

Comprehensive Care
For A to Zzzzzzz

Pre-Conference
Wednesday Evening, September 25

Perinatal Conference 29th Annual
Thursday, September 26

2013 Women's Health Update 3rd Annual
Friday, September 27

Location
Embassy Suites in Little Rock, Arkansas

Keynote Speaker
Dr. Joshua Dahlke
Thursday: Sleep Issues In Pregnancy
Friday: Sleep Issues In Peri and Postmenopausal Women

Visit Us Online
cdhconferences.org/perinatal

PerinatalCare
29th Annual Conference & Women's Health Update

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Women's Health
2013 Update & Perinatal Care Conference



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the ANGELSREPORT

SPRING 2013 ANTENATAL & NEONATAL GUIDELINES, EDUCATION AND LEARNING SYSTEM



UAMS Patient Centered Care

by Shannon Barringer, MS, CGC, Program Manager, ANGELS



Ashley Berry was taken by surprise by the outcome of an ultrasound performed in her doctor's office early in the second trimester. Her 15-week maternal serum screening test did not indicate an increased risk for her baby to have any birth defects. Her doctor was suspicious that her baby had spina bifida and was referred to the Arkansas Reproductive Genetics Program (ARGP) at UAMS in her 19th week of pregnancy. Here, she met with genetic counselor Shannon Barringer and Maternal-Fetal Medicine Specialist, Dr. Paul Wendel.

They also wanted to hear the positive, meet the pediatric subspecialists who would be taking care of Ella and talk to other parents adapting to this condition. "Dr. Wendel confirming the spina bifida absolutely broke my heart. We had been trying to conceive for so long and it felt overwhelmingly unfair. I remember feeling like the devastation could have literally killed me. Once Dr. Wendel was finished using the ultrasound machine, one thing he said to me was, "This is only a small bump in the road. This is going to be a normal baby who happens to have spina bifida and she won't know any different. That was the first moment (since receiving the diagnosis) that I realized it was possible to enjoy the rest of my pregnancy."

The ultrasound evaluation at UAMS confirmed that her daughter, Ella, had spina bifida. Naturally, Ashley and her family were overcome with emotions: fear, sadness, confusion and helplessness.

Once the diagnosis was made, Dr. Wendel and Shannon provided information that the family needed immediately, but also connected the Berry family to the Arkansas Fetal Diagnosis and Management (AFDM) program. AFDM is a part of the ANGELS network. It is a multidisciplinary team consisting of maternal fetal medicine (MFM) physicians, neonatologists, a variety of pediatric subspecialists, genetic counselors, palliative care providers and specialty nurses. AFDM coordinates all appropriate follow-up tests, arranges consultations with pediatric subspecialists, and schedules deliveries that will provide babies with birth defects and genetic conditions the best start in life. The team meets regularly to discuss best-practice management goals and needs, while providing specific family-centered care and recommendations. Navigating the specific needs of parents and their babies, even before delivery, takes such a team.

At the conclusion of her first visit at UAMS, Ashley had follow-up



Telemedicine/Outreach Update

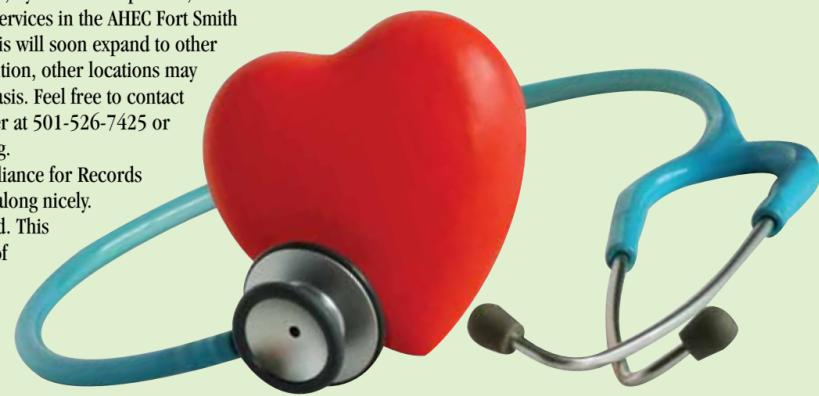
by Rosalyn Perkins, MNsc, APRN Telemedicine Clinical Services Director CDH ANGELS Program/OBGYN Department



With the dedication of Dr. Keyur Vyas and Jon Allen, PA, the first Telemedicine HIV Heart clinic in the state is up and going. These services are available to both males and females, by referral. At present, we are providing services in the AHEC Fort Smith and AHEC Texarkana areas. This will soon expand to other Arkansas communities. In addition, other locations may be utilized on a case by case basis. Feel free to contact the ANGELS Appointment Center at 501-526-7425 or 1-866-273-3835 for scheduling.

registered user to securely send health information to another SHARE registered user. To learn more, contact Cindy Osment at 501-258-6513 or email her at cosment@oleen.com.

