



REGIONAL PROGRAMS
Annual Report 2017-2018

UAMS[®]

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Message from the Vice Chancellor

This was an amazing year for UAMS Regional Programs, consisting of major changes to improve our capabilities of delivering patient-centered care, while training future health care professionals in this new era of value-based care. Most rewarding from my perspective was seeing the collective efforts of our faculty, staff, and trainees coming together to move this division of UAMS forward in the face of many challenges.

Allow me to highlight some key accomplishments that we achieved together in FY 2018:

- In August 2017, the UAMS Leadership, under Dr. Dan Rahn, selected me to assume the role of Vice Chancellor for Regional Programs.
- That same month, we began the process of converting our six regional Family Medicine Clinics under a singular Electronic Health Record (EHR) platform.
- Dr. Don Heard, Mr. Ron Cole, and Mr. Mark Deal accepted senior leadership roles to assist with overseeing and leading our strategic priorities in FY 2018.
- In October 2017, Dr. Mark Jansen accepted the role of Chief Medical Officer for UAMS Regional Programs
- Also in October, under the leadership of Dr. Becky Hall, UAMS East in Helena opened a new Family Medicine Clinic.
- REP Leadership worked closely with UAMS Leadership to implement a cost-restructuring plan that was executed in January 2018.
- In April 2018, our first wave of clinics migrated to the singular platform, including Fort Smith, Texarkana, and Helena.
- A Central Business Office was established in Little Rock for managing billing and collection for all REP Family Medicine Clinics in May 2018.
- In July 2018, our second wave of clinics went live with the new platform, including Fayetteville/Springdale, Jonesboro, Pine Bluff, and Magnolia.
- In August, our new UAMS North Central Family Medicine Clinic opened in Batesville. Under leadership of Dr. Jordan Weaver, an ACGME application was submitted to establish a new Family Medicine residency program in Batesville.

Even with major operational and institutional changes statewide, we still achieved a positive operating margin of 3.1% across our network. In addition, four of our six residency programs achieved 100% first-time board pass rates by their 2018 graduates.

As we enter FY 2019, all eight of our Regional Centers are now operating Family Medicine Clinics. Expanding our clinical capacity across this state will assist UAMS in meeting its strategic objectives. Our business infrastructure has been streamlined and centralized, which will allow us to standardize workflows, improve standards of care delivery, and better train future healthcare professionals.

Finally, changes implemented this year, mark the beginning of a new era and vision to better meet the original charter of this division when it was established 45 years ago as an AHEC Program. Our new UAMS Chancellor, Dr. Cam Patterson, has met with us and shared his vision of UAMS continuing the charge of improving the health of all Arkansans, as we make new discoveries, increase our capacity for delivering healthcare services, and expand sites for training healthcare professionals, especially in rural and underserved areas. We, Regional Programs, are committed to supporting this effort and will be an integral part of the new delivery system for UAMS moving forward.

Sterling L. Moore, M.B.A.
Vice Chancellor, UAMS Regional Programs and
Executive Director, Arkansas AHEC Program

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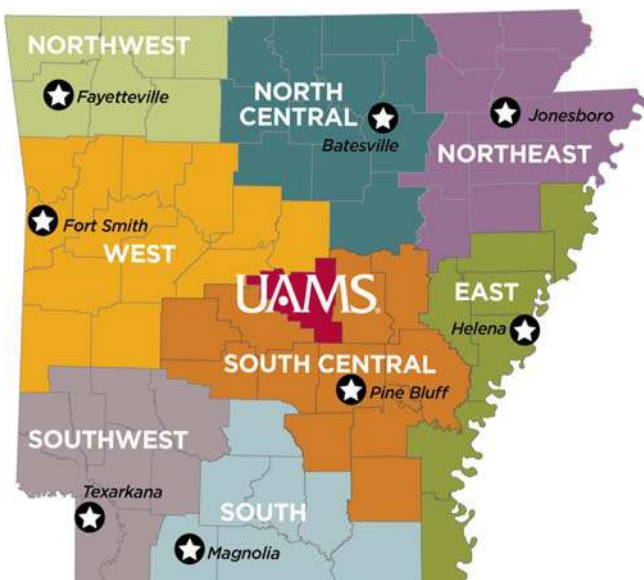
History of Regional Programs

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 uneven distribution 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 45 years ago now also encompasses nursing, pharmacy, mid-level and allied health professions training, as well as a statewide network for health career pipeline programs, continuing professional education, library resources, patient-centered quality care initiatives, and telehealth connections to cutting-edge medicine. Each center serves a multiple county region.



