

UAMS REGIONAL PROGRAMS



UAMS[®]
REGIONAL PROGRAMS
UNIVERSITY OF ARKANSAS
FOR MEDICAL SCIENCES

ANNUAL
REPORT
2013-14

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Message from the Executive Director

The theme for this year was *reorganization* in an effort to position ourselves for continued success in the future, given ongoing changes in the healthcare marketplace. Regional Programs' Central Office was completely restructured to better support our eight regional centers. Our Rural Hospital Program was moved to the UAMS Medical Center to better facilitate a statewide network that is strong in both education and clinical areas. Our continuing education efforts were outsourced to the Center for Distance Health, which is becoming the center of online CE at UAMS. Many resources that were formerly part of the Center for Rural Health have been repurposed into a new Center for Health Literacy, headed by Kristie Hadden, PhD, who is building on the very successful health literacy program foundation laid in the last two years. Given Dr. Ann Bynum's legacy, we are sorry to see the Center for Rural Health go, but believe the new Center for Health Literacy will help us better address the critical health and health care issues facing Arkansans.



- The march toward the Patient-Centered Medical Home (PCMH) model of care in our Family Medicine Centers (FMCs) continues. Four FMCs have achieved the highest level of accreditation, level III. All FMCs have joined the Medicaid PCMH program in which they are paid a small per patient per month fee, and/or shared savings, to coordinate better care for Medicaid patients. The Medicaid PCMH and the Comprehensive Primary Care Initiative (CPCI) are helping us do more risk management with our patients. We have begun to stratify our patients into four risk groups and are designing workflows and protocols necessary to work with the highest risk group to better coordinate their care and help them navigate the system in a more cost-effective manner. Lastly, we convened a group to establish a vision for our clinical operations in the future and have decided on the Advanced Medical Home model, which offers patients advanced access to clinical services through extended and weekend hours, better care through high-performance teams, improved quality of care through quality improvement activities, better facilities, and improved use of IT tools through sharing of IT information with other healthcare systems. We have been fortunate in improving our clinical operations as resources have become available almost at the moment we needed them, and we hope that trend continues.
- Our six Family Medicine Residency Programs are going through curriculum revisions in order to meet the ACGME's Next Accreditation System (NAS). The NAS demands that faculty observe residents more closely and critique their performance on 22 competency-based milestones. This change represents a more challenging approach to the education of residents that will require more time of our faculty, but promises to produce family physicians who are better able to function effectively in the new models of care.
- UAMS South completed their move to Magnolia and establishment of their three-resident per year rural training track. This process has gone quite well, with clinical productivity above 130% of what we expected.
- Two osteopathic medical schools announced plans to establish new schools in Arkansas, one in Jonesboro, which will graduate 100 students per year starting in 2020, and the other in Fort Smith, to graduate 150 students per year starting in 2021. Since medical education is a two-step process consisting of medical school and residency training, the bottleneck for getting more practicing physicians into Arkansas will be residency training slots. We hope the state will support our efforts to expand since there are now only 192 first year residency-training slots in the state and UAMS' College of Medicine already graduates 174 students per year.
- UAMS Southwest has completed the design of their new building and will enter construction phase next year.
- UAMS West and UAMS Northeast successfully purchased buildings with their design phase to begin soon.
- We look forward to welcoming the new UAMS PA students as they begin clinical rotations in our centers.

In conclusion, it's been a busy, but rewarding year for UAMS Regional Programs.

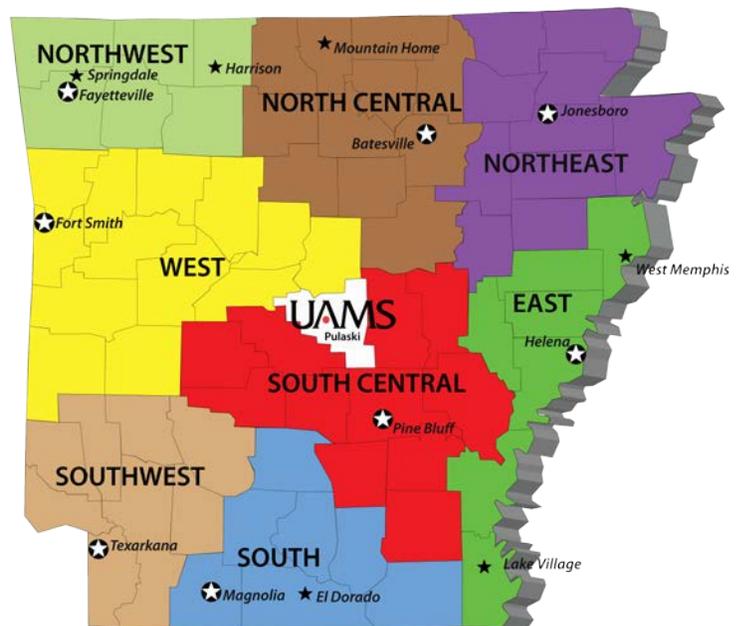
Mark B. Mengel, MD, MPH
Vice-Chancellor for UAMS Regional Programs

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 serve as an educational outreach network for UAMS and the principal means to decentralize 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 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, continuing professional education, public health outreach, library resources, patient centered quality care initiatives, practice-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.

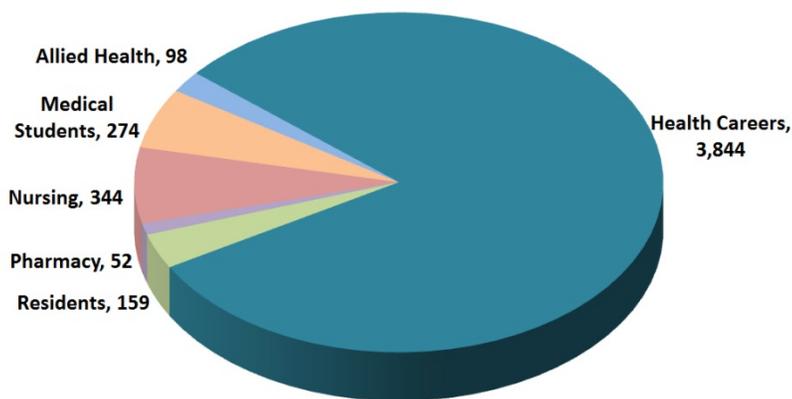


2013-2014 Trainee Overview

This year, the regional centers provided structured training for:

- ◆ 747 health professions students
- ◆ 159 medical residents
- ◆ 3,844 junior high, high school, and college students

2013-14 Trainees



Regional Programs employ 650 people statewide, operating as important economic forces in their communities

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

Dr. Ann Bynum Retires



Ann Bynum, EdD with Charles Cranford, DDS (left) Vice-Chancellor Regional Programs, 1985-2007, and Mark Mengel, MD (right) Vice-Chancellor Regional Programs, 2007-present



Dr. Bynum at retirement party surrounded by current and former staff.

Ann Bynum, EdD, joined UAMS in 1991 as Director of the newly established Rural Hospital Program and Associate Director for the AHEC Program. She was a practical visionary who forged strategic partnerships and enlisted interactive video technology to extend advanced nursing education, continuing medical education, staff development courses, patient support groups, specialty consults and other technical assistance to rural hospitals across Arkansas. She built the Rural Hospital Program from only a few sites to a statewide network, extending vitally needed UAMS resources throughout the entire state. She worked with Dr. Curtis Lowery to launch the Center for Distance Health in 2006. In 2010, Dr. Bynum was named Director of the new UAMS Center for Rural Health, comprised of the Rural Hospital Program, Physician Placement Service, Research & Practice Improvement, Family Medicine Fellowship, and Medical Interpreter Programs. Dr. Bynum is respected and published nationally as one of the early pioneers in telehealth. After 22 years with us, she will be greatly missed, and we wish her the best in her retirement.

Center for Rural Health Transition

At the end of September 2013, the Central Office began a total restructuring process to better support our Family Medicine Centers in response to massive shifts taking place in our nation's healthcare system, and to strive towards being more innovative, change-capable, customer focused and able to accept risk. Such transition is accomplished by developing capabilities in strategic planning and market analysis, becoming operationally effective through the use of Rule 4 and other mechanisms, and by stimulating innovation and research. Regional Programs and the AHEC Networks have been leaders in community-based education of healthcare professionals for over 40 years in Arkansas. As leaders, we must be in the forefront of the change process in order to prepare our graduates for a different future. As we move forward, we will maintain our leadership role, and continue to prepare excellent healthcare professionals to serve in Arkansas, particularly rural areas of the state.

With changes in leadership at UAMS Medical Center and the College of Medicine, a greater emphasis is being placed on network development to ensure that patients get "the right care at the right place at the right time." Transferring our Rural Hospital Program to UAMS Medical Center will form the basis of a new UAMS healthcare network in the state, with Tim Hill leading this new and improved network. After two consultants and many discussions with key stakeholders across the state, a consensus was reached that reorganizing our Center for Rural Health as a nationally competitive health research and policy institution would not likely be possible in the short term. Therefore, the decision was made to shift those resources into the new Center for Health Literacy, effective July 1, 2014.

New Center for Health Literacy

It is estimated that over 286,000 Arkansans and 75 million Americans have limited health literacy. As a result of challenges in reading, numeracy and/or navigating the health care system, these individuals experience increased barriers to accessing and appropriately using many health care services, self-

management of chronic health problems, and overall health promotion. In response to this problem, UAMS Regional Programs created a health literacy program in 2012. In order to more broadly address needs at an organizational, local, statewide, and national level, a new UAMS Center for Health Literacy is being established.



UAMS Chancellor Dan Rahn, MD

The UAMS Center for Health Literacy (CHL) will build on existing successes of the health literacy program that include established partnerships, quality outreach and trainings, and secured funding from external sources.

To date, the health literacy program

has established relationships with more than 30 partners outside of UAMS Regional Programs to provide health literacy services, consulted on organizational and institutional policies at UAMS and state agencies, and conducted empirical research on health literacy. The health literacy program has presented to and/or trained over 1000 health care professionals and more than \$70,000 of the program's operating costs have been covered by external funding sources. The new Center for Health Literacy will expand the reach of these services and research to a national scope.

