



# the ANGELS REPORT



ANTENATAL & NEONATAL GUIDELINES, EDUCATION AND LEARNING SYSTEM

FALL 2008

## Outstanding ANGELS Receive Awards



ANGELS received the People's Choice Award for biggest impact at the 11th Annual Conference of the Rural

Telecommunications Congress held in October. In addition, Dr. Curtis Lowery, Medical Director of ANGELS was included in the top five to receive the Rural TeleCon Champion Award which highlights local, regional, and state information infrastructure initiatives that have had demonstrable economic and/or social impacts in rural areas.

### Poster Presentations:

“Clear as a Picture: An Answer to a Rural Community’s Need for Accurate Telecolposcopy Interventions”, Gordon Low APN, Delia James APN, W. Charles Hitt MD, Rachel Ott BA.

“Evaluating the Success of a Telemedicine Pediatric Physician Learning and Collaborative Education Program”, Wilson J. González-

Espada PhD, Julie Hall-Barrow EdD, R. Whit Hall MD, Bryan L. Burke MD, Christopher E. Smith MD.

“A Formula for a New System: Mixing Genetics, Telemedicine, and Referrals to Ensure Rural Community Participation”, Shannon Barringer MS CGC, Curtis Lowery MD, Tina Benton BSN RN, Mandi Dixon RDMS, RT (R), Terri Imus ADN RN, Rosalyn Perkins APN, Rachel Ott BA

The National Association of Nurse Practitioners in Women’s Health honors Gordon Low, APN as the winner of their 2008 NPWH Inspirations in Women’s Health Award.



Gordon Low, APN awarded the Nurse Practitioner’s in Women’s Health Award



11th Annual Conference, Rural Telecommunications Congress, Smugglers’ Notch, VT/Oct’08

## Pediatrics Update

**Peds PLACE (Physician Learning and Collaborative Education) Thursday’s 12:15 – 1:15**

Peds PLACE continues to link local pediatricians and family physicians across the state to discuss pediatric and neonatal issues and translational research. Recently, Peds PLACE connected with Dr. Ann Rowley at Northwestern University to discuss Kawasaki Syndrome. Dr. Perry Wilbur, a pediatrician in Mt. Home, Arkansas, presented a case interactively from Baxter Regional Medical Center. All participants in the state had the opportunity to ask questions to both Dr. Rowley and Dr. Wilbur.

A new addition to Peds PLACE is the ability to access the conference through the web using Mediasite, a tool for recording and storing rich-media classroom and conference presentations. Participants who do not connect by interactive video have the option to view a live stream of the presentation or access the archived presentation at a later time. To access the online connection, go to this web site: [www.archildrens.org/video](http://www.archildrens.org/video).



## Tele –Nursery

Whit Hall, MD is now connecting nurseries across Arkansas to UAMS for Tele-Nursery. This connection allows for nursery staff and physicians to interact Monday's, Wednesday's and Friday's at 8:15 am to discuss census, possible back transports, transport updates and other areas of interest. This rounding allows for outlying hospitals to become partners in regionalizing neonatal care in Arkansas. A second focus for the tele-nursery project is allowing for the nurseries to receive real-time consults from UAMS neonatologists to pediatricians, family practitioners and other neonatologist's 24-hours a day. This service is supported through the ANGELS Call Center and allows for a seamless connection to the sub-specialist. Shannon Lewis, RN, BSN the newest addition to tele-nursery, trains nurses in the state to operate the telemedicine equipment and facilitates communication between UAMS and the outlying nurseries.



The pediatric telemedicine team recently attended the American Telemedicine Association Mid-year Pediatric Colloquium. UAMS physicians and ANGELS staff offered a number of presentations and

were coordinators of the newly added Education Session at the meeting.

## Teleconference Brings Arkansas Nurses Together!

Did you know that nurses and educators across the state meet twice a month to discuss topics related to the everyday practice of obstetrical and neonatal nursing? The Obstetrical and Neonatal Nursing Exchange (ONE Team) provides a forum for nurses to discuss evidence-based practices, current standards for patient care and relevant research issues in a collaborative atmosphere.

ONE Team is a teleconference that nurses won't want to miss! This unique forum is offered for nurses, by nurses and includes a variety of specialists from UAMS, ACH, ADH and community hospitals. Established as an interactive exchange of ideas, this statewide nursing grand rounds focuses on obstetrical issues the first Friday of every month and neonatal issues the second Friday. Our summer and fall topics have included a fetal monitoring series, discussion of the relationship between periodontal disease and preterm birth, the newborn blood screen plan, newborn

assessment, newborn drug screening, and the basics of neonatal skin care. Future plans through December include a presentation on newborn transport that will be given by nurses from the transport team at Arkansas Children's Hospital and the conclusion of our fetal monitoring series.

Come join us over lunch and earn 1.0 contact hour of nursing continuing education.\* ONE Team begins at 11:30 a.m. on the first and second Friday of every month.

For information about joining the teleconferences, contact the ANGELS Call Center at 1-866-273-3835.

\*The UAMS Rural Hospital Program is an approved provider of continuing nursing education by Arkansas Nurses Association, and accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.



# ANGELS Call Center Update



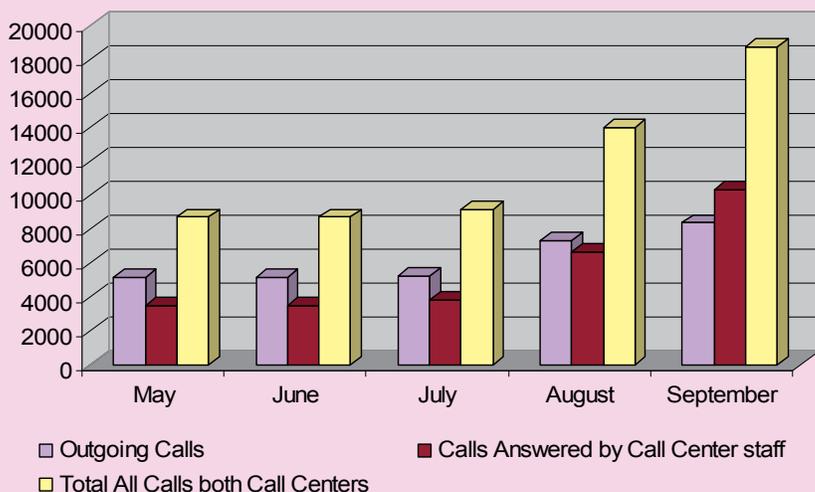
The ANGELS Call Center has experienced tremendous growth over the past several months.

Increased call volume, new projects and added services have led to the hiring of additional staff. A new service now available allows for patients who call our outpatient obstetrical

clinics with questions for a nurse now have their calls managed immediately by experienced triage nurses. This eliminates the stress of waiting for a returned call, particularly when a patient is experiencing acute medical concerns. Another advantage of this service is that it decreases the amount of time a clinic nurse spends on the phone, allowing clinics to run more efficiently.

As noted in the chart below, call volume has more than doubled in the past six months. More FTEs and PRN positions have been filled to accommodate this increase. Administrative staff has also been hired to perform non-clinical tasks in the 24/7 Triage Nurse Call Center.

Call volume has more than doubled since June (see chart below). All shifts have increased staffing to accommodate the call volume. This has been accomplished by hiring more FTEs and adding new PRN positions. We have also just added administrative assistants to cover the call center 24/7 to assist triage nurses in non-clinical tasks.



The Call Center welcomes the following new staff to ANGELS Call Center (Nurse Triage):

### Nursing staff

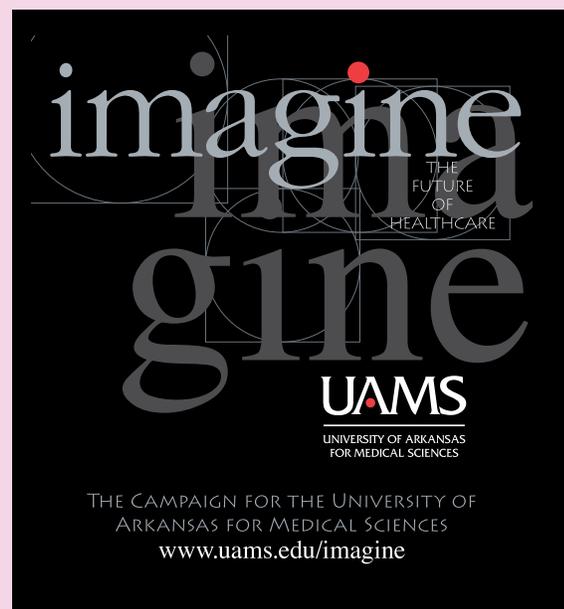
- |                           |                         |
|---------------------------|-------------------------|
| Tammy Northcutt, RN (FTE) | Marie Lehman, RN (PRN)  |
| Cindy Bishop, RN (FTE)    | Angie Boody, RN (PRN)   |
| Amanda Horn, RN (PRN)     | Beth Fogelman, RN (PRN) |
| Lindsey Huett, RN (PRN)   | Tiffany Morgan (FTE)    |
| Heather Moody, RN (PRN)   | Patty English (FTE)     |
| Alysia Powell, RN (PRN)   |                         |

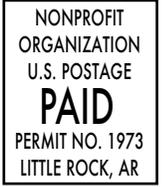
### Administrative Staff

- Jeff Cook
- Rachel Evins
- Lee Kitchen
- Ben White
- Denise Shollmier, Administrative Coordinator

On the Call Center's horizon... the ANGELS Call Center will be the communication hub of the new Tele-stroke program, 'AR SAVES.' Call Center staff will facilitate interactive video consultations between the referring physician, their patient and the on-call AR SAVES Neurologist. The neurologist will assess the patient at risk for stroke and make recommendations regarding urgent, life-saving treatment.

It is exciting to be on the frontlines of the innovative projects of the UAMS ANGELS Program. It is the consistent hard work and dedication of the ANGELS Call Center nurses that drive these projects. I proudly thank my staff for their passion and work ethic!





## Outreach '08

I continue to be amazed and energized each time that ANGELS and CDH has the opportunity to match the needs of those doing guerilla warfare medicine out in Arkansas. I feel like the Verizon guy with his “network” backing him up when we visit with outside providers and groups. We have accomplished so much these past years, with each trip and project leading us to another endeavor. We just recently started seeing patients for the first time in Mountain Home and Helena and will soon be doing the same thing at the AHEC in Fort Smith. Our Pediatric front is gaining momentum, and the AR SAVES Tele-Stroke project recently launched. More than ever, we have people wanting to come visit us because of all these

accomplishments. Interestingly, when they leave, it’s not the cool technology that impresses them, it’s the people behind it that makes the difference.

As I was watching a recent presidential debate, Tom Brokaw asked both candidates, “Is health care in America a privilege, a right, or a responsibility?” It may be a “privilege” to try to visit in a physician’s office, it might be a “responsibility” if you actually have access, but it becomes a “right” when you show up at the Emergency Department. When our ANGELS patients show up at a hospital in labor, I promise you the medical team working won’t form a caucus or a committee to decide what to do. They are going to do what is best for the patient. I

will leave the political definition of what health care is to those who enjoy the debate, but I can tell you one thing that is definite; CDH and ANGELS makes “Health Care Happen.” It is happening 7 days a week, 24 hours a day.

And don’t worry, things aren’t going to slow down in the foreseeable future. The new Outreach mantra is now, “What’s next?” I know whatever it is, we will do it brilliantly and it will be the right thing for the patient.

Manley