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Mission and Approach

To improve the health of Arkansans by training skilled and caring health professionals and delivering high quality patient-centered primary care.

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 enhances the rural professional environment, aids in provider retention, and ultimately strengthens the participating community health care systems.

Regional Programs employ 609 people statewide (including residents), operating as important economic forces in their communities.



2017-18 Trainee Overview

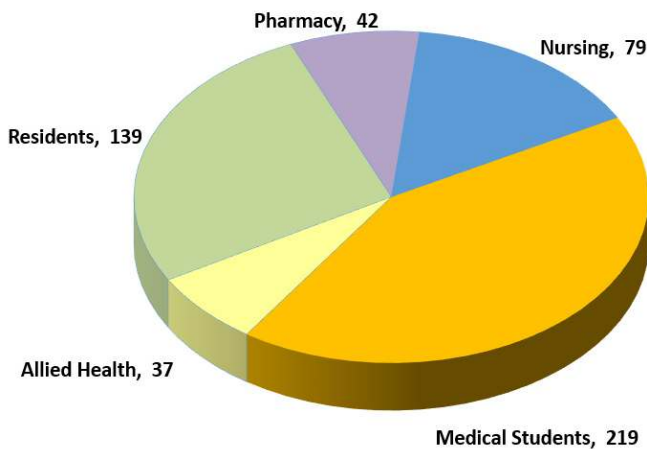
This year, we provided training for:

- 377 health professions students
- 139 medical residents
- 2,845 high school and college students for structured health career programs, and 23,680 in group presentations/events

Specific program goals:

- ◆ Enhance the quality of health professions education 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 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

2017-18 Trainees



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UAMS Northeast Residency Director Installed as President of ARAFP



Scott Dickson, M.D. of Jonesboro was installed as the 71st President of the Arkansas Chapter, American Academy of Family Physicians at the Installation of Officers held on Friday, August 3, in the Ballroom of the Embassy Suites Hotel in Little Rock, Arkansas.

Dr. Dickson is a graduate of Arkansas State University in Jonesboro and received his M.D. from UAMS, followed by a residency in Family Medicine at UAMS/AHEC Northeast. He served for 8 years as Assistant Residency Director of AHEC Northeast Family Medicine Residency in Jonesboro before being named Residency Director in 2009.

He has served on the Arkansas Academy of Family Physicians (ARAFP) Board for four years and holds memberships in the Association of Teachers in Family Medicine, the American Medical Association, the Physician's Health Committee, St. Bernard's Medical Center and the Medical Executive Committee, St. Bernard's Medical Center.

Actively involved in community service, Dr. Dickson is the recipient of many honors and awards and he and his wife Heather live in Jonesboro with their daughter Mary Beth.

Matthew Nix, M.D., faculty member at UAMS Southwest in Texarkana, was named President-Elect of the ARAFP. Dr. Nix is a Texarkana native who earned his M.D. from UAMS, completed residency at UAMS Southwest, and practiced in Ashdown before returning to serve as faculty at UAMS Southwest.



UAMS East received the 2017 Emerging Community Award through the Arkansas Coalition for Obesity Prevention. This award recognizes a community for its work towards laying a foundation for a community's future by increasing physical activity and healthy eating to reduce and prevent obesity. UAMS East conducts Cooking Matters® and Diabetes Education Classes, and offers various lifestyle, weight loss, and exercise classes in their region.

Career Employees

We gratefully acknowledge the faithful dedication of the following faculty and staff who marked this year with long-term service to UAMS Regional Programs.

