

Arkansas e-Link Project Updates



by Brenda Pick



Winter 2011

Since last fall, Arkansas e-Link Program Managers have completed 389 outreach visits to Community Anchor Institutions to meet staff who will be overseeing telehealth and education programs made possible with BTOP (Broadband Technology Opportunities Program) funding. While visiting these contacts, the Program Managers conducted a baseline assessment of their knowledge, use, needs, perception/acceptance and vision of Telehealth that will be useful as sustainability strategies are developed.

The Arkansas e-Link team has also seen several elements of this project come to fruition over the past weeks. Specifically, 261 interactive video units and 161 Public Access PCs have been installed in hospitals, community health centers, mental health centers and libraries across the state. The interactive video units may be used for clinical consultations, distance education, and collaboration. The Public Access PCs are meant for public use to allow those in rural areas who otherwise might not have exposure to this technology. The desktop image placed on each of these PCs provides useful web links to assist citizens who may not be familiar with

Internet navigation. In addition, 68 telemedicine wireless devices were delivered to the Arkansas Home Care Association enabling them to distribute this equipment to 13 home health member agencies within the state serving Arkansas' home-bound population.

An order was placed for over 500 peripherals for attachment to clinical interactive video carts that have (or will be) delivered to participating Community Anchor Institutions. These peripherals, stethoscope, otoscope and dermatoscope, will allow clinicians to view and/or capture images that will aid in timely, accurate diagnoses. Requests for proposals for hub connectivity and the leased facilities network have been released, awarded and contracts are being finalized.

A dynamic re-design of the project web site was launched that is expected to improve stakeholder navigation and allow greater capabilities for the Arkansas e-Link team to quickly disseminate the BTOP project progress. We invite you to visit this site to see the exciting things that are happening in terms of broadband connectivity in Arkansas: www.arkansaselink.com.



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Call Center Update

by Donna Williams



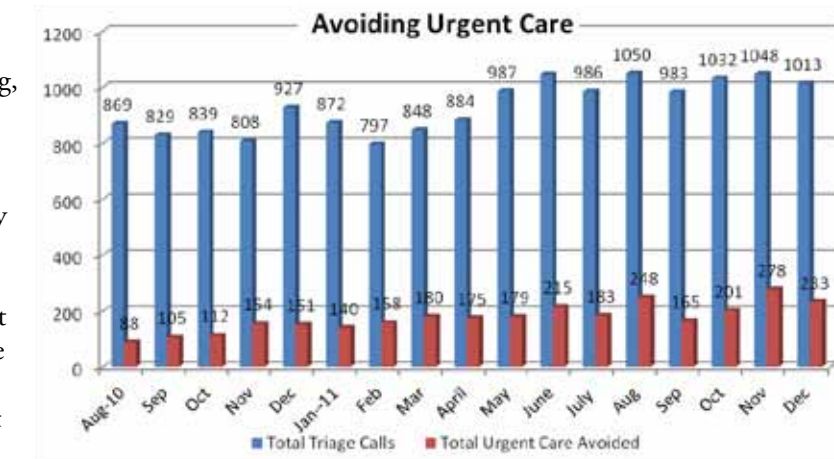
2011 was a busy year for the ANGELS Call Center. We have now been in our new work environment for over six months now and have settled in.

In the fall of 2010 triage work flow changes began as we added 'second level triage' to our process. When we triage a patient and our algorithm is indicating urgent care (be seen in 24hrs or less) we then use 'second level triage' by consulting a higher or 'second' level (MD or APN on-call). By doing 'second level triage' we can often avoid sending the patient

in for urgent care (usually an ED visit) by getting an appropriate over-book appointment, calling in a Rx, or getting approval to try home care advice first and to seek urgent care if no improvement. We have now been doing second level triage for ~18 months and have seen an impressive increase in the number of ED/L&D visits that we are able to avoid (see graph below). Each ED/L&D visit avoided equals a considerable cost savings to both the patient, insurance and possibly the facility.

Also, we began to poll our patients with a 'predisposition' question in order to see how many patients were planning to seek urgent care before calling us for triage. We ask the patient 'If our triage service had not been available to you today what would you have done?' with choices given:

called the clinic, gone to the ED/L&D, done nothing, scheduled an appointment, done self care'. Those patients stating they would have gone to ED/L&D but received non-urgent Triage Outcome are included in the #s reported for 'urgent care avoided'.



