

## 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 [chartonheidin@uams.edu](mailto:chartonheidin@uams.edu)

## 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, UAMS Cardiovascular Center (UCVC), 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 must 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](mailto:LLHeil@uams.edu)

## Learn on Demand 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 on Demand. Please visit [learnondemand.org](http://learnondemand.org) for more information or the ANGELS website.



## FAIM Update

by Shannon Barringer



Entering the third year of the Fetal Anomaly Interdisciplinary Management (FAIM) teleconference, we continue to present recent cases of particular prenatal diagnoses/birth defects for

a multidisciplinary discussion of best care practices. Recent topics have included congenital heart block, intracranial aneurysms, and teratology. We have also included families who have been followed in our face-to-face and telemedicine clinics, so as to make sure we capture the emotional and psychosocial effects of these diagnoses.

FAIM was the driving force behind the development of our new clinical program solely focused on abnormal prenatal diagnoses, the Arkansas Fetal Diagnosis and Management program (AFDM). This multidisciplinary team focuses on ensuring that affected families are seen by all appropriate medical teams before delivery. This enables the family and healthcare providers to plan and develop care programs to ensure the best outcomes for these babies.

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# the ANGELS REPORT

ANTENATAL & NEONATAL GUIDELINES, EDUCATION AND LEARNING SYSTEM

SUMMER 2011



## FLU and You!

by Barbara Smith



It's that time of year to urge pregnant women to get vaccinated against seasonal influenza because of their high risk of having serious flu-related complications. Women who have recently delivered or lost a pregnancy also need to be immunized. Strategies that focus on providing routine vaccination to persons at higher risk for influenza complications have long been recommended, although coverage among the majority of these groups remains low. Lack of awareness of the benefits of vaccination and concerns about vaccine safety continue to be barriers to influenza vaccination of pregnant and postpartum women.

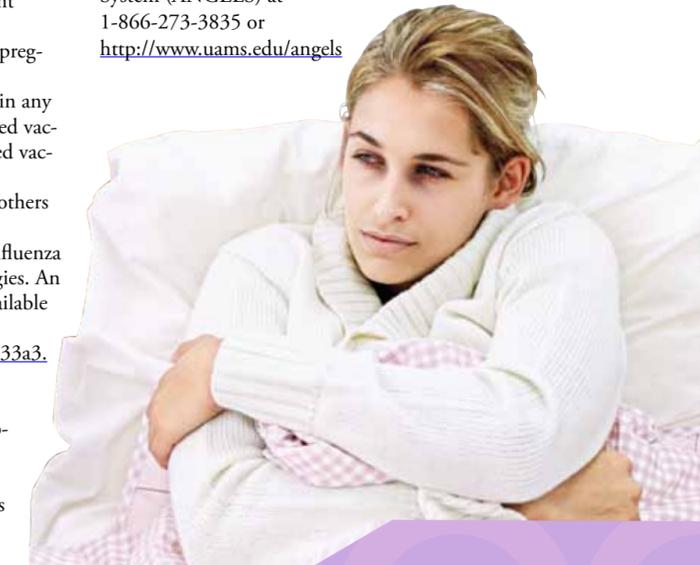
Advice from a healthcare provider can play an important role in a woman's decision to get vaccinated against seasonal influenza. Some key points about the flu and its vaccine are provided below.

- Influenza is more likely to cause severe illness in pregnant women than in women who are not pregnant.
- The risk of premature labor and delivery is increased in pregnant women with influenza.
- The influenza vaccine can be given to pregnant women in any trimester. Pregnant women should receive the inactivated vaccine (injection) but should not receive the live attenuated vaccine (nasal spray).
- Flu vaccination of pregnant women can benefit both mothers and infants up to six months.
- For the 2011-2012 season, there is a more permissive influenza vaccination recommendation for persons with egg allergies. An algorithm to help guide clinician decision-making is available at <http://www.cdc.gov/mmwr/preview/mmwrhtml/mm6033a3.htm#Fig2>
- Breastfeeding is not a contraindication for vaccination.
- Pregnant women should be informed of signs and symptoms of influenza and the need for early treatment after onset of symptoms.
- Treat pregnant women who have influenza-like illness as soon as possible with antiviral medications. Treatment

should not be withheld pending laboratory confirmation of influenza. When used for treatment, antiviral medications have been demonstrated to reduce the severity and duration of illness, particularly if used within the first 48 hours after illness onset. Treatment recommendations for pregnant women are available at: <http://www.cdc.gov/flu/professionals/antivirals/index.htm>

- Antiviral medications are adjuncts to vaccine in the prevention and control for influenza, and primary prevention through annual vaccination is the most effective prevention strategy.
- Free patient education resources are available at <http://www.cdc.gov/flu>
- Encourage influenza vaccination as soon as it becomes available in your community and continue throughout the season!

