

### Division Accolades

**Jasna Vuk**, AA Student Success Center, **Michael Anders**, Centers for Simulation Education, **Cynthia Mercado**, Office of Educational Development, **Robert Kennedy**, Office of Educational Development, **Jessie Casella**, UAMS Library, and **Susan Steelman**, UAMS Library collaborated on an article titled "Impact of Simulation Training on Self-efficacy of Outpatient Health Care Providers to Use Electronic Health Records." The article is available in the June 2015 issue of the *International Journal of Medical Informatics*.

-----

Educational Development (OED) welcomes two new members to their group, **Stanley K. Ellis, Ed.D.** Assistant Professor, Evaluation and **Martha H. Carle, M.Ed., M.P.H., CHES**, Coordinator of eLearning. Dr. Ellis was previously the Associate Director of Education in the College of Medicine and Ms. Carle was the eLearning Director/Instructor in the College of Pharmacy. Both will bring extensive knowledge and experience to OED.

### Message from the Provost

The annual highlight for any university is commencement, and we had this big event for UAMS on May 16th. Dr. Rahn and I were honored to attend the colleges/graduate school events throughout the week leading up to the "main event" on Saturday. Each honors convocation or special brunch is filled with good things to celebrate not only for students, but for their families, friends, faculty and staff. Everyone can share in the joy of seeing the culmination of years of study and dedication as each student prepares to enter a career in the health professions. All UAMS degree programs provide the graduate with the opportunity to contribute to some aspect of our mission, whether it is through direct or indirect patient care, educating new generations, or adding new knowledge to relieve disease burden through research. I want to thank the army of UAMS employees who contributed many hours to organizing these big events; most folks never see or can really understand the complicated processes and detailed decisions that go on behind the scenes to bring about near flawless programs. THANK YOU!



-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](#)

---

## Message from the Provost

*Continued from page 1*

Academic year 2014-2015 will end on June 30th. So, in addition to highlighting graduation week, it is a good time to summarize through this newsletter just a few of the activities that the Division of Academic Affairs faculty and staff have accomplished. Many of these initiatives provide the foundation for faculty and student successes whether focused on assisting faculty to continue to develop as health professions educators, providing greater administrative efficiencies, or providing improved curricular offerings and student academic and campus life support.

As this year ends, another transition will happen – Dr. Stephanie Gardner, the current Dean of the UAMS College of Pharmacy, will become the new UAMS Provost and Chief Academic Officer. Dr. Gardner is a skilled clinician, educator and leader; I am very pleased that she will succeed me in these leadership roles. I will take this opportunity to tell you a little about her: Dr. Gardner earned both the Bachelor of Science in Pharmacy and Doctor of Pharmacy from the University of North Carolina and completed a Research Fellowship in Cardiovascular Pharmacology at Case Western Reserve University. In 1991, she joined the UAMS faculty in the College of Pharmacy. She subsequently earned a Doctorate in Education from UALR. Stephanie was selected as Dean of COP in 2003 and Associate Provost for Health and Society in 2013.

Dr. Gardner is a recipient of numerous recognitions, including the Senior Clinical Faculty Award and the Dale Bumpers AHEC Leadership Award. She has served on numerous committees of the American Association of Colleges of Pharmacy, including chair of the Women Faculty Special Interest Group. This year the American Pharmacists Association honored her with the national Outstanding Dean Award. Dr. Gardner has served the UAMS campus through her leadership as chair of the Committee on Clinical Research, member of the UAMS Bioventures Advisory Board and the Arkansas Center for Healthcare Improvement Advisory Board. In 2013, Dr. Gardner served as a Fellow of the American Council of Education. She also serves as a member of the Board of Directors of the Accreditation Council for Pharmacy Education and was elected as President in 2014. Dr. Gardner was recently appointed to the Winthrop Rockefeller Institute Board of Directors. As Provost, she will oversee the deans of the colleges and graduate school, chair the Council of Deans, lead the Division of Academic Affairs as well as contribute to multiple other UAMS committees/groups.

Soon, I will depart UAMS and enter my life's 'third chapter': retirement! My husband and I are excited about the new adventures ahead – getting to know our new grand-daughter, enjoying more of the out-of-doors, traveling, giving back through volunteering. I have had a wonderful career (most of it at UAMS), in large part because of the support and partnerships of many UAMS leaders, faculty, and staff. I have been very blessed so phrases such as 'thank you' or 'I appreciate you' do not seem near enough to express how I feel about those with whom I work. I will miss UAMS and its people, the people who come to work each day focused on making the lives of patients, faculty, students and others better.

--Jeanne K Heard

*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)

---

## Thoughts on Dr. Jeanne K. Heard from Department Directors

Approximately four years ago, I was part of a search committee to hire a new Vice Chancellor for Academic Affairs. A few months into the search, Dr. Debby Fiser suggested that we reach out to Dr. Jeanne Heard. Dr. Heard was a former UAMS faculty member in the College of Medicine who had led the development of the Standardized Patient Program along with the Objective Structured Clinical Exams (OSCE) and the first Clinical Skills Center in the College of Medicine, distinguished herself as an excellent clinician and educator, and led graduate medical education at UAMS. Since that time, she had been working at the American Council on Graduate Medical Education (ACGME) in Chicago, IL.

We were fortunate enough to recruit Dr. Heard to our campus and over the past four years she has transformed Academic Affairs. Under her leadership a new Student Success Center has been formed, a new Student Information System will become operational in the 2016-17 academic year, an Office of Interprofessional Education has been formed, and plans to centralize continuing education are underway. Her achievements in this role are too numerous to count, but the impact that she has had on our campus is evident. Recently, her role as Vice Chancellor for Academic Affairs evolved into the role of Provost. Her responsibilities have included not only support of all academic support areas on campus, but also included direct support of each of the colleges in their academic mission.

On a more personal note, Jeanne has had a positive impact on many lives. She has served as a mentor for me and has become a close friend. She is committed to excellence in every part of her academic life and expects no less from others. Although I am sure that she will never be replaced, I feel very honored and fortunate to follow her.