OB services offered by ANGELS

Call Center:

- Telephone consults with an ANGELS MFM, OB faculty of chief resident
- Telephone consults with ANGELS APNs (APN to APN)
- OB Transport arrangements
- MD acceptance
- Hospital acceptance

- Transport Service assistance when requested
- Nurse to Nurse report
- Telephone Triage for UAMS OB/GYN pts, and contracted after-hours services
- Follow-up calls to OB patients after discharge from hospital
- Follow-up calls to OB patients 24hrs after urgent care recommended

Outreach-Community Takes All of Us

by Michael Manley



Community. It's a word I continue to hear as we go across the state rolling out the Arkansas Telehealth Network. When I started working with ANGELS nine and a half years ago people would ask, why do I need this? Now they are saying I really need

this! We just opened our newest clinic in Harrison the last week of January, and will start Sparks in Fort Smith and Magnolia before the next newsletter roles out. We are touching more patients and health care providers than ever before in Arkansas. It may be by necessity, but it's also the way it should be.

While everyone is trying to "solve" the health care crisis, we have had the ability of actually connecting these communities

in a way that will actually make a difference. We have had the ability to open the table for everyone to have a seat. Patients, providers, policy makers. All are now able to work together in a seamless manner because of the Arkansas Telehealth Network. Our next goal to reach is for an even bigger percentage of Arkansans to join on the network. Other specialties like psych, speech pathology, rehab medicine and asthma are just but a few that are coming on board in a quick fashion.

Our community is growing. Arkansas is way ahead of the game with all of this. UAMS ANGELS will continue to make life happen.

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Pediatric/Neonatal Update

by Julie Hall-Barrow and Shannon Lewis



Peds PLACE

Arkansas physicians are benefiting from national experts through Peds PLACE! Peds PLACE is broadcast every Thursday at 12:10-1:10pm. Peds PLACE has always offered topics from various pediatric subspecialties from Arkansas Children's Hospital, and now they are offering topics from doctors nationally. These physicians are using videoconference to present a topic from their own offices or hospitals.



Here are some examples of recent and upcoming topics being offered through Peds PLACE:

01/12/12	Gordon E Schutze M.D., Baylor College of Medicine.	"TB for International Adoptions-New Recommendations"
01/19/12	Jacob Kuint M.D., Sheba Medical Center, Tel-Hashomer, Israel.	"Neonatal CMV Infections"
01/26/12	Joe T. Robinson M.D., Fayetteville.	"Case Presentation-A 17 Year Old with Fever and Weight Loss"
02/2/12	Steve North, M.D., Bakersville Community Medical Clinic, North Carolina.	"Case Presentation: 18 year old male who was just told by his parents that he is genotypically XX"
03/8/12	Puerto Rico	Topic to be announced

Arkansas physicians are collaborating in new and exciting ways! Peds PLACE is offered via live streaming and it can also be watched via Mediasite (web based) from your computer.

Telenursery

Telenursery is going strong now since 2008, with a total of 24 sites (includes UAMS and ACH) that are connected to UAMS three days a week. With the deployment of E-link telemedicine units to a majority of hospitals around the state, we are now getting interest from some of those hospitals in utilizing their equipment for the nursery. North Arkansas Regional Medical Center in Harrison will be the next site added to our list! We are working with their team in connectivity and training, and their site will be up soon.

Telemedicine Update

by Rosalyn Perkins



"It's Cold Outside" and the coolness of Winter has come upon us once again. Another cool thing is that ANGELS has made healthcare even more accessible to Arkansans.

We would like to proudly announce

the opening of ANGELS' most recent Telemedicine clinic at North West Arkansas Regional Medical Center in Harrison, Arkansas. This clinic is geared towards Maternal-Fetal health through consults, genetic counseling, targeted ultrasounds along with management and recommendations for High Risk Obstetric clients. We are glad to be in the area.

Looking back over the past year, we are proud to have provided 3,866 telemedicine patient visits across the state. These visits included Cardiology, Colposcopy, Diabetic, Fetal Echocardiography, High Risk OB, Liver Transplant, Neonatology, Rehab Medicine, and Speech Pathology visits. Please trust we are continually contemplating what we can do next for healthcare in Arkansas. Stay warm, stick around, and stay tuned for what's next.

Following BABY Back Home

Teams of health care professionals continue to travel the state to help families with their high-risk newborns after discharge from neonatal intensive care units (NICU) at the UAMS, ACH and other nurseries throughout the state that care for high-risk neonates. These four teams are based in Lowell, Newport, Pine Bluff and Morrilton which is our newest program expansion. Average enrollment for each region is approximately 32 babies.

Home visits are done at the request of the Neonatologists and are included as part of each Baby's NICU discharge plan. Each visiting team includes a pediatric registered nurse and social worker who coordinates care with the child's primary and specialty care providers. The goal is to optimize the health and development of babies by the information and assistance provided during home visits. Home visitors provide ongoing support to families through education, coordination of all provider services including all medical appointments and facilitate up to date immunizations while building the family's skills and confidence in providing a safe, nurturing home.

For referrals to Following Baby Back Home, call 501-364-3620.

Education

by Sarah Rhoads, APN,DNP and Heidi Charton



APN Teleconferences

Great news! The APN teleconferences are now 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



ECHO Cardiogram Tele-Evaluation

This is an 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 the ECHO Cardiogram Tele-Evaluation teleconference is to provide educational opportunities for echocardiogram sonographers around the state. Topics of teleconferences include the specialties of Pediatric and Fetal Echocardiography, among others that are represented. Each session includes a didactic lecture and echo scanning demonstrations. The teleconference is the third Friday of each month 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

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 here! ANGELS, through the DISCOVER grant, has developed a website where providers can have a 'one-stop-shop' related to ANGELS, AR SAVES and CDH education. Users 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.

Update on the South Central Telehealth Resource Center (SCTRC)

by Adam Rule



During the wet and cold winter, the team from the South Central Telehealth Resource Center/LearnTelehealth.org kept warm developing telehealth content and conducting training sessions. In November

and December of 2011 our outreach specialists made 26 site visits and trained 71 health care professionals.

Since October LearnTelehealth.org has seen a tremendous uptick in members and visitors. The site added 198 members to bring the total up to 524 active members. Our team produced 3 videos, 3 blog articles and 2 interactive presentations. Of note was the "Darryl's Story" video about Tele-Stroke and two informative blog posts about mHealth.

In January the site hosted a talk given by Dr. Juan Castro Cordoba about Tele-mental health. The Telehealth Impact calculator was also developed in January. This fun, interactive piece lets users calculate the savings offered by telehealth in units of time, money and carbon emissions.

If you're not already a member join now! If you are a member check the site often for our wealth of resources and knowledge.



American Telemedicine Association's International Conference and Exposition 2012 Presentations

by Laura Rakes, MA



ANGELS' legacy at the annual American Telemedicine Association's International Conference is one of strong representation. This legacy continues in 2012 as 15 presentations from ANGELS' staff were accepted to the conference, including a panel presentation on pediatric telemedicine moderated by Julie Hall-Barrow, EdD, and a how-to presentation on starting telemedicine programs by Dr. Bryan Burke and Dr. Hall-Barrow. Conference attendees will have the opportunity to see these ANGELS' presentations:

- "ANGELS Before and After – Improving Access to Care through Telemedicine" by Rosalyn Perkins, APN; Vickie Williams, CHAA; and Tina Benton, BSN, RN
- "Cardiovascular Care for OB Patients via Telemedicine" by Stacie Ford, RN; Ibrahim Fahdi, MD; and Rosalyn Perkins, APN
- "Developing Strategies – The Key to Sustainability" by Roy Kitchen, MS and Laura Rakes, MA
- "Facilitation of a Hospital-Based Web-Camera System: Support through an IT Help Desk" by Sarah Rhoads, APN, DNP; Shannon Lewis, RN; Dustin Vance, TCAP; Justin French; and Laura Rakes, MA
- "Improving Access to Care for Hispanic Patients with Limited English Proficiency by Utilizing Basic Telemedicine Tools" by David Fletcher, MBA
- "Kick-starting Healthcare Reform: Telemedicine as a Tool in Uniting Providers" by Curtis Lowery, MD; Tina Benton, BSN, RN; and Tom Butler
- "Meeting Demand: Developing a Robust Telehealth Infrastructure and Paving the Way to Sustainability" by Roy Kitchen, MS; Tina Benton, BSN; Amy Abdella; Curtis Lowery, MD; and Eric McKenney
- "A Non-Traditional Telemedicine Model - Providing Alternative Solutions" by Roy Kitchen, MS and Laura Rakes, MA
- "Pediatric Telemedicine: Affecting Outcomes Across the Academic and Clinical Spectrum" by Julie Hall-Barrow, EdD; Bryan Burke, MD; Steve North, MD; and Madan Dharmar, MBBS, PhD
- "Providing Rural Patients Home Town Care through Mobile Sonographers" by Roy Kitchen, MS and Laura Rakes, MA
- "Tele-Education: Collaboration Between Academicians and Front Line Health Care Providers" by Bryan Burke, MD
- "Telehealth Training: Moving Past a Technology Focus to Create Patient-Centered Care" by Michael Manley, RN, MNSc
- "Telemedicine Challenges and Lessons Learned for Call Center Nurses" by Tammy Northcutt, RN and Donna Williams, RN
- "Telemedicine Toolkit: The Foundation for Starting a Telemedicine Program" by Bryan Burke, MD and Julie Hall-Barrow, EdD
- "Utilization and Training of a Statewide Trauma Image Repository" by Terri Imus, RN, LNC; Julie Hall-Barrow, EdD; Tina Benton, BSN, RN; Umit Topaloglu, PhD; Jiang Bian; and Phillip Martin