30 Years: Peter Carrol, MD (Magnolia), Sherrin Frank (Fort Smith)

25 Years: Terry Hall (Fayetteville), Becky Hall (Helena-West Helena)

20 Years: William Hurst, MD (Jonesboro), Lawrence Mann & Sherry Whitmer (Fort Smith), Christine Taylor (Springdale)

New Intern Orientation



In June, all 44 first-year residents from UAMS Regional Programs were gathered in Little Rock for the first group orientation to lay a foundation and encourage statewide camaraderie for their next three years in Family Medicine residency training. Senior faculty and staff made presentations about residency requirements, policies and procedures, loan repayment, career options, health literacy, research and scholarly activities, and professional wellness.

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New Facilities

UAMS East Opens Family Medical Center in Helena

UAMS East in Helena opened its new Family Medical Center in November, as part of strategic efforts to expand clinical and educational services in the Delta. Founded in 1990, UAMS East currently has a staff of 25 that serve the seven Arkansas Delta counties of Chicot, Crittenden, Desha, Lee, Monroe, Phillips, and St. Francis. Dr. Travis Ewing, who completed his family medicine residency training at UAMS South Central is Medical Director of the new clinic.



"The clinic renovations would not have been possible without our wonderful partnership with the Helena Health Foundation. For the past 11 years the Helena Health Foundation Board has been an excellent landlord, working with us not only on building issues but supporting so many of our programs. This foundation and its dedicated members are truly making a difference in the health of the Delta," ~ **Becky Hall**, Ed.D., Director of UAMS East

New Home for UAMS North Central in Batesville

The Family Medical Center at 1993 Harrison Street opened August 28th, with 24 exam rooms, 23,000 square feet of clinic and education space, and multiple areas for team-based care, which includes physicians, nurses, pharmacists, and other clinical professionals. The education building contains multiple conference rooms and educational spaces to allow for community meetings and distance education using interactive video.



Pictured L-R: Michael Gibson, Dianne Lamberth, Marsha Gibson, Josh Conlee (NC Admin Director), Dennis Moore (NC Center Director), Sterling Moore (VC for RP), Dr. Jordan Weaver (NC Residency/Medical Director), Dr. Cam Patterson (UAMS Chancellor), Josephine Ray Rogers, Dr. Julia Roulier (NC MD), Gary Paxson (White River Incoming CEO), Gary Bebow (White River CEO).

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Clinical Operations, Transformation, and Innovation

In response to many changes at the national level in health care practice, policy, and reimbursement, our regional centers continue with comprehensive transformation in residency and clinic operations, to set the standard for excellence and efficiency in patient-centered primary care practice for Arkansas' future health care professionals.

This was a busy year in Clinical Operations and Transformation, with our primary focus being the opening of new clinics and supporting the new centralized electronic health record (EHR). Clinical Operations teams traveled to the various sites to assist informatics with training and "go-live" of the new EHR platform, with Wave 1 in April and Wave 2 in July, also assisting with opening new clinics in Helena and Batesville. The next steps will be to continue sharing best practices and optimizing uses of the EHR.

Clinical Quality saw a continuation of programs such as CPC+, MIPS, MU, Medicaid PCMH, and BCBS PCMH, as well as other payer programs as we carry on our transition from fee-for-service to value-based care. All clinics continue to improve on quality metrics, resulting in better care for all of our patients. Practices are also participating in the newly formed Accountable Care Organization (ACO) with Baptist Health, with a focus on reducing healthcare costs and utilizations, while providing better quality care.

