

2010 Continuing Education Events for Women's Health & Maternal/Child Nurses

Sponsored by UAMS Rural Hospital Program, ANGELS, & Arkansas AWHONN

Date/Time	CE Event	Registration Deadline	CNE Hours	Cost	Contact Person	Telephone number/ E-mail
July 12th 8:30 a.m. – 4:30 a.m.	AWHONN Fetal Monitoring Instructor Course UAMS (on-site only)	June 25	9	\$150/person	Tesa Ivey or Sarah Rhoads	TLIvey@uams.edu 501-240-5268 srhoads@uams.edu
July 23rd 8:30am – 11:00am	AWHONN Fetal Monitoring Instructor Course UAMS (on-site only)	June 25	9	\$75 for Arkansas nurses & \$100 for out-of-state nurses	Tesa Ivey or Sarah Rhoads	TLIvey@uams.edu 501-240-5268 srhoads@uams.edu
August 4th 8:30am – 11:00am	Antenatal FM and Helpful Strategies for the Non L&D Nurse UAMS and Telecommunicated	Week of	2.5	No	RHP	Betty Cohen at Cohenelizabeth@uams.edu
August 5th	STABLE UAMS and 2 telecommunicated sites	July 15	9	\$100/person	Sarah Rhoads	501-240-5268 srhoads@uams.edu
October 18th & 19th 8:30 am – 4:30 am	AWHONN Intermediate Fetal Monitoring UAMS and 2 telecommunicated sites	September 15	18.3	\$250/person	Tesa Ivey	(501) 526-0570 TLIvey@uams.edu
November 18th & 19th 8:00 am – 5:00 am	Inpatient OB certification review UAMS and 2 telecommunicated sites	October 22	15	\$175/person \$125/person for bulk hospitals	Tesa Ivey	TLIvey@uams.edu

Please sign up for telecommunication of courses through your RHP menu or through Betty Cohen at Cohenelizabeth@uams.edu
If unable to reach Tesa Ivey, Sarah Rhoads is the alternate contact person.

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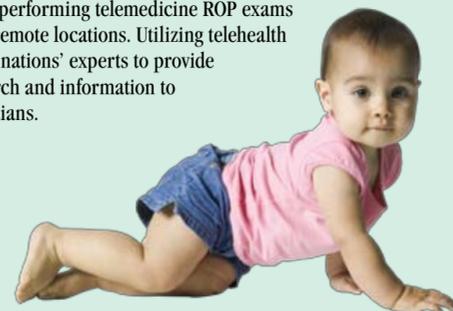
telemedicine consult and can utilize telemedicine to connect back to the neonatologist prior to leaving the remote hospital.

Where is baby?... Here I am!

A telemedicine unit is in place on the UAMS postpartum floor for mothers who deliver a baby that has to be transported to Arkansas Children's Hospital. This Mother/Baby connection allows mothers that are hospitalized from anywhere to 24-72 hours post-delivery and are unable to travel to ACH to see their newborn. This unique use of telemedicine has provided the recovering mother to view her newborn and talk to the medical team at ACH. In addition, many of our tele-nursery sites have utilized this service for their maternal patients.

Peds PLACE

April 1, Dr Michael Chiang from Columbia University in New York presented ROP and telemedicine. His research reviewed the accuracy of performing telemedicine ROP exams on neonates at remote locations. Utilizing telehealth has allowed the nations' experts to provide real-time research and information to Arkansas physicians.



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



Outreach Update

by Michael Manley



Walt Disney once said, "We keep moving forward, opening new doors, and doing new things, because we're curious and curiosity keeps leading us down new paths". That is what ANGELS has grown into in a nutshell. Not only are we about to open three new ANGELS clinics, but we continue to push forward down new paths into areas we couldn't have begin to think about when we started several years ago.

El Dorado AHEC, Pine Bluff AHEC, and Millard-Henry Clinic in Russelville will be coming on board in the very near future. Our newest MEM, Dr. Magann will be leading the charge with these clinics. These three areas have been in need of high-risk services in the past, but we are now able to meet this endeavor with the addition of Dr. Magann. And as in the past, with the planning stages of these clinics, we are being approached about other services that we can provide leveraging the connectivity and equipment. On our second visit to El Dorado, we were approached about starting a Infectious Disease Consult Clinic for their most difficult patients. We have already started the meeting process to see how UAMS can assist. And we are doing all this while still bringing in programs from all over the country wanting to learn and duplicate the success of the ANGELS program.

Another path we have been heading down is with the National Child Study Grant with ACH. They are going to be recruiting children in Benton county, Arkansas to participate in a long term study. These kids will be followed from birth to 21 years of age looking at not only health and illness issues, but environmental and a few other areas will be evaluated as well over the life of this study. Benton county was chosen as one of a 100 counties across the United States to participate. ANGELS will be assisting with the outreach to the obstetrical physicians in that area, as well as playing a key partner in utilizing the interactive video technology in the recruitment process. This will be one of the first times in Arkansas that we will utilize the telehealth network in the research recruitment process outside the Little Rock area.

Every day we continue you to take on new challenges to meet and exceed the needs of the patients and providers here in Arkansas. There is no slowing down, and I don't think we would have it any other way!

Michael Manley
CDH Outreach Director



the ANGELSREPORT

SPRING 2010

ANTENATAL & NEONATAL GUIDELINES, EDUCATION AND LEARNING SYSTEM

26th Annual Conference on Perinatal Care

by Stephanie Wyatt



Translational Health Care: From Brains to Bench to Bedside – How a team approach can change the health of women and children in Arkansas

This annual event was held on May 6 and 7 at the Little Rock Holiday Inn – Airport. There were more than 240 in attendance. This number represents a much lower attendance than in previous years. Conference planners attribute this drop to the depressed economy and no revenue support for UAMS hospital employees. However, the conference was overwhelmingly successful with the below immediate feedback from one attendee:

"The conference was excellent. The location/ accommodations were great. The speakers were very informative and approachable."

For the first time in recent years, this conference hosted a pre-conference, geared toward NICU personnel. This educational activity offered 3.25 credit hours of continuing education and was held at a beautiful local restaurant. Attendees enjoyed dinner while learning from local experts in obstetrics and neonatology.

The main conference lasted a day and a half and began with a keynote address by Dr. Curtis Lowery on the importance of translational research. This discussion set the tone for the remaining conference with each speaker addressing gaps in research for their respective topics. Guest speaker Dr. Susan Barr, an uro-gynecologist, led two enlightening discussions on her specialty as it relates to pregnancy.

Returning this year, the nurse versus physician break-out sessions were held during one of the afternoons. The topics and speakers were very informative and applicable to the attentive

audience. Conference planners await formal evaluations but the verbal feedback was very positive with such comments as "an excellent agenda with informative speakers" and "...the place was clean, pleasant, plenty nice enough for me, good service and good price".

Plans for the 27th annual conference have already begun!

SAVE THE DATE!
May 12 & 13, 2011

Holiday Inn-Little Rock Airport

Pediatrics Update

by Julie Hall-Barrow and Shannon Lewis



Tele-Nursery update

We're continuing three times weekly census rounds with UAMS sites around the state including UAMS and ACH. Discussions include census, transport and back transport issues, educational announcements and collaborative discussion and questions between



all of the sites. During rounds, it has also been requested for a geneticist to visualize a baby that has questionable chromosomal abnormalities, and these patients and physicians have been able to speak with Dr. Bradley Schaefer over interactive video and decisions have been made regarding care and treatment of these infants.

Up and Away

The ANGEL team began working with Angel One Dispatch through Arkansas Children's Hospital in the fall, to provide video connections with one of the 18 remote hospital nursery sites to our neonatologist for any consults or transports. Our physicians are able to make better decisions regarding transport of the infant by visualizing the infant and x-rays. The dispatch team is included in the



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



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The Call Center Update

by Donna Williams



The nurses in the ANGELS Call Center continue to increase their skills as the role of interactive video expands.

Being a triage nurse in today's modern call center takes more than the typical nursing knowledge base. A triage nurse must have the clinical experience to assess complaints and take the patient through the symptom based algorithms, but almost as important, our nurse must also possess technical skills in order to navigate our innovative call center. Some of the basic skills include efficient data entry with use of several databases in order to research patient EMR and to communicate with the outpatient clinic regarding patient needs. Some of the less obvious and more difficult technical skills that must be acquired are those needed in order to be proficient in telemedicine consultations. The nurses in the call center make interactive video connections between up to six remote sites at one time. The remote site often has CT images to send our virtual server, or to share across the telemedicine screen. The triage nurse often has to assist the referring site in performing this task. The triage nurse also trouble shoots issues that are creating barriers in receiving the consult.

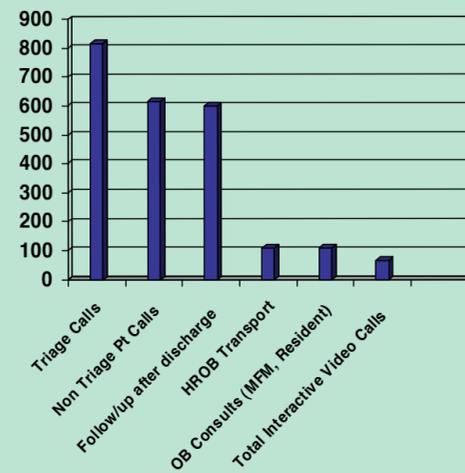
In order for the triage nurses to be proficient in interactive video skills, they must continually train and be self motivated to maintain their skills.

So, on any given day, an ANGELS Call Center triage nurse may:

- Triage an OB patient giving her care advice that allows her to stay at home instead of going to the ED;
- Connect a MD to another MD for an OB telephone consult;
- Triage a pregnant inmate over interactive video;

- Assist a referring MD to obtain the MD's acceptance for an inpatient transfer;
- Assist a OB clinic patient obtain an earlier appointment instead of having to go to L&D triage;
- Facilitate a rural ED to connect with an on call neurologist to assess and treat the remote stroke patient;
- And while doing all this troubleshoot any technical issue that may spring up during these calls and interactive connections.

The ANGELS Call Center has experienced tremendous growth over the past few years, and continues to grow. The nurses adapt and grow with the call center. They are continually learning new skills in order to facilitate the new services offered. The call center nurse and their support team of PSCs are a special group, a hard working group.



Telemedicine Update

by Rosalyn Perkins



ANGELS Telemedicine is springing forward with the ability to deliver more maternal fetal medicine (MFM) consults. We have acquired two new ANGELS. Dr. Everett MaGann, MFM has recently joined the UAMS OB-GYN division of maternal fetal medicine and will be providing health care around the state of Arkansas via Telemedicine. Julie Silveri recently joined the ANGELS Appointment Center staff and will help facilitate appointments and feedback for our increasing number of referrals. We welcome you!

What's ahead? I am glad you asked. We will be starting a Telemedicine clinic at the El Dorado AHEC towards the end of May. We will be offering telemedicine genetic consults initially with hopes of expanding to other disciplines soon after. It is so exciting to make MFM providers easily accessible to more Arkansans. Stay tuned!!!!

New Telemedicine staff include:

Dr. Everett MaGann, MFM and Julie Silveri



MaGann



Silveri

Teleconferences and Guidelines Update

by Barbara Smith



We invite you to participate in the collaborative, provider-driven network that focuses on improving obstetrical, neonatal and pediatric outcomes throughout Arkansas. Thanks to this network, ANGELS is continuing to develop evidence-based guidelines for high-risk obstetrical, neonatal and pediatric conditions. Teleconferences by interactive video provide the capability of collaboration with rural network sites for peer-review of drafted guidelines. A case presentation illustrating the topic to be discussed begins the session, and is utilized to navigate through key management sections of the guideline.

To foster this collaborative process, health care providers from across Arkansas participate in this forum that defines best practices for selected conditions. These discussions are led by specialists in Arkansas and are an invaluable resource for practicing providers. Specialists from multiple disciplines contribute current expertise and management practices. Guidelines for best practice in Arkansas are developed, and case studies are presented by providers across the state.

Participants are encouraged to ask questions, raise concerns, and provide specific cases that are pertinent to the week's discussion and guideline.

This unique interaction allows rural and urban providers to discuss realistic approaches in their clinical settings, including the individualized needs of rural and urban patients.

Finalized guidelines exemplify Arkansas' best practices. Conference participation earns providers continuing education credits at no personal cost.

Currently, this teleconferencing effort has finalized more than 150 obstetrical, neonatal, and pediatric evidence-based guidelines on the ANGELS program website at <http://www.uams.edu/angels>. Examples of recently added new guidelines include influenza during pregnancy, abdominal wall defects in the neonate, and pediatric guidelines addressing bronchiolitis and the evaluation and treatment of the child with an apparent febrile seizure. To date, more than 1,700 registered users hail from 45 states and 27 countries. You are invited to join this rural-urban physician collaboration in creating best practices for Arkansas! To register for an interactive video site near you and for more information, call (501) 526-7178, or e-mail SmithBarbaraL@uams.edu.

Obstetrical, Neonatal & Pediatric Teleconferences Offered Each Month Provided by ANGELS and Center for Distance Health

1st Week	Wednesday	Thursday	Friday
Teleconferences offered & times	OB/GYN Grand Rounds 7:00am-8:00am	High-Risk Obstetrics Teleconference 7:00am-8:00am Peds PLACE Teleconference 12:10pm-1:10pm	ONE Team Teleconference (Obstetrical) 12:00 pm – 1:00 pm
2nd Week	Wednesday	Thursday	Friday
	OB/GYN Grand Rounds 7:00am-8:00am	High-Risk Obstetrics Teleconference 7:00am-8:00am Peds PLACE Teleconference 12:10pm-1:10pm	ONE Team Teleconference (Neonatal) 12:00 pm – 1:00 pm
3rd Week	Wednesday	Thursday	Friday
	OB/GYN Grand Rounds 7:00am-8:00am	High-Risk Obstetrics Teleconference 7:00am-8:00am Peds PLACE Teleconference (Neonatal Teleconference included) 12:10pm-1:10pm	ONE Team Teleconference (WHNP) 12:00 pm – 1:00 pm
4th Week	Wednesday	Thursday	Friday
	OB/GYN Grand Rounds 7:00am-8:00am	High-Risk Obstetrics Teleconference 7:00am-8:00am Peds PLACE Teleconference 12:10pm-1:10pm	(FAIM) Teleconference 7:30am-8:30am ONE Team Teleconference (In collaboration with AGH for pediatrics) 12:00pm – 1:00pm

Quarterly Childhood Obesity Teleconference

For more information, call (501) 526-7178, e-mail cdhealth@uams.edu, or visit <http://www.uams.edu/ANGELS>

ANGELS Awards

ANGELS delivered 15 notable presentations at two recent conferences: the American Telemedicine Association (ATA) and at the Annual Rural Health Conference. Congratulations to all of the ANGELS presenters as listed below.

Presentations given by ANGELS' staff at the 33rd National Rural Health Association (NHRA) Annual Rural Health Conference's meeting May 18-21, 2010 in Savannah, GA:

Abstracts

See Me in My Office: Rural-Urban Collaboration in Creating Best Practices through Teleconferencing / National Rural Health Association (First author: Barbara Smith, RN, BSN, CPC)

A Vision United: The Marriage of Rural and Urban Practice through Telemedicine / National Rural Health Association (First author: Curtis Lowery, MD)

Loosening the Stroke Belt: A Rural State Fights Stroke through Telemedicine / National Rural Health Association (First author: Julie Hall-Barrow, EdD)

Presentations given by ANGELS' staff at the 15th Annual International Meeting of the American Telemedicine Association's meeting May 16-18, 2010 in San Antonio, Texas:

Oral Presentations

One Link, Many Lives: Outcomes of a Rural Telestroke Programs / Julie Hall-Barrow, EdH

Calling All Call Centers: Interactive Video's Quickly Expanding Role in Today's Call Center/ Donna Williams, RN

Impacting Lives: Empirically Demonstrating the Effect of Telemedicine on Access to Care / David Fletcher, MBA

Well Connected: Strategies for Collaboration, Transparency, and Compromise in Telemedicine/ Curtis Lowery, MD

A Well-Rounded Relationship: Evaluation of Telemedicine Neonatal Rounds / Elizabeth Kim, MD

Posters

The Winning Edge: Telemedicine and the Clinical and Translational Science Award / Curtis Lowery, MD

Evaluating the Impact of a Telemedicine Program on Birth Outcomes and Costs / David Fletcher, MBA

A Prenatal Presence: Health Departments and Rural Telemedicine Unite / Gordon Low, APN

Increasing Utilization of Emergency Telemedicine: The Pediatric Experience / Elizabeth Storm, MD

Evaluating the Impact of a Call Center on the Likelihood of Medicaid Patients Receiving Appropriate Levels of Care / Janet Bronstein, PhD

Anesthesia Care Delivered via Telemedicine / Rosalyn Perkins, MNSC, APN

Reaching the Unreachable: Interactive Video Strategies in Rural Research / Sarah Rhoads, DNP, APN

ANGELS News

Broadband Technology Opportunities Program Round 2 grant

In 2009 and 2010, this grant was submitted by the UAMS Center for Distance Health (CDH). CDH has concentrated its efforts on leading a statewide initiative to improve broadband bandwidth, interactive video equipment, and publicly accessible Internet at 474 healthcare, higher education, public safety, and research facilities in Arkansas. The CDH has gathered these partners under one grant proposal, seeking federal funding to improve broadband resources at each facility, serving the entire population of Arkansas.

The ANGELS telemedicine network is represented within these 474 partnering facilities. If granted, these facilities will gain the needed bandwidth and equipment to participate in initiatives like ANGELS and any of the other vast array of clinical and educational efforts offered over IAV by the partnership.

Research Corner

by David Fletcher and Sarah Rhoads



During the spring quarter, the research team submitted four scholarly papers to Medicaid for review. Upon approval,

these papers will be submitted to academic journals, such as "The Journal of Obstetrics and Gynecology" and "Health Services Research." Additionally, six abstracts and presentations were submitted to Medicaid for review. Upon approval, these presentations will be made at conferences such as the American Telemedicine Association annual conference and the AcademyHealth annual research meeting.