I asked the directors of the various academic support areas to complete the following sentence: "During her time at UAMS, Jeanne has...." It is evident from the responses that follow that Dr. Heard has been admired and appreciated.

"... been the definition of a leader, according to the new Oxford American Dictionary, which defines 'lead' as to cause a person ... to go with one by holding them by the hand ...; show (someone or something) the way to a destination by going in front of or beside them; be a reason or a motive (for someone); be a route or means of access to a particular place or in a particular direction; form a stage in a process that leads probably or inevitably to a particular end. Dr. Heard embodies an unlikely combination of characteristics that culminate in an exceptional leader ... combining the discipline and dedication of Patton with the patience of Job and the Wisdom of Solomon. She will be greatly missed but she will be added to Winnie's life - and Winnie will add to hers!" -Elizabeth Bard

"During her time as Provost/Chief Academic Officer at UAMS, Dr. Heard has restored academic affairs to what it is supposed to be. She has made this a team to be proud of and one that people want to be a part of! Dr. Heard's leadership is strength with a purpose. I always feel like I get to do what I do best, with her blessing and her leadership. She is not afraid to correct my stirring so that I look good! I am happy to say she was my very first boss at UAMS and I could fill volumes with what I have learned from her. During her time as an internist in the UPMG clinic she never ate the pharmacy lunches or took a pen from a rep because she thought that it wasn't ethical to her practice. She has dignity and integrity you don't always see anymore. It is nice to know you work for someone who not only cares about you but cares about the organization and wants it to be a better place for the people who work and the people it serves! May she rest and relax in retirement! She deserves it." -Mary Cantrell

*--continued on page 4*

---

## Thoughts on Dr. Jeanne K. Heard from Department Directors

*Continued from page 3*

"Dr. Heard has exhibited a quiet form of leadership and innovation that has led to rebuilding and refocusing the programs in the teaching and learning subdivision. Her efforts have allowed us to significantly improve our efforts to serve our faculty and students. I am grateful for the model of excellence and confidence she has provided me during her tenure." -Steve Boone

"I started this at least five times, and then I would begin to feel my eyes begin to water and I will not go down that road. She is a leader (not a boss), the top dog, a breath of fresh air and the frontrunner for UAMS. Have fun Winnie, we did!" -Barb Coker

"...Successfully negotiated a long-term repayment plan for the Residence Hall bond that will keep rates reasonable for students and guests.....Championed much needed resources for key campus educational support areas (\$2.3 million in new funding base).....Purchased new/replacement equipment for classrooms, teaching labs, educational instruction/development for a total of \$3.6 million (this does not include campus-wide initiatives like the Active Learning Center or Student Information System)." -Toni Emerson

"During her time as Provost/Chief Academic Officer at UAMS, Dr. Heard has created an environment of collegiality, mutual respect, accountability, and most importantly, student-centered healthcare education. She is treasured, and will be greatly missed." -Clinton Everhart

"...Dr. Heard has revitalized and reorganized the Academic Affairs Division to increase, expand, and improve services offered to UAMS students." -Cheri Goforth

"Dr. Heard is brave and fearless, but smart enough to know when and how to make the best use of those attributes. Dr. Heard works hard, intelligently, and diligently like a border collie to take care of the great wide flock in her care – the academic world of UAMS." -Jan Hart

"...left her indelible mark on scores of students, faculty, employees, and volunteers at UAMS—and through her vision to make interprofessional education and patient- and family-centered practice a reality, every future student and every future patient and family member will be forever impacted because of her gigantic efforts. Her contributions—numerous; her voice of reason—unmatched; her presence—forever remembered. I am grateful to have worked with her and to be a beneficiary of her strength and wisdom." -Julie Moretz

"...Efficiently organized academic units and implemented student-centered processes that resulted in a more responsive division with enhanced communication. She has also been a tremendous mentor for so many and supportive of initiatives that benefit UAMS as a whole." -Don Simpson

"During her time as Provost/Chief Academic Officer at UAMS, Dr. Heard has.....inspired us through her leadership to advocate for necessary change to do not what is easy or what tradition has always done, on the contrary, she inspires us to do what is right." -Lee Wilbur

--Stephanie Gardner

## Update from ESAA

### - Enrollment Services and Academic Administration

#### GUS – Student Information System

Eight ESAA staff are dedicating a total of approximately 3 FTEs to GUS (Gateway for UAMS Students), the student information system implementation project, including all staff from the new Office of the University Registrar who make up the majority of manpower dedicated to the Records, Academic Advisement and Transfer Credit module of GUS.

Gibson Garrett is the co-lead for the Online Application/ Admissions team (with Jenny Kyle from the College of Nursing.) This module is scheduled to go-live on June 29, 2015, to process applications for the Fall 2016 term. There will be one more round of end-to-end testing before the go-live. This testing will include all of the functional modules as well as the integrations between GUS and SAP and BART, the current student records system. In her dual role as training coordinator, Gibson has created a training plan for staff and administrators who have yet to be trained, but will need access to applicant data.



*Elizabeth Bard and Gibson Garrett*

Elizabeth Bard, the Associate Provost for Enrollment Services and Academic Administration is a member of the GUS Executive Committee and the Project Management Team, and participates in both the Records/Academic Advisement/Transfer Credit Team, the Online Application/Admissions team meetings and activities.

The project is currently on schedule to meet target dates for the remaining modules: Financial Aid, Student Financial Accounts and Student Records/Advisement/Transfer Credit. These modules are to be brought online in March, 2016, and will be maintained alongside the current systems. By August, 2016 all components of GUS will go live as full operations are switched from legacy systems.

#### Office of the University Registrar

Under the leadership of Chancellor Rahn and Provost Heard, Elizabeth Bard was able to successfully transition Registrars embedded within the colleges and the Graduate School into the central Office of the University Registrar (OUR). The office opened on schedule on October 1, 2014. Aided by Julia Mays (ESAA), Bard oversaw creation of a new department and department budget, and the transfer of positions and inventory into its new location at CHP Building 2. Both worked with Construction Management to renovate the building to make it suitable for the office and staff.