For more information and guidelines, contact the Antenatal and Neonatal Guidelines, Education and Learning System (ANGELS) at 1-866-273-3835 or <http://www.uams.edu/angels>



## Outreach-Back on the Road Again

by Michael Manley



The "Cornerstone" or foundation stone concept is derived from the first stone set in the construction of a masonry foundation, important since all other stones will be set in reference to this stone, thus determining the position of the entire structure. ANGELS

has been that cornerstone for 8 years now on which many other telehealth initiatives have been built on. And as opposed to a real building cornerstone that once set in place, ANGELS has continued to grow to meet the needs in the state of Arkansas even to this day.

Our Pine Bluff clinic is now open for business, and will be expanding very soon to more physicians in that area for not only Targeted Ultrasounds, but will also be a primary clinic for Lori Heil and Dr. Rene Bornemeier for our ever expanding Fetal Echo clinics across the state. This is also in conjunction with our next two clinics to open at Sparks Medical Center in Fort Smith, as well as North Arkansas Medical Center in Harrison, AR. With the opening of these 3 clinics, all high-risk pregnant women in AR will have access close to their primary care-givers which was the ultimate goal for this program.

Appropriate levels of care brought to all women of Arkansas.

Our endeavors just don't stop at the state borders when it comes ANGELS cornerstone status. The Center for Distance Health was the recipient of the American Telemedicine Association Institutional Award for 2011. The President's Institutional Award recognizes institutional leadership, breadth, depth and effectiveness of programs and services, a model for implementation of telemedicine/telehealth and eHealth. We have also continued to host and train other programs across the states and worldwide. These include – Loma Linda University, University of Kentucky, and University of Mississippi to name a few. ANGELS was also featured on a national press conference panel in Washington D.C. sponsored by the Broadband Unlimited Alliance.

ANGELS has been very fortunate to have the recognition and support not only locally, but nationally and internationally as well. But we still wake up every day knowing the most important part of our job is taking care of our patients here in AR and ensuring they have the best outcomes possible afforded to them.

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ARKANSAS DEPARTMENT OF  
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FOR MEDICAL SCIENCES

## Call Center Update

by Donna Williams



The Staff of the ANGELS Call Center is enjoying the new space we acquired in late June. Moving the Nurse Triage section of the Call Center was laborious but well worth it. We now have space to grow and a nice environment in which to work. Thank-you to all we serve for your patience with us during that time.

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

The Miller County pilot was completed and reviewed. We did not receive enough patient calls to provide enough data for analysis. The pilot will now be expanded to all of the LHUs in the Southwest Region of Arkansas that provide 'maternity care'.

During the month of August a small group of ANGELS managers (and our director, Tina Benton) embarked on a tour of the Southwest Region of the state. Stopping by the LHUs that provide prenatal care, we introduced the new After-hours Triage that ANGELS Call Center will be providing their OB patients. We met many wonderful people staffing in the LHUs. It was apparent that these APNs, RNs and administrative support staff have great pride in the care they provide. It began as we walked in their front door. Greeted by the smiling clerks, we entered the clean, tidy waiting rooms and were surrounded with hand made posters providing patient education, toys and colorful murals on the wall for the children. We were touched by the passion to provide excellent care that we encountered at every LHU. Just as impressive was the long tenure of the staff, many of which had careers of 20+

## Telemedicine Update

by Rosalyn Perkins



### What's new?

- The new South Central AHEC site in Pine Bluff, AR
  - ❖ Providing Fetal Echocardiography
  - ❖ High Risk Obstetric consults and ultrasound
  - ❖ Available to local health care providers and surrounding areas

We are only a remote button or dial away, so stay tuned and keep in touch. As always, we will continue to keep everyone informed of any changes and new beginnings.

## Arkansas e-Link (formerly BTOP) Update

by Brenda Pick



The Arkansas Healthcare, Higher Education, Public Safety, & Research Integrated Broadband Initiative, now labeled "Arkansas e-Link," has entered year two of a three-year grant from the Broadband Technology Opportunities Program (BTOP). Over the past two quarters, our team has been involved in strategic planning, database creation for the project, coordination of numerous Requests for Proposals, and selecting vendors for the interactive video equipment and Video Network infrastructure and Management System. These are just some of the activities preparing the Arkansas e-Link team for Phase 1 deployment. Program Managers have begun scheduling site visits with parent organizations to retrieve signed Memorandums of Agreement (MOAs) that will allow deployment of equipment to begin. Once the agreements are processed, sites visits will assess each Community Anchor Institution's readiness to receive interactive video equipment.

In compliance with federal guidelines, an extensive outreach effort has been launched to keep the public informed of our progress. Tools available include a slide-show, Fact Sheet and soon-to-be-revitalized web site all with a focus on how the project is progressing. For outreach requests, please visit our web site <http://cdh.uams.edu/Arkansase-Link> to complete and submit a request form located in the FAQ section underneath BTOP.



LINKING HEALTH, EDUCATION, RESEARCH AND PUBLIC SAFETY

## Angel Eye

by Sarah Rhoads, APN,DNP



The Angel Eye Camera System allows the mother and father to view and talk to their hospitalized neonate via a password-protected website. The parents can also allow access to family members and friends to view the baby. This system is unique to the UAMS neonatal intensive care unit.

The new and improved website that accompanies the Angel Eye camera was launched September 2010. With this improved website,

## Pediatric/Neonatal Update

by Julie Hall-Barrow and Shannon Lewis



If you are one of the 22 Telenursery sites it is easy to obtain a consult with a Neonatologist via Telemedicine. As always call Angel One dispatch (800-224-4357) to speak with Neonatologist regarding a consult or transfer. Alert the dispatch that you are a Telemedicine site and would like the call to take place over video, and a connection will be made for you. The Neonatologist will be able to view the neonate, if needed and any imaging. With the addition of the Neonatologist being able to visualize the neonate a better

decision can be made between the two sites regarding need for transport.

Another opportunity the nurseries have with the telemedicine unit is the ability to connect their maternal patient that has delivered a baby that was transferred to ACH, to the baby and the team taking care of the baby. Since the mother may not be discharged for 24-48+ hours after delivery, this gives her the ability to see her baby and talk with doctors and nurses. The nurse at the referring site would call the NICU at ACH (501-364-1244) and ask to have the Team Leader paged. The Team Leader would work with you on setting up a good time for the mother to view her baby over telemedicine.

Peds PLACE is celebrating its 4<sup>th</sup> birthday in October! Peds PLACE is offered every Thursday at 12:10 with pediatric and neonatal topics. It is interactive learning over a live video conference. You can also view Peds PLACE via a live stream from your desktop and ask questions in real-time to the speaker. For more information on connectivity or schedules email [cdhealth@uams.edu](mailto:cdhealth@uams.edu).

we can track use of the Angel Eye cameras. Last year alone, 65 families used the cameras to connect with their babies. Family members from 15 states accessed the baby's video feed, and users varied from parents, grandparents, aunt, uncles, other family members and friends of the family. A user satisfaction survey was conducted and all comments were positive and the camera and website users had high levels of satisfaction.



## Awards and Publications

ATA People's Choice Poster Award



Echoes of Innovation: Preliminary Outcomes of Perinatal Telemedicine Echo Programs  
PRESENTER: Curtis Lowery, MD, Department Chairperson, University of Arkansas for Medical Sciences, Little Rock, AR



David Fletcher, MBA

"Improving Perinatal Regionalization for Preterm Deliveries in a Medicaid Covered Population: Initial Impact of the Arkansas ANGELS Intervention" was published in the August issue of *Health Services Research*, authored by Janet M. Bronstein, PhD, Songthip Ounpraseuth, PhD, Jeffrey Jonkman, PhD, Curtis L. Lowery, MD, David Fletcher, MBA, Richard R. Nugent, MD, MPH, and Richard W. Hall, MD. In this paper, the researchers examined the characteristics of Medicaid mothers with preterm births who delivered in hospitals with neonatal intensive care units (NICU). The researchers found an overall trend toward increased delivery of preterm births at hospitals with NICUs, but this change was largely driven by changes in the demographics of the Medicaid population, such as proportion of black women, unmarried women, and education levels, over this time period.

## Update on the South Central Telehealth Resource Center (SCTRC)

by Wendy Ross and Adam Rule



The past several months have been full of new developments as we continue to refine our content and spread the Telehealth message to the people of Arkansas, Tennessee, Mississippi and Louisiana (newly added) to our coverage area.



One highlight from the SCTRC is the overwhelming success of "Jennifer's Story". Written and produced by the SCTRC, this video was produced to introduce telehealth to beginner health providers as well as to be provide a tool

for doctors to use in explaining a telemedicine process to their patients. This training video has been very well received by the American Telemedicine Association (ATA) and promoted daily on their website. In addition, the video has also been adopted by several other national Telehealth Resource Centers as a tool to introduce telehealth. As of this writing, "Jennifer's Story" has been viewed nationally and internationally over 1500 times! Additional well-received videos produced include installments of "30 Seconds with a Telehealth Expert" and "The Breakdown". Both series include real-world, pertinent information for people at different levels in building their telemedicine programs. Several online training modules have been launched and are ready to be used by telehealth students of varying skill levels and backgrounds. Topics include: "Telehealth Equipment", "TelePresenting Best Practices", and the newest module, "Credentialing & Privileging". Our Outreach team has been traveling to different sites and conferences and delivering the Telehealth 101 face-to-face training with great success! We appreciate all of our co-workers in ANGELS, the Center for Distance Health and around UAMS who have contributed to the development of the course. If you'd like to attend the next live training, contact us at 866-664-3450. Your feedback is so valuable to us – please keep participating online at [LearnTelehealth.org](http://LearnTelehealth.org). Join groups, get some discussions going, and help grow telehealth in our region.