



the ANGELS REPORT

Outstanding ANGELS receive Award Funding

Transformation: TOUCH - Telemedicine Outreach Utilizing Collaborative Healthcare. Approved amount \$1,458,825

Building upon the ANGELS network at the University of Arkansas for Medical Sciences (UAMS), TOUCH will provide additional telemedicine equipment from eight Arkansas hospital nurseries and labor and deliveries to UAMS Medical Center's and Arkansas Children's Hospital's Neonatal Intensive Care Nursery Units (NICU), and UAMS Medical Center's Labor & Delivery. This virtual connection will allow for real-time consults for high-risk mothers and babies who are located at an outlying hospital. Through this collaboration mothers and babies will have access to the state's leading specialists for support. Virtual rounds will also occur utilizing the telemedicine system and will provide a regionalized snap-shot of nursery and labor census. This up-to-date information allows for decisions to be made more quickly regarding transport, back transport and management of patients. Lastly, the program will integrate best practices into the outlying hospitals to increase effectiveness and efficiency of care.

Authors: Whit Hall, M.D., Curtis Lowery, M.D.; William Greenfield, M.D.; Tina Benton, R.N.; B.S.N., Shannon Lewis, B.S.N.; Julie Hall-Barrow, Ed.D.; David Fletcher, M.B.A.; AR Medicaid; and Rachel Ott, B.A.

Skelly Charitable Foundation. Approved amount: \$31,750

The ANGELS telemedicine program was awarded \$31,750 in grant funding from the Gertrude E. Skelly Charitable Foundation to launch a ground-breaking family-centered nursing care initiative that will allow rural Arkansas families separated from their hospitalized newborns to view video and hear audio of their babies, while long-term nursing and medical care is provided in the UAMS Medical Center's Neonatal Intensive Care Unit (NICU). This was the only application submitted to the Skelly Charitable Foundation that received full requested funding.

Authors: Sarah Rhoads, D.N.P., A.P.N.; Stephanie Wyatt, M.N.Sc., A.P.N.; and Rachel Ott, B.A.

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ANGELS News

This past October, UAMS submitted a revised application titled, "Arkansas Center for Clinical & Translational Research (CCTR)." As a result of the first application's reviews, UAMS created the Arkansas Center for Clinical and Translational Research (CCTR), initiated the Division of Bioinformatics within the Department of Biostatistics with a national search for a Division Chief, and highlighted many of our award winning programs. If funded, Curtis L. Lowery, M.D. will take on the role of the PI/Medical

Director of the CCTR and Assistant Dean for Clinical Research. Dr. Lowery's telemedicine initiatives (ANGELS, CDH) and subsequent achievements have been highlighted in this current proposal to strengthen the University's commitment to community engagement, forward-thinking technologies and translational research. As the CCTR Director, Dr. Lowery would report directly to the Chancellor and sits on the Chancellor's Cabinet. This role would be in addition to his existing roles: Professor and

cont. on page 2

cont. from page 1

Chair, Department of Obstetrics & Gynecology, Executive Director of The Center for Distance Health and the Director of the Antenatal and Neonatal Guidelines, Education and Learning System (ANGELS) program.

A short definition of translational research is: “the application of new knowledge and techniques to clinical practice at the front lines of patient care.” UAMS is undertaking a series of initiatives aimed at synergizing existing clinical and translational research programs and revamping the institutional research endeavor. The Arkansas Center for Clinical and Translational Research (CCTR) has been formed which unites all UAMS Colleges, its graduate school, community clinicians, clinical research networks, professional societies, industry and policy makers behind the translational research.

“This strengthened application was made possible by an enormous joint effort of many people — too many to name in the space allotted. However, the synergy and programs developed will enable UAMS to greatly enhance the future of Arkansans’ health.”



Curtis Lowery, M.D.

Call Center launches new programs, trains new staff

We have continued to increase staff to meet the demands of our new, recently added programs: Nurse Triage for OB/Gyn clinics, Physician Call Center and AR SAVES Telestroke Program. We have had the wonderful opportunity to welcome three new faces to the Call Center: Susan Dodson, R.N.; Patty English R.N.; and Sue Ramsey, R.N.

Late fall and early winter has been a busy orientation time for the Call Center. We are fortunate to attract such qualified, experienced nurses that are sure to be an asset to our program. In addition to orientation, the new programs and services have called for special training for all of the Call Center nurses and administrative staff. The AR SAVES Telestroke program requires each employee to have individualized training such as mock drills designed to emulate incoming stroke calls. These mock drills also benefit the Emergency Department personnel in external hospitals participating in this program. The Call Center nurses are also working on obtaining their NIH stroke scale certification. I would like to especially thank our lead AR SAVES nurse, Tammy Northcutt, for all of the time she has dedicated to this training.

When new projects are given birth they are mere infants. Much time is then spent raising them with evaluation, review, revision of policies and additional training. I would like to thank all the Call Center nurses for helping me with this process on not just one new project, but many simultaneous ones. I have an exceptional group

of nurses (both full-time and PRN) who work well as a team and do not hesitate to go the extra mile.

Interactive Video use continues to grow in the Call Center. We play a part in: Tele-Nursery that meets three mornings a week, Neonatology Consults, Triage of Inmates at the Wrightsville Hawkins unit and the AR SAVES Telestroke program. Soon we will facilitate MFM consults to OB Physicians that have telemedicine units in their Labor and Delivery Units (as part of the TOUCH grant).



We began by welcoming many new faces to the Call Center, but we will soon say good-bye to a well loved member of our team, Jennifer Raburn. Jennifer came to the ANGELS Call Center in 2006 as a PRN nurse, became full-time in the spring of 2007, and was promoted to assistant manager in the spring of 2008. She has been a joy and inspiration to work with and there is not much that can discourage her or take away her smile. She will be greatly missed! Jennifer will be following her husband to North Carolina to start his career as a Military Chaplain. Thank you Jennifer for your hard work and dedication to the success of the ANGELS Call Center! We wish you all the best in your endeavors.

Donna Williams, R.N., ANGELS Call Center Manager

Great Expectations in Health Care

Now that the inauguration of our 44th President of the United States is behind us, President Obama's health care initiatives will soon become a reality. In the presidential debates you may recall the question, "Is health care a privilege, a responsibility or a right?" The vision for the ANGELS program and the reason it continues to thrive is on the premise that the answer is "all of the above." It is considered a "privilege" if you are fortunate enough to have a job that offers affordable health insurance; it is a "responsibility" to take care of your health and access health care when needed; and it is a "right" when you find yourself at the Emergency Department and have no where else to turn.

As much progress as the ANGELS program has made, there is still much work to be done. We are not only committed to meeting the health care needs of those receiving it, but also to those who deliver it. We will continue to focus on the communities that are neglected and leverage our expertise across the state. Our ability to provide not only clinical, but, just as important, educational endeavors, will mean better care for the patients we serve.

Site visits increase annually from groups within the state and around the globe who want to observe first-hand the innovative ways we are using telemedicine technology. There is a lot of information to share with these visitors, but the benefits are mutual because of the many relationships created that add to our collective 'think tank.' As our training and education curriculum continue to develop, we will have the tools to tailor to specific needs of these groups. Our intent is to apply for accreditation as a training center with the American Telemedicine Association in the near future. This is a testament to the fact that CDH, RHP and ANGELS is on the move once again.

I leave you with this thought as you think about health care issues in the year ahead. Where you live should not decide whether you live or die. This New Year is loaded with opportunities to meet the health care needs in Arkansas, but at ANGELS, we are just the ones to seize any opportunity and meet any challenge.

Michael O. Hanley



Teleconference Collaboration Crosses International Borders

High Risk Obstetrics Teleconference participants experienced international collaboration with the University of Tübingen in Germany this past fall. Our first connection was our presentation of Monochorionic-Monoamniotic Twins on Sept. 18, 2008. Followed by Karl Kagan, M.D., director of the Prenatal Diagnostic Department at the Universitäts- Frauenklinik in Tübingen presented "First Trimester Screening" on Oct. 23, 2008. Next, we offered a case presentation of "Sickle Cell Disease" in December. Arkansas physicians enjoyed this opportunity to take part in these international discussions. We are looking forward to our continued collaboration!