Clinton Everhart was appointed Director/Chief Registrar of the OUR and has since filled two vacancies: Charlotte Gass (formerly in the College of Medicine) and Linda Stanger, a former Military Program Coordinator for the National Guard Professional Education Center (NGPEC).

The OUR has begun implementing a new role-based staffing model designed to provide enhanced expertise in functional areas of the OUR (registration, graduation, advisement, transcripts, etc.) Roles will be fully transitioned as GUS reaches full system go live in August, 2016. The goal of the central office is to adopt common processes, provide a more consistent experience to students and maintain uniform academic records and advisement standards.

*--continued on page 6*

## Update from ESAA

*Continued from page 5*



### Commencement 2015

Commencement Director Dana Venhaus reported over 900 graduates from 73 certificate and degree programs for the UAMS Class of 2015. Among the graduates were 38 students from three new degree programs: Physician Assistant Studies and the B.S. in Emergency Medical Sciences from the College of Health Professions, and the Doctorate of Nursing Practice in the College of Nursing. More than 750 students participated in the May 16<sup>th</sup> ceremony, held at Verizon Arena, with an estimated audience of 5,000. Commencement is the largest single event and the most significant outcome for the UAMS academic mission.

### State Authorization

Arkansas has submitted the state application and is on track to join the SARA consortium (State Authorization Reciprocity Agreement) in the coming months, which will allow UAMS and all Arkansas institutions to offer educational programs online or at a distance with all other consortium states. This will eliminate the need to seek individual approval from each member state and institution. Currently 24 states have joined the consortium, with many more states indicating that they plan to join in 2015 and 2016. Once Arkansas' application is approved, submitted by the Arkansas Department of Higher Education, then UAMS can submit an application to join SARA as an institution. You can find out the latest information on the various states that have introduced and passed the requisite legislation (where applicable) to join, and the status of state applications at <http://www.nc-sara.org/content/sara-state-status>. In the meantime, ESAA maintains information on UAMS' status with each state at <http://academicaffairs.uams.edu/files/2014/07/DistanceEd.pdf>. For more information about state authorization, contact Dana Venhouse at 501-296-1376.

### Office of Institutional Studies

Dr. Jean Chen, Assistant Director of Institutional Studies, is working on a methodology for determining undergraduate and graduate retention and graduation rates for UAMS students as well as the length of study for UAMS academic programs. Dr. Chen also gathered the intended degree and program of study information with students enrolled at present and also the number of graduates of the last academic year from eight Southwest counties, six Northwest counties, and South "AHEC" regions to provide a glance on the UAMS tangible academic contributions and professional impact to the local community. This information is critical for measuring and reporting student achievement data to the Higher Learning Commission.

Dr. Chen has also studied the 3-year trend of first year enrollment of underrepresented minority (URM) and disadvantaged students and their standardized test scores and GPA for all five colleges and the graduate school. The information can help the administration understand and provide effective supports on the recruitment, mentoring, retention, and graduation outcomes.



*Dr. Jean Chen*

Dr. Chen has served on the Genetic Counseling graduate student thesis advisory committee since 2013. She co-authored two American College of Medical Genetics-Annual Clinical Genetics conference presentations and one pending presentation abstract for the National Society of Genetic Counselors Annual Education Conference.

--Elizabeth Bard

## Campus Life and Student Support Services Update



(L-R) 2015-16 ASG Officers. COM Adam Price - President, Provost Dr. Jeanne Heard, GRAD Maroof Zafar - Vice-President, COM Aaron Owen - Secretary

### Associated Student Government

During the last Associated Student Government meeting of the term, officers and representatives completed changes to the ASG constitution and added a President's Committee to the organization. ASG hopes the committee addition will bridge communication between students, colleges, ASG officers and representatives. The committee make up is comprised of one appointed member from each college, student council or class officer group and will begin in the fall. Although these members have no voting authority, student concerns and input is the primary group function.

Lastly, ASG announced the 2015-16 ASG Officers and recognized it's Most Valuable Representatives (MVR) for the year. Our new ASG officers are

College of Medicine Adam Price (President), Graduate School Maroof Zafar (Vice-President), College of Medicine Aaron Owen (Secretary) and College of Pharmacy William Hough (Treasurer). This year Ryan Banning (COM), Jonathan McDougal (COM) and Kara Halverson (COP) were awarded MVR plaques. Ryan Banning received the MVR award for his contributions to the student health insurance and constitution revision committees. Ryan ensured necessary co-pays were added to student health insurance coverage and was very instrumental in making changes to the ASG constitution. Jonathan McDougal was recognized for his involvement with the library advisory committee, student orientations and assistance in planning the spring formal. Kara Halverson, a second time MVR recipient was acknowledged for her continued role in leading the student health insurance committee as well as assisting with all ASG sponsored student activities. Her dedication and participation was greatly appreciated and will be missed.



Provost Dr. Jeanne Heard and COM MVR recipient, Ryan Banning

--Nakia Dedner

### Student Activities

As the spring semester comes to an end, the UAMS student body has some amazing events and memories to reflect upon. Activities such as Karaoke Night at The Revolution Room brought about a night full of food, fun, musical showboating, and off key singing. Also, for the first time the Office of Campus Life hosted a Spring Formal for UAMS students at the Chenal Country Club, April 17th. The signature ice sculpture, décor, candy bar, fresh flowers, and photo booth are just a few things that helped make it an evening to remember. There were over 400+ attendees and students have already begun preparing for next year. To view additional photos and video of the excitement, visit the UAMS ASG [Facebook page](#).



2014-15 ASG President (COM), Jonathan McDougal at the Spring Formal

### Intramural Sports

It's safe to say that we'll have to restock our supply of softballs since the Intramural Softball Season came with a lot of homerun hitters. Students had a blast as usual and the popular Food Truck filled with chicken on a stick, hamburgers, hotdogs, nachos, and lemonade added to the ballpark atmosphere. In spite of several rain-outs, the softball season ended with the College of Medicine B-Leaguers taking home the 2015 championship title.

--Waymond Stewart

## Commission on Child Abuse, Rape and Domestic Violence



The Commission on Child Abuse, Rape and Domestic Violence continues to update and offer web-based child abuse mandated reporter training. Since May 1, 2012 nearly 21,000 individuals have completed this self-paced online curriculum. UAMS students and residents are part of the mandated reporter population and use the web-based module to complete this required training.

At the same time, the Commission continues a partnership with the Arkansas Educational Television Network (AETN) to revise and update a web-based mandated reporter training video for the online professional development portal utilized exclusively by licensed educators in Arkansas. During the three year reporting period from May 1, 2012 well over 31,000 education professionals have viewed the training. Combined, these web-based trainings reached more than 50,000 people over the three year reporting period.

--Max Snowden

## Office of Global Health Update

Members of the office of global health advisory board are interprofessionally developing a 15-semester credit post-graduate certificate program in global health practice. Faculty from the Office of Global Health and the Clinton School of Public Service will co-teach a Global Health Impact Assessment course this fall to students in the Clinton School Masters of Public Service Program.

Office of Global Health personnel recently participated in a Sister Cities International exchange led by the Honorable Mark Martin, Arkansas Secretary of State, to create opportunities for economic, educational and health systems delivery development between the state of Arkansas and Volta Region of Ghana. Faculty from the University of Health and Allied Sciences will be on campus in June as a memorandum of understanding is crafted and areas for collaboration defined.



(L-R) Mark Martin (AR Secretary of State), Helen Adjoa Ntoso (Volta Regional Minister), Fred Binka (Vice-Chancellor, University of Health and Allied Sciences), Don Simpson (Director, Office of Global Health)

--Don Simpson



## **Office of IPE: The Triple Aim Curricular Pilot was a huge success!!** - Office of Interprofessional Education

The Office of IPE has been working diligently for nearly 24 months to create an IPE curriculum for all 2800 learners at UAMS. The respective teams created a highly innovative and flexible model that has been termed the "Triple Aim Curriculum" as it uses interprofessional methodology to deliver universal content across all professions to help UAMS meet the outcomes of improving the patient care experience, the health of the population, and the reduction in health care costs. The EXPOSURE phase utilizes a dynamic 4-hour workshop and a bridge activity to expose NOVICE learners to essential concepts such as social determinants of health, health literacy, patient and family centered care, health disparities, cultural competence, and the role of the payer in health care.



*Interprofessional student teams learning, about, from, and with each other at the March 4, Exposure Workshop pilot.*

On March 4, the Office of IPE conducted a pilot EXPOSURE workshop for over 90 learners. Interprofessional groups of learners from all 6 colleges heard eight, 10-15 minute TED-style talks, and then worked in a team-based learning format. Speakers included:

- Don Simpson -- Health Disparities
- Kristie Hadden -- Health Literacy
- Julie Moretz and Barbie Brunner – Patient- and Family-Centered Care
- Lanita White -- Social Determinants of Health
- Sara Tariq -- Personal story of how IPE helped her as a clinician
- Steve Spaulding -- VP for Blue Cross on the "Role of the Payer"
- Lee Wilbur -- What and Why IPE?

Over 20 faculty from the Faculty Development Pillar Team observed the event and provided valuable feedback. Learner evaluations indicate that this workshop model effectively exposed them to the intended content and they very much enjoyed working interprofessionally together. Following the workshop, over 35 students volunteered to participate in our pilot IMMERSION phase. In this phase, intermediate learners work together as interprofessional teams to create a project proposal relevant to the triple aim. Early projects will be conducted through the 12<sup>th</sup> St Health and Wellness Center, the Arkansas legislature, and Our House organization in Little Rock.

On May 6, over 70 learners from all six colleges participated in our pilot "Error Disclosure Simulation Event" which is a planned component of the IMMERSION phase for intermediate learners. In this event, interprofessional teams are provided a case in which they must disclose an error that has occurred. A standardized patient plays the role of a family member in which their father was harmed by the error. All teams returned to participate in a large group debriefing where two faculty facilitators led the learners and standardized patients through a structured discussion to highlight the importance of the interprofessional team as a model to conduct difficult conversations that are applicable to all professions. Evaluations indicate that the learners enjoyed the event and recognize that this experience will positively affect their future practice.

Recently all UAMS colleges and the graduate school approved the Triple Aim Curriculum to be a graduation requirement, which is a significant milestone for UAMS health professions education. The Office of IPE is excited to embark on this landmark initiative for our institution as early as July. Thank you Drs. Heard and Gardner for your continued support!

--Lee Wilbur

---

## Updates from OED

- Office of Educational Development

**OED Teaching Scholars welcomes Deborah Simpson, Ph.D.**, Director of the Medical Education Program of Academic Affairs, Aurora Health Care and Adjunct Clinical Professor of Family Medicine at the University of Wisconsin as the guest lecturer. Dr. Simpson's topic will be "Sustaining Your Joy for Teaching During Challenging Times in the Academic Health Sector." This session will apply precepts from Social Determination Theory and the study of expertise to identify teachers' intrinsic motivations, de-motivators, and strategies to sustain your joy for teaching. The lecture will be Tuesday, June 16, 2015 from 4:00 p.m. to 5:00 p.m. in CPH 3202.

### OED eLearning

The eLearning Team continues to offer one on one and small group training and support to faculty from all colleges on Blackboard and other tools used to facilitate courses. An area of increased attention is in support of lecture capture, with recordings being made for literally hundreds of lectures to support student learning. To facilitate provision of training, the team is establishing a small computer training facility in the OED offices. These new capabilities will be available for use starting mid-summer as the eLearning faculty work on support for use of tools for the fall semester. Members of the eLearning team are also heavily involved in integration of GUS, the new student information system, which will drive provisioning of BB course shells in the future.

### OED Instructional Design

OED has established instructional design support teams to assist faculty in design of curricular materials. While open to all colleges, the teams have worked closely with specific programs from the College of Nursing and the College of Health Professions to assist in curriculum development and templating of courses to improve student satisfaction and consistency in materials. Instructional Designers are also heavily involved in developing specific learning materials to support institutional initiatives. A new service, currently being piloted, is course review from a design perspective. This service, to be rolled out more formally in the near future, will give faculty an opportunity to meet with design professionals toward the goal of evaluating the quality of their course materials with respect to principles of effective learning and course design.

### Educators Academy Welcomes New Members:

- Ashley Castleberry, PharmD, MAEd, COP, Pharmaceutical Sciences
- Stanley Ellis, EdD, AA, Office of Education Development
- Elizabeth Gath, MD, COM, Internal Medicine, General Medicine
- Mary Ellen Nevins, PhD, CHP, Audiology and Speech Pathology
- Nannette Nicholson, PhD, CHP, Audiology and Speech Pathology
- Jacob Painter, PharmD, MBA, COP, Pharmaceutical Evaluation & Policy
- Karen H. Kim Yeary, PhD, CPH, Health Behavior and Health Education

The mission of the UAMS Educators Academy is to support and advance excellence in education and education scholarship. This program is designed to inspire, reflect, and sustain a shared institutional vision to promote high-quality teaching, learning, educational research, and scholarship. All full-time UAMS faculty are invited to join the Academy. Membership is free and the benefits are great. Please visit the Educators Academy website at <http://educationaldevelopment.uams.edu/edacad/>

--continued on page 11

## Updates from OED

*Continued from page 10*

### Educators Academy FIT Program

The Educators Academy continues the twice-monthly FIT Program (Faculty Instruction Tips) with teaching topics for discussion such as *What is a Rubric and How Can I Use It*, *Help Students Create & Think Critically*, and *Developing Student's Self-Assessment Skills*. Watch the UAMS announcements for upcoming topics. FIT is taking a summer break and will resume in September. Dates, times, and topics will be announced later in the summer.

### Educators Academy "Thank You" Reception for All UAMS Faculty

The UAMS Educators Academy hosted a reception on May 4<sup>th</sup> to honor UAMS faculty. The reception was intended to say "Thank You" to the faculty of UAMS and let you know you are appreciated for your work as educators. Jeanne Heard, M.D., Ph.D., Provost, was the guest speaker.



*Dr. Jeanne Heard speaks to faculty members attending the Educator's Academy Reception on May 4, 2015.*

### Educators Academy Teaching Workshops

New in Fall 2015, the Educators Academy is sponsoring a series of free workshops designed for individuals new to teaching. These workshops will begin on Tuesday, September 1, 2015 and will occur on each Tuesday of the semester through November 24, 2015. The time is 4:30 pm – 6:00 pm; the place is being determined. A complete list of the workshops with a brief description of each and how to register will be distributed in early June. Feel free to attend only one workshop or all of them, according to your needs. Attendance will be limited to 25, with preference given to new teachers, but everyone is welcome.

### OED Evaluation Team

The OED Evaluation Team was fortunate to hire Dr. Stanley Ellis. The team has had a busy year, working with many groups on campus:

- College of Health Professions with their course evaluations.
- Individual faculty in the College of Medicine and the College of Pharmacy to conduct course evaluations with more advanced features like weekly and monthly evaluations and separate individual and course evaluations.
- Evaluation design with the Translational Research Institute
- An HRSA grant for the College of Medicine
- A variety of other grant/research consultations
- Accreditation survey design and implementation for the College of Nursing
- Development of an assessment learning module for the e-learning team

## Updates from OAS

- Office of Academic Services

### 25Live upgrades and planned rollout

OAS has worked with a Black Belt Team to develop plans for enhanced utilization of meeting space across the campus. A part of these efforts is to install, configure and utilize improved versions of 25Live to facilitate on-line scheduling of classroom and other meeting spaces. This new version will be available to the campus after July 1 – exact date is TBD. This version will have a number of performance improvements that will increase scheduling efficiencies and capabilities. New tutorials and training will be available once testing has been completed.

### Classroom Technology upgrades

Throughout the year, OAS has worked with Classroom Technologies, in the Division of Information Technology, to identify and implement plans to improve technologies available across campus. Enhancements have included significant upgrades in audio, video, and ability to connect local and distant sites using IVN and web-based tools such as BB Collaborate. Significant upgrades have been completed in the following rooms:

- IDW Classroom 115A/B
- Ed2 8th Floor Labs
- CoPH G219, IDW 126 & IDW 226 Lecture Halls
- CoPH Lecture Hall 8-240

These efforts will continue over the summer to the following rooms:

- IDW Classroom 114A/B
- ED 2, B-112
- IDW Classroom 105A/B

For more information regarding technology upgrades, please contact Classroom Technology Support at [avsupport@uams.edu](mailto:avsupport@uams.edu).

### Lab and Lab Support

OAS lab support continues to offer high quality laboratory experiences to students from multiple colleges, with participating students from local and distant sites.

In addition to these services, lab support staff maintain and participate in a number of professional development activities throughout the year. For example in February, Cherika Robertson, Division of Academic Affairs Lab Support Medical Technologist, traveled to Cincinnati, Ohio for the Clinical Laboratory Educator's Conference. She, along with Letycia Nunez-Argote CHP faculty member, presented a poster titled "Implementation of Student Projects: Blood Smears for the Hematology Academic Laboratory." The conference consisted of several educational sessions focusing on different topics that laboratory educators are facing in today's changes in healthcare and education. The main theme of the conference focused on interprofessional education. Many accrediting agencies of the health related professions are beginning to incorporate requirements for interprofessional workshop/courses into the curriculum. The encouragement of interprofessional education allows students from all disciplines of health professions to work together and become aware of what type of knowledge each profession brings to the ultimate goal of patient care.



*Letycia Nunez-Argote (CHP) and Cherika Robertson with their poster.*

--continued on page13

## Updates from OAS

*Continued from page 12*

One very helpful session was "The Survival Kit for New MLS Faculty." This session provided great insight into thoughts, feelings, motivations of, and barriers to overcome for new lab science educators. Another session that was interesting was "Teaching Patient Safety." There is much debate in the clinical science field concerning exactly how lab scientists affect patient care outside of phlebotomy. Although lab scientists do not have direct patient care, with the exception of phlebotomy and occasionally assisting with bone marrows, lab scientists do have an effect on patient care through identifying critical results and reporting and interpreting these values to the correct healthcare professional. Another major topic at the conference was how to reduce the cost of healthcare but still maintain effective and accurate patient care. As clinical laboratory scientists, we can help with this effort, by working with test ordering professionals to reduce the number of duplicate tests ordered, reduce the number of tests that are misused and not necessarily needed, and provide knowledge to ordering staff on which test would provide the most beneficial results.

--Susan Carter

## SP Spotlight: Fran Austin

### -Centers for Simulation Education



*Fran Austin with some of her artwork*

We are quite fortunate to include Fran on our team of Standardized Patients (SP) since 1995. She is a renaissance woman with a list of achievements consisting of so many creative outlets. From actor to director as well as artist of portraiture. She is becoming well known for her whimsical dog paintings, and was recently in an exhibit of self-portraits with other local artists. As a director, Fran has led the casts of many plays including *The Miracle Worker*, *The Gin Game*, and *The Outsiders* with only child actors. She also acts in many local plays, films, and commercials.

Working in the UAMS SP program has provided Fran yet another opportunity to use her many talents. She really enjoys teaching our students how to improve their communication skills in a "hands on" environment with face-to-face feedback. Because of an experience she had with a doctor in her own life Fran is passionate about participating in our students' education. "Once when I was at the hospital asking the doctor to help me understand what had happened to my family member he gave a detailed description using only medical jargon about what he had done. Then he asked me, "Now do you know more than you did before?" It was then that Fran found her driving purpose. "To help send new doctors out into the world who are cognizant of patient's feelings."

During her time working as an SP she has also learned how to be a better patient in her own life. "I have learned how to be more precise in answering doctor's questions and to be prepared for appointments." But her favorite part of working here is "Working with and for the people who make up the operation, because of their support and commitment to making it a good program. They are good people." At the Centers for Simulation, we feel the same about Fran.

--Michae Orfanos

## Academic Affairs Student Success Center Update

Since the Student Success Center opened on October 1, 2014, a lot of changes and additions have occurred in a very short period of time. Not only did our name change from the Learning Resource Center to the Student Success Center (SSC), we have added many new services.

The Writing and Presentation Center is a very popular place for students who need assistance with reviewing research papers, polishing resumes and CVs, as well as practicing and uploading presentations to online classes.

Peer tutoring has also grown since moving to the SSC from the Office of Educational Development. Group tutoring sessions have been introduced and have made an impact on participating students. The first College of Nursing peer tutor has been identified, and requests from College of Health Professions have been received, and plans are being made to accommodate these requests.

With the hiring of our new Student Academic Technology Coordinator in February, the "One-Stop-Shop" website is closer to being a reality; it will link to many online resources for students needing academic assistance. We plan to launch our new website in July, 2015. We are excited and are busy looking for all the right online tools to help students in numerous academic areas.



*A glass wall and sliding door encloses the new Testing room on the third floor.*

Testing continues to be a popular service, and the addition of our new Special Testing/Individual Study carrels on the third floor were installed just in time. Students really like the seclusion and quiet provided by the new carrels during testing.

The biggest and most obvious change in the SSC is the construction that has just been completed on the third floor of the Library. This remodeling has enabled us to move all equipment and staff from the fifth floor to the third floor, consolidating everything and everyone in the SSC to a single floor of EDII. We look forward to working more closely as a staff in order to offer the best possible experience for UAMS students.



*Windows create a sound barrier for the new computer area on the main floor of the SSC on the third floor. There are 26 computers - including two scanning stations, a Remark station and a Mac.*

As we grow, learn, and develop, we look forward to working closely with faculty, staff and students to ensure we are offering exactly what students need to be successful. We welcome suggestions and recommendations for services, so please send ideas to Heather Smith at [hsmith@uams.edu](mailto:hsmith@uams.edu).

--Heather Smith

## UAMS Faculty Wellness Program

Launched in March, 2006, the Faculty Wellness Program supports the overall professional health of all UAMS faculty. Promoting the vitality and health of faculty members forms the foundation for creating a thriving institution. The wellness service is now directed by Pedro Delgado, M.D., a psychiatrist with interest in the overall well-being of health care providers. He provides confidential consultations for UAMS Faculty. To access the UAMS Faculty Wellness Program call the service at 501-526-8140 and Cheryl Giblin will assist in arranging an initial visit with Dr. Delgado or use the Faculty Wellness Program website: <http://medicine.uams.edu/faculty/current-faculty/faculty-wellness-program/>.

--Pedro Delgado

## The Jeanne K. Heard Award for Excellence in Clinical Skills -Centers for Simulation Education



(L-R) Dr. Sara Tariq, Desiree Burroughs-Ray, and her mother

Jeanne K. Heard, M.D., Ph.D. was the founding director of the Standardized Patient Program and founding medical director of the Clinical Skills Center at UAMS. She modeled excellent clinical skills and was loved by many patients in her internal medicine practice. She has a PhD in anatomy and neurodevelopment and graduated from medical school at UAMS; later she was the first Associate Dean of Graduate medical education. She moved to Chicago and served 7 years at the Accreditation Council for Graduate Medical Education and was Senior Vice President for accreditation activities for the ACGME. She returned to UAMS in 2011 and now the Provost of the University and our Chief Academic officer.

Over 25 years of teaching and leadership in academic medicine have shaped Dr. Heard's conclusions about the most important lessons for all medical students and residents. "Part of being in this profession is self-regulation," she said. "The public entrusts us to behave professionally and ethically, but there are factors within the systems in which we work that can threaten that."

"Medical students and residents need very good role models who demonstrate professionalism and the importance of always doing the right thing and being willing to self-assess," she said. "All physicians need to recognize their own limitations and to be willing to improve. We all need to be committed to lifelong learning."

The Jeanne K. Heard Award, established in 2004, is given to the senior student whose combined scores on the clinical practical cases is the highest throughout medical school career. This year's winner is Desiree Burroughs-Ray.

### Previous Winners:

2004 Jeanette Ebarb	2010 Kendra Mitchell
2005 Catherine Kossover	2011 Sarah Elizabeth Jewell
2006 Mary Guo	2012 Whitney Ann Manlove
2007 Laura Pittman	2013 Catherine Moll
2008 James Cooper Keane	2014 Kristin E. Pugh
2009 Brita Deacon and Joshua Morrison	

--Mary Cantrell

---

## Summer 2015: ACADEMIC SENATE UPDATE

The full Academic Senate met on April 30th to review the past year's activities and accomplishments. The presentation from the meeting and minutes for all Academic Senate meetings are available on the Academic Senate website: <http://academicsenate.uams.edu>. Some meeting highlights are described below.

During the past year, the Academic Senate made a major effort to address the results of the faculty survey conducted in Spring 2013, which were presented at the Fall 2013 full Academic Senate meeting. The Academic Senate Council discussed the survey results in a meeting with members of the Chancellor's Cabinet and all college Deans and several areas related to teaching, mentoring, research, and communications were identified that need improvement. Based on the results of this meeting, the Academic Senate Council drafted an Action Plan to set priorities for the Academic Council. This plan was approved at the Spring 2014 full Academic Senate Meeting and is available on the Academic Senate website.

In addition to items set forth in the Action Plan, the Academic Council routinely addresses faculty concerns. Such concerns can be brought directly to the Academic Senate Council or to one of the Academic Senate Committees. The committees are:

- Research. Chaired by Lee Ann McMillan-Crow (COM)
- Communications. Chaired by Grover Paul Miller (COM)
- Faculty Affairs. Chaired by Cesar Compadre (COP)

Projects accomplished by the Academic Senate include creating a faculty blog for timely discussions regarding matters of interest to the faculty. For example, the topic of the potential for Faculty Center was discussed on the Blog in Spring 2015. On June 12, 2014, the Academic Senate research committee, together with the Translational Research Institute, hosted a "Meet-and-Greet" to foster new team-based research projects. Additional highlights from the last year, include providing constructive input into Academic Policies, exploring ways to minimize the administrative workload of faculty involved in research, and providing input into the planning phase of a Faculty Development Center.

The Academic Senate, which consists of all UAMS faculty members, holds elections each spring to fill positions on the Academic Senate Council as members complete their terms. Each Academic Senate Council member serves a 2-year term with the exception of the President, who serves for a total of 3 years (1 each as President-elect, President, and Past-President). The results of this year's elections are:

- Alesia Ferguson (COPH) moves from President-elect to President
- Howard Hendrickson (COP) moves from President to Past-President
- Dan Voth (COM) was elected to the position of President-elect
- Laura Smith-Olinde (Academic Affairs) continues as Secretary for one more year.
- Danny Bercher (CHP) will serve one more year as Parliamentarian.
- Dana Gaddy (COM) will serve one more year as Member at Large.

The Academic Senate functions to generate and promote understanding, collaboration, and a sense of community across the UAMS campus. In doing so, the Academic Senate provides a broad base for faculty participation in developing guidelines and regulations for campus affairs including matters that affect the quality of campus life as well as those that enhance and sustain an environment of academic excellence.

--Alesia Ferguson

---

## Center for Patients and Families—Highlights

### Patient-Family Faculty

UAMS Patient-Family Faculty share their health care experiences with learners in a variety of classroom settings. Patient-Family Faculty offer strategies, through their stories, to help learners better understand how to communicate and engage with patients and families. This year, 91 patients and family members participated in 56 presentations and panel discussions, training more than 2,050 learners.

### Patient- and Family-Centered Care Course: CHP/RES 4133

Three Patient-Family Faculty members are again participating in the interprofessional Patient- and Family-Centered Care CHP Respiratory Course that also includes Radiology, Nursing, and Dental Hygiene students. Kathy Lease, Larry Taylor, and Jesse Gatewood were appointed as Adjunct Faculty in 2014 and are serving as faculty in this course that kicked off on May 29. Course highlights include an introduction to patient- and family-centered care concepts and interprofessional education. Students work in interprofessional teams and respond to online discussion questions with faculty over a four-week period. Additionally, students experience clinical simulation of patient- and family-centered care in interprofessional collaborative care scenarios.

### UAMS Hosts National Experts

This year, the Center for Patients and Families was proud to host several national experts to address patient- and family-centered care topics: **Dr. Jason Wolf**, president of The Beryl Institute—a nationally recognized organization on patient experience improvement—spoke at the first-ever UAMS Patient- and Family-Centered Care Patient Experience Symposium and addressed more than 200 doctors, nurses, clinicians, faculty, staff, students, and patient and family advisors at UAMS, Arkansas Children's Hospital, and sites across the state. Wolf spoke on changes in health care across the nation as the Centers for Medicare and Medicaid Services (CMS) moves from volume-based reimbursement models to value-based care. He also spoke on the "3 'Ps' of patient experience performance," which are "people," "process," and "place," coming together to form "purpose."

UAMS was also host to **Dr. Tom Lee**, Chief Medical Officer, Press Ganey, who presented at Surgery Grand Rounds and also lead a discussion about patient engagement with physician leadership.

### UAMS Team Participates in National Spring Training Seminar

Authentic partnerships with patients and families are essential as hospitals, health systems, primary care practices, and community organizations seek to achieve the Triple Aim and improve the patient experience, the health of the population, and the cost of care. This was the underlying message at the spring Intensive Training Seminar hosted by the Institute for Patient- and Family-Centered Care in Memphis where 13 UAMS representatives participated.