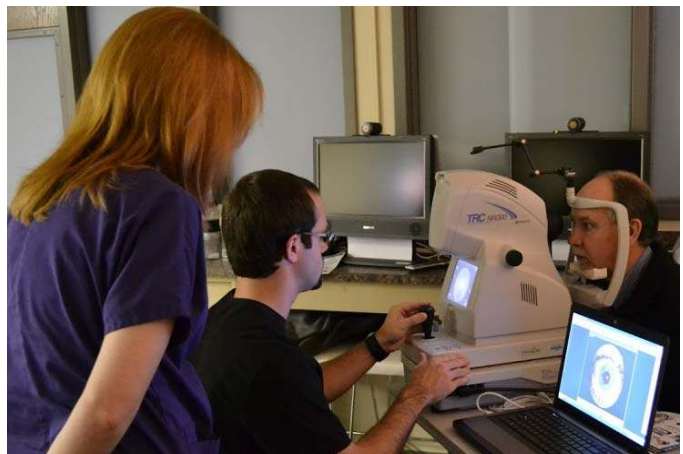
Behavioral Health Integration

Behavioral Health (BH) Faculty at UAMS Regional Programs have been working closely with medical and residency staff to provide education and support for faculty development. Trainings occur on a monthly basis and address clinical and patient outcomes strategies. Our Statewide BH Director has worked with Central Operations to implement the centralized EHR, which now includes enhanced behavioral health and substance use disorder screening protocols. Several BH Faculty have served as Social Work field instructors for UA and UALR Schools of Social Work, providing students with clinical exposure to an integrated health system. In addition, Behavioral Health has also been implemented into the Helena clinic and Tele-behavioral health is in planning stages for the Batesville clinic.

For 2019, Clinical Operations will be focused on improving Medicare Wellness Visits, Behavioral Health Integration (including tele-behavioral health), tele-retinal screenings, and Complex Care Teams.

Telemedicine

Over the past year, telemedicine activities declined briefly due to the focus on electronic health records; however, a number of exciting projects will soon be expanding activities significantly in the upcoming year. Various pilot projects are occurring, numerous clinicians are approaching our network for distance visits, HRSA has awarded supplemental funds for tele-behavioral health, and new life has been sparked into tele-retinopathy. Each of these can be enhanced by developing some basic, standard infrastructure for our sites. Ideally, by July 2019, each site will have a dedicated telemedicine technician, and coding/reimbursement practices will be clearly settled and understood. As technological advancements and health policy reform continue to improve opportunities for alternative patient visits, Regional Programs will no doubt be valued partners in Arkansas' telemedicine future.



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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 26,525 students statewide.



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

In Summer 2017, 434 high school students participated in one of 32 M*A*S*H camps across the state, with 72% from rural or minority backgrounds. During this two-week program for students entering grades 11 and 12, participants are certified in First Aid and CPR, learn healthy lifestyles, and apply science concepts to “real life” healthcare situations. Ten medical students and three pharmacy students served as M*A*S*H program assistants.



Community Health Applied in Medical Public Service (CHAMPS)

In Summer 2017 and Spring 2018, 185 students participated in CHAMPS. This 3-5 day program offers hands-on experiences in health careers and community service for students entering grades 8, 9 and 10, with 58% from rural or minority backgrounds.

Advancement Into Medicine (AIM)

During 2017-18, 121 high school students participated in AIM, which continues to engage former M*A*S*H students through college advising, mentoring, interviewing and writing skills, clubs and community service.



Hands-On Health Care and Health Explorers

In 2017-18, 55 students glimpsed health careers through Hands-On Health Care activities such as giving injections, drawing blood, and physical therapy, as well as 1,391 Health Explorers engaged in other age-appropriate offerings.

A Day in the Life

These one-day events give an in-depth look into a specific health career, such as nursing or radiology, and include both lecture and hands-on activities. In 2017-18, 232 students participated.

Club Scrub & Med Pro-Ed

School-based clubs encourage exploration of health careers through meetings and activities, with 170 participants this year.

Medical Interpreting

Our UAMS Northwest recruiter, who is Hispanic, taught a Medical Interpreting class for 22 bilingual high school seniors this spring.

College Pre-Professional Training and Support



College students can arrange mentoring and volunteer service opportunities through any of our regional centers. Pre-Med students receive help applying for medical school through advising, mock interviews, and MCAT prep. This year 185 college students participated.

Group Presentations and Events

In addition to the structured programs described above, our recruiters reached 23,680 other students across the state through school presentations, career fair booths, facility tours, and other groups and venues to increase awareness about health careers, workforce needs, salary potential, training opportunities, and academic pre-requisites. Statewide, general networking also reached 2,101 parents and faculty.

More information available at www.arkansashealthcareers.com

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Family Medicine Residency

This year, 155 UAMS College of Medicine senior students participated in the National Resident Match Program with 66 appointed to an Arkansas residency position; 51% matched to residencies in a primary care specialty (Internal Medicine, Pediatrics, Family Medicine, and Ob/Gyn).

Regional Programs provided training for 141 residents in 2017-18, including 43 who completed their 3-year residency to become board eligible in Family Medicine. Of these, **74%** (32/43) remained in Arkansas to practice. Of those staying in Arkansas, **66%** (21/32) remained in their training region, and **31%** (10/32) chose a rural or small town practice location.

For more info, see <http://arkansasahecresidencies.com>

Arkansas has 52 first-year Family Medicine residency slots available, including 46 at Regional Programs and 6 at the Department of Family and Preventive Medicine in Little Rock.

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



UAMS Regional Programs' Family Medicine Residency Graduates

Of all former graduates, 63% (810/1,278) remained in Arkansas.

Of those staying in Arkansas, 51% (415/810) remained in their training region; 37% (298/810) practice in small towns/rural areas.

Just prior to publication, UAMS North Central was notified that they had received initial ACGME approval to launch a new 6-6-6 residency program in Batesville, beginning in July 2019.

Sports Medicine Fellowship

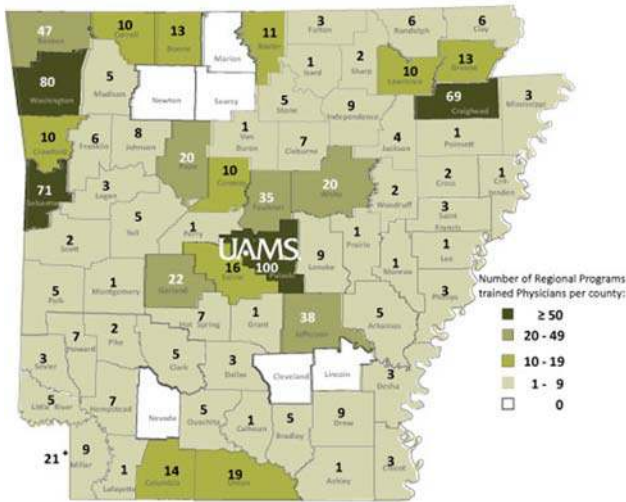
The sports medicine fellowship for family physicians at the UAMS Northwest Campus offers advanced training on diagnosis and treatment of sports-related illness and injury, with cooperation from the University of Arkansas Athletics Department and other clinical partners. Sports medicine fellows gain clinical experience seeing patients at UAMS-affiliated clinics as well as working with University of Arkansas student-athletes, while under supervision of UAMS faculty and clinical partners, including Advanced Orthopedic Specialists, the official sports medicine provider for the Arkansas Razorbacks. Completing the fellowship will enable a physician to sit for the sports medicine subspecialty board exam by the American Board of Family Medicine.



Poster presentation at National Sports Medicine Conference L-R: Dr. Ramon Ylanan, Sports Medicine Fellowship director; Dr. Larry Balle (Houston, TX), Logan Rice senior medical student

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Practice Locations of our Graduates

The map at left shows locations of physicians trained by UAMS Regional Programs across the state, and below is a list of counties and communities where they practice.

810 UAMS Regional Programs'-trained physicians now practice in 132 Arkansas communities*, including 69 of the state's 75 counties.

ARKANSAS

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

ASHLEY

Crossett (5,507)

BAXTER

Mountain Home (12,448)

BENTON

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)

CHICOT

Lake Village (2,575)

CLARK

Arkadelphia (10,714)

CLAY

Corning (3,377)

Piggott (3,849)

CLEBURNE

Greers Ferry (891)

Heber Springs (7,165)

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)

DESHA

Arkansas City (366)

Dumas (4,706)

McGehee (4,219)

DREW

Monticello (9,467)

FAULKNER

Conway (58,908)

Greenbrier (4,706)

Mayflower (2,234)

Vilonia (3815)

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)

IZARD

Melbourne (1,848)

JACKSON

Newport (7,879)

JEFFERSON

Altheimer (984)

Pine Bluff (49,083)

Tucker (prison)

White Hall (5,526)

JOHNSON

Clarksville (9,178)

LAFAYETTE

Lewisville (1,280)

LAWRENCE

Hoxie (2,780)

Walnut Ridge (4,890)

LEE

Marianna (4,115)

LITTLE RIVER

Ashdown (4,723)

LOGAN

Paris (3,532)

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)

JACKSON

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

Alexander (2,901)

Benton (30,681)

Bryant (16,688)

SCOTT

Waldron (3,618)

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

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)

Lincoln (2,249)

Prairie Grove (4,380)

Springdale (69,797)

WHITE

Bald Knob (2,897)

Beebe (7,315)

Bradford (759)

Kensett (1,648)

Searcy (22,858)

WOODRUFF

Augusta (2,199)

YELL

Danville (2,409)

Dardanelle (4,745)

Highlighted COUNTIES are designated as "RURAL" (non-SMSA). Underlined cities indicate UAMS Regional Center locations.

* 21 former UAMS Regional Center-trained physicians also practice in Texarkana, Texas

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Community-Based Training

All Regional Centers offer rotations at multiple clinical sites to prepare students and residents for practicing in a variety of community-based primary care settings, especially in rural and underserved areas.



Regional Programs facilitated training in 47 different communities (36 counties)

Arkansas	Stuttgart (9,326)	✓	Greene	Paragould (26,113)	✓	Pope	Atkins (3,016)	✓
Baxter	Mountain Home (12,448)	✓	Hempstead	Hope (10,095)	✓	Pulaski	Little Rock (193,524)	✓
Benton	Gravette (2,325)	✓	Hot Spring	Malvern (10,318)	✓	Saline	Benton (30,681)	✓
Chicot	Lake Village (2,575)	✓	Howard	Nashville (4,627)	✓	Sebastian	Bryant (16,688)	✓
Columbia	Magnolia (11,577)	✓	Independence	Batesville (10,248)	✓	Union	Fort Smith (86,209)	✓
Craighead	Brookland (1,642)	✓	Izard	Calico Rock (1,545)	✓	Washington	Greenwood (8,952)	✓
Crawford	Jonesboro (67,263)	✓	Jefferson	Pine Bluff (49,083)	✓	White	El Dorado (18,884)	✓
	Cedarville (1,394)	✓	Johnson	Clarksville (9,178)	✓	Yell	Fayetteville (73,580)	✓
	Van Buren (22,791)	✓	Little River	Ashdown (4,723)	✓		Johnson (3,354)	✓
Desha	Dumas (4,706)	✓	Logan	Booneville (3,990)	✓		Lincoln (2,249)	✓
Drew	Monticello (9,467)	✓	Lonoke	Cabot (23,776)	✓		Prairie Grove (4,380)	✓
Faulkner	Conway (58,908)	✓	Madison	Huntsville (2,346)	✓		Springdale (69,797)	✓
	Greenbrier (4,706)	✓	Miller	Texarkana (29,919)	✓		Beebe (7,315)	✓
Franklin	Charleston (2,494)	✓	Phillips	Helena-West Helena (12,282)	✓		Danville (2,409)	✓
	Ozark (3,684)	✓	Pike	Glenwood (2,228)	✓		Texarkana (36,411)	✓
Garland	Hot Springs (35,193)	✓		Murfreesboro (1,641)	✓			

Highlighted Counties are designated as "RURAL" (non-SMSA).

Communities in dark red text indicate UAMS Regional Center locations. Communities in *italics* indicate UAMS Regional satellite locations.

✓ A check mark to the right of a community indicates practice locations of UAMS Regional Center-trained physicians

Rural Health Summit Expands Partnerships

With the declining number of rural health practitioners and rapidly aging population, there will soon be grievous gaps in health service delivery. To address this, the Winthrop Rockefeller Institute and Dr. Mark T. Jansen, Chief Medical Officer for UAMS Regional Programs, worked collaboratively to call together some leading stakeholders in Arkansas health care to examine the current health ecosystem in rural Arkansas and identify priority areas.



Rural Health Summits were convened in 2017 and 2018 to identify short-term priorities. **See the current report at:**
http://rockefellerinstitute.org/uploads/rh-2018-report-interactive_1.pdf

A third Summit will be held at the Winthrop Rockefeller Institute in March 2019 to report on the progress of the Working Groups from preceding Summits, as well as an opportunity to revisit other pressing matters that have emerged in the intervening years.

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Rural and Primary Care Incentive Programs

Arkansas Blue Cross & Blue Shield Primary Care Scholarship

Three UAMS medical students were each awarded a \$20,000 Arkansas Blue Cross and Blue Shield Primary Care Scholarship, which encourages aspiring physicians to pursue primary care practices in rural Arkansas. This year's recipients are Steven James, a senior from Conway; Julie Sherrill, a senior from Dumas; and Allison Jackson, a junior from Bryant.

The scholarship is a part of a broad effort to produce more family medicine, general internal medicine, and general pediatrics doctors for Arkansas, especially in rural areas where access to primary care is limited.

The Arkansas Blue Cross and Blue Shield Primary Care Scholarship encourages aspiring physicians to pursue primary care in rural Arkansas.



Julie Sherrill, Stephen James, and Allison Jackson

"I can't wait to practice the full scope of family medicine in a rural area that I love while developing relationships with the people that make rural Arkansas special. .".~Stephen James

Family Medicine Interest Group

This year, the Family Medicine Interest Group (FMIG) reached 415 students, with attendance at monthly meetings averaging 30-40. Guest speakers offer diverse perspectives to increase student awareness of all aspects of medicine, practice models, financial management, health care policies, and personal stories. Twenty-one medical students attended the 2017 AAFP National Student and Resident Conference July 27-30, in Kansas City, KS.

Rural Medicine Student Leadership Association

The Rural Medicine Student Leadership Association (RMSLA) is sponsored by Regional Programs and Arkansas Farm Bureau to provide peer support for Rural Practice students, to inform state policy, to create connections between students and communities, and to provide regular meetings and speakers to discuss issues of importance to future rural physicians. This year, 175 students were involved in RMSLA.

Other Rural Practice Incentive Programs

Medical students who participate in the UAMS Rural Practice Program are required to complete a Family Medicine Preceptorship and their Junior Family Medicine Clerkship in a non-urban community, which often is one of our regional centers. Students must also complete a senior rotation (Primary Care Selective or Acting Internship) at a regional site.

In 2017-18, 39 medical students and 28 residents had a Rural Practice commitment, with another 29 physicians actually practicing in a qualifying community. **See**

<http://medicine.uams.edu/for-medical-school-applicants/rural-practice-programs/>



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Medical Student Education

Family Medicine Preceptorships

During Summer 2017, **46** medical students participated in the Family Medicine Preceptorship program, a 4-week clinical shadowing opportunity for entering second-year medical students to work with family physicians in Arkansas towns.

Service Learning Preceptorships

Additional 4-week Service Learning Preceptorships were completed by **19** students in the Summers of 2017 and 2018.

Projects included various Quality Improvement projects, such as development of a diabetes management guide and Facebook page, health/risky behavior education for adolescents, a dementia-screening guide, MASH Central Coordinators, Childhood Asthma Trigger Education, and a Social Determinants of Health Tool.



Junior Clerkships in Family Medicine

In 2017-18, **63% (112/179)** of the junior class performed family medicine clerkships in our 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 **16 Longitudinal Clerkships** (6 month) that took place at UAMS Northwest.

“The diversity of patients I got to see – pediatrics, OB, psych, and general adult medicine cases – every single day was absolutely amazing and has me considering Family Medicine as a future career!”
~Clerkship Participant

Senior Electives/Selectives

In 2017-18, **27% (46/172)** of the senior class completed rotations in our 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 preparation for the first year of residency. The **Senior Selective in Primary Care** is a 4-week rotation required of senior students, with an outpatient clinical focus. **Electives** in most specialties can also be taken in the UAMS Regional Centers.



Interprofessional Complex Care Team meeting at UAMS Northwest

REGIONAL PROGRAMS

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Inter-Professional Education

Regional Programs offer students opportunities for hands-on training and classroom instruction from faculty and preceptors at our regional clinical locations in various parts of the state.

Since 2015, the UAMS Office of Interprofessional Education (OIPE) has introduced specific activities into each year of UAMS student curricula, with all students now required to complete IPE activities in order to graduate. We work closely with OIPE co-directors, Wendy Ward, Ed.D. and Kat Neill, Pharm.D. to provide training and support to our multi-disciplinary center faculty and staff, to help them maximize functionality as fully integrated teams, both in clinical and educational capacities.



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Pharmacy

This year, **39** pharmacy students completed training at one of our centers. UAMS Regional Programs clinical pharmacists enjoy an integral role in the complex care committees in their respective family medicine clinics, and to their centers' scholarly activities and academic leadership initiatives. Intensive review of high utilization patients often reveals drug therapy opportunities to improve quality metrics and reduce costs. A particular point of emphasis has been review and quality improvement with prescription of opioids and other controlled substances, with these efforts paying dividends in improving consistency in proper provision and documentation of this type of care.

Nursing

In 2017-18, **79** 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.

UAMS College of Nursing faculty at our 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 clinical preceptor assignments.

2017-2018 Nursing Students

UAMS College of Nursing	18
UAMS North Central (Nursing Assistant)	34
Southern Arkansas University	10
Arkansas Tech University	1
UA Fort Smith	1
All Out of State Student Rotations	15



Health Professions

Physician Assistants

There were **31** students from the UAMS Physician Assistant program who participated in clinical rotations at our regional centers this year. These experiences focused on clinical aspects of family medicine and primary care in both outpatient and inpatient settings.

Other Trainees

Other students included **3** Social Work Interns, (1 BSW, 2 MSW) at UAMS Northwest, Fayetteville; **2** Physical Medicine and Rehab students at UAMS South, Magnolia, and **1** Medical Assistant student at UAMS West, Fort Smith.

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Continuing Education

The UAMS Center for Distance Health (CDH) provides most continuing education for UAMS Regional Centers. CDH Programs are available in a variety of formats, including LIVE, webinar, interactive video, and enduring materials at www.LearnOnDemand.org

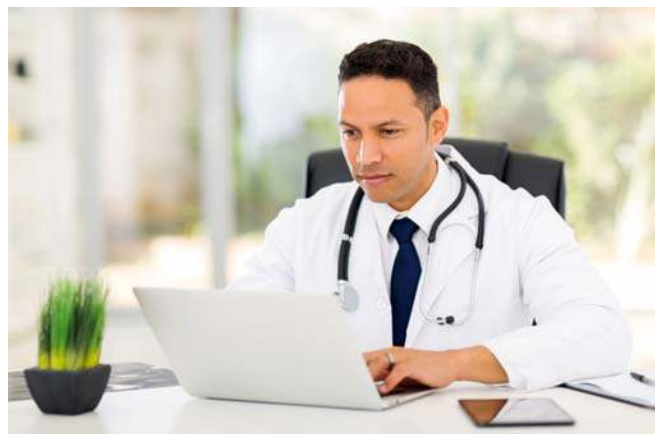
Continuing Education 2017-18

Number of Live Conferences	129
Number of Teleconferences	382
Total Attendees	3,318
New Learn On Demand Activities	210
Total New Users This Year	2,571

The CDH has a strong infrastructure in continuing education, particularly with learnondemand.org, which has grown to more than 12,230 users. Health care professionals are able to obtain continuing education credit online. The online programs are accredited by the Accreditation Council for Continuing Medical Education (ACCME), American Nurses Credentialing Center's Commission of Accreditation, and Certified Health Education Specialists/ Master Certified Health Education Specialists (CHES/MCHES) and certificates of attendance for allied health.



UAMS South residents, Dr. Mann and Dr. Semnani at a community health fair in Magnolia.



Learning Resource Centers

UAMS Regional Centers' Librarians continue to serve patrons in their areas, providing research and information to residents, physicians, students, and other organizations. Due to the expansion and ease of availability to online resources in recent years, our library facilities continue to scale back as appropriate. In 2017-2018, our centers served **23,432** library patrons, including health professionals, students and residents, and consumers.

REGIONAL PROGRAMS

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Patient Care & Public Service

Our faculty, residents, and staff are very active in their communities, serving on many national, state, and local advisory boards and committees. They provide a vast array of health care services, screenings, support groups, and other resources, some of which are listed below:

Physical exams and health services:

- Boy and Girl Scouts
- Church Health Clinics
- Medical Mission Trips
- Nursing Homes
- Immunizations
- School Athletics
- Special Olympics
- Veterans CBOC

Other clinics & counseling:

- Anticoagulation
- Colposcopy
- Developmentally Delayed
- Hyperlipidemia
- Prescription Assistance
- Prenatal Care
- