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Individual Center Highlights

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Message from the Executive Director

Capitalizing on momentum from previous years, we have continued to improve all of our operations this past year while being able to maintain enough of a margin to continue capital accumulation to fund our expansion plans. I am very impressed with all of the regional centers’ ability to improve their operations in these difficult times. Some highlights of our accomplishments over the past year:

- All six of our Family Medicine Centers have obtained Level II National Committee on Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) accreditation, the second highest level. The PCMH model of care is a team-based model of care that provides higher quality care to patients with chronic illness while lowering total healthcare costs. As part of our progress in implementing the PCMH model, we instituted a third disease registry module, aiding patients with congestive heart failure, and implemented a patient portal that gives patients access to their records and the ability to request appointments and refills online. I am happy to report that one of our regional centers, UAMS West, achieved the highest level of NCQA accreditation, Level III, at the end of the year. I want to congratulate UAMS West on their stellar accomplishment. In addition, five of our eight regional centers are participating in a Center for Medicaid and Medicare Innovation pilot project called the Comprehensive Primary Care Initiative (CPCI). This 4-year project enables us to continue to develop our PCMH infrastructure while receiving financial reimbursement in the form of monthly case management fees.
- Three more of our regional centers completed quality improvement training in the “Rule 4” method. UAMS West completed their first project and showed that they could increase mammography screening in eligible patients by 40%.
- Ann Bynum and her team at the Center for Rural Health published the report entitled, “The Picture of Rural Health in Arkansas: A Call to Action”. This report details the many health challenges in rural parts of our state, but also presents a hopeful tone and a mechanism for partnership with UAMS to help improve rural outcomes.
- UAMS South is nearing completion on their new building in Magnolia. They will complete their move to Magnolia and start their rural training track in conjunction with UAMS Southwest in July 2013.
- UAMS Southwest has completed purchase of a new building next to the interstate and the new Texarkana campus of UACCHope, which should help aid collaboration with that institution. Over the next year they will plan renovations, with the goal of having the FMC and residency program move into that building in two years.
- UAMS West and Northeast have undergone strategic planning and are developing plans for new buildings that should accommodate their expansion and our new PMCH model of care. In order to accomplish our expansion goals, we will need to begin a fundraising campaign.
- All six of our UAMS Regional Centers are obtaining meaningful use funds from Medicaid (5 centers) or Medicare (1 center), which will help fund the continued development of electronic medical records and other IT tools.
- Our six Family Medicine Residency Programs graduated 49 family medicine residents, the most ever, with most staying in the state to practice.
- Ann Bynum will retire from the Center for Rural Health by December 2013. Ann has a long and distinguished career at UAMS with many successful accomplishments, including advocacy of teledermatology, multiple published reports on the healthcare workforce in Arkansas showing significant shortages ahead, and her work with rural communities in Arkansas to improve outcomes, including our Rural Hospital Program, continuing education programs, and our physician placement program. We wish her the best in her well-deserved retirement.
- Given Ann’s retirement, we have instituted a restructuring process to better organize both the Central Office which supports our FMCs and family medicine residency programs, and the Center for Rural Health. We anticipate this restructuring effort will be concluded during the first quarter of the new fiscal year.

Mark B. Mengel, MD, MPH
Vice-Chancellor for UAMS Regional Programs
History of Regional Programs

UAMS Regional Programs, formerly Area Health Education Centers (AHECs), were founded in 1973, through combined efforts of the Governor, the State Legislature, and the University of Arkansas for Medical Sciences (UAMS), as a means to encourage UAMS medical school graduates to remain in Arkansas, and help address the state’s shortage and maldistribution of primary care physicians.

UAMS Regional Programs, now comprised of these regional centers and the Center for Rural Health, serve as a primary educational outreach effort of UAMS and the principal means of decentralizing medical and other health professions education throughout the state. Eight teaching centers in Fayetteville/Springdale, Fort Smith, Jonesboro, Pine Bluff, Texarkana, Magnolia, Helena-West Helena, and Batesville/Mountain Home expose future health professionals to underserved communities and provide more varied hands-on experiences than they might receive in a traditional urban, academic environment.

What began with medical and residency training 40 years ago now also encompasses nursing, pharmacy, mid-level and allied health professions training, as well as a statewide network for health careers pipeline programs, provider placement services, continuing professional education, public health outreach, library resources, patient centered quality care initiatives, community-based research, and local and telehealth connections to cutting-edge medicine. Each center serves a multiple county region.
Mission and Approach

To improve the supply and distribution of health care professionals in Arkansas, with an emphasis on primary care, through community and academic partnerships, to increase quality health care for all Arkansans.

Quality training experiences in settings away from the academic medical center expose trainees to opportunities in underserved communities, helping encourage rural practice choices.

The teaching atmosphere, library services, and continuing education offerings enhance the rural professional environment, aid in provider retention, and ultimately strengthen the participating community health care systems.

2012-13 Trainee Overview
This year, the regional centers provided structured training for:

- 851 health professions students
- 155 medical residents
- 3,821 junior high, high school, and college students

Specific program goals:

- Enhance the quality of health professions education by using the best academic resources available statewide
- Retain Arkansas graduates of health professions schools within the state
- Improve the supply and distribution of primary healthcare providers in Arkansas
- Increase the number of individuals from rural, minority, and other underserved populations entering health careers
- Supply professional support and continuing education for healthcare providers statewide
- Provide quality health care services and educational programs to the public
- Promote cooperation among providers, educational institutions, and health-related organizations

AHECs employ 650 people statewide, operating as important economic forces in their communities
Rural Health in Arkansas – A Call to Action

The UAMS Center for Rural Health published a report on the status of health in rural Arkansas, distributed under the title *A Picture of Rural Health in Arkansas: a call to action*. It may be viewed on the web at [www.ruralhealth.uams.edu/centerforruralhealth](http://www.ruralhealth.uams.edu/centerforruralhealth) under reports and publications. A resource for communities included in the report is the *Take Action Plan*, which is a step by step guide that communities can use to improve the health of their own town or county.

Dr. Ann Bynum has been working with community leaders across the state to highlight the many things that can be done to improve health in Arkansas communities. After looking at the *Rankings* data of each Arkansas County in the report, guidance and tools are presented to help groups work together to make the community a healthier place to live, learn, work, and play. Plans are designed for the individual needs of the community, with one consistent theme: “People working together.” An important step is building a diverse, multi-sector team of partners. Dr. Bynum speaks to local businesses, healthcare facilities, social groups, and residents to assess their interest and resources, and develops recommendations to build a team of players that are dedicated to the mission. Guidance in compiling an inventory of community needs, strengths and barriers is provided, as well as help in exploring evidence informed policies to address local priorities.

Health Literacy in Arkansas

The Health Literacy Program at the UAMS Center for Rural Health is dedicated to improving health literacy statewide through research, outreach, and policy efforts, with a focus on rural areas and across the lifespan. In the past year our program has collaborated with multidisciplinary researchers to promote innovative research that aims to improve health literacy measures and interventions. In order to address the immediate needs of community members, patients, and health care providers, the Center for Rural Health has provided training for all the Regional Centers, using the Health Literacy Universal Precautions Toolkit. This resource targets assessing and improving written and spoken information, as well as empowerment of patients to manage their own care. Additionally, as a lead agent of the Partnership for Health Literacy in Arkansas, a section of the Arkansas Public Health Association, the Center for Rural Health played key roles in statewide conferences related to health literacy resources and research, as well as activities across the state that targeted health literacy education for the public, professionals, and researchers. Our staff has presented and trained over 1000 health care professionals in the last year on health literacy issues relevant to health and health care.
UAMS West Named “Best AHEC” for 2012

UAMS West earned the “Best AHEC” award for fiscal year 2012. This award results from the annual program review of all Centers every year to evaluate their various functions and missions based on 33 performance measures. This is the second time in four years that UAMS West has won this award. AHEC West was also the first of our centers to achieve Level 3 recognition as a Patient Centered Medical Home from the National Committee for Quality Assurance (NCQA). Congratulations to Dr. Don Heard and all the faculty and staff at UAMS West!

Excellence in Teaching

Michael R Downs, MD, Associate Residency Director at UAMS Southwest since 2002 was selected by his peers as recipient of the 2013 Excellence in Teaching award to recognize his contributions to resident and medical student education. Dr. Downs exudes the mantra “Do what you love, and love what you do.” The accolades for Dr. Downs from his colleagues, residents and medical students are many. He is described as caring, scholarly, hospitable, ethical, meticulous and humble. One resident states: “He is the definition of a great physician, and also a great family man. He instills a culture within the residents and students that as a physician, one must always be learning.”

“Michael Downs is the most exceptional teacher and mentor that I have ever had the pleasure of knowing. His passion for learning, his dedication to residents, and his determination to keep them informed on the most current theories and applications far surpasses any ordinary educator.”

~Dr. Kim Mitchell-Silver

Other Honors and Awards

Robert Gullett, MD (NW) was elected as a Trustee from District 9 to the Arkansas Medical Society.

Linda McGhee, MD (NW) was reappointed to the Arkansas Minority Health Commission by Governor Beebe.

Employee Fundraising Initiative

UAMS Regional Programs launched its first ever employee fundraising campaign this year, with excellent participation, raising well over $130,000. Congratulations to UAMS West for being the top fundraisers, followed by the Central Office. A heartfelt THANK YOU to all who participated!

Career Employees

We gratefully want to acknowledge the faithful dedication of the following faculty and staff who mark this year with 20, 25, or 35 years in service to the UAMS Regional Programs.

20 Years: Laura Brown (NW), Becky Hall (EA), Terry Hall (NW), Estelita Quimosing (SC), Mahala Vaughan (WE)

25 Years: Peter Carroll (SA), Pat Evans (SW), Sherrin Frank (WE), Eddie Maples (NW)

35 Years: Julie Dobbins (SC)
Pre-Health Professions Recruitment

Pre-Health Professions Recruiters continue to travel their regions to encourage students across the state to become Arkansas’ health professionals of tomorrow, this year reaching 43,280 students statewide!

www.arkansashealthcareers.com

Medical Application of Science for Health (M*A*S*H)

In Summer 2012, 362 high school students participated in M*A*S*H. During this two-week program for entering junior and senior high school students, participants are certified in First Aid and CPR, while learning healthy lifestyles and how to apply science concepts in “real life” health career situations.

Community Health Applied in Medical Public Service (CHAMPS)

A total of 124 students participated in CHAMPS. This week-long program provides hands-on experiences in health careers and community service for students entering grades 8, 9, and 10, with 60% coming from small towns.

Advancement Into Medicine (AIM)

The new AIM program was piloted this year in the East, Northeast, and South regions, and will be implemented statewide next year. During 2012-13, 283 students participated in AIM. This initiative follows former M*A*S*H students and continues to engage them through regular seminars, pre-professional clubs, mock interviews, hands on health care activities, tours, mentoring relationships, and community service projects.

Hands-On Health Care (HOHC)

HOHC gives students a glimpse into health careers by exposing them to fun, hands-on educational activities such as injections, drawing blood, and physical therapy. In 2012-13, 233 students participated.

A Day in the Life

These one-day events give a more in-depth look into one specific health career, such as nursing or radiology, and include both lecture and hands-on activities. In 2012-13, 479 students participated.

Club Scrub

School-based clubs that encourage exploration of health careers through regular meetings and hands-on activities are supported across the state. This year, 633 students were reached.

Pre-Professional Training and Support

Students from high school through college age can arrange mentor/shadow experiences through any of the Regional Centers. College/Pre-Med students also receive help applying for medical school including advising, mock interviews, MCAT preparation, and community service opportunities. This year 254 high school and college students participated in some aspect of these programs.

Group Presentations and Events

In addition to these structured programs, the Pre-Health Career Recruiters reached more than 40,000 elementary to high school students statewide through informational booths at career fairs, presentations, tours, and Health Explorers groups in various venues to increase awareness of health careers, workforce demands, salary potential, training opportunities, and academic pre-requisites. Additionally, 1,793 students, parents, and faculty were contacted through general networking.
Outreach Initiatives

Outreach Directors continue to break down barriers and improve access to health care across the state, bringing prevention, intervention, and disease management programs to people where they need it most, through school health, educational programming, prescription assistance, and community health screenings. Arkansas continues to rank near the bottom in health status, with obesity, chronic disease, and mortality rates higher in rural areas than in other parts of Arkansas and the nation.

Regional Programs believes that educating and empowering Arkansans to make healthy lifestyle choices and equipping individuals with chronic diseases for better self-management are some of the most cost effective investments that can be made.

Statewide Outreach Activities
2012-2013

Total People reached through Outreach Programs = 116,016

Total Events = 2,659
In 114 Cities

Health Education for Youth, 679
Health Events*, 209
Health Screenings, 243
Rx Assist, $ 9.4 Mil Saved

Health Education for Adults, 1,437

Adjusted activities
891 exercise events in 20 cities with >69,000 participants
Family Medicine Residency Programs

The six UAMS Regional Center Family Medicine residencies all continue to transition toward the Patient Centered Medical Home (PCMH) model of care, and are on track to meet targeted Level III standards by 2014. Faculty, residents, and key staff also completed training in the AHRQ Health Literacy Universal Precautions Toolkit to better reach health disparity populations.

UAMS Regional Centers’ Residency programs have trained nearly HALF of all the Family Physicians now practicing in Arkansas’ small towns.

UAMS South Arkansas’ new rural training track (RTT) in Magnolia received provisional accreditation in October, with a planned start date for July 1, 2013. Martha Garrett-Shaver, MD will lead the new RTT, and Russell Mayo, MD at UAMS Southwest will serve as the RTT parent program.

During 2012-2013, the centers had a total of 155 residents in training, including 51 first-year residency positions. Combined with 6 positions at the Department of Family and Preventive Medicine program in Little Rock, a total of 57 first-year slots are now available statewide. Funds from several HRSA Grants have allowed for an increase in five of the residency program slots through 2015.

During 2012-13, 49 graduates completed a 3-year residency to become board eligible in Family Medicine. Of these graduates, 51% (25/49) remained in Arkansas to practice, and 36% (9/25) are practicing in small towns of <15,000 population.

In March 2013, 53% (81/153) of the graduating UAMS College of Medicine class matched to residency training in a primary care specialty, defined as Family Medicine, Pediatrics, Internal Medicine, Med-Peds, and OB/Gyn. Of the 25 who chose family medicine, 44% (11/25) matched with Regional Center residency programs in Arkansas.

Check us out! Our residency websites, created by the Rural Health Media Group can be viewed at www.arkansahecrresidencies.com
The map at left shows locations of UAMS Regional Center-trained family physicians across the state, and below is a list of counties and communities where they practice.

719 UAMS-trained family physicians currently practice in 126 Arkansas communities, including 68 of the state’s 75 counties.

Of these, 381 (53%) remained in their training region; 271 (38%) practice in small towns (<15,000); 253 (35%) practice in a rural county (non-SMSA).