More than 300 individuals from 90 organizations in 29 states, 4 Canadian Provinces, and the Netherlands learned about best practices in patient- and family-centered care and developed Action Plans specific to the UAMS Emergency Department, Department of Anesthesiology, Nursing, and Simulation Center. Those attending from UAMS included: **Mike Anders, PhD**, Director, Simulation Center; **Barbie Brunner**, Director, PFCC; **Lee Wilbur, MD**, Director of IPE/ Emergency Department; **Jeanne Velasco, MD**, ACH Pulmonology Resident; **Zachary Lewis, MD**, ED Resident; **Valerie Chism, APN**, Emergency Department; **Komi Vovor-dassu, MD**, ED Resident; **Jill Irby, MD**, Anesthesiology; **Sarah Tingle, MD**, Resident; **Beth Foti**, Patient Advisor; **Lindsey Hale Bender**, Patient Advisor; **Joe Jimmerson, RN**, Magnet Manager; and **Julie Moretz**, Assoc. Vice Chancellor, PFCC (IPFCC Faculty Member.)

--continued on page 18

---

## Center for Patients and Families—Highlights

*continued from page 17*

### **UAMS Employees as Patients**

UAMS has a dozen Patient and Family Advisory Councils established in clinical programs that consist of patients and their families who receive care at UAMS and use their personal experiences to help improve care. A new council was recently created to capture the experiences of UAMS employees who are also patients. Twenty-five UAMS employees participate as advisors on this Council and have a unique opportunity to contribute to the mission behind SmartCare and share experiences that help make this and other programs more beneficial to employees across UAMS. The Employees as Patients Advisory Council represents more than 400 years of experience at UAMS.

This group meets monthly to address topics/issues such as: SmartCare, Billing Services, Access, MyChart, Walk-In Clinic, Communication, Patient Discharge Envelopes, and a host of other topics.

### **Need a New Purpose? Consider UAMS Pastoral Education Training!**

Even though you may have a full time job, perhaps you are wanting to learn new skills or look at new opportunities for your career path. The Pastoral Care Department is now accepting applications for the Clinical Pastoral Education Training Program in the fall. UAMS staff are welcome to apply. There are a number of training opportunities available and Pastoral Care staff are happy to speak with you about this. For more information, contact Susan McDougal at 501-414-1092.

--Julie Moretz

---

## Update from the UAMS Library

Like most academic health sciences libraries, the UAMS Library is in transition. This year the Library has experienced extraordinary changes in our organizational structure and facilities.

The Library said "farewell" to seven employees this year. This included the retirements of five seasoned veterans - a record number in a short period of time.

- Mary Ryan, MLS, MPH, the Associate Provost for Library and Student Learning and Executive Director of the Library retired in December 2014. The search is ongoing for this position. Watch for news in the next newsletter.
- Amanda Saar, MLS, MHSA, Head of the Historical Research Center (HRC) retired in October 2014. We are nearing the selection of new HRC Head.
- Rena Sheffer, MLS, Electronic Serials Librarian retired in November 2014. Her responsibilities were absorbed into the Collection Management Department.
- Debra Boddington, MLS, Education Librarian retired in December 2014. This position was filled by Louise Montgomery who is joining UAMS Library from Arkansas Childrens' Hospital Library. Louise will continue to support ACH with approximately 30% of her time.
- Barbara Graggs, Circulation Assistant retired in October 2014. Her duties were absorbed into restructuring of the Circulation Department.
- Jon Goodell, Outreach Librarian and liaison to COPH, joined the Texas Medical Center Library in July 2014 and is now Director of the National Network/National Library of Medicine for the South Central Region. Jon's Outreach position will be merged with the Marketing position currently held by Valerie Howard.
- Shemeka Lacy, Reference assistant, resigned in January 2015 to take a position in nursing at Baptist Health Center where she is pursuing her nursing degree. Shemeka's position was absorbed in the restructuring of the Reference Department.

--continued on page 19

## Update from the UAMS Library

*continued from page 18*

The Library has also experienced quite a bit of renovations. Just to name a few:

- Academic Affairs Student Success Center (see related article). Removal of all of the journals that we can access digitally, along with and their shelves, made room on the 3rd floor for the creation of the Student Success Center.
- Two additional small conference rooms for group peer tutoring and other activities on the 2nd floor available from the consolidation of office space.
- A new public face for the Historical Research Center on the 5<sup>th</sup> floor of the Library
- Safer stairs with handrails;
- More electricity available throughout study areas, etc.

The renovations have been noisy and disruptive, but the Library is approaching a period of relative quiet as most renovations in student areas are complete. Throughout the renovations the Library has not lost sight of its role as a 'student place' – a place to study quietly, a place to work with your study group, a place to take a break and appreciate the Arts of UAMS display and relax with one of our canine SPOT team members. In addition to items in our vending room, the Library teamed up with all colleges to provide hot coffee and snacks throughout the evening and late night during finals in May.



*Coffee and snacks during finals*

### BENEFITS FOR STUDENTS



*Students petting Rusty during a SPOT team visit.*

- All students may request up to 20 free Interlibrary Loan items during their time at UAMS.
- We will soon be allowing students to check out a rolling white board for use throughout the EDII and COPH buildings.

The Library continues to be a hub of student activity with the Active Learning Center (ALC), located in the heart of the Library on the first floor. The ALC is frequently in use by team-based learning (TBL) activities and other curricular activities during the day and a large study area at night as part of the after-hours access area.

### BENEFITS FOR RESEARCHERS AND CLINICIANS

Because nearly all journals and many books are licensed by UAMS Library in digital format, and much of the Library's information is

available on the Library website, clinicians and researchers come to the Library infrequently. But, we come to them in many ways and in many locations:

- More librarians embedded in research, clinical, and education teams
  - Scholarship and publication collaborations
  - Institutional committee colleagues e.g IACUC
  - Partners in evidence-based practice with Dr. Debra Fiser
- NIH open access policy compliances stabilized at an amazing 95-96% compliance rate.
- Librarians working with groups in the hospital.

--Jan Hart