Our medical and nursing staffs joined forces to present "How Speaking the Same Language Can Improve Fetal Monitoring" last fall. In response to requests from the AHEC medical faculty and nursing managers at several hospitals, the presentation was expanded and repeated with an additional focus for those with less experience in fetal monitoring.

In addition to the weekly High Risk Obstetrics Teleconference, the OB-Gyn Grand Rounds is offered every Wednesday morning from 8 a.m. till 9 a.m. Participation in this teleconference has expanded since its first telecast this past summer, and continues to provide presentations from a variety of experts and disciplines. Guest presenters this fall included George Saade, M.D., professor from the University of Texas Medical Branch in Galveston, who discussed cesarean delivery on maternal request and Everett Magann, M.D., chairman of the OB-Gyn department at the Naval Medical Center in Portsmouth, Va., offered his expertise about amniotic fluid volume assessment.

The Fetal Anomaly Interdisciplinary Management (FAIM) teleconference is held monthly and discusses a specific fetal anomaly and the involved pediatric subspecialty (medical and surgical). UAMS and ACH experts contribute from a variety of specialties and review a particular fetal anomaly case from the moment of diagnosis through the care of the infant after delivery.

Continuing medical education credits are offered for the teleconferences. For information about joining the teleconferences, contact the ANGELS Call Center at 1-866-273-3835 or email SmithBarbaraL@uams.edu.

- High Risk Obstetrics Teleconference: Every Thursday at 7 a.m.
- OB-Gyn Grand Rounds: Every Wednesday at 8 a.m.
- FAIM: Monthly on the fourth Friday at 7:30 a.m.

Pediatric Update

PedsPLACE (Physician Learning and Collaborative Education) continues to grow across the state. It is offered weekly from 12:10 p.m. - 1:10 p.m. and discusses pediatric and neonatal issues with one hour of CME offered. Recently, we connected with Stanford Shulman, M.D., the Chief of Pediatric Infectious Disease at Feingold School of Medicine in Chicago and the editor of Pediatric Annals. He offered a presentation on "New Perspectives in the Treatment of Strep."

Other recent topics have included:

- "Childhood Malignancies: A Primer For Primary Care Physician"
- "PE Tube Placement"
- "Sudden Death in Children"
- "Assessment and Monitoring Glycemic Control in Children and Adolescents with Type I Diabetes"
- "ADHD Stimulant/Cardiac Evaluation Before Use"
- "Dental Issues in Pediatrics"
- "Atypical Kawasaki's Case Presentation"
- "Neonatal Pain"

The following publications are a direct result of the hard work and collaboration of the Peds PLACE team:

"Achieving Success Connecting Academic and Practicing Clinicians Through Telemedicine" is set for publication in the March 2009 Journal of Pediatrics Authored by: Wilson J. Gonzalez-Espada, Ph.D.;

Julie Hall-Barrow, Ed.D.; R. Whit Hall, M.D.; Bryan L. Burke, M.D.; Christopher E. Smith, M.D.

"Peds PLACE: Quality Continuing Medical Education in Arkansas" is set for publication in the March 2009 issue of The Journal of the Arkansas Medical Society. Authored by: Wilson J. Gonzalez-Espada, Ph.D.; Julie Hall-Barrow, Ed.D.; R. Whit Hall, M.D.; Bryan L. Burke, M.D.; Christopher E. Smith, M.D.

Tele-Nursery Continues to Expand

Whit Hall, M.D., has conducted tele-nursery rounds across the state since March 2008. This allows nursery staff to interact with a neonatologist and discuss census, transport issues



and other items of interest. Hall and his colleagues offer neonatal consultations over interactive video and can actually assess a baby in real time. We now have a total of 13 nurseries across the state connected for multiple weekly rounds. The most recent additions to the project are: Conway Regional, Conway; Ouachita Medical Center, Camden; Baxter Regional, Mountain Home; and Mercy Medical, Rogers. We anticipate placing a tele-medicine unit in every delivering hospital in Arkansas.

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