Highlighted counties are designated as rural. Underlined cities are UAMS Regional Centers.
Rural Training Emphasis

All UAMS Regional Centers offer elective rotations at rural clinical sites to prepare residents for and encourage practice in rural and medically underserved areas. Medical Students who participate in the Rural Loan Scholarship program are required to perform a Family Medicine Preceptorship through an UAMS Regional Centers, and complete a portion of their Junior Clerkship in a rural community. They also complete at least one of their required senior rotations (Acting Internship or Primary Care Selective) at an UAMS Regional Centers. In the class of 2012, 13 students had Rural Practice Loan & Scholarship Program commitments; 4 are entering Family Medicine residencies; 3 of those are in UAMS Regional Centers.

Regional Programs sponsored training took place in 40 counties / 47 different communities

Highlighted counties are designated as rural. Underlined cities are UAMS Regional Centers.

Family Medicine Interest Group

UAMS Regional Centers sponsors the Family Medicine Interest Group (FMIG) in partnership with the Department of Family and Preventive Medicine and the Arkansas Academy of Family Physicians. Activities to engage students are held throughout the year, including suture clinic, medical imaging tutorials, and community service projects such as “Tar Wars,” a project teaching elementary students the dangers of tobacco use. A website also helps get the family medicine message out at www.isthisyourseat.com
Medical Student Education

Family Medicine Preceptorships

During Summer 2012, **58 medical students** performed Family Medicine Preceptorships, involving 2-4 week elective opportunities for entering second- and third-year medical students to work with family physicians in communities across Arkansas.

In addition, **5 students** completed a 4-week Service-Learning preceptorship in Helena-West Helena, Fayetteville, Springdale, Mountain Home, and Benton, which combined rural clinical experience with community-based service.

This year, **10 first year medical students** signed up for mentoring relationships with a physician for guidance and support. A total of **16 students** served as Assistant Directors for a M*A*S*H program.

“I very much enjoyed my experience! The residents and physicians were great and imparted much knowledge about medicine in general. They also gave me good role models to emulate. This experience opened my eyes and I am now highly considering a residency in Family Medicine.”

~Clerkship Participant

Junior Clerkships in Family Medicine

In 2012-13, **84% (143/171)** of the junior class performed family medicine clerkships in the UAMS Regional Centers. This mandatory experience, at a time when students are beginning to make decisions regarding specialty and practice location, is the most effective recruitment tool to date for the UAMS Regional Centers.

UAMS South Central (Pine Bluff) hosted **2** students for the JRMC Preceptorship.

Senior Electives/Selectives

In 2012-13, **50% (83/166)** of the senior class completed rotations in the UAMS Regional Centers. The senior year of medical school allows students to design a program of study to supplement previous training and meet personal career goals. **Acting Internships** are 4-week required rotations that focus on inpatient clinical skills and instill confidence in preparation for the first year of residency. The **Senior Selective in Primary Care** is a 4-week rotation required of all senior students. **Electives** in all primary care specialties and most medical sub-specialties can also be taken in the UAMS Regional Centers.

This year, **1 out-of-state medical student** performed rotations at UAMS Regional Centers in Arkansas.

Rural Medicine Student Leadership Association (RMSLA)

The UAMS Rural Medicine Student Leadership Association (RMSLA), co-sponsored by Regional Programs and Arkansas Farm Bureau, provides a forum to discuss issues of importance with future primary care physicians who are considering practice in rural communities. In November 2012, in conjunction with National Primary Care Week, the RMSLA group co-sponsored the Community and Physician Connection Expo with the CRH Physician Placement program, where 25 different health care organizations from around the state came to visit with medical students and residents about practice opportunities.
Pharmacy Education

UAMS regional centers are integral for the experiential training of pharmacy students and residents in a primary care environment. Activities for students reflect the responsibilities of the pharmacy faculty, including day-to-day education of medical residents, attending physicians, and medical students.

During the 2012-13 academic year clinical pharmacists served as preceptors for 54 senior pharmacy students and 2 pharmacy residents. This year the AHEC Northwest pharmacy residency program received ASHP accreditation for six years.

Monthly lectures were also provided to junior medical clerkship students. Scholarly activities included journal publications, national presentations at the Society of Teachers of Family Medicine Practice Improvement conference, and ongoing promotion of evidence-based practice within graduate medical education. Two IRB- approved projects on asthma and heart failure self-management were conducted. Additionally, a multi-phase quality improvement project on hydrocodone prescribing within a Family Medicine residency program was initiated.

Participation on committees within the Colleges of Pharmacy, Medicine and UAMS Regional Centers represent further service to the UAMS campus. AHEC pharmacists contributed to standing committees such as the AHEC Clinical Leadership Committee, as well as the College of Pharmacy’s recent self-study. Local community involvement involves participation in Girls of Promise conferences, Rotary Clubs and church organizations.

UAMS Regional Center pharmacists had a statewide presence in continuing education programs for health care professionals in their respective regions. Lectures were given to organizations such as the Arkansas Association of Hospital Pharmacists, Arkansas Pharmacists Association, and the Arkansas Academy of Family Physicians. Nationally, these faculty members served as item writers for the pharmacy board certification exam and for specialty certification in ambulatory care.

Center pharmacists continue to play a vital role in drug therapy education and direct patient care for a variety of disease states. They are important resources within their medical communities for all facets of drug information. Their roles also continue to evolve as key participants within the patient centered medical home model.

“All of our PharmD faculty have a wonderful fund of knowledge. They are incredible teachers.” ~ Family Medicine Resident
Nursing Education

In 2012-13, 425 nursing students from various educational institutions, ranging from nursing assistants to masters level, participated in educational experiences at the centers.

Directors of Nursing Education at the Regional Centers assist nursing students in rural areas with academic advising, registration, computer and interactive video access, medical library access, preceptor assignments, and course assistance.

UAMS College of Nursing

In 2012-13, 46 students were enrolled in UAMS Nursing outreach programs in El Dorado, Helena-West Helena, Pine Bluff, and Texarkana. Through UAMS College of Nursing faculty in the centers, rural nurses can earn credits toward the following UAMS degree programs via interactive video and the Internet, with some onsite practicum or coursework required for some programs.

- 18 APN/ NPs
- 27 Masters (MSN/MNSc)
- 1 RN-MNSc Pathway II

Other Nursing and Nursing Assistant Programs

*Students from other institutions rotating through the centers included:*

- 59 LPNs
- 180 RNs
- 3 APN/ NPs
- 137 Nurse Assistants / Home Health Aides

Home Care Aide training is offered through North Central, in cooperation with White River Medical Center.

UAMS Northwest offers **Certified Nurse Assistant (CNA)** training at its Harrison location.

Mary Hartwig, PhD, APN retired from UAMS Northeast after 14 years. Dr. Hartwig led UAMS Northeast to new standards of care in diabetes education and served as the leader of their research team. Through her efforts, care was improved for some of the most complicated and vulnerable patients and she helped set the standard for research and quality improvement. We want to thank Dr. Hartwig for her high standards and generous spirit and wish her well in retirement.
Health Professions Education

UAMS Regional Centers offer accredited programs or clinical practicum in several health-related professions, jointly support other programs, and offer continuing education to area practitioners. Center faculty teach CPR, ACLS, PALS, and HeartSaver training. This year, 115 students were trained through these programs.

Diagnostic Medical Sonography
Diagnostic Medical Sonography classes for the BS degree are offered (Texarkana) via interactive video from UAMS with clinical rotations through local hospitals and clinics. Graduates can take the national certification examinations administered by the American Registry of Diagnostic Sonographers, www.uams.edu/chrp/dms.

Radiologic Imaging Sciences
UAMS Radiologic Imaging Science students may enter a program (Fayetteville, Pine Bluff, Texarkana) after acquiring college credits. Graduates earn an AS in Medical Radiography, or a BS in Radiologic Imaging Sciences, with extra hours. Those who pass certification of the American Registry of Radiologic Technologists become Registered Technologists, www.uams.edu/chrp/rad-tech.

Health Information Management
Students can pursue an AS degree in Medical Records Technology from the UAMS Department of Health Information Management (Texarkana, El Dorado) by completing credit courses via compressed video, videotapes, and the Internet. An elective cancer registry track is also available, www.uams.edu/chrp/him.

Respiratory Care
After two years of professional coursework, students entering the UAMS affiliated Respiratory Care program (Texarkana) or programs at Batesville (UACCB) or Mountain Home (ASU) will receive a BS degree in Cardio Respiratory Care. The program delivers courses using interactive video, BlackBoard Collaborate, laboratory, and clinical instruction, www.uams.edu/chrp/respiratorycare.

Medical Laboratory Science
Through this program (El Dorado, Texarkana) students can complete 2 years of college prerequisites, and enter UAMS for a 17-month professional curriculum. The first year of the program includes coursework using distance education technology. The last 6 months, the student will complete an internship at a program-approved clinical affiliation site. Upon completion of the program, the student will graduate with a BS in Medical Laboratory Science, www.uams.edu/chp/medtech.

Medical Assistant
There were 18 Medical Assistant students form Petra Allied Health and UAMS Fort Smith who participated in clinical rotations at Fort Smith.

Community Health Workers
Dr. Nancy Greer-Williams taught 16 Community Health Worker students during a weeklong training session at UAMS Southwest (Texarkana).
Learning Resource Centers

Learning Resource Centers serve as regional medical and health professional information specialists in their regions. This year, **UAMS Regional Center Libraries served 51,984 patrons**.

Close interaction with the UAMS Library greatly enhances resources and services. Most UAMS Library electronic full text resources can now be accessed off campus through the centers and inter-library requests can move from library to desktop in minutes.

Librarians teach group and one-on-one instruction in accessing the Internet, Pub Med and resources from the UAMS Library, and promote DynaMed, which is an electronic point-of-care reference tool supporting evidence-based medicine that is updated daily for physicians and health professionals. DynaMed subscriptions continue to increase in all the libraries.

Outreach is a primary mission and the librarians regularly participate in local health fairs. Several facilitate distance learning classes by proctoring exams for UAMS students via Web-CT in nursing and allied health programs, with the number of these students increasing annually.

Ms. Grace Anderson retired this year, after 37 years as the UAMS West librarian. Through the years, she assisted faculty, residents, students, and local health care professionals with professional and academic information related to medical research, patient care, and educational activities. Grace was instrumental in implementing electronic medical search systems in the UAMS/Sparks Library and helping local hospitals and educational institutions to adopt electronic search methods. She was a valuable resource to us all and we wish her all the best in her retirement.
Keeping up with rapidly changing medical research, technology, trends, and procedures is a challenge for all health care professionals, but particularly for those practicing in rural areas. It is difficult for many rural providers to attend distant educational programs that require travel and time away from the office.

Due to available technology and the convenience of online offerings, the bulk of continuing education programs now offered through our centers are web-based or transmitted via the statewide interactive video network. However, several of the centers still offer some programs onsite.

See www.ruralhealth.uams.edu/CME
Public Service

UAMS Regional Centers’ faculty and residents are very active in their communities, serving on many national, state, and local advisory boards and committees. UAMS Regional Centers also provide a vast array of health care services and resources, some of which are listed below.

Physical exams and health services:
- Boy and Girl Scouts
- Church Health Clinics
- EPSDT/HIPPY
- Forensic Child Abuse/Sexual Assault Exams
- Medical Mission Trips
- Nursing Homes
- Pre-school/Immunization updates
- School Athletics
- Special Olympics
- Summer Camps
- Veterans CBOC

Specialty clinics:
- Asthma/COPD
- Pediatric Cardiology
- Diabetes
- GI/Colonoscopy/EGD
- HIV/AIDS
- High Risk Obstetrics
- Infectious Diseases
- Minor Surgery
- Telemed Pacemaker

Other clinics & counseling:
- Anticoagulation
- Childhood Obesity
- Colposcopy
- Developmentally Delayed
- Hyperlipidemia
- Pediatric Cardiology
- Prescription Assistance
- Prenatal Care
- Tobacco Cessation
- Tubal Ligation
- Vasectomies
- Weight Control

Support Groups:
- Alzheimer’s
- Arthritis
- Breast Cancer
- Caregivers
- Diabetes
- Heart Club
- Huntington’s Disease
- Lupus
- Sickle Cell Anemia

Health screenings:
- Asthma
- Blood Pressure/Sugar
- Breast/Cervical Cancer
- Cholesterol
- Colon-rectal Cancer
- Depression
- Hearing/Vision
- Lung Disease
- Prostate Cancer
- Scoliosis
- Skin Cancer

Community Education & Service:
- Aging Successfully
- Blood Drives
- Breast Self-Exam
- Career Days
- Child Safety/Abuse
- CLASSICS
- CPR Instruction
- Diabetes Management
- Drug/Alcohol Abuse
- Farm Safety
- Go Red for Women
- Growth & Development
- Health Fairs
- Heart Health
- Herbal Products
- Hormone Replacement
- Hypertension/Stroke
- Komen Race for the Cure
- Medical Reserve Corps
- Migraine Headaches
- Nutrition & Fitness
- Osteoporosis
- Parenting
- Parkinson’s Disease
- Pharmacy updates
- Poison Prevention
- Reach Out & Read
- Sexually Transmitted Diseases
- Stress Management
- Teen Pregnancy Prevention
- Tobacco Prevention

Clinic Patient Services 2012-13

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Patient Portal

The UAMS Regional Centers’ patient portal is now available to improve patient access and communications through automated patient reminders, appointments, payments, and overall improved availability of information resources.

http://ruralhealth.uams.edu/regionalcenters
Research and Practice Improvement

A Research Task-force convened in Spring 2013 to set direction for future activities and allocate support to increase Regional Center Faculty members’ engagement in research. The task-force, with 13 faculty and staff representing Central Office and 3 Centers, developed new Research and Innovation Guidelines to assist investigators in developing research and innovative quality improvement projects. Over three months, members outlined purposes and expectations, allocated funds, and made recommendations for a Research and Innovation Committee that will meet regularly to review proposals and assist in collaborative efforts between researchers on the UAMS campus and clinician-researchers housed at the Regional Centers.

Currently, four projects are being developed within the Center for Rural Health, five collaborative projects are underway or being developed between centrally located UAMS researchers and Regional Center clinicians, five projects are in progress led by Regional Center clinicians and five projects are being developed by junior faculty at the Centers. Regional Programs has partnered with the UAMS Biostatistics Department to assist in design and analysis, as well as, the UAMS Office of Research Support for assistance in protocol development for IRB approval. Additional collaborations and support are being explored with the Translational Research Institute (TRI) funded in preparation for the resubmission for continued funding of the Clinical and Translational Science Award (CTSA) from the National Center for Advancing Translational Science (NCATS). Dissemination efforts are being aided by the Agency for Healthcare and Quality (AHRQ) Dissemination Toolkit and will be further advanced by a Dissemination and Implementation Component in the new TRI proposal.

Quality Improvement: All centers are actively participating in the collection and analysis of standardized clinical data for Quality Improvement Initiatives. Quarterly reports are generated and centers continue to improve their performance in measures.

Patient Centered Medical Home (PCMH): Five Regional Clinics (NW, SW, SA, SC, NE) have received Level II Recognition as Patient Centered Medical Homes from the National Committee for Quality Assurance (NCQA). These clinics will resubmit early next year for Level III Recognition. UAMS West has already received Level III Recognition.

CareManager: A patient registry for chronic disease has been implemented, with diabetes, coronary heart disease, and congestive heart failure modules in use at all clinics. Additional modules will be rolled out in 2014.

Comprehensive Primary Care Initiative (CPCI): Five Family Medicine Centers (NW-Fayetteville, NW-Springdale, Fort Smith, Texarkana and Jonesboro) were selected to participate in the Comprehensive Primary Care Initiative. This initiative is a multi-payer initiative to strengthen primary care. Medicare will work with commercial and State health insurance plans and offer bonus payments to primary care doctors who better coordinate care for their patients.

Regional Programs Academic Fellowship is a 2-year faculty development program designed for physicians, PhDs, PharmDs and those with doctorate degrees who teach at least 50% of the time. The curriculum offers teaching and research skills, as well as business and finance training, to strengthen the performance of new or junior faculty entering the field of academic medicine. This year’s class of three participants will complete the program in June 2014.
Publications & Presentations
Arkansas UAMS Regional Centers’ faculty and staff are respected nationally in many areas of expertise. A sampling of their publications and presentations from this year is listed here.

Publications
Mengel MB. Should FMRPs Measure Employee Satisfaction? AFMA Connection, 2012; August-September, 2.
Vinson J. Arkansas Leads the Way in Health Information Technology. AR Rx: The Arkansas Pharmacist, Summer 2012
Clardy B. Edited, Disaster Medicine guide for American Academy of Family Physicians.

National Presentations
Vinson J. Our efforts in PCMH, QI, and CPCI, Co-Presenter, CQIC National Consortium.

Resident Scholarly Activity
Family Practice Inquiries Network (FPIN) offers publishing opportunities for residents in training and supports a collaborative learning community for primary care clinicians, learners, and faculty to promote and disseminate evidence-based scholarship. The following are titles of some articles published by our faculty and residents through FPIN this year:

Edwards M, Hudson J, Coulter L. How soon after a vasectomy is it okay to have unprotected intercourse?
Brown S, Hudson J, Coulter L. Is it safe to use statins in a patient with hepatitis C?
Chavez F, Hudson J, Coulter L. Is the use of nebulized antibiotics effective in acute exacerbations of chronic sinusitis?
Downs MD, Parker MC, Frost AJ. In healthy individuals with uncomplicated acute open fractures of the distal phalanges, are prophylactic antibiotics necessary for preventing infections?
Downs MD, Light JB. What is the most cost-effective method for treating venous stasis ulcers?
Frandsen D, Over DR. Do certain support surfaces reduce the risk of pressure ulcers more than others?
Mayo R, McAllister BE, Pesco J. What is the best treatment for Achilles tendinitis?
Over DR, Cobb JB. What interventions are safe and effective for adults with chronic sinusitis?
Over DR, Mroczkowski HI. What is the long term prognosis of patients with von Willebrand’s and coronary artery disease?
Over DR, Louvring S. Do medication utilization contracts reduce the risk of adverse outcomes in patients taking narcotics?
Over DR, Throw B. What is the best way to diagnose clinically suspected prolaclitomas of the pituitary?
Partis K, Over DR, Kachowski L. What is the best approach to screening for hypoglycemia in normal newborn infants?
Teng E, Wilkerson III J, Wilkerson R. Does male circumcision in neonates decrease morbidity?
Future Priorities

Work has already begun on the following priorities, and these areas will continue to be our focus over the next few years:

- Establish a Patient-Centered Medical Home in each Regional center with a Family Medicine Residency Program, achieving Level 3 NCQA PCMH accreditation by 2014.
- Expand the impact of our Health Literacy program to serve as a strategic resource to clinics and practitioners statewide.
- Increase the number of medical students selecting Family Medicine and other primary care disciplines as a career choice upon graduation and choosing to select one of our Regional Family Medicine Residency Programs for their post-graduate training.
- Develop clinical rotations for Physician Assistant (PA) students from the new program in the College of Health Professions.
- Expand existing Family Medicine Residency Programs where resources allow.
- Establish new Family Medicine Residency Programs or Rural Training Tracks with rural hospitals not subject to the cap on number of residency slots funded by Medicare.
- Further develop our community outreach and pre-health professions recruitment programs targeting underserved and hard to reach groups.
- Increase the number of clinical research projects in which our faculty and residents participate, particularly those focused on improving the quality of care provided to patients with chronic illness.
Financial Profile

Monies allocated by the State in FY 2013 remained consistent. We continue to develop the Patient-Centered Medical Home concept at our Family Medicine Clinics by implementing technology associated with this new care delivery model. Our efforts to implement the Patient-Centered Medical Home will lead to improved access and enhanced quality of patient care, so funding allocations to complete those efforts have been directed to clinical services.

We continue to allocate resources to pre-health recruiting programs, such as MASH and CHAMPS, along with a special program preparing rural students for MCAT testing. Additionally, several of our centers have established collaborative relationships with school systems in their regions to provide health curriculum support in an effort to increase student exposure to health care professions. Our outreach programs continue to promote health literacy as well as prevention and management of diabetes and other chronic diseases.

Due to the general economic climate, we again anticipate no new State Funds for FY 2014. Other sources of funding continue to be well balanced, with the need for self-generated funds being increasingly important.
UAMS East

Becky G. Hall, EdD, Director

All UAMS East sites (Helena, West Memphis, and Lake Village) continue to provide structured health education programs in CPR/First Aid, infant car seat safety, childbirth and breastfeeding, babysitting, health education in schools (K-4 through 12), Kids for Health (K-6), awareness and prevention of risky behavior/bullying, fitness programs for all ages, education in diabetes, hypertension, heart failure, smoking cessation, nutrition and cooking classes. Prescription assistance programs saved area residents over $2.2 million this year. Health fairs provided free screenings for BP, BMI, HIV, and diabetes. Baby Safety education was held monthly where expectant mothers received home safety items, a car seat, and one-on-one education about its installation. A teacher appreciation reception was held to honor local teachers, to inform them on programs that can be provided to schools, and to share teaching tools we have available for their use.

A College of Public Health student completed a 4-week internship. He developed a World AIDS Day program for high school students. There were 16 College of Nursing students at our center, and 3 College of Medicine students completed a family medicine preceptorship. A UALR health education student completed an internship. MASH, CHAMPS, A Day in the Life, Doctors of Tomorrow Club, AIM, and Club Scrub programs continue to encourage students to enter a health career. Funology Science Camps were held for 3rd – 6th grade students. AIM (Advancement into Medicine) members, who are former MASH students, held a “Strikeout” Skin Cancer campaign at the Cal Ripken State Tournament in Lake Village.

The Fitness Center in Helena provided services to 2,950 members. The Community Outreach Center in Lake Village provided fitness classes to over 1,000 patrons a month. More than 100 participated in a 5K Fun Run and Play Day for families.

The Veterans’ Community Based Outpatient Clinic in Helena continues to receive high scores in quality management and has 900 enrollees.

The Library provided services to 3,329 patrons throughout the service area. Care Learning, an online continuing education program, was provided to health professionals in Desha and Chicot Counties.

UAMS East received a $5,000 grant from the Arkansas Hunger Alliance to implement “Cooking Matters”, a cooking school for low-income families. UAMS East and UA Division of Agriculture hosted 2 Cooking Matters for Adults programs, with 35 participants completing the 6 week course.

UAMS East in Lake Village received a $1,500 grant from the Southeast Arkansas Community Foundation grant for an AED for the Community Center. Lake Village has provided worksite wellness events educating employees on the importance of “Knowing Your Numbers” with health screenings and health educational materials offered. Lake Village held the first “Healing Hearts” (Healthy Eating, Active Living to Improve Neighborhoods and Growth) event in Arkansas to commemorate a citywide endorsement of the Million Hearts initiative. More than 110 people attended with 50 signing the pledge. The Arkansas Prostate Cancer Foundation hosted two free prostate cancer education/screening events in Chicot and Desha counties, with 64 men receiving a brief explanation of prostate health, a blood test for prostate-specific antigen (PSA) and/or a physical exam of the prostate.

UAMS East (West Memphis) provided smoking cessation classes to 15 employees at the Cascade Tissue Group. UAMS East staff provided employee health screenings to 53 UA system employees and to Boar’s Head employees.
We are glad to have Shaun Robinson back with us. He returned to UAMS North Central this year as Business Manager after a two year stint at active duty, including a deployment to Kosovo, and his subsequent retirement from the Arkansas National Guard as a Command Sergeant Major—the Guard’s highest enlisted rank. White County Judge Michael Lincoln publicly recognized UAMS North Central for our support of the return of Veterans to the workplace. Shaun is a 12-year employee of UAMS.

The Dental Hygiene program, with offices in ASU Mountain Home and the Mountain Home Christian Clinic, continues to be an integral part of the health services in Baxter County, where outreach efforts extend to local schools. The clinic is booked about six months in advance to provide screenings and sealants as a part of the students’ training. The program is producing exemplary students, with many receiving awards during the past year for excellence in studies and clinical skills. This is another of our examples in which IVN connections to the main campus are utilized to extend the training to health professionals in a rural community.

Our MASH programs have increased to seven, with additions at Fulton County Hospital and Stone County Medical Center. This is the result of tireless efforts by our Pre-Health Professions Recruiter, who worked with 95% of the high schools in our area and conducted presentations to graduating seniors. He has instituted “Club Scrub” programs for 8th graders, reaching close to 50% of the area schools. With the addition of White County to our area last year, more students are now exposed to recruitment efforts.

The Medication Assistance Program has continued to perform at a record pace with more than $1.5 million dollars of medications obtained this year for our region that would have otherwise been unaffordable. Through a partnership with Harding College of Pharmacy, we have been able to help bring Medication Assistance services to the White County area.

The Respiratory Care program received a grant to develop Neonatal Resuscitation training for credentialed therapists in the region. The grant is in its final phase of implementation and has resulted in twelve students credentialed in NRP, with training of three instructors and regional trainers. This is an example of how Regional Programs are helping to bring state of the art care to rural Arkansas. The program continues to produce excellent graduates in academics, clinical professionalism, community service and leadership.

We are exploring the development of a Family Medicine Residency program in conjunction with White River Medical Center in Batesville. In March 2013, the American Academy of Family Physicians completed a feasibility study. Discussions are now occurring with the community and administrations of WRMC and UAMS to further explore the possibilities. If successful, this would be the first Family Medicine Residency Program to be developed in Arkansas in two decades, an important milestone considering the ever increasing needs for primary care physicians statewide.
“I am not a product of my circumstances. I am a product of my decisions.” –Stephen Covey. There have been so many proactive decisions made this year that will impact this program’s future, it is difficult to choose which to share with you. Let’s start with the most obvious.

AHEC Northeast is now UAMS Northeast. This name change will better communicate our role and purpose to all, due to the recognition that is associated with the UAMS brand. This decision clearly communicates that UAMS Northeast is a regional program and our ties to the statewide UAMS network should be obvious.

To serve our region better, UAMS Northeast must think regionally. The first of what is expected to be many meetings was held in April to create a northeast Arkansas health system consortium. The goal is to bring interested citizens and healthcare organization representatives together to elevate the interests of northeast Arkansas. The mission and strategies this organization will employ is yet to be determined by its membership as future organizational meetings occur.

With an eye toward the future and a strategic plan in pocket, UAMS Northeast has begun a property search with the intent to eventually construct a facility to accommodate this program’s long term future. In conjunction with acquiring new facilities, a capital campaign is being developed to support the costs of land acquisition and facility construction. To date, time lines are vague but the destination is clear.

While a future facility is still years away, our growth continues. Accommodating additional staff to support PCMH and CPCI projects requires healthcare team development and creation of new space. Fortunately, due to an ever-increasing conversion of printed materials to electronic format we were able to down size our library space in half and move our clinical business office to the other half of the library. This move created additional space in our clinic, allowing us to recapture exam rooms and provide space for new employees. Eventually a new facility will be required to accommodate continued growth.

Our management team continues their quest for learning, managing change and leading their respective areas. This year managers learned the techniques used in Rule 4 that was popularized in the book by John Kenagy, *Designed to Adapt*. Change is difficult. However, by using the techniques of rapid testing and adoptions at the smallest increments, our managers have learned to accommodate the inherent changes in our industry. I am excited about the future and what it holds for UAMS Northeast. Our management team is an active participant in decision-making for this program’s future and will continue to build success upon success. As Walt Disney once said, *If you can dream it, you can do it*. UAMS Northeast is dreaming big these days.
Robert R. Gullette, Jr, MD, Director

This has been a successful year with continued growth. With everyone’s contributions, we have many achievements to report.

Our Residency Program accreditation visit conducted in August 2012 went very well, and we received a 4-year accreditation. We graduated 10 residents, with 6 of them remaining in Arkansas to practice.

Dr. Michael Macechko joined as a full-time faculty member on July 1, 2012. We will welcome another new faculty member in September, 2013.

We have achieved NCQA recognition as a level II PCMH. The UAMS Northwest Family Medical Center received notification in mid-year of their acceptance into the Comprehensive Primary Care Initiative (CPCI).

Governor Beebe reappointed Dr. Linda McGhee to the Arkansas Minority Health Commission. She serves as the Medical Director of the newly created Hansen’s Disease Clinic in the Marshallese Outreach Clinic in Springdale.

We received accreditation of PGY-1 Pharmacy Residency this year. We are the only Regional Center in the state where our Pharmacy Faculty serves as Director of such a residency. Drs. Coulter and Hudson continue to precept medical and pharmacy residents.

A Distinguished Life Membership was presented to our long serving Advisory Board member, Fred Vorsanger. Mr. Vorsanger has shown continuous support for UAMS Northwest since 1975.

We are establishing a Sports Medicine Fellowship. The academic pieces are coming together, with the application being written and additional funds being sought. Northwest Arkansas is a great area for this program and it will have a positive appeal for future residents.

Ana Sanchez coordinated two 8-week “Club Scrubs” hosted by Northwest Technical Institute with 18 participants. Two CHAMPS camps engaged 57 students. There were 35 M*A*S*H students last summer.

Eleanor Hughes provided preventative health activities in schools on nutrition, gardening and farm-to-school lunches, as well as physical activity education and dental hygiene programs. She provides community health programs including chronic disease self-management, CPR, health screenings, health fairs, safety baby showers, child safety programs, proper car seat installation, substance abuse prevention, tobacco cessation, and disease prevention. Eleanor also consults with clinic patients regarding diet, exercise, and tobacco.

Our UAMS Radiologic Imaging Sciences program served 17 students, with 100% National Board pass rate and 100% job placement for last year’s graduates. The May 2013 graduating class conferred 8 students with an AS in Medical Radiography and 4 with the BS in Radiologic Imaging Science. The current junior class has 8 students, with 10 sophomore students enrolling in August.

The Library continues to provide quality literature reference and research services for 8,772 patrons annually.
UAMS South has experienced an exciting year of change and transitions, with enhancing patient-centered service, adapting to new policies at the state and federal level, and planning for the new Rural Training Track program that will begin next year. Our staff has worked hard to achieve PCMH Level II, to design the new facility in Magnolia, to relocate VA clinic to a new location in El Dorado, to develop rural-based training schedules and opportunities, and to meet the challenges of training physicians in the rural setting. Our staff has performed in an excellent fashion during this period, and UAMS South is very proud of the year’s accomplishments.

Our family medicine residency program completed the year with 12 residents. In June, six residents graduated, with the class of 2013 being the final class to graduate from the FMC program located in El Dorado, Arkansas. Our remaining six residents and our three newly recruited residents will begin training next year in our new facility in the Rural Training Track (RTT) program in Magnolia. As expected, our residency director, Dr. Martha Garrett-Shaver, has worked hard to re-design the FMC training program to meet the RTT guidelines while at the same time maintaining our clinical focus. The combination of patients seen in our VA CBOC, Family Medicine Clinic-El Dorado, and Family Medicine Clinic-Magnolia exceeded 20,000 encounters this last year. Our prescription assistance program continued to help numerous patients.

Our effort to encourage students to enter the medical field has continued with pre-health recruiting and medical student education. This year we trained 12 junior medical students, three senior medical students, and five Pharmacy students. Our pre-health recruiting programs touched the lives of several thousand students ranging from junior high to college-level through partnerships with colleges, hands on demonstrations on school campus, and working with other organizations. The community-based nurse education program sponsored by the College of Nursing at UAMS and administered locally has resulted in the graduation of three Masters level nurses.

Through our community outreach programs, UAMS South has touched the lives of over 1600 students through school-based programming and 750 participants in community health screenings. Ten safety baby showers were conducted in several counties. In addition, our Prevention Resource Center director continued her community coalitions, substance abuse training workshops, health fairs, and the sponsoring of Pride youth programs. Our medical library has serviced over 800 individuals with literature searches, reference questions, and circulation of material.

Overall, while this has been a challenging year, it has also been a very rewarding year. We have continued to service patients who need care, reached out into the communities, and trained well-qualified physicians, nurses, and other students. Our recruiting and community outreach efforts have serviced numerous people through health fairs and other programs. We are looking forward to next year, serving our counties, and being in our new facility in Magnolia.
The UAMS South Central Family Medicine Residency Program continues to increase the number of residents trained by accepting 12 new first year residents this year. The 2nd year of expansion was made possible by funding from a HRSA Residency Program Expansion Grant. UAMS Family Medical Center-Pine Bluff, UAMS Justiss-Lindsey Clinic and the Pine Bluff Community Based Outpatient Clinic for veterans are our primary clinical practice sites. This year we had 30 residents in training; 9 completed the program and 8 will stay in Arkansas to practice. We served over 43,000 patient encounters, including 25,136 outpatient visits, 12,797 inpatient visits, 4,163 emergency room visits and 959 nursing home visit, generating over $6.2 million dollars in charges and over $3.9 million dollars in collections, for a collection ratio of better than 62%.

Our faculty and residents continue to increase scholarly activities through articles submitted to the Family Practice Inquiries Network (FPIN), with 6 articles published to date, and 5 more in preparation. Dr. Larisa Kachowski received approval from the UAMS IRB for her research project on Hypertension Medication Compliance. Recruitment and randomization of patients into the project started in May 2013.

UAMS South Central provided educational opportunities for medical students from UAMS, University of Pikeville Kentucky College of Osteopathic Medicine, and Lake Eric College of Osteopathic Medicine-Bradenton, Florida campus. In Summer 2012, 12 UAMS medical students performed Family Medicine Preceptorships, and one junior medical student completed a Family Medicine/Peds/Surgery preceptorship. During 2012-13, 14 Senior UAMS Medical Students completed 17 rotations.

LaSonya Shelby our Pre-Health Professions Recruiter provided 71 presentations on health careers at schools and colleges throughout the Region, and attended 15 Health and Career Fairs. She coordinated two “Day in the Life” programs and a CHAMPS program with 18 participants. She and Cindy Adams coordinated the 25th Annual MASH program, with 25 participants from 10 school districts in 6 counties.

UAMS South Central continues to coordinate continuing education for health care professionals in southeast Arkansas, offering 58 CE courses for over 2,500 participants. The Melville Library served over 28,000 patrons this year, including health professionals, students and the public.

Outreach Coordinator Angela Turner, LPN has been very busy this year. She recorded over 9,200 outreach encounters, including health screenings, smoking cessation, diabetes education, life skills workshops, and health and fitness presentations. She continues to coordinate our prescription assistance program. This program serves over 50 patients, saving more than $250,000 to date.

UAMS South Central IT Services Department continues to grow, providing network support and assistance for 15 private physician clinics. Our collaboration with SEARK College continues through the IT internship program, with three interns completing the program, earning 3 hours college credit and invaluable experience in the real world of Health Care IT.
After a period of significant transitions, UAMS Southwest has spent the last 12 months growing our programs, such as the Patient Centered Medical Home project achieving NCQA Level II status. The Center had the opportunity of learning a new strategy to improve operations called Rule4. This method of process improvement was applied at the UAMS Southwest FMC Clinic, resulting in more awareness of barriers to good patient care and achieving success in reducing patient wait times by more than half.

Seven Family Medicine residents completed their residency training. All took the Family Medicine Boards with a 100% first-time pass rate, an outstanding achievement. Of the graduating class, five have chosen to practice in Arkansas or Texarkana. One will become a preceptor in his clinic for our resident rural practice rotation. Eight new interns started July 1 in Texarkana.

The eight allied health and nursing education programs, extensions of the UAMS Colleges of Health Related Professions and Nursing, saw 38 graduates this spring. Six allied health and nursing students received a Herbert B. Wren, MD Scholarship, and a Radiation Imaging Sciences student was selected for the Klein Scholarship. Seven students completed the Phlebotomy program, with all passing the ASCP PBT registry exam. Amanda Crossland, Respiratory Therapy student, received the UAMS Respiratory Care Award for Excellence in Clinical Practice. The Commission on Accreditation for Respiratory Care recognized our Respiratory Care program with the Distinguished RRT Credentialing Success Award for academic excellence and consistent 100% first-time pass rate of national board exams by students.

All For Kids Pediatric Clinic (AFK) is continuing to serve as a medical home that provides quality patient care to many pediatric patients who are insured, uninsured and underserved from Arkansas, Texas and Louisiana. From July 2012 thru May 2013, AFK provided care to 2,902 new patients in the clinic, 1,813 new patients and 1,089 newborns.

We hosted eight Hands on Healthcare programs for students grades 9-12. We partnered with the pre health recruiter from UAMS South, and hosted three Hands on Healthcare programs for college age students. The three universities included were, Southern Arkansas University in Magnolia, AR, Henderson State University in Arkadelphia, AR, and Ouachita Baptist University in Arkadelphia, Ar. We had great success with all three of these programs, reaching an estimated 80 students.

The UAMS Southwest Cancer Registry has received national recognition for their work in creating a Community Needs Assessment to facilitate patient navigation for cancer patients in the Texarkana community. Dianne Ketchum, CTR, Cancer Registry Director, brought together 15 community members with the result being a 40-page publication that is a model for other cancer registries to follow. Because of her success, Dianne spoke at the National Cancer Registry Association in San Francisco and the American College of Surgeons Commission on Cancer Survey Savvy meeting in Chicago detailing the process used in Texarkana.

UAMS Family Medical Center-Texarkana extended services to Medicare patients by offering an Annual Wellness Exam. Robin Padgett, BSN, RN, is our Wellness Nurse who specializes in performing the Annual Wellness Visit.
Many aspects of our nation’s healthcare system continue to evolve, including patient services, reimbursement models, quality improvement, and utilization of information technology designed to enhance data gathering and reporting. UAMS West strived during academic year 2012-13 to address this changing and challenging environment by implementing new clinical and practice management systems and participating in programs to help us provide better service to our patients, students, residents, and other stakeholders. Specific efforts and accomplishments in these areas include, but are not limited to the following: 1) Recognition of UAMS West, in the Fall of 2012, by the National Committee for Quality Assurance (NCQA) as a Level II Patient Centered Medical Home (PCMH) and recognition in the Spring of 2013 as a Level III PCMH facility; 2) Application and acceptance into the CMS Comprehensive Primary Care Initiative; 3) Participation in the Arkansas Health Care Payment initiative which emphasizes Episodes of Care wherein hospitals, primary care physicians, and specialists work together in efforts to improve patient health outcomes and reduce overall healthcare cost; 4) Increase the number of residents in training from 24 to 26 through a HRSA Teaching Health Center Grant; and 5) Through the hard work of all faculty, residents, and staff, UAMS West was named the Best AHEC of the Year for 2012, the second time in four years we received this award.

During the year, Dr. Elisa Spradlin was promoted to Residency Director. Dr. Spradlin has nine years’ experience as a residency faculty member and four years private practice experience. Ms. Grace Anderson retired as Director of Library Operations. We thank Ms. Anderson for her 37 years’ service to UAMS. Additions to our faculty and management team include Dr. Lyndsey Kramp, a current PGY 3 resident, who will join our medical faculty September 1, 2013, and Mr. Michael Gillespie who joined UAMS West as Library Director April 1.

To meet the need for future health care professionals and provide health related education to individuals in Western Arkansas, UAMS West’s Pre-Health Recruitment and Outreach staff made contact with over 24,000 individuals in Western Arkansas via school career events, health fairs, health education sessions, medical screenings, the MASH Program and student shadowing opportunities.

In addition, the UAMS West Library provided services for 3,321 patrons this year. Faculty, residents and staff participated in numerous community service activities.

This year, we provided over 32,000 outpatient exams, 16,000 inpatient exams, delivered nearly 300 babies, and performed 1,500 patient procedures. UAMS West provided educational opportunities for 52 medical students, 8 pharmacy students, 94 nurse practitioner students, 31 BSN students, 44 LPN students, and 17 community health workers. In addition, Director of Nursing, Peggy Brigance, taught 94 NP students through a combination of online courses and on-site rotations.

Overall, we had a successful year and our faculty and staff looks forward to future opportunities to enhance our medical education programs and improve the health care of Arkansans.
Key Partners

We are extremely grateful for the leadership of the Regional Programs Advisory Council, our Center directors, faculty, and hard working employees, the dedication of our volunteer faculty, the support of affiliated hospitals and other community partners, and the commitment to educational outreach of the various UAMS Colleges.

Advisory Council

Internal and external advisory groups consult on various aspects of Regional Programs planning and implementation from a statewide perspective (page 32).

UAMS

Educational programs conducted at UAMS Regional Centers are approved by the appropriate colleges at UAMS and coordinated through a central office on the UAMS campus. Regional faculty are involved in the medical school admissions process, teach classes on campus, and participate in medical student interviews.

Regional Center Faculty

Center Directors serve as regional health care leaders and are responsible for administering programs in their respective areas. Multi-disciplinary teams of physician, nursing, pharmacy, and allied health professionals oversee and participate in clinical training, including 200 paid and volunteer faculty.

Regional Partners

Regional Centers work closely with Community Health Centers, public health clinics, mental health and other providers and facilities to promote cooperative solutions to local health problems. We are indebted to the Arkansas Farm Bureau, Blue Cross/Blue Shield, Baptist Health Systems, and the Office of Oral Health of the Arkansas Department of Health for their ongoing support of our M*A*S*H programs, in collaboration with Regional Programs. Other important partnerships with the UAMS Donald W. Reynolds Center on Aging and the Veterans Administration are meeting regional needs of the State’s elderly and our veterans.

Other Schools and Universities

UAMS Regional Programs collaborate with many schools, community colleges, vo-tech schools, and universities across Arkansas to provide health professions education specific to regional needs.
Affiliated Community Hospitals

The Regional Centers hold formal agreements with the community hospitals listed below as host institutions and training facilities. We extend our deep appreciation to our hospital affiliates, which contribute facilities, funds, and staff in support of our training programs.

**UAMS East Teaching Hospitals:**
- Crittenden Memorial Hospital
- Helena Regional Medical Center
- Chicot Memorial Hospital

**UAMS North Central Teaching Hospitals:**
- White River Medical Center
- Baxter Regional Medical Center

**UAMS Northeast Teaching Hospitals:**
- St. Bernards Regional Medical Center
- NEA Baptist Memorial Hospital

**UAMS Northwest Teaching Hospitals:**
- Washington Regional Medical Center
- Fayetteville City Hospital
- Northwest Medical Center – Springdale
- Veterans Health Care System of the Ozarks
- Willow Creek Women’s Hospital

**UAMS South Teaching Hospital:**
- Magnolia Regional Medical Center

**UAMS South Central Teaching Hospital:**
- Jefferson Regional Medical Center

**UAMS Southwest Teaching Hospitals:**
- CHRISTUS St. Michael Health System
- CHRISTUS St. Michael Rehab Hospital
- Wadley Regional Medical Center

**UAMS West Teaching Hospitals:**
- Sparks Regional Medical Center
UAMS Regional Programs Advisory Council

The Regional Programs Advisory Council consults on various aspects of planning, implementation, and evaluation from a statewide perspective. The Council is comprised of the Chair and Vice Chair of the advisory councils of each of the eight Centers and several partner members representing statewide organizations that support and work with Regional Programs to achieve our statewide mission. We are deeply indebted to these capable advisors.

**UAMS East**
- P. Vasudevan, MD

**UAMS West**
- Buddy McMahon
- Jimmy Bell

**UAMS Northeast**
- Guy Patteson
- Mark Brown, MD

**UAMS North Central**
- Gary Bebow

**UAMS Northwest**
- Fred Vorsanger
- Curtis Shipley

**UAMS South Central**
- Omar Atiq, MD
- Daryl Scott

**UAMS South**
- Robert Nunnally, MD

**UAMS Southwest**
- Jon Beck
- Vicki Melde

**Rural Hospital Program Representative**
- Kirk Reamey, CEO
  - Ozark Health Medical Center, Clinton, AR

**Partner Representatives**
- Jennifer Victory, Rural Health Director, Arkansas Farm Bureau Federation
- Leslie Taylor, Vice Chancellor Communications and Marketing UAMS
- Tom Butler, Vice Chancellor Governmental Affairs and Administration UAMS
- Kevin Ryan, JD, MA
  - Executive Associate Director ACHI
- Roxane Townsend, MD, Executive Director UAMS Medical Center and Vice Chancellor, Clinical Programs UAMS
- Jennifer Dilliha, MD, Director Center for Health Advancement Arkansas Department of Health
- Tom Bruce, MD
- Steven Collier, MD, CEO White River Rural Health Center, Inc.
- Angela Richmond, CEO Community Medical Center of Izard County
- Art Horne, FAHP, CFRE Office of Development and Alumni Affairs UAMS
- Katie Brandon, RN, BSN, MHA, NE-BC
  - Vice President, Patient Care Services Arkansas Children’s Hospital
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- Vicky Montague, Database Manager
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- Wendy Thompson, Outreach Coordinator
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