Kristie Hadden, PhD, submitted a business plan to grow the health literacy program into a Center for Health Literacy. This plan was approved by Dr. Mengel and Dr. Rahn at recent budget hearings, to become effective July 1, 2014. Led by Dr. Hadden, the CHL staff will include seven employees that will help Dr. Hadden in the areas of research, training, and organizational policy. Dr. Hadden has also been challenged by the Chancellor to make CHL resources available to all of the colleges and hospitals on campus, making the Center for Health Literacy a true multidisciplinary effort. This new Center will continue to benefit Regional Programs as well as the entire institution, the state and perhaps the whole nation.



Kristie Hadden, Ph.D, Director of the new CHL (right) was recently awarded one of 10 grants from Chancellor Dan Rahn to UAMS programs. Also pictured are Dr. Mark Mengel (left) and Mr. Dick Williams (center), who presented the award at the Chancellor's Circle Awards Reception.

UAMS West Named Best Regional Center for 2013

UAMS West earned the Best Regional Center award for FY2013. This award results from an annual program review of all centers based on 33 performance measures. This is the third time in five years that UAMS West has won this award, despite faculty losses and changes in residency program leadership. They have excelled on clinical and financial performance, including being the first of our centers to achieve Level 3 recognition as a Patient Centered Medical Home (PCMH) from the National Committee for Quality Assurance (NCQA). Congratulations to Dr. Don Heard and all the faculty and staff at UAMS West!



L-R: Dr. Richard Acin, Peggy Brigrance, Dr. Bryan Clardy, Mark Shadwick, Linda Porter, Michael Gillespie, Virginia King, Dr. Mark Mengel, Shelia Pulice, Brenda Morris, Dr. Elisa Spradlin, Dr. John Vinson, Debbie Richardson, Heather Parker, Dr. Don Heard, Chris Holland

UAMS South Moves to Magnolia

UAMS South successfully navigated a move from El Dorado to Magnolia. While the VA clinic remains in El Dorado, the Family Medicine Clinic and residency program are now located in Magnolia. UAMS South received a warm welcome, as more than 200 community members attended an Open House in November and took a look at their new facility. This was also the residency program's first year as a Rural Training Track program, in partnership with UAMS Southwest in Texarkana. All faculty and staff look forward to serving Magnolia and its surrounding communities.



L-R: Mayor Parnell Vann; Cammie Hambrice, Magnolia EDC Director; Sterling Moore & Dr. Mark Mengel, Regional Programs' Central Office; Dr. Michael Fitts, UAMS South Director; Margaret West, CEO Magnolia Regional Medical Center; Dr. Martha Garrett-Shaver, UAMS South Residency Director; Representative David Fielding; Senator Bruce Maloch; Representative Lane Jean.

Excellence in Teaching



Amanda Deel, DO, UAMS Northeast faculty since graduating from there in 2012, was selected as recipient of the 2014 Excellence in Teaching award in recognition for her contributions to resident and medical student education. After graduating from the KCUMB Osteopathic Medical School in Kansas City in 2004, she entered active duty for the US Navy and completed a transitional internship year at Naval Medical Center Portsmouth in Virginia. Dr. Deel has special interest in obstetrical care.

According to Ron Cole, MBA, UAMS Northeast Director: "Dr. Deel's military background is evident in her highly organized approach to all tasks, while remaining flexible as the situation dictates. Her steadiness projects consistency and calm confidence. She is pleasant, approachable, interactive and humorous. Her exchanges with residents are insightful and supportive, while clearly communicating an increasing expectation that they improve and perform at higher levels." This year, Dr. Deel is serving with distinction as Assistant Residency Program Director. She and husband Mick (also a faculty member) live in Jonesboro with their two children.

"To watch Dr. Deel perform C-Sections makes one awestruck at how such a young physician could be so skilled at her craft, but to watch her teach and train young residents will leave you captivated. She encourages the residents to be lifelong learners. The knowledge she conveys, the patience she exhibits, her exactness, and her motivating style of teaching have led several of our graduating residents to take positions in family medicine with obstetrics. She is a great role model." ~Tasha Starks, MD/MPH, Co-Chief Resident, UAMS Northeast

Other Honors and Awards

- Congratulations to **Drs. Amanda Deel** (NE), **Herb Fendley** (SC), and **Russell Mayo** (SW), for receiving Red Sash Awards. These faculty are selected by the Senior Class each year as having had the most significant input into their medical education. Red Sash recipients are honored at the UAMS College of Medicine Honors Convocation.
- **Dr. Linda McGhee** (NW) received the 2013 UAMS Excellence in Diversity and Inclusion Award, from the UAMS Chancellor's Diversity Committee and the Center for Diversity Affairs. She serves as Vice-Chair of the Arkansas Minority Health Commission and as Medical Director of the Hansen's Disease Clinic in the Marshallese Outreach Clinic in Springdale, as well as Medical Director of the Washington County HIV Clinic in Fayetteville.
- **Dr. Ronald Brimberry** (NW) was recognized by the *Arkansas Times* as one of the "Best Doctors in Arkansas." He also serves as Chief of Staff at Northwest Medical Center in Springdale.
- **Mr. Pat Evans and Ms. Karen Diles** (SW) were inducted into the Lambda Beta Honor Society, which recognizes superior achievements and academic excellence in the profession of Respiratory Care.
- **Dr. John Vinson** (WE) is 2013-14 Present-Elect of the Arkansas Pharmacists Association.
- **Drs. Scott Dickson and Tasha Stark** (NE) were elected to serve on the Arkansas AAFP Board of Directors.
- **Drs. Kim Havard** (SO), **Lyndsety Kramp** (WE), and **Michael Macechko** (NW) successfully completed the 2-year UAMS Regional Programs Academic Fellowship.
- **UAMS East** (Helena-West Helena) received a Certification of Recognition from the Department of Veterans Affairs to signify their designation as a Silver Level Patient Aligned Care Team (PACT).

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 UAMS Regional Programs.

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

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

35 Years: Julie Dobbins (SC)

UAMS Regional Programs 2013-14 Annual Report

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 **37,310** students statewide.

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

In Summer 2013, **331** high school students participated in one of **27** M*A*S*H camps across the state. 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. A total of **6 medical students** served as M*A*S*H program assistants.



Community Health Applied in Medical Public Service (CHAMPS)

Last summer, **114** 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 64% coming from rural communities and 39% from minority backgrounds.

Advancement Into Medicine (AIM)

During 2013-14, **181** students participated in AIM at UAMS East, Northeast, Northwest, and Southwest. This initiative follows former M*A*S*H students and continues to engage them through seminars, pre-professional clubs, mock interviews, hands on activities, tours, mentoring relationships, and volunteer service.

Hands-On Health Care and Health Explorers

Hands-On Health Care 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 2013-14, **104** students participated at Northeast and Southwest. Additional programs for younger students reached another **2,365** students through other age-appropriate hands-on activities through Health Explorers offerings.

A Day in the Life

These one-day events give a more in-depth look into a specific health career, such as nursing or radiology, and include both lecture and hands-on activities. In 2013-14, **251** students participated at East, Northeast and Northwest.

Club Scrub & Med Pro-Ed

School-based clubs that encourage exploration of health careers through regular meetings and activities were supported by East, Northwest, and Southwest this year, with **270** students participating.

Pre-Professional Training and Support

Students from high school through college age can arrange mentor/shadow experiences and community service opportunities through any of the Regional Centers. College/Pre-Med students also receive help applying for medical school including advising, mock interviews, and MCAT preparation. This year **228** high school and college students participated in some aspect of these programs.



Group Presentations and Events

In addition to the structured programs described above, the Recruiters reached another **33,500** students across the state through school presentations, booths at career fairs, facility tours, and other groups and venues to increase awareness about health careers, workforce demands, salary potential, training opportunities, and academic pre-requisites. Another, **1,783** students, parents, and faculty were contacted through general networking.

Further information is available at www.arkansashealthcareers.com

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. This year, our Outreach efforts involved more than 151,000 encounters.

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. The Outreach directors were also charged with leading health literacy efforts in their respective clinics.

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. Most Regional Centers offer Diabetes Education and self-management classes.

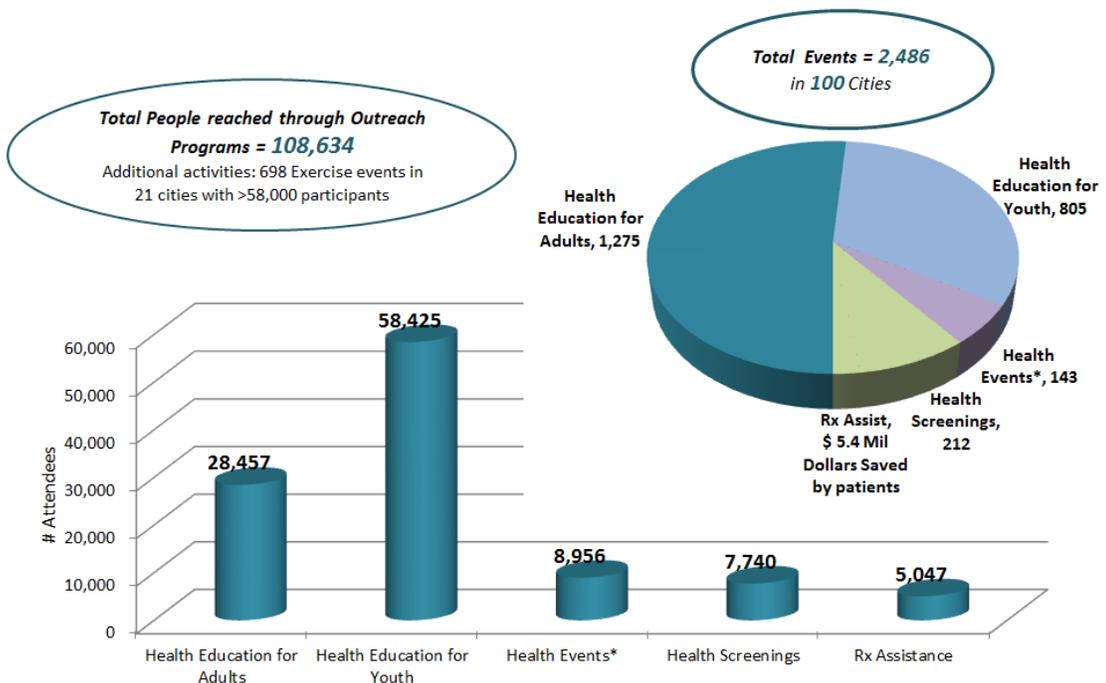


Brooke Allison from UAMS South Central, and Rhonda Woods, Diabetes Self-Management Educator from UAMS North Central.



The Outreach directors are becoming more closely integrated into the Patient Centered Medical Home (PCMH) model of care by coordinating, planning and implementing important preventative and patient follow up efforts, while also connecting resident physicians and students with valuable community service experiences in health education and healthcare access. Community health programs cover topics such as prevention of teen pregnancy, STDs, HIV, tobacco, and substance abuse, and include a wide variety of educational events focused on nutrition, injury prevention, child and infant safety, and car seat education, as well as community health screenings, and individual and small group education in chronic disease self-management and other targeted patient education.

Statewide Outreach Activities 2013-2014



Family Medicine Residency Programs

The six Regional Center Family Medicine residencies all continue to transition into the Patient Centered Medical Home (PCMH) model of care. Four of our Family Medicine Centers (FMCs) have achieved the highest level of accreditation, Level III, with the other two on track to meet Level III standards by the end of 2014. Faculty, residents, and staff at all centers have also completed training in the AHRQ Health Literacy Universal Precautions Toolkit to better reach health disparity patient populations.

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



The new UAMS South Arkansas' **Rural Training Track (RTT)** in Magnolia was implemented on July 1, 2013, with Martha Garrett-Shaver, MD serving as RTT director. Russell Mayo, MD, Residency Director at UAMS Southwest will oversee and serve as the RTT parent program.

During 2013-2014, **the centers had a total of 159 residents in training**, including 52 first-year positions.

Combined with 6 positions at the Department of Family and Preventive Medicine in Little Rock, a total of 58 PGY1 slots are available statewide. Several HRSA grants allowed an increase in five of the residency program slots through 2015.



During 2013-14, **50 graduates** completed a 3-year residency to become board eligible in Family Medicine. Of these graduates, 58% (29/50) remained in Arkansas to practice, and 34% (10/29) are practicing in small towns of <15,000 population.

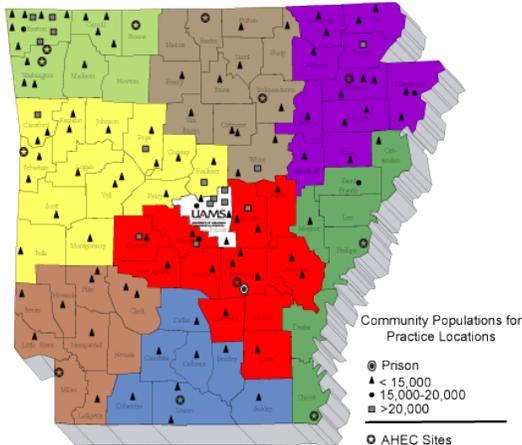
In March 2014, **55% (80/145)** of the graduating UAMS College of Medicine class matched to residency training in a *primary care* specialty, defined as Family Medicine, Pediatrics, Internal Medicine, Med-Peds, and OB/Gyn. Of the 22 who chose family medicine, 50% (11/22) matched with Regional Center residency programs in Arkansas.

Check us out! Our residency websites can be viewed at www.familymedicineresidencies.com

UAMS Regional Centers' Family Medicine Residency Graduates Ten-Year Totals (2004-2014)

67% (280/421) remained in Arkansas
39% (109/280) are in small towns <15,000

UAMS Regional Programs 2013-14 Annual Report



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.

743 UAMS-trained family physicians currently practice in 129 Arkansas communities, including 69 of the state's 75 counties.

*Of these, 387 (52%) remained in their training region
284 (38%) practice in small towns (<15,000)
269 (36%) practice in a rural county (non-SMSA)*

ARKANSAS

De Witt (3,292)
Stuttgart (9,326)

ASHLEY

Crossett (5,507)

BAXTER

Mountain Home (12,448)

BENTON

Bella Vista (26,461)
Bentonville (35,301)
Centerton (9,515)
Decatur (1,699)
Gentry (3,158)
Gravette (2,325)
Lowell (7,327)
Pea Ridge (4,794)
Rogers (55,964)
Siloam Springs (15,039)

BOONE

Harrison (12,943)

BRADLEY

Warren (6,003)

CALHOUN

Hampton (1,324)

CARROLL

Berryville (5,356)
Eureka Springs (2,073)
Green Forest (2,761)
Holiday Island (2,373)

CHICOT

Lake Village (2,575)

CLARK

Arkadelphia (10,714)

CLAY

Corning (3,377)
Piggott (3,849)

CLEBURNE

Greers Ferry (891)
Heber Springs (7,165)

CLEVELAND

Rison (1,344)

COLUMBIA

Magnolia (11,577)

CONWAY

Morrilton (6,767)

CRAIGHEAD

Bono (2,131)
Brookland (1,642)
Jonesboro (67,263)

Lake City (2,082)

Monette (1,501)

CRAWFORD

Alma (5,419)
Van Buren (22,791)

CRITTENDEN

Marion (12,345)

CROSS

Wynne (8,367)

DALLAS

Fordyce (4,300)

DREW

Monticello (9,467)

FAULKNER

Conway (58,908)
Greenbrier (4,706)

FRANKLIN

Charleston (2,494)
Ozark (3,684)

FULTON

Salem (1,635)

GARLAND

Hot Springs (35,193)
Hot Springs Village (12,807)

GRANT

Sheridan (4,603)

GREENE

Paragould (26,113)

HEMPSTEAD

Hope (10,095)

HOT SPRING

Malvern (10,318)

HOWARD

Nashville (4,627)

INDEPENDENCE

Batesville (10,248)
Newark (1,176)

IZARD

Melbourne (1,848)

JACKSON

Newport (7,879)

JEFFERSON

Altheimer (984)
Pine Bluff (49,083)
Redfield (1,297)
Tucker (prison)
White Hall (5,526)

JOHNSON

Clarksville (9,178)

LAFALETTE

Lewisville (1,280)

LAWRENCE

Hoxie (2,780)
Walnut Ridge (4,890)

LITTLE RIVER

Ashdown (4,723)

LOGAN

Ratcliff (202)

LONOKE

Cabot (23,776)
Carlisle (2,214)

SCOTT (72)

MADISON

Huntsville (2,346)

MILLER

Texarkana (29,919)

MISSISSIPPI

Blytheville (15,620)

Manila (3,342)

Osceola (7,757)

MONROE

Clarendon (1,664)

MONTGOMERY

Mount Ida (1,076)

OUACHITA

Camden (12,183)

PERRY

Perryville (1,460)

PHILLIPS

Helena/West Helena (12,282)

PIKE

Glenwood (2,228)
Murfreesboro (1,641)

POINSETT

Harrisburg (2,288)

POLK

Mena (5,737)

POPE

Atkins (3,016)
Dover (1,378)
Russellville (27,920)

PRAIRIE

Hazen (1,468)

PULASKI

College Station (600)
Hensley (139)

Jacksonville (28,364)

Little Rock (193,524)

Maumelle (17,163)

North Little Rock (62,304)

Roland (746)

Sherwood (29,523)

RANDOLPH

Pocahontas (6,608)
Warm Springs (6,608)

SALINE

Benton (30,681)

Bryant (16,688)

Salem (2,607)

SCOTT

Waldron (3,618)

SEARCY

Marshall (1,355)

SEBASTIAN

Barling (4,649)

Fort Smith (86,209)

Greenwood (8,952)

Hackett (812)

SEVIER

De Queen (6,594)

SHARP

Ash Flat (1,082)
Cherokee Village (4,671)

ST. FRANCIS COUNTY

Forrest City (15,371)

STONE

Mountain View (2,748)

UNION

El Dorado (18,884)

Junction City (581)

Smackover (1,865)

VAN BUREN

Clinton (2,602)

WASHINGTON

Farmington (5,974)

Fayetteville (73,580)

Johnson (3,354)

Lincoln (2,249)

Prairie Grove (4,380)

Springdale (69,797)

WHITE

Bald Knob (2,897)

Beebe (7,315)

Searcy (22,858)

WOODRUFF

Augusta (2,199)

YELL

Danville (2,409)

Dardanelle (4,745)

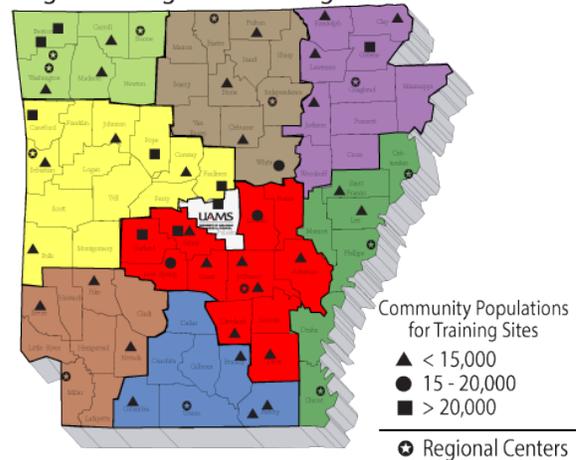
Highlighted counties are designated as rural. Underlined cities are UAMS Regional Centers.

Rural Training Emphasis

All UAMS Regional Centers offer elective rotations at rural clinical sites to prepare students and residents for and encourage practice in rural and underserved areas.

Regional Programs sponsored training took place in 38 counties and 49 different communities

Regional Programs Training Sites



Arkansas

De Witt (3,292)
Stuttgart (9,326)

Ashley

Crossett (5,507)

Benton

Lowell (7,327)
Rogers (55,964)
Siloam Springs (15,039)

Boone

Harrison (12,943)

Bradley

Warren (6,003)

Carroll

Berryville (5,356)

Chicot

Lake Village (2,575)

Clark

Arkadelphia (10,714)

Clay

Corning (3,377)

Cleburne

Heber Springs (7,165)

Cleveland

Rison (1,344)

Columbia

Magnolia (11,577)

Conway

Morrilton (6,767)

Craighead

Jonesboro (67,263)
Monette (1,501)

Crawford

Alma (5,419)

Van Buren (22,791)

Crittenden

West Memphis (26,245)

Desha

Dumas (4,706)

McGehee (4,219)

Drew

Monticello (9,467)

Faulkner

Conway (58,908)

Franklin

Ozark (3,684)

Fulton

Salem (1,635)

Garland

Hot Springs (35,193)

Greene

Paragould (26,113)

Hot Spring

Malvern (10,318)

Independence

Batesville (10,248)

Jackson

Newport (7,879)

Jefferson

Pine Bluff (49,083)

White Hall (5,526)

Johnson

Clarksville (9,178)

Lawrence

Walnut Ridge (4,890)

Lee

Marianna (4,115)

Little River

Ashdown (4,723)

Logan

Booneville (3,990)

Lonoke

Cabot (23,776)

Madison

Huntsville (2,346)

Miller

Texarkana (29,919)

Ouachita

Camden (12,183)

Poinsett

Harrisburg (2,288)

Polk

Mena (5,737)

Pulaski

Little Rock (193,524)

Saline

Benton (30,681)

Bryant (16,688)

Scott

Waldron (3,618)

Sebastian

Central City (502)

Fort Smith (86,209)

Greenwood (8,952)

Sevier

De Queen (6,594)

Union

El Dorado (18,884)

Washington

Fayetteville (73,580)

Johnson (3,354)

Lincoln (2,249)

Springdale (69,797)

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

Rural Medicine Student Leadership Association

The Rural Medicine Student Leadership Association (RMSLA) is sponsored by Regional Programs and the Arkansas Farm Bureau, with a mission to provide fellowship and support for Rural Practice students, to gather student input for state policy, to create links between students and communities with need, and to provide regular meetings and speakers to discuss issues of importance to future rural physicians. Approximately **20** students are involved.

Rural Practice Loan & Scholarship Program

Medical Students who participate in the Rural Practice Scholarship program are required to perform a Family Medicine Preceptorship through a Regional Center, and complete a portion of their Junior Clerkship in a rural community. They also complete at least one senior rotation (Acting Internship or Primary Care Selective) at a Regional Center. In 2013-14, **26** students had a Rural Practice Scholarship commitment.

Medical Student Education

Family Medicine Preceptorships

During Summer 2013, **51 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.



Service Learning Preceptorships

Eight-week Service Learning Preceptorships were completed by **8 students** in Summer 2013. Projects included: Safety Baby Showers, creating nutrition guidelines for food pantries, organizing a new chapter of Big Brothers/Big Sisters with emphasis on personal health and fitness, and Health Literacy research.

Junior Clerkships in Family Medicine

In 2013-14, **77% (125/162) of the junior class performed family medicine clerkships in 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 our residency programs. There were an additional **18 Longitudinal Clerkships** (6 month) that took place at UAMS Northwest.

Senior Electives/Selectives

In 2013-14, **37% (60/161) 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 meet personal career goals. **Acting Internships** are 4-week required rotations that focus on 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 senior students. **Electives** in most specialties can also be taken in the UAMS Regional Centers. This year, **8 out-of-state medical students** performed rotations at a Regional Center.

Family Medicine Interest Group

This year, 14 students were registered with the Family Medicine Interest Group (FMIG) and met monthly. Guest speakers offer diverse perspectives to increase student awareness of various aspects of medicine, practice models, financial management, health care policies, and personal stories. One student signed up for a mentoring relationship with a practicing physician.

National Primary Care Week was held October 7- 11, 2013 using the national theme "Step Up to Primary Care." During the week, Pediatrics, Internal Medicine, and Family Medicine provided lunch for medical students with speakers highlighting what makes their fields an essential part of primary care.

Class members were also involved in a "Tar Wars" campaign, where students teach elementary school children the dangers of tobacco, as well as overall healthy lifestyle habits.

"I very much enjoyed my experience! The residents and physicians were great and imparted much knowledge about medicine. This experience opened my eyes and I am now highly considering a residency in Family Medicine."

~Clerkship Participant

Pharmacy Education

The role of the pharmacist in our team-based PCMH practice continues to grow and develop. As drug therapy regimens of patients increase in complexity and expense, our pharmacists work to refine regimens to produce good outcomes and good economic values. We are currently developing transitional care programs to help patients be successful at critical junctures of their care process. Rational, effective, evidence-based pharmaceutical care is an integral part of transition team care. We hope to reduce re-admissions, produce high satisfaction and lower overall drug costs.

During 2013-2014, Regional Center pharmacists served as preceptors to **49** senior pharmacy students and **3** pharmacy residents. Several also provided elective educational experiences to family medicine residents in our patient care settings. Other academic efforts included monthly lectures on chronic health conditions to junior medical clerkship students.

Pharmacists who practice in the Regional Centers network have had an active year in scholarly activity with journal publications, invited platform presentations for national meetings, including the Society of Teachers in Family Medicine Practice Improvement Conference, National AHEC Organization, and the American Society of Health Systems Pharmacists. Current projects include quality improvement efforts in hydrocodone prescribing and improving learning gaps that occur related to the night float made necessary to fulfill duty hour rules.

"All of our PharmD faculty have a wonderful fund of knowledge. They are incredible teachers."

~ Family Medicine Resident



Pharmacy Students with Dr. Vinson, PharmD at UAMS West

The academic citizenship of our pharmacists is further reflected by participation in committees in the UAMS Colleges of Pharmacy, Medicine and Regional Programs. Our pharmacists contributed to standing committees such as the Clinical Leadership Committee and the College of Pharmacy's self-study committee. Local involvement involves participation in Area Agency on Aging, Red Cross, Girls of Promise, Rotary Club and church organizations.

UAMS Regional Center pharmacists had a national, statewide and local presence in continuing education programs for healthcare professionals in their respective regions. Lectures were given to the American Society of Health System Pharmacists, Arkansas Pharmacists Association, Arkansas Academy of Family Physicians, Arkansas Association of Health System Pharmacists and local medical meetings. Our pharmacists are part of a writing group for national pharmacy boards and specialty certification in ambulatory care.

The most important ongoing endeavor of our pharmacists will continue to be to improve the health of citizens of Arkansas through education and excellent patient care.

Nursing Education

In 2013-14, **344** nursing students from various educational institutions, ranging from nursing assistants to masters level practitioners, participated in educational courses and practicum experiences at our regional centers.

Directors of Nursing Education at the Regional Centers teach courses and serve as faculty preceptors, while also assisting rural students with academic advising, registration, online and interactive video offerings, medical library access, and preceptor assignments.

UAMS College of Nursing

In 2013-14, **44** students were enrolled in UAMS Nursing outreach programs through our Regional Centers. Rural nurses can remain in their home communities while earning credits toward an advanced degree via online coursework and onsite practicum experiences at Regional Centers.

Under the supervision of regionally-based UAMS College of Nursing faculty, practicing nurses have two MNSc pathways to prepare as advanced practice registered nurses (APRN), either in the role of nurse practitioner or nurse administrator. APRNs can specialize across the lifespan, including pediatrics, family NP, adult gerontology, mental/psychiatric health, or nursing administration.



Other Nursing Programs

Students from other institutions performing clinical rotations through our centers included:

- 7** APRN/ NPs
- 50** RNs
- 39** LPNs

Nursing Assistants & Home Aides

In response to community needs, Certified Nursing Assistant (CNA) and Home Care Aide training is offered through UAMS North Central and Northwest, with **204 trained this year**.

NEW!

UAMS Physician Assistant Program

Starting July 2014, the first cohort of students from the new UAMS Physician Assistant program will begin their clinical rotations through our regional centers. These experiences in the regional centers will focus on the clinical aspects of family medicine and primary care in both outpatient and inpatient settings. Students will participate in history taking, performing physical exams, developing differential diagnoses, formulating diagnoses, designing prevention and management plans, and documenting common medical conditions observed in family medicine outpatient and inpatient settings. Students will have exposure to a variety of procedures, with emphasis on caring for patients across the life-span. We are pleased to welcome these students to our centers as the most recent addition to our teams.

Health Professions Education

UAMS Regional Centers offer accredited programs or clinical practicum in several allied health professions and offer continuing education to area practitioners. Center faculty teach CPR, ACLS, PALS, and HeartSaver training. This year, **98 students** were trained.

Health Information Management

The UAMS Health Information Management (HIM) Department offers an online AS degree in Health Information Technology and an online BS degree in Health Information Administration. The AS qualifies the graduate to take the RHIT certification exam; the BS qualifies them to take the RHIA exam. UAMS **Texarkana** is a clinical affiliate and exam location. <http://healthprofessions.uams.edu/programs/healthinformationmanagement/>

Medical Laboratory Science

Graduates of the Medical Laboratory Sciences Program at **Texarkana** are prepared to sit for entry-level national certification exams. The full-time track requires 17 months, and the part-time track allows a maximum of 5 semesters. Upon completion, a BS degree in Medical Laboratory Sciences is awarded. An MLT-to-MLS advanced placement track is also offered for working medical laboratory technicians. <http://healthprofessions.uams.edu/programs/laboratorysciences/medicallaboratorysciences/>

Phlebotomy

A Phlebotomy course is available in **Texarkana** and **Jonesboro**, including both a classroom portion and a clinical internship where students must complete 100 successful venipunctures. Completers receive a certificate making them eligible to take the American Society for Clinical Pathology (ASCP) exam. <http://healthprofessions.uams.edu/programs/laboratorysciences/medicallaboratorysciences/continuing-education/>

Dental Hygiene

The Dental Hygiene partnership with ASU Mountain Home, Mountain Home Christian Clinic, and UAMS CHP has graduated 19 students since 2009. The program will close with the 2014 graduating class; 5 students will transfer back to the UAMS campus.

Radiologic Imaging Sciences

The AS in Medical Radiography is offered in **Fayetteville** at the UAMS NW Campus. Graduates are eligible to take the national certifying exam given by the American Registry of Radiologic Technologists. <http://healthprofessions.uams.edu/programs/imaginandradiationsciences/radiologicimagingciences/>

The RIS program in **Texarkana**, which has graduated a total of 216 students since 1990, and the Diagnostic Medical Sonography program, which has graduated 27 students, will both be closing in July 2014 due to a loss of external funding.



UAMS Southwest Radiologic Imaging Sciences
Graduating Class of 2014

Respiratory Care

The UAMS Department of Respiratory Care offers a BS Degree in Cardio Respiratory Care via **Texarkana**. A 3-year part-time option is available. Graduates are eligible to take the Registered Respiratory Therapist (RRT) national credentialing exam. A non-traditional program is also available for professionals who hold the RRT credential. This RRT to BS Completion is offered via the Internet and Independent Study. <http://healthprofessions.uams.edu/programs/respiratorycareandsurgicaltechnology/respiratorycare/>

The RRT program in **Batesville**, which has graduated 24 students to date, will be closing with the graduating class of 4 in December 2014. All students achieved a 100% CRT credential first time pass rate.

Learning Resource Centers

The UAMS Regional Centers' Librarians continue to function as regional medical information specialists, serving as assets for physicians, students, residents, and other organizations and individuals in their surrounding communities. This year, the Learning Resource Centers **served 49,801 patrons**.

Librarians at all centers have continued to promote DynaMed as a free clinical tool to Arkansas healthcare professionals. The librarians have also worked with their patrons to increase use of online materials, including mobile apps, available through the UAMS Library.

Several libraries have undergone changes and renovations this year. The UAMS South Carroll Library moved from El Dorado to Magnolia, where they have become an asset to students at Southern Arkansas University. UAMS West is anticipating new flooring and fixtures in their library, and adding a smart board to the classroom. UAMS West hired Michael Gillespie to replace Grace Anderson as Librarian.

Outreach efforts continue to be a priority. UAMS Northeast and Southwest librarians continue as coordinators for the Reach Out and Read programs. The Reach Out and Read Holiday book drive in Jonesboro was a success, receiving 1,785 book donations. The UAMS East Library participated in the Innovative Readiness Training Mission, furnishing health information to more than 300 community members. UAMS South librarian, Jana Terry, has been involved in teaching the "What to do for Senior Health" and Stanford Diabetes Self-Management Program. In addition to these events, librarians regularly participate in health fairs and MASH programs at their centers.

AHEC Library Patrons 2013-14

16,248	Health Professionals
22,763	Students and Residents
<u>10,790</u>	Consumers
49,801	Total Patrons

Reference/Resources/Services

11,498	Information/Manual Requests
5,760	Electronic Searches
3,881	Books Circulated
4,230	Journals Circulated
4,012	Audiovisuals Circulated
2,546	Interlibrary Loans Filled
15,788	Articles Photocopied



Pictured L-R standing: Michael Gillespie (WE), Elva Conditt (NW), Julie Dobbins (SC), Destiny Carter (SW) Jana Terry (SA);
L-R seated: Karen Crosser (NE), Cathy Privett (EA)

"Thank you so much for finding and sending these journal articles to me.-I was not able to obtain them otherwise without an outrageous fee or a long delay. These will be put to good use in caring for our patients. I really appreciate your help this time and the other times you so promptly responded to my requests."

~Richard W. Peckham, MD

Continuing Education

The Center for Distance Health (CDH) is now providing all continuing education programming for Regional Centers. Programs are available in a variety of formats including webinar, face-to-face, and interactive video. The CDH has a strong infrastructure in continuing education, particularly with the launch of www.learnondemand.org which now has over 1700 users where health care professionals are able to obtain continuing education credit online. The online programs include CME, CNE, and allied health. Program topics this year included chronic disease and health care trends, geriatrics, women's health, STABLE, OB Emergency Drills, and fetal monitoring.



Continuing Education 2013-14

Number of Live Conferences & Teleconferences	8
Attendees	5,140
Learn On Demand Activities Users	100 1,700

Regional Programs Academic Fellowship

The Regional Programs Academic Fellowship is a two-year program uniquely designed for regional center faculty who want to be positioned as leaders in the rapidly growing field of healthcare quality improvement. This year emphasized teaching, communication and feedback skills, as well as a continuation of research projects. We are proud to announce our 2014 graduates: Kim Havard, PhD (South); Lyndsey Kramp, MD (West); and Michael Macechko, MD (Northwest).

Research and Program Evaluation

The past year has served as a transition period as the Research Taskforce that was developed during Spring 2013 evolved into the Research and Evaluation Committee (REC) that continued and finalized taskforce recommendations. Finalized policies and procedures include new Research and Innovation Guidelines, external research requests, reporting requirements for pilot projects, and review responsibilities for REC members. A review from central staff and/or the Research and Evaluation Committee helps ensure that research requests from investigators outside of Regional Programs are evaluated for value added to the Center, barriers to participation, and feasibility. Once primary concerns are identified and addressed, the project is then forwarded on for review by the Center(s) being recruited. This approach seems to have improved the agreement rate on feasible studies and decreased the rate of participation in studies where significant challenges were identified. Study feasibility has been recognized as a priority not only in external project requests but also in pilot funding requests. Several Fellowship projects and prior studies that were struggling to progress as initially proposed have been closed. In the upcoming year, Fellowship projects will have funding priority, but additional opportunities for faculty projects will be announced if funding is available.

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
- Baby Safety Showers
- 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 2013-14

Clinic Visits	169,984	Hospital Visits	72,787
Babies Delivered	1,143	ER Visits	4,292
Uninsured Care	\$1.71M	Nursing Home Visits	2,188

Insurance Marketplace Expansion

In Fall 2013, UAMS entered into a contract with the Arkansas Insurance Department to help consumers enroll in an insurance policy through the Affordable Care Act. Between November and June, UAMS hired 48 In Person Assisters (IPAs), including 30 through Regional Programs, as guides to assist with enrollment. Over 3,500 patients were enrolled and more than 10,000 people were educated through outreach efforts.

Clinical Operations & Transformation

In response to many recent changes at the national level in health care practice, policy and reimbursement, our Regional Centers continue with comprehensive transformation in our residency clinical operations, not only to keep up, but rather, to set the standard for excellence and efficiency in primary care practice for Arkansas' future health care professionals.

Patient Centered Medical Home (PCMH): UAMS West, Northwest, Northeast and South Central have achieved the highest level (Level 3) for National Center for Quality Assurance (NCQA) Accreditation status for our PCMH model of care. UAMS South and Southwest have Level 2 Accreditation and are working towards Level 3. Centers will be applying for ongoing accreditation under new 2014 guidelines.

CareManager: A patient registry for chronic disease has been implemented, with diabetes, coronary heart disease (CHD), and congestive heart failure (CHF) modules in use at all clinics. The Clinical Leadership Council (CLC) made the decision to implement a fourth disease registry on patients with respiratory conditions (COPD/Asthma). Dr. Danny Proffitt at UAMS NW is leading a group to organize implementation of this new module, to help us to better manage patients with respiratory illnesses.

Quality Improvement (QI): All centers are actively participating in collection and analysis of standardized clinical data for Quality Improvement Initiatives. Quarterly reports are generated and centers continue to improve their performance in targeted CHF, CHD and Diabetes measures.

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, which 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.

Meaningful Use (MU): All clinics successfully attested and received payment for providers, with MU Stage One completed for most providers. FMCs are now preparing for MU Stage Two.

Medicaid PCMH: All FMCs joined the Medicaid PCMH initiative which is part of Arkansas' Health Care Payment Improvement Initiative. Clinics were separated into two groups – CPCI (NW Fayetteville and Springdale, Fort Smith, Texarkana and Jonesboro) and non-CPCI (Texarkana AFK, Pine Bluff, Magnolia and UAMS Family Medical Center). The clinics participating in CPCI will benefit through shared savings. The non-CPCI clinics will receive monthly care coordination payments.

Rule 4: All sites have been trained in Rule 4 along with the Central Staff. Rule 4 works with managers and front line staff to improve work processes, based on data-driven scientific methods under the guidance of a teacher or coach. All sites are currently working on QI projects utilizing this method.



Family Medical Center (FMC) Vision

A group of four Center directors, three Central Office directors and Dr. Mark Mengel have convened to form the FMC Vision Group (aka, Great Clinic Plan). Given all of the changes taking place in the medical marketplace nationally, the FMC Vision Group is developing a comprehensive vision for our FMC operations in the future.

All of our FMC Clinics have moved toward caring for patients under a team-based model, using the new PCMH model of care. We are now working together as a network to share clinic design, workflows and best practices that will help all our clinics achieve more efficiency and improved health outcomes for the patients we serve throughout the state.

Residency Training Grant: New PCMH curriculum has been developed through a HRSA Residency Training Grant. New training materials include modules for Improving Patient Experience, Health Information Technology, PCMH Teamwork, and Health Literacy. These new modules will be available online and will include an experiential component.



Patient Portal: The UAMS Regional Centers' patient portals are now available to improve patient access and communications through automated patient reminders, appointments, payments, and overall improved availability of information resources. Further information about our clinics can be found at www.uamsfamilymedcenters.com/

Building Campaign

Architectural plans for the new FMC and residency program at UAMS Southwest have been finalized. Their innovative PCMH facility design (below) has inspired others at UAMS to consider a similar design.

UAMS West was successful in purchasing their current building from Sparks Hospital along with some land for parking. After approval from the UA System Board regarding architectural selection, they will begin comparing several options to re-design their clinical space and start the design process.

Due to a generous donation by owners of the former NEA Building in Jonesboro, UAMS NE has been successful in signing a contract that enables them to move into a new facility with room left over for a tenant. UAMS NE has begun architectural work on remodeling the first and second floors of the new facility, including a new PCMH clinic on the first floor. With plans to begin construction this summer, they hope to have remodeling complete by December, and then move into their new facility by Spring 2015.



UAMS Regional Programs 2013-14 Annual Report

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

- Atcherson, S.R., Zraick, R.I., & **Hadden, K.** (2013) A need for health literacy curriculum: Knowledge of health literacy among U.S. audiologists and speech-language pathologists in Arkansas. *Education for Health*, 26(2), 85-88.
- Atcherson, S.R., DeLaune, A.E., **Hadden, K.**, Zraick, R.I., Kelly-Campbell, R.J., & Minaya, C.P. (2014) A computer-based readability analysis of consumer materials on the American Speech-Language-Hearing Association website. *Contemporary Issues in Communication Sciences and Disorders*, 41, 12-23.
- Mengel M, Bynum A, Howell R.** (Winter 2013) UAMS Regional Program's Response to Arkansas Healthcare Workforce: A guide for policy action. *Arkansas Family Physician*, 18(1), 14-19.
- Patil N, **Saba H**, Marco A, Samant R, Mukasa L. Initial experience with GeneXpert MTB/RIF assay in the Arkansas Tuberculosis Control Program. *Australasian Medical Journal* 2014, 7, 5, 203-207.

National Presentations

- Amoako A.** Family Medicine Residents' Perceived Level of Comfort in Treating Common Sports Injuries Across All ACGME and AOA Accredited Residency Programs in the U.S. The Society of Teachers of Family Medicine, Annual Spring Conference, San Antonio, TX, Poster Presentation. May 3-7, 2014.
- Cummins D, Frank T, Dickson S, Deel A, McGrath L, Stallings J, Laffoon S, Mackey M, Carter S, Cole R.** Assessment of Hydrocodone Prescribing within a PCMH. The Society of Teachers of Family Medicine, Practice Improvement Conference. San Diego, CA, Poster Presentation. December 2013.
- Goolden P, Moriarty M, **Jackson J, Hall B**, Bursac, Z, Lowery C. Effect of a Telemedicine Based Educational Intervention on Glucose Control in Type 2 Diabetes in the Arkansas Delta. 74th Scientific Sessions ADA, San Francisco, CA. June 2014.
- Hadden K, Prince L. & Thompson W.** Plain language training for health professions students. Institute for Healthcare Advancement's 12th Annual Health Literacy Conference, Irvine, CA. Poster Presentation. May 7-9, 2014.
- Hudson J, Myatt S, Vinson E.** Standardizing Topic Discussions And Promoting Interprofessional Interactions At 7 Geographically Separate Clinical Training Sites. Society of Teachers of Family Medicine, Nashville, TN, Poster Presentation. January 2014.
- Mikesell B.** Voice of the Customer-Kryptiq Panel. Centricity Health User Group Conference. San Francisco, CA. 2013.
- Vinson J, Mikesell B.** Risk Stratification and Care Management at UAMS: An AHEC State-Wide Approach. Eighth Annual EHR Healthcare Summit Palm Springs, CA. 2013.

Resident/Faculty 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's *Evidence-Based Practice* this year:

- Bukavyn Y, Havard K.** Are there safe and effective treatments for patients with stretch marks?
- Chu M, Coulter L, Hudson J.** Best diagnostic tool for gallbladder dysfunction if ultrasound shows only cholelithiasis.
- Coney LS, Narciso P.** Do hypoglycemic agents prevent mortality in type II diabetics? Update.
- Karachenets O, Narciso P.** Is allergen immunotherapy safe and effective for patients with allergy induced asthma?
- Karavadia N, Narciso P.** In patients with decompensate CHF, does the BNP correlate with clinical severity?
- Moazazi M, Narciso P.** How safe and effective is minoxidil for familial baldness in woman?
- Macechko M, Coulter L, Hudson J.** What are the benefits of treating obstructive sleep apnea (OSA)?

- Munir S, Narciso P.** Does central nervous system stimulant-therapy improve symptoms of attention-deficit/hyperactivity disorder in adults?
- Narciso P.** Does omega -3 fatty acid supplementation provide cardiovascular benefits?
- Nix M, Iqbal Z, Caldwell B, Downs M.** What is the diagnostic approach to a patient with leg cramps?
- Patoka M, Coulter L, Hudson J.** Is there a difference in safety or efficacy among nasal corticosteroids for allergic rhinitis?
- Pharr J, Coulter L, Hudson J,** What treatments effectively reduce recurrent aphthous stomatitis (RAS)?

Academic Fellows Research Projects

- Havard K.** Relationship of Vitamin D levels to pregnancy induced hypertension: An observational study.
- Kramp L.** Increasing HPV Vaccination Initiation Rates at UAMS West.



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 (PCMH) in each Regional center with a Family Medicine Residency Program, achieving Level 3 NCQA PCMH accreditation by 2014. Below are some highlights of that model:
 - Patients are risk stratified based on their chronic diseases and health risks. Stratifying patients in this manner allow healthcare resources to be focused on the chronically ill and more complex patient.
 - Patient behaviors can contribute either positively or negatively to their health outcomes. After all, the patient is the most important member of his or her own healthcare team. Without the patients' participation the likelihood of positive outcomes are greatly reduced. In the PCMH model a social worker, patient coach, health literacy staff and patient educators are a part of the patient's healthcare team. They are there to assist the patient to successfully co-manage their healthcare outcomes.
 - What about the costs of adding all these new team members to the PCMH model? Compare the cost of a hospital emergency department visit with any ambulatory primary care clinic visit; the disparity is enormous. By providing better access to care and a more comprehensive healthcare service the PCMH model, over time, should significantly reduce total healthcare expenditures by reducing emergency department visits, hospital admissions and re-admissions while improving the patients' health and longevity. This improved access will come in the form of increased same day appointment capacity, expanded clinical hours, electronic access e.g. patient portal and transition care following a hospital discharge.
- Expand the impact of our Health Literacy education, training, and services 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.





UAMS East

Becky G. Hall, EdD, Director

UAMS East (Helena, West Memphis, and Lake Village) focuses its efforts on chronic illness prevention and education, community wellness, and recruitment of health professionals.

Outreach events included, Kids for Health, Safety Baby Showers and installation of car seats for parents. Tobacco prevention and cessation programs were held in West Memphis for youth and adults. Beards to Beauty, a stroke prevention and education program was held at 3 local barber/beauty shops in collaboration with Minority Health Commission, Arkansas Department of Health and Helena Health Foundation.

Our Pre-Professions Recruiter recruitment activities included MASH, CHAMPS, A Day in the Life, Doctors for Tomorrow Club, AIM, and Club Scrub. Two health education students from UALR and UCA completed an 8 week internship with us. We provided an internship for a Medical Office Technology student from PCC/UA. We continued collaboration with Washington Lee University and its Shepherd Poverty Alliance Internship by providing an internship for 2 students. We are also mentoring and providing assistance to nursing students.

We continue to strive towards the goal of increasing access to primary care by offering health fairs and health screening events throughout our 7 county region. UAMS East and the Arkansas Minority Health Commission co-hosted 2 Affordable Care Act enrollment fairs. The Veterans' Community Based Outpatient Clinic (Helena) has a current enrollment of 838 patients and received a silver recognition certificate from the VA for providing excellent patient care. UAMS East (Helena) along with the Army, Air Force and Naval Reserve helped to facilitate the 2nd Innovative Readiness Training for 838 patients.

Our Library provided support services to over 5,500 patrons, including nursing students from the UAMS RN to BSN program.

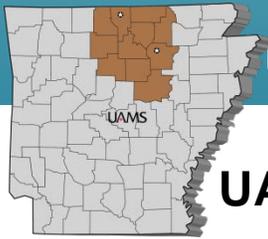
Prescription assistance programs were provided to those in need and saved residents over \$1.4 million. Our West Memphis site provided Influenza clinics to employees of Simplot, Razorback Concrete and BASF.

We are addressing the obesity epidemic with programs on nutrition, fitness, weight management and healthy lifestyles. Community fitness education is provided to both youth and adults at Helena and Lake Village. Group Lifestyle Balance programs™ and Healthy Lifestyles/Weight Management classes have been conducted in both Helena and West Memphis. Four UAMS East staff attended the Southern Obesity Conference in Nashville, TN to gain continuing education hours and 6 supervisors participated in the UAMS Regional Programs Leadership Training.

Helena received \$75,000 from general improvement funds from State Legislators to support our Healthy Lifestyles program and Sickle Cell Initiative. Lake Village received funds from the Eunice Kennedy Shriver National Institute of Child Health and Human Development-Arkansas SIDS Outreach Project. West Memphis received funds from the Blue and You Foundation to implement a Church Health Network. We completed a Diabetes Education Pilot Study with Dr. Peter Goulden, a UAMS Endocrinologist, with 21 subjects receiving diabetes care. The ROAD-MAP project's preliminary data showed a decrease in HbA1C levels by 1.4 % over an 8 week period.

Future plans are to continue the excellent work of community health and wellness while exploring the feasibility of a new 1-2 Rural Residency Training Track.





UAMS North Central

Dennis F. Moore, PharmD, Director

This has been a dynamic year at UAMS North Central as we refocus our efforts toward the establishment of a Family Medicine Residency Program in Batesville. To date, we have primarily focused on training of other health care professionals as well as outreach efforts. Due to budgetary constrictions and realignment of mission, the difficult decision was made to close our Mountain Home office. We are always saddened when programs have to be closed and staff is displaced. However, the health care environment is dynamic and we must always make adjustments according to mission and opportunities.

In response to community need, Alisa Lancaster, MNsc, APRN, has developed a novel CNA training program in which we lend our expertise to the training of CNA's in the community. The training is being carried out in several long term care facilities—with those facilities paying for the instruction. Considering the aging of our population, the ability to improve the qualifications of these caregivers is critical for improving outcomes and decreasing costs of care. To date, the students from this program have obtained a 96% pass rate for certification. Additionally, Alisa has an active group of APN students training within our catchment area.

As the only certified Diabetes Self-Management Education (DSME) program in our community, we continue to have an impact. Rhonda Woods achieved her certified diabetes educator (CDE) this year. As co-chair of the Patient Education Subcommittee of the Arkansas Diabetes Advisory Council, she helped develop a Diabetes Toolkit in English and Spanish, which is available at www.healthy.arkansas.gov. Any clinicians dealing with diabetes patients can access this handy tool to assist in the management of those patients.

Sai Kode, our Pre-Health Professions Recruiter, was relocated this year to our southern counties to be closer to more colleges and high schools.



Sai has conducted health fairs, participated in networking events and presented health careers topics in over 30 cities within our 11-county region.

MASH camps were held in Batesville, Clinton, Heber Springs, Mountain Home, and Mountain View. One CHAMPS camp was held in Heber Springs. We continue to be humbled by the support of the Farm Bureau in our efforts to spread the word about health careers to students across rural north Arkansas communities.

With the passage of the new State private option, we anticipated decreased demand for the Medication Assistance program. However, due to high co-pays and high cost of many drugs, we have had record demand for the program—with it saving our patients over \$1.7 Million in drug this year.

In anticipation of establishing a Family Medicine Residency program, we have leased space and are developing a clinic that should be opening within a few months. This is being implemented to meet the needs of the community, and also to develop a patient population base that will be needed for the training of residents. We are now recruiting providers for the clinic.

UAMS North Central is excited about the possibilities for our future. With renewed emphasis on the role of primary care in our delivery models, it is timely that we have an opportunity to develop a new residency program—the state's first in two decades.



UAMS Northeast

Ron Cole, MBA, Director

The healthcare industry is engulfed with change as we attempt to reduce costs and improve patient care. This sea of uncertainty is not bad; we expect that this evolving environment will lead to improvements in healthcare that will benefit all. The key to thriving and not just surviving is to manage the change.

UAMS Northeast continues its successful participation in the change process through programs and projects that test the team based-care delivery model called the Patient Centered Medical Home (PCMH). The PCMH model is designed to provide broader, more comprehensive primary care services in one location.

Change can be difficult. We must forget our old work habits and create new ones, which can be unsettling, frustrating and inefficient at times. However, with consistent communications, well defined objectives, and monitored processes that report back to those involved, it is possible to achieve results and UAMS Northeast is doing exactly that.

UAMS Northeast recently completed the design phase of a three-phase project that will yield a new team-based clinic and offices for program staff. If construction timelines are realized, the new facility will be complete by December 2014. The new facility will include offices for the program's 24 residents, faculty, staff, business office, outreach, library and administration, all together on one floor for the first time in over 20 years. This has been made possible due to the purchase of a 58,000 square foot facility from a Little Rock based group. The building was previously the practice site of the NEA Internal Medicine clinic. The current construction plan calls for UAMS Northeast to move to their new accommodations in January 2015.



To take advantage of our new facilities, UAMS Northeast will reorganize its personnel resources into better-defined care teams with enhanced support. This organizational restructuring complements our participation in PCMH and Comprehensive Primary Care Initiatives (CPCI) projects, which are Centers for Medicare/Medicaid Services (CMS) sponsored initiatives; this will result in patient care personnel being distributed across four care teams instead of six.

Supporting these four care teams will be additional services like behavioral health, pharmacy support, and health literacy. This restructuring will correspond with the arrival of our new interns in July 2014. To assist these teams in learning how to work more effectively as a team, three managers will attend a "TeamSTEPPS" training program held at Tulane University in New Orleans in August 2014. It is expected that the training will equip our manager trainers, with the expertise to teach team dynamics, team leadership, how to have effective huddles, and more.

Concurrently, UAMS Northeast will place a practice administrator (a new position) in the clinic to oversee patient services. This position will be primarily concerned with the quality and timeliness of services provided. They will adjust service line delivery processes to achieve the most timely and effective service possible. The practice administrator will manage the four new care teams to meet patient demands and increase patient satisfaction.



UAMS Northwest

Robert R. Gullett, Jr, MD, Director

At UAMS Northwest, we strive to work together as a team to improve the health care of the people in this region and the entire state.

Our Residency Program graduated 11 residents, with 9 of them remaining in Arkansas to practice. We continue with a HRSA awarded grant allowing us to increase our incoming residency class from 9 to 10.

Dr. Hunter Judkins joined as a full-time faculty and Dr. Daniel Sherwood joined as 80% faculty. Dr. F. Allan Martin resigned to spend more time in Africa.

The UAMS Northwest Family Medical Centers in both Fayetteville and Springdale participate in the Comprehensive Primary Care Initiative (CPCI). Fayetteville has received and Springdale has submitted for NCQA recognition as a Level III PCMH.

Dr. Linda McGhee received the 2013 Excellence in Diversity and Inclusion Award, and the *Arkansas Times* recognized Dr. Ronald Brimberry as one of the "Best Doctors in Arkansas."

UAMS NW Pharmacy faculty participate in teaching, clinical practice, and scholarly activity. PharmD's provide clinic services for patients referred by their physician for anticoagulation, diabetes, smoking cessation, asthma, hyperlipidemia, and hypertension education and management.

Our new Volunteer Program now has five volunteers to greet and assist patients, which has done a great deal to improve customer satisfaction. We are very pleased with this and are recruiting for other volunteers.

An After-hours Clinic began in April at the Family Medical Center-Fayetteville to provide patient care on Fridays, 5-7pm.

We continue to work on the establishment of a Sports Medicine Fellowship (SMF). The academic pieces are in place, and the paperwork has been signed and is in Little Rock awaiting final approval. The SMF will be implemented in July 2015, and we have excellent future prospects to fill this fellowship.



We can report another successful year of youth programs at UAMS NW. M*A*S*H had 20 high school students from 10 school districts in Summer 2013, while junior high students also participated in the CHAMPS summer camp.

Our Health Educator, Eleanor Hughes, has provided preventative health education to youth through after school clubs on topics including nutrition & healthy eating, fitness & exercise, anti-bullying & self-esteem. Through partnerships with our local health departments, agencies, clinics and coalitions, she provides community health programs including chronic disease self-management, CPR, interprofessional screenings, health fairs, safety baby showers, and substance abuse prevention through prescription drug take back events. Eleanor has been active with infant and child safety programs through car seat education and installation for patients and community members. She also works one-on-one with clinic patients regarding goal setting and behavior change related to nutrition, weight loss and tobacco cessation.

Our UAMS Radiologic Imaging Sciences program served 23 students. Last year's graduates enjoyed a 100% pass rate on their National Boards and all have secured employment. The Arkansas Society of Radiologic Technologists' 66th annual state conference was held in April 2014 in Springdale. Our local radiography students volunteered to work the event and helped make it a great success.

The UAMS NW Library continues to provide quality literature reference and research services for 9,500 health care professionals and students annually.



UAMS South

Michael Fitts, PsyD, Director

UAMS South has successfully navigated through a year of exciting changes. Faculty and staff worked tirelessly this year to ensure a smooth transition that was focused on patient centered service. While the VA clinic remains in El Dorado in a different facility, the Family Medicine Clinic and Family Medicine Residency Program are now located in Magnolia. UAMS South received a very warm welcome, as more than 200 community members attended an Open House last Fall that allowed participants an inside look at our new facility in Magnolia. We look forward to serving Magnolia and its surrounding communities for many years to come.

This was our family medicine residency program's first year as a Rural Training Track program, in partnership with UAMS Southwest in Texarkana. Our 9 family medicine residents completed rotations at two hospitals in Texarkana in addition to local rotations at the hospital in Magnolia. With the challenge of having a smaller number of residents in the FMC, and the transition to a facility more than 30 miles away from our former location, our patient numbers have remained strong. This year, our VA clinic and FMC facilitated more than 18,000 patient encounters. In addition to serving patients in-clinic, our faculty and residents collaborated to have six research articles published in scholarly journals.

Our pre-health recruiting program continues to encourage students to pursue a career in the health professions. In Summer 2014 MASH expands to include four programs in Columbia County, Ouachita County, Union County and Bradley County, serving high school students in 16 different school districts. Our pre-health recruiter also coordinated a Pre-Health Club at South Arkansas Community College, giving presentations at the Small Farms Conference in Hope and the FBLA State Leadership Conference.

Because of logistics related to our move, our UAMS medical student clerkship opportunities for students were put on a temporary hiatus.

We look forward to hosting junior and senior medical students, as well as pharmacy students again next year. UAMS South has also formed a new partnership with Southern Arkansas University in Magnolia to allow undergraduate students in pre health majors to shadow residents in our clinic.

UAMS South received a \$29,000 grant from the Blue & You Foundation for Safety Baby Showers. These funds provide needed safety items such as portable cribs and CPR training materials to expectant parents in Columbia and Ouachita counties. Half-way through the 2014 grant project period, more than 100 adults have received potentially life-saving information on safe sleep for infants, correct car seat installation and use, and how to deal with infant crying (the Period of PURPLE Crying).

The staff and faculty members of UAMS South have gone above and beyond the call of duty this year, successfully adapting to change while striving to improve patient outcomes. We are proud to call Magnolia our new home and remain dedicated to providing excellent care and services to families in the 7 counties we serve.

As of June 30, Dr. Fitts stepped down from his position as UAMS South Director, which he held from July 2008 – June 2014. Under his direction, UAMS South was awarded the 2011 Best AHEC Award. One of his major undertakings as director was the move of UAMS South from El Dorado to Magnolia. Even though, he is no longer Director of UAMS South, we are pleased that Dr. Fitts has taken on other responsibilities within the organization and will continue to work for UAMS Regional Programs.





UAMS South Central

Mark C. Deal, MBA, Director

UAMS South Central has transitioned to new leadership under Mark Deal, MBA, who previously served as Administrative Director at UAMS NE and a hospital CEO. We also welcomed Jordan Brazeal, PharmD to our staff.

New practice management and clinical systems have been implemented and Patient Centered Medical Home (PCMH) has been realized, gaining recognition as a Level III by the National Committee for Quality Assurance (NCQA). We are participating in the Medicaid PCMH initiative and the Arkansas Health Care Payment Initiative, which is striving to improve health outcomes and reduce costs. The clinic is currently implementing an innovative team care concept to accommodate the large number of residents in a facility with a limited number of patient exam rooms.

Dr. Toni Middleton, MD was promoted to Residency Director this year. Dr. Jason Cobb, MD, a former resident, joined our faculty. UAMS SC continues to have the largest number of family medicine residents (n=34) in the Regional Programs System, and remains a participant in the HRSA Residency Program Expansion Grant. The residency has achieved an outstanding 100% Family Medicine Board pass rate.

In affiliation with UAMS East, UAMS South Central is exploring development of a 1-2 Family Medicine Residency Program. This would provide a rural medicine experience for three residents each in PGY2 and PGY3 of the program at a rural site in the UAMS East region, with residents completing PGY1 in Pine Bluff.

To provide for future growth, we are currently working with Jefferson Regional Medical Center (JRMC) to purchase the Jefferson Professional Center II on the JRMC campus. This will allow us to consolidate operations now scattered over four separate locations across Pine Bluff into one facility and allow development of a more efficient PCMH model.



Our site provided educational opportunities for medical students from UAMS, Lincoln Memorial University, De Busk College of Medicine, Kansas City University College of Medicine, and Lake Erie College of Osteopathic Medicine. UAMS medical students performed 17 Family Medicine Preceptorships, 2 Family Medicine/Peds/Surgery Preceptorships, and 13 senior rotations.

For the first time in over 27 years, UAMS South Central hosted a Health Fair at the UAMS Family Medical Center-Pine Bluff site. LaSonya Shelby, Recruiter and Angela Turner, Outreach Director coordinated the annual MASH program for 20 students, as well as the CHAMPS program. Angela recorded over 10,000 outreach encounters, including smoking cessation clinics, fitness presentations, health screenings and life skills workshops. She also continues to coordinate our Medication Assistance Program and Health Literacy efforts. LaSonya provided over 60 presentations to area schools, and health and career fairs.

Brooke Allison, APN began a diabetic support group with great success. The Melville Library logged over 28,000 patron encounters, under Library Director, Julie Dobbins, and she continues to explore opportunities to provide library services directly to our patients.

We expanded the Medicare Wellness program under the direction of Robin Trout, RN with assistance from Jenna Johnson, RN and her staff. The program saw a dramatic increase in the number of Annual Wellness Visits performed this year thanks to their efforts.



UAMS Southwest

Patrick Evans, MEd, RRT, RN, Director

The Affordable Care Act health insurance expansion was one of several important initiatives that UAMS Southwest has been engaged with the past 12 months. Not only has the Family Medical Center gained more patients with insurance but it has implemented more mechanisms to provide better patient-centered care. Health care is morphing into a system of health management focused on equipping people with the tools, be they medicines, therapy, or education, to improve quality of life.

Being a part of the national Comprehensive Primary Care Initiative (CPCI) has brought to the clinics a strategy to implement key functions to help reduce patient use of expensive hospital services. To facilitate the changes in primary care delivery, a new clinic is being designed and constructed to open late fall 2015. A suitable building located on U of A Way, adjacent to the new University of Arkansas Community College – Hope campus, allows convenient access to all major thoroughfares.

The new building allows for creation of a true patient centered medical home (PCMH) that facilitates the training of family medicine residents in a team-based environment. This means the faculty, residents, nurses, and clinical support members work from the same “bull pen” which facilitates clear and timely communications.

Seven Family Medicine residents completed their residency training this year, with six passing the Family Medicine Boards on the first attempt. Of the graduating class, three will be practicing in Arkansas or locally. Eight new residents started July 1.

With the residency program at UAMS South relocating from El Dorado to Magnolia, that program has transitioned into a Rural Training Track (RTT), with residents participating in clinical rotations in Texarkana. They work alongside Texarkana residents in the hospital medicine rotations and conduct pediatric rotations in our All for Kids pediatric clinic.

All for Kids pediatric clinic celebrated 10 years of service this year. The clinic has provided over 180,000 clinic visits during this time. The clinic is staffed with both pediatricians and pediatric nurse practitioners, serving a patient population that is 83% Medicaid.

The five allied health and nursing education programs, extensions of UAMS College of Health Professions and Nursing, saw 21 graduates this spring. Ten students completed the phlebotomy training program, with all successfully passing the ASCPPBT national registry exam. Sadly, this year saw the last graduates of the Radiologic Imaging Sciences and Diagnostic Medical Sonography programs. These programs closed at the end of the curriculum year due to a loss of external funding. The radiology program was started in 1990 and has graduated 216 AS and BS prepared students. The sonography program, established 2002, has graduated 27 students. The nine Radiologic Imaging Sciences baccalaureate students will continue to be supported at the center.

The Community Education Department at UAMS Southwest continues to provide programs and activities to empower people to live healthy. Our staff provided local and regional outreach programs with a focus on health, wellness and prevention. Community education programs include: breast health education; lay and professional CPR training; chronic disease self-management, diabetes education; tobacco prevention and education; and youth leadership development.





UAMS West

Don Heard, EdD, Director

This has been an exciting year for UAMS West, presenting both opportunities and challenges. During the year, Community Health Systems (CHS) purchased Health Management Associates (HMA) the parent corporation of our sponsoring hospital, Sparks Health System. Our faculty and management look forward to working with CHS / Sparks to continue providing high quality patient health care and enhancing medical education in Western Arkansas. Other opportunities to increase services were made possible through the Comprehensive Primary Care Initiative (CPCI) which enabled us to expand our clinical staff. In addition, a Federal Teaching Health Center Grant allowed us to expand our residency program from 26 to 28 residents in 2013-14. Through the combined efforts of all members of our team, for the second year in a row, UAMS West was recognized as The Best Regional Program of 2013.

UAMS West has been certified by the National Committee for Quality Assurance (NCQA) as a Level III (highest level) Patient Centered Medical Home (PCMH). We have been working diligently to maintain and improve our clinical and information technology systems and methods that will enable us to continue this recognition. We have plans to expand the number of residents in our program from 28 to 30, effective July 2014 and will begin working with the UAMS College of Health Professions to train Physician Assistants in the upcoming academic year.

Dr. Lyndsey Kramp joined our faculty after completing her residency at UAMS West. Dr. John Lane also joined our faculty in April. Dr. Lane has 21 years practice experience, including six years in New Zealand utilizing patient centered concepts similar to the PCMH model. In addition, Ms. Roslyn Grimsley, APN, joined our staff in September 2013.



To meet the need for a future health care professional pipeline and provide current health related education to individuals, our Pre-Health Recruitment and Outreach staff contacted over 5,000 individuals via school career events, health fairs, health education sessions, and medical screenings, including 83 high school students who participated in the MASH summer program.

This year, UAMS West providers conducted 35,028 clinic and 15,148 hospital exams, delivered 311 babies, and performed 1,446 procedures. Educational opportunities were provided for 34 medical students, 6 UAMS Masters level Nursing students, 10 pharmacy students, 19 LPN students, and 1 Health Information Management student. Director of Nursing, Peggy Brigrance, also taught 86 NP students through online courses and on-site rotations. Our Library served 4,585 patrons.

To meet the need for expanded patient services and training, UAMS has purchased the clinic and education facility that we had previously leased along with several pieces of land nearby. Through expansion and remodeling, we will create facilities that will assist us in providing patient centered care, improve the quality of our health services, and enhance our training programs. It is expected that the planning, new construction and remodeling will take 2 to 2 ½ years and will cost approximately \$7 million. UAMS and UAMS West will provide a significant part of this cost and are seeking charitable support from others in the Western Arkansas region for the remaining costs.

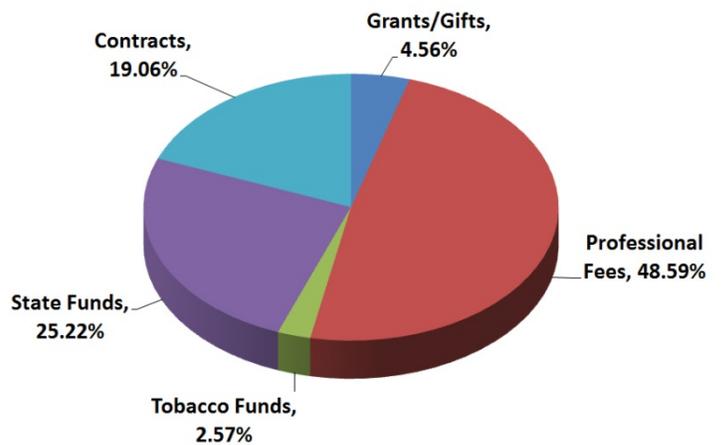
Financial Profile

Monies allocated by the State in FY 2014 decreased 0.23% from FY 2013. We continue to develop the Patient-Centered Medical Home (PCMH) concept at our Family Medicine Clinics by implementing technology associated with this new care delivery model. Our efforts to implement the PCMH will lead to improved access and enhanced quality of patient care, so funding allocations to complete those efforts have been directed to clinical services. In addition, health literacy strategies are being incorporated into our patient care delivery to improve patient communication and outcomes.

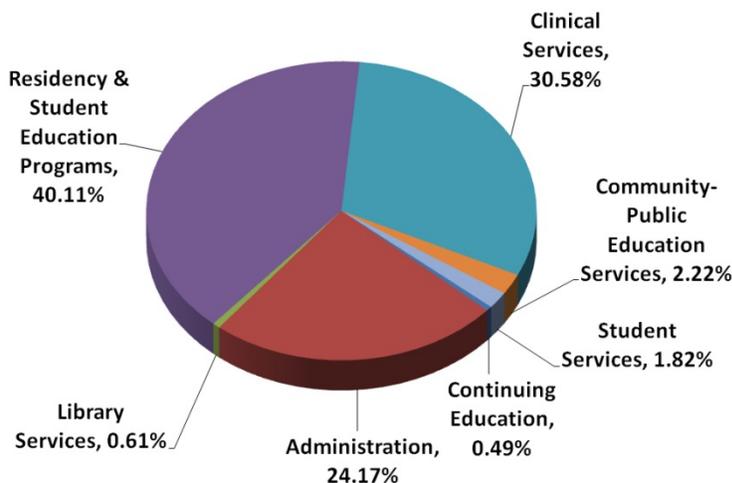
We continue to allocate resources to pre-health recruiting programs, such as MASH and CHAMPS, along with programs preparing rural students for MCAT testing. Additionally, several of our centers have established collaborative relationships with school systems in their regions to provide health curriculum 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 self-management of diabetes and other chronic diseases.

Due to the general economic climate, we again anticipate no new State Funds for FY 2015. Other sources of funding continue to be well balanced, with the need for self-generated funds being increasingly important.

Funding Sources 2013-14



Expenditures 2013-14



Key Partners

We are extremely grateful for the leadership of the Regional Programs Advisory Council, our Center directors, faculty, and hardworking 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 35*).

UAMS

Educational programs 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, vo-tech and community colleges, 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
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 Hospital

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

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Rhonda St. Columbia

UAMS West

Buddy McMahon
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UAMS Regional Programs 2013-14 Annual Report

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Marina Hicks, Department Business Coordinator
Adrienne Boone, Administrative Analyst



Patricia Edstrom, MEd, Director of Education (center)
Eva McKinney, Program Coordinator (left)
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William Mitchell, Patient Education Project Manager



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(L-R) Melinda Barbee, RN
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