

Education

by Heidi Charton and Sarah Rhoads



APN Teleconferences

Great news! Beginning January 2012, the APN teleconferences will be available for RNs to view in addition to the Advanced Practice Nurses. The one hour teleconferences which are held the third Friday of each month from 12 to 1pm are case-based presentations that focus on primary care and gynecology care topics for women in the outpatient setting.

To register for an interactive video site near you and for more information, call Heidi Charton at (501) 686-8292, or email us at CDHeducation@uams.edu

Outreach Report

by Michael Manley



Jack Welch said, "Change before you have to". Luckily those in leadership at UAMS, Medicaid and Arkansas Medical Society felt the same way over eight years ago. ANGELS no doubt has been the cornerstone to the success and huge changes that have been made in Arkansas with telehealth.

We are continuing to grow with the addition of a few more new clinics (Sparks, Fort Smith; North Arkansas Medical Center, Harrison; and Magnolia Hospital pending). Our network doesn't only include the technical connection of our infrastructure, but more importantly the network of health care professionals, medical centers, and most importantly the patients we serve. Two things are going on that will have changes in health care in the near future. Luckily our leadership knew and believed changes were coming and Arkansas is more prepared than ever to meet these challenges.

Payment reform for health care is running forward fast and furious. Arkansas has put together nine areas for reform, Obstetrical and Neonatal care being one of them. Being lead by Arkansas' Surgeon General with a private consulting group by the name of McKinsey, ANGELS was sought after to also be a part of this change team because of the work Dr. Lowery has led with the guidelines, education and clinical changes

that have succeeded over the past several years. We have also given them the ability to have more participation state wide by leveraging our ObGyn/ Peds professional relationships and technical network available. Round one has been successfully started, and the next several are just around the corner. We will keep you posted as these move forward in the near future. Once again, Arkansas is being a leader in the nation to making real changes with our health care.

The other area that coincides with the payment reform is the true treatment of patients in the appropriate level of health care facility. Outcomes have been fast becoming the benchmark for health care reform. This isn't the first time that a form of proper levels of care by institution was established. In the 1990s, Centers of Excellence were designated, but most were done so my numbers of procedures, not true patient outcomes. We had it partially correct, but the new established institutional levels of care are completely based on abilities to perform for ultimate patient outcomes. This will be tied into the payment reforms to ensure we are getting the most out of our health care dollar.

ANGELS will continue to support those professionals who are working hard at making a difference in the women and children's lives here in Arkansas. We will actually see change that makes a difference in savings. Lives, not just monetarily.

University of Arkansas for Medical Sciences
4301 W. Markham St., #518
Little Rock, AR 72205-7199



ECHO Cardiogram Tele-Evaluation

This is a new interactive videoconference for sonographers in the field of Echocardiography and is sponsored by ANGELS, UAMS College of Medicine, Arkansas Children's Hospital Department of Cardiology, and the College of Health Related Professionals. The purpose of this teleconference is provide educational opportunities for echocardiogram sonographers around the state. Topics of teleconferences include the specialties of Adult, Pediatric and Fetal Echocardiography. Each session includes a didactic lecture and echo scanning demonstrations. The teleconference is the third Friday from 2-3pm and has been approved for SDMS CME credit (1 hour). Participants much register ahead of time in order to receive SDMS CME credit. For further information, please contact Lori Heil at 501-526-8098 or email to LLHeil@uams.edu

Telemedicine Update

by Rosalyn Perkins



All is good on the Arkansas front and ANGELS is still assisting our community with health care through Telemedicine. Remember to share

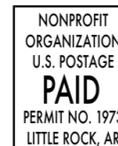
with friends, family, co-workers, and health care providers our many sites across the state:

AHEC Eldorado
AHEC Fayetteville
AHEC Fort Smith
AHEC Jonesboro
AHEC Pine Bluff
AHEC Texarkana
Batesville-Independence CHU
Batesville-White River MC
Clarksville-Johnson Regional MC
Clarksville-Johnson CHU
DeQueen-Sevier CHU
Fort Smith-St. Edwards

Fort Smith-Sebastian CHU
Helena Regional MC
Hope-Hempstead CHU
Hot Springs-National Park
Johnson-Willow Creek Hospital
Jonesboro-Craighead CHU
Jonesboro-St. Bernard's
Mena Regional MC
Mountain Home-Baxter County MC
Newport-Harris Hospital
Russellville-Millard Henry Clinic
Russellville-Pope CH

Searcy-White County
Texarkana-Miller CHU
Wynne-Cross CHU

For Referrals Call ANGELS
501 526 7285
Or
866 273 3835



FALL 2011



the ANGELS REPORT



ANTENATAL & NEONATAL GUIDELINES, EDUCATION AND LEARNING SYSTEM

Call Center Update

by Donna Williams



ANGELS Call Center Services (1-800-273-3835)

- ANGELS Appointment Center for:
 - ❖ UAMS OB/GYN appointments
 - ❖ ANGELS Telemedicine appointments
- ANGELS Triage/Nurse line
 - ❖ **MFM Consults**-Telephone consults with an ANGELS MFM (or OB faculty, or chief resident if preferred)

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- ❖ **APN Consults**-Telephone consults with ANGELS APNs (APN to APN)
- ❖ **OB Transports to UAMS**
 - MD acceptance
 - Hospital acceptance
 - Transport Service assistance when requested
 - Nurse to Nurse report facilitated
- ❖ **Telephone Triage** for UAMS OB/GYN pts, and contracted after-hours services to private clinics and ADH Southwest region's maternity patients.
- ❖ **Psych TLC**—Telephone consults with UAMS Child Psychiatrist (MD to MD consults, for patients from 2yrs through 18yrs of age).
- ❖ **Follow-up calls** to UAMS OB patients after discharge from hospital
- ❖ **Follow-up calls** to UAMS and ADH OB patients 24hrs after urgent care recommended

Featured Service:

Arkansas Department of Health—the ANGELS Call Center provides after-hours triage for the OB population

The Southwest Region Pilot began in early November. Calls are trickling in from this region as the maternity patients learn they have this service as an option. In the past, the patient's only option was to go to the ED or Labor and Delivery if they had a medical issue when the clinic was closed. Many of the hospital visits could have likely been avoided had the patient been able to speak to a nurse about her medical issues, questions, and concerns.

Now, when the Local Health Unit (LHU) is closed the maternity patients that live in the Southwest Region of Arkansas can call the ANGELS Call Center at UAMS to speak to a Registered Nurse. The patient will be triaged and then given health information, care advice to administer at home or direction to when and where to receive health care (ED, Labor and Delivery, or wait for an appointment).

Patients learn about this service when they attend their prenatal visit at the LHU. The nurse there gives the patient a flyer with the Call Center information, a keychain with the Call Center #, and envelope the patient carries with her prenatal records is stamped with the ANGELS Call Center contact information. Each time the patient is triaged by the Call Center, a record of the call is faxed to the appropriate LHU and placed in the patient's chart. With each prenatal visit the patient is reminded of this service.

We anticipate patient satisfaction and reduced, unnecessary urgent care visits.

Telephone (501) 526-7425 • Toll Free (866) 273-3835



ARKANSAS DEPARTMENT OF HUMAN SERVICES

UAMS
UNIVERSITY OF ARKANSAS
FOR MEDICAL SCIENCES

Pediatric/Neonatal Update

by Julie Hall-Barrow and Shannon Lewis



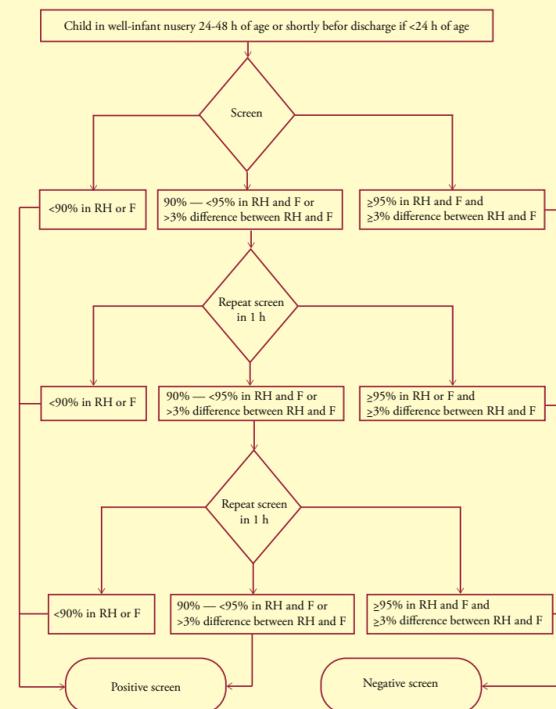
Soon to come.....

Work groups are being formed at UAMS and ACH on strategies to implement newborn screening for Critical Congenital Heart Disease (CCHD). This effort is being led by Dr W. Robert Morrow, Professor of Pediatrics, and Senior VP for Medical Affairs at Arkansas Children's Hospital and Associate Dean for Children. This entails screening for low blood oxygen saturation using pulse-oximetry to detect CCHD in well infant nurseries. The screening

would be completed at 24-48 hours of age or shortly before discharge if <24 hours of age. See algorithm (below) based on pulse-oximetry monitoring on right hand and on either foot. A positive screening would result in obtaining a diagnostic echocardiogram with interpretation by a pediatric cardiologist.

Dr Morrow is collaborating with ANGELS to disseminate this information to all stakeholders within the state. Education

Algorithm sample



includes presentations during Peds PLACE, tele-nursery rounds and selected telemedicine conferences. UAMS will be implementing the screening process in their nursery at the beginning of 2012. More information will be available on this screening and process very soon.

Peds PLACE Updates

Peds PLACE has gone international! Morel Orta presented "A Successful Telemedicine Implementation Model" from Venezuela on December 1, 2011. He is the cofounder and IT Director of TeleSalud de Venezuela, the only privately held health and Telemedicine Company in Venezuela, and Chair of the American Telemedicine Association Chapter for the Latin-American & Caribbean Region (ATALACC). Puerto Rico is scheduled to present in 2012.

Peds PLACE Teleconferences

11/10/2011	Accountable Care Organizations, Curtis Lowery, M.D.
11/17/2011	Pediatric Ethics, Micah Hester, Ph.D.
12/8/2011	Sodium Disorders in Children (guideline), Ron Sanders, M.D.
12/15/2011	Psychogenic Cough - Astryd Menendez, M.D., presenting from Lowell Clinic
1/05/2012	Detection of Critical Congenital Heart Disease in the Newborn with Pulse Oximetry" Robert Morrow, M.S.
1/12/2012	Presentation from Baylor College, TX. Topic: TBD, Gordon E. Schutze, M.D.
1/19/2012	"Acne" Cheryl Armstrong, M.D.

Peds PLACE can be viewed by live interactive, streaming through MediaSite (web based) live and archived. For more information, please visit: <http://www.uams.edu/cdh1/peds.aspx>? or www.archildrens.org/video (click PedsPLACE and then the date of the live conference)

Update on the South Central Telehealth Resource Center (SCTRC)

by Adam Rule



The South Central Telehealth Resource Center (SCTRC) achieved success in telehealth training and outreach in 2011, both through online and face-to-face channels. The center's web site, LearnTelehealth.org, has made a big impact with over 400 members as of November 29,

2011. This great accomplishment has occurred in just nine months. Let's look at the SCTRC activity in three key areas: Web content, Training and Outreach.

Web Content

The vision for the site was to produce engaging and interactive telehealth training. Too many telehealth sites feature static content with no way to assess knowledge. Our site changes that. LearnTelehealth.org features a social network of users that allows users to connect and share knowledge.

Our site features interactive training modules that guide learners through the world of telehealth. The training is self-guided and has assessments built-in. Another unique area of content is our video training series. The videos are short, succinct and full of telehealth knowledge and tips users can use immediately.

Live Training

Our training program is anchored by the Telehealth 101 program. The training is interactive and can be conducted face-to-face, over live video link and via webinar. It features live polling of the trainees via a wireless audience response system. This live feedback helps the trainers instantly adjust and cater the training to the audience.

This fall the Tuesday Training program was developed. This program was designed to give trainees better access to our training content. Every Tuesday at noon a training session is offered, free of charge. Trainees can choose to connect over live video link or webinar. The Tuesday Trainings alternate between a condensed version of the Telehealth 101 program and equipment-specific training and open forum question and answer discussion.

Outreach

Relationships matter when starting a telehealth program. Our outreach staff can save valuable time and energy when sites hit

roadblocks. Our outreach staff conducts training, coordinate resources and offer sites help to clear hurdles in the world of telehealth. The SCTRC has made contacts in the states of Arkansas, Mississippi and Tennessee with telehealth users and those interested in beginning telehealth programs.

SCTRC By the Numbers (As of November 29, 2011)

Web site	
Registered Users	401
Website visits	8,700
Unique visitors	3,266
Pageviews	40,703
Total Modules taken	283
Training and Outreach	
Outreach visits (people reached)	163
Outreach visits (sites reached)	45
Conference attendees reached	259
People trained	57

ANGELS Presentation

by David Fletcher



With the assistance of the research team and Arkansas Medicaid, Dr. Megan Long's report of ANGELS data was accepted for presentation to the Radiological Society of North America's annual conference. The presentation will include an overview of the purpose and structure of the ANGELS program, along with a description of its evolution. Additionally, she will describe maternal and infant health trends in the years prior to ANGELS compared to the years after program implementation, including measures of identification of high-risk pregnancies, infant mortality, and Medicaid expenditures.

Arkansas e-Link Update

by Brenda Pick



Over the past several weeks, Program Managers have canvassed the state meeting executive level administrators, IT and education staff at hospitals, community health centers, mental health clinics and libraries. Now that the community anchor institutions are submitting their readiness assessments, the task of coordinating equipment installation between the vendor and community anchor institutions is underway. The Arkansas e-Link team expects to complete deployment of 325 telehealth interactive video units, 284 public access PCs, and 81 Home Healthcare telemedicine units by the end of 2011.

Contract negotiations have been finalized for infrastructure management equipment facilitating 24/7 video network support. The Public Safety Mobile Virtual Physician Bid has been awarded and contract negotiations have begun. Additionally, vendor(s) selection and contract negotiation for leased facilities broadband connectivity has been undertaken impacting 305 community anchor institutions (CAIs).

A dynamic re-design of the project web site will soon be launched that is expected to improve stakeholder navigation and allow greater capabilities for the Arkansas e-Link team to disseminate project progress quickly. For outreach requests, please visit our web site: <http://arkansaselink.com> to complete and submit a request form located in the FAQ section underneath BTOP.



Learn OnDemand Web-site: provided by DISCOVER Maternal Child Health Leadership

Confused by the shuffling paperwork ANGELS, CDH and CRH requires for continuing education? Improvements are on the way! ANGELS, through the DISCOVER grant, has developed a website where providers can have 'one-stop-shop' related to ANGELS, AR SAVES and CDH education. For example, you can view educational modules at any time, register for live conference events, or view other educational materials. The new website is titled, Learn OnDemand. Please visit learnondemand.org for more information or visit the ANGELS website.



Stephanie Wyatt and Sarah Rhoads with Karen Morin, president of Sigma Theta Tau

Stephanie Wyatt and Sarah Rhoads completed the 18 month Maternal Child Health Nurse Leadership Academy in October 2011. Throughout the 18 month program, Stephanie and Sarah enriched their leadership skills and conducted a project. Their project was called Leading the Way: Helping Senior Staff Nurses Become Better Leaders. Leading the Way was a forum for senior nurses to enhance their professionalism, job retention and career satisfaction which translates to improved patient care. The group met monthly and discussed a variety of topics from evidence-based practice, specialty organization membership, abstract submission, and writing for publication. Individual meetings focused on each senior nurse's quality improvement project. Plans for a second group of Leading the Way senior nurses is planned for 2012. Stephanie and Sarah presented their project at the 41st Biennial Sigma Theta Tau International Convention in Grapevine, Texas. The Leadership Academy is financially supported by Johnson & Johnson.

Learn OnDemand