The Arkansas State Health Alliance for Records Exchange (SHARE) is coming along nicely. ANGELS and UAMS are onboard. This will swiftly become the future of secure communication. The SHARE Secure Messaging feature allows a SHARE



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



Education

by Barbara Smith, RN, BSN, CPC, Director, Guidelines, ANGELS and Sarah R. Kinder, DNP, APN, Assistant Professor, Department of OB/GYN



teleconferences and one monthly teleconference

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Teleconference (ONE Team)	Dial-In Number	Date/Time		Continuing Education Event
ONE Team Nursing Teleconference	068773	1st Friday	12 pm-1:00 pm	ONE Team – Obstetrical Nursing
	068773	2nd Friday	12 pm-1:00 pm	ONE Team – Neonatal Nursing
	068773	3rd Friday	12 pm-1:00 pm	ONE Team – Advanced Practice Nursing in Primary Care & Women's Health; RNs welcome!
	068773	4th Friday	12 pm-1:00 pm	ONE Team – Pediatric Nursing – In collaboration with Arkansas Children's Hospital

Teleconference	Dial-In Number	Date/Time		Continuing Education Event
OB-Gyn Grand Rounds	Call 501-686-8666 to register	Wednesday Weekly	8-9:00 am	OB/GYN Grand Rounds
HROB Teleconference	Call 501-526-7178 to register	Thursday Weekly	7-8:00 am	High Risk Obstetrics Teleconference
FAIM	Call 501-686-8666 to register	4th Friday	7:30-8:30 am	FAIM (Fetal Anomalies Interdisciplinary Management - in collaboration with Arkansas Children's Hospital)
PedsPLACE	070231	Thursday Weekly	12:10-1:10 pm	In collaboration with Arkansas Children's Hospital

For further information, email CDHeducation@uams.edu

Teleconference topic schedules and ANGELS' obstetrical, neonatal, and pediatric guidelines now just a 'click' away!
www.angelsguidelines.com

A New Face in ANGELS Education!

We wanted to introduce you to the newest member of the education team, Erin Bush. Erin is going to be the new face of the ONE Team teleconferences and ANGELS teleconference outreach. In addition, she will be assisting with our annual perinatal conference and the women's health update. Erin is also the new continuing education director for Center for Rural Health. She will divide her duties weekly between her two offices.

Erin's Bio: After earning a BA in English, Erin taught speech and English in the Little Rock and Cabot public schools until transitioning to the private sector to do corporate training and instructional design. She completed a Masters in Organizational Communications and later taught communications at a local college. Despite her love of education, she maintained a strong desire to become a nurse. After becoming an RN, she began work at UAMS on the mother/baby floor where she was certain she would work until she retired. When faced with the opportunity to combine her two great loves, nursing and education, she jumped at the chance. When she isn't nursing or educating, she's on the road with her husband and daughter trying to see every country without a travel ban.

Please contact her at eebush@uams.edu or cdheducation@uams.edu if you have any questions or if you want to welcome her!



Erin is presenting a poster at Research Day at UAMS on April 19, 2013 about Healthcare Worker Fatigue.

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appointments for another ultrasound and for a consultation with the Spina Bifida Program at Arkansas Children's Hospital. AFDM also put her in touch with an obstetrician, Dr. Andrew Riche, much closer to her hometown of Barling. He helped co-manage her prenatal care, so that so many trips to Little Rock were not necessary. With additional ultrasound evaluations, Ella proved to be growing well, but also developing hydrocephalus. AFDM team discussions determined the best timing and method for Ella's delivery based on these serial studies. An MFM and neonatologist met with the family to convey these recommendations.

The morning of her delivery, Ashley and her family spent time joking and laughing, and praying for the health and safety of Ella. Dr. Wendel and Shannon were present during Ella's birth. Neonatologists immediately assessed and stabilized Ella for transport to the NICU at Arkansas Children's Hospital.

“The transition from UAMS to ACH went smoothly. I absolutely felt taken care of the entire time...”

The entire situation is scary enough without worrying about “Who is going to care for my child? Do they even know what they're doing? What a blessing it was to have doctors and staff take the time to offer even more information to make sure we were as prepared as possible for the big day of her arrival. Nothing could have prepared me for the pain of only getting a short moment with Ella that first day (before she was transported to ACH) but having the doctor (and staff) that I did made it more bearable.”

Though she had a much different start to life than her parents hoped for, Ella has proven herself to be a strong and loving baby. She has undergone multiple surgeries to repair her spina bifida and to shunt her hydrocephalus. The Berrys have become experts on her medical needs. The pediatric teams at ACH adore Ella. Her future looks very bright. The AFDM team strives to assist all families who receive abnormal prenatal diagnoses obtain the best possible outcomes for their babies.

The pediatric neurosurgeons and spina bifida team were there waiting on her for further assessment and surgery planning. “The transition from UAMS to ACH went smoothly. I absolutely felt taken care of the entire time. Meeting the ped staff during my pregnancy made all the difference for me!

New Moms

Café Mom has links for conversation, advice, and entertainment <http://www.cafemom.com/>.

National Down Syndrome Society <http://www.ndss.org/> has links for new and expectant parents and local support information. It is an awesome website with information on Down Syndrome, what to expect, how to get in local support groups, online parent stories, and other features.

National Down Syndrome Congress <http://ndscenter.org/> is another site for Down Syndrome information and support groups.

Support Organization for Trisomy 18, 13, and related disorders <http://trisomy.org/> has family stories, photos, videos, and more information.

National Organization for Rare Disorders <http://www.rarediseases.org/> has a link for how to get help with medical costs. You can start a patient organization for your rare disease to stay in touch with other patients.

Genetic Alliance <http://geneticalliance.org/resources> has genetic information such as how it runs in a family and testing options. Another link from genetic alliance is the disease info search website where you can look up any disease for information and support groups for that disease.

The Compassionate Friends <http://www.compassionatefriends.org/home.aspx>. This website is for those supporting a family after a child dies. This site features lists of local chapters for support and online support communities.

UAMS Love Lives support program: <http://www.uamshealth.com/?id=10232&sid=1> For those parents who leave grieving for their child, we offer support services. Started in 2008 and operated by nurses, Love Lives provides sibling grieving information also. Parents are given a memento box with the baby's gown, gold ring, birth certificate, remembrance plate, baby blanket, and photos. At Christmas, we have a special remembrance ceremony for all the families who have lost babies that year. You can volunteer to help crochet or knit baby blankets for the program by contacting Catherine Canham at 526-0500.

The Call Center Update

Tammy Bowen, RN, Nurse Project Manager



The ANGELS Call Center has been growing! Over the first half of 2013, the call center has taken on some new projects that are breaking away from what has historically been predominantly routine obstetrical phone triage into new and exciting services!

Through a collaborative effort with AT&T and Intuitive Health, the call center is exploring the possibility of monitoring postpartum patients experiencing certain high risk conditions. We are currently experimenting with a prototype system and analyzing the usefulness of this system, but the hope is that we will be able to get real-time information and intervene as necessary in a very timely manner if problems arise. The call center will play a pivotal role in reviewing information and reporting to our physicians as data is collected.

We are also exploring ways to evaluate customer satisfaction with our services! Although we are very proud of the services we provide to our patients, our physicians and our community, we are also always striving to reach higher for excellence! We are strategizing about the best way to hear from the people who use our services in order to provide a “report card” of sorts to our call center employees. People who use any of the services available through the call center will likely be hearing from us soon, and we would deeply appreciate honest and sincere feedback. We are here to serve you and want to know the best ways of doing that!

Finally, we are ramping up efforts to engage patients who are receiving obstetrical services through the Arkansas Department of Health (ADH). We have an enthusiastic and energetic call center expert who is working through outreach efforts to educate employees with the ADH on who we are and what we can do at the call center. Our hope is that we can get ladies who are receiving obstetrical care in those health units to call us when they have questions or concerns about their pregnancies. We were able to bring ANGELS to every part of the state through engaging ADH in the past year, and we are proud of the accomplishment of partnering with them in this way. Our goal is to strengthen that partnership even more over the next year!



Pediatric Report

by Shannon Lewis, Medical Services Administrator



Peds PLACE (Physician Learning and Collaborative Education) occurs every Thursday from 12:10-1:10 pm and carries 1.0 CME credit. There are now several ways to watch Peds PLACE. Using your telemedicine cart, using Mediasite (live stream from PC) or some pediatric offices around the state are using new software called Jabber, which is downloaded on your computer. Dr. Bryan Burke has received funding through the **Betty Lowe Chair of Pediatric Education** that will enable private practice pediatric offices to participate in Peds PLACE without ever leaving the office. The Lowe Chair will cover software licensing fees through June 30, 2015. Dr Burke has a limited number of licenses, but if you would like to join the open-forum discussion with knowledge flowing in both directions between the worldwide audience and the discussant, then please contact Shannon Lewis, RN (leviss@uams.edu or 501-526-7819) to find out more about how to get your pediatric office linked to Peds PLACE. Past primary discussants/expert physicians have hailed from Puerto Rico, Venezuela, and Israel and have practiced at Harvard, Duke, Baylor, Northwestern, and Seattle Children's Hospital, just to name a few.

Tele-nursery Tele-nursery is trucking along with 25 nurseries around the state that are able to connect three times weekly (M/W/F at 8:15 am). Census is reported, availability for back transports and updates on patients transferred are given at this time. Consults or transports can be done any time of the day using telemedicine; all you need to do is ask to use your telemedicine unit when calling Angel One dispatch!

