff members from Princess Nora Bint Abdulrahman University, Sherry Johnson, Mary Cantrell, Sara Tariq, Michael Anders, and Travis Hill share a meal.*

--Mary Cantrell

## Blue and You Foundation Award: Simulation Outreach to Address Patient Safety - Simulation Education



The Blue and You Foundation awarded the Office of Continuing Education and the Centers for Simulation Education, in collaboration with principal investigator, Muhammad Jaffar, M.D., a \$110,000 grant award for the Simulation Outreach to Address Patient Safety (SOAPS) project. SOAPS will help fulfill the need for well-integrated, comprehensive continuing education content to improve knowledge and performance deficiencies across the health system.

Other collaborators include:

- The Arkansas Department of Health Epidemiology Branch
- The Greater Delta Alliance for Health
- The UAMS Office of Interprofessional Education

SOAPS will provide quality educational interventions, including online learning modules and simulation, to address the most pressing patient safety needs and for developing and refining tools for tracking continuous quality improvement.

In 2016, SOAPS aims to improve patient safety outcomes related to healthcare associated infections and sepsis in targeted hospitals, beginning with sites in the underserved Delta region. Ultimately, SOAPS will expand to address patient safety in long-term care and surgical services delivery.

--Michael Anders

## Updates from the Walker Center

### - Simulation Education



#### **New Clinic Manager for the Walker Center**

Shantrell Hall is the new Clinic Manager in the Northwest Arkansas (NWA) Walker Student Clinical Education Center. She joins the staff of the Centers for Simulation Education after she interned in the fall of 2014. She worked previously at UAMS as a pharmacy technician and completed her BS in Health Science at UALR in May of 2015. Shantrell brings with her a great love of learning and many exciting ideas of how to get more Standardized Patients involved with the program. She will be running the technology for center events and she looks forward to seeing how to serve as a resource to the faculty and staff on the NWA campus as well as an advocate for the student body.

#### **New Physical Therapy Program Now Using Standardized Patients**

The Physical Therapy Program in NWA has started using Standardized Patients (SPs) for their students. An inaugural event happened on October 15<sup>th</sup>. The event was organized by Dr. Angel Holland and the PT Staff. There were also six new SPs introduced to the Walker Center. Dr. John Jefferson, faculty member in the Physical Therapy department, is involved with a theatre group and was able to recruit some new and very worthy SPs. PT faculty helped score the event and the feedback from SPs was that the students were very professional and helpful. Another SP event took place on November 12<sup>th</sup> and the Walker Center looks forward to more exciting events in the future.



*PT Faculty score PT students*



*New Walker Center Standardized Patients.*

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## SP Spotlight on Scott Marshall

### - Simulation Education



The Standardized Patient (SP) Program at UAMS utilizes the talents of many laypeople in the community to train, teach, and test our healthcare students and professionals.

Scott Marshall has been with the Standardized Patient Program here at the Centers for Simulation Education for two years. From teaching medical students physical exams, to portraying many different patients, to photos on our walls, Scott has become a fixture here at the Skills Center. As you can see from his photo, Scott was absolutely born to portray his other role as Santa Claus. Since 1973 he has been Santa for children all over central Arkansas. More information about his Santa activities can be found at <http://www.santacalling.me/>.

Scott especially enjoys the atmosphere of learning being an SP provides. "There are so many things I have learned here at the Center about healthcare. It's also lots of fun interacting with the students, and see them have "aha" moments."



One very funny moment Scott shared with us was once during an exam he was chewing gum. In the case he was portraying he was supposed to cough, and when he did he spit the gum into his beard. Thankfully, the student never mentioned it.

Chewing gum aside, we at the Centers for Simulation love working with our very own Santa Clause, Scott Marshall. His gentle giving spirit makes him so special to us.

--Judi Casavechia

## Updates from OED

- Office of Educational Development

### eLearning

The eLearning team welcomes Mhoob (Mong) Vang back to the UAMS campus. Vang will provide Blackboard Applications System Administrative duties and Blackboard Help support. He comes from the University of Tennessee, Knoxville, where he was a Blackboard/IT administrator for two years. Vang was previously employed by UAMS 2008 – 2012.



Mhoob (Mong) Vang



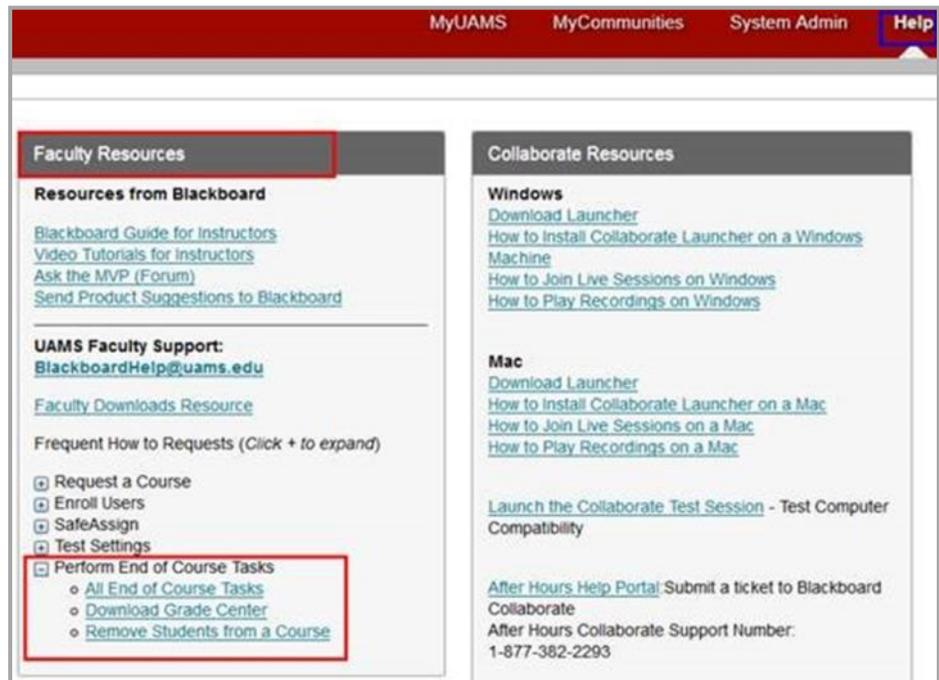
Cristina Gamalie (OED eLearning instructor) participated at the Mid-South Distance Learning Conference. The conference was organized by LaDLA, at New Orleans on October 26 – 28, with participants from six states.

participation in online courses, and provide effective support for the online teaching/learning environment.

The main goal of the conference was to promote innovative ideas in the field of distance learning. Presentations were related to non-traditional students, enhance course quality for increased student

The eLearning team reminds faculty that with the end of semester approaching, data in Blackboard courses needs to be backed up. The support information is posted in Blackboard, under the **Help** tab, in the **Faculty Resources** module. Faculty will find End of Course Tasks, how to Download the Grade Center, and how to Remove Students from the Course. If faculty need assistance, please email [BlackboardHelp@uams.edu](mailto:BlackboardHelp@uams.edu) (faculty support only).

--Martha Carle



## Updates from OED

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### Teaching Scholars

During the Month of October, Teaching Scholars continued its efforts to provide faculty with insight and guidance in bringing their educational research interests to the communities of their peers. From his many years of experience with writing and reviewing grant proposals, Dr. Steve Boone, Associate Provost for Teaching and Learning Services, engaged the faculty on the art of grantsmanship. Dr. Boone offered best practices to the scholars for funding their respective projects and discussed a variety of ways they could collaborate across disciplines to enhance the project



*Dr. Steve Boone, engaged the faculty on the art of grantsmanship.*

outcomes. Dr. Jan Shorey, Associate Provost for Faculty, shared with the scholars the importance of giving effective and timely feedback to learners. Dr. Shorey demonstrated providing feedback with volunteers from the Scholars, to facilitate their understanding of both the faculty and the learner perspectives during such critically reflective interactions.

For more information about Teaching Scholars, visit us at: <http://educationaldevelopment.uams.edu/edacad/teaching-scholars-program/> or contact Stanley Ellis at [skellis@uams.edu](mailto:skellis@uams.edu) or 501-686-7349.

--Stanley Ellis

### Educator's Academy

The Educators Academy is co-sponsoring the Teach the Teacher Symposium on Friday, January 29. Join your colleagues during the afternoon for discussion on "Creative Solutions for Student Success", as well as posters and oral presentations on UAMS educational scholarship.

Dr. Issam Makhoul and Dr. Frank Simmen are the recipients of the first Educators Academy Education Grant. Drs. Makhoul and Simmen will be looking at how concentration on second-year medical students correlates with end of course grades and the USMLE, Step 1 test.

21 faculty and post-doctoral fellows attended one or more of the 12 teaching workshops the Educators Academy sponsored for the first time this fall. In addition to those attendees, another 21 faculty and staff members helped develop and deliver the workshops. Workshops have been well received; sample comments from attendees include:

- The information I found most usable:
  - How to write a learning objective concisely and clearly
  - Different ways to reach students and new ways to think before lectures
- Within the next six months, I will use this information to:
  - Reconstruct my teaching strategies
  - Facilitate a departmental case conference meeting
- What I wish I would have received from the program:
  - Hit the areas it should—wouldn't change this program

For more information about the Educators Academy, call Laura Smith-Olinde at 686-7052 or visit <http://educationaldevelopment.uams.edu/edacad/>.

--Laura Smith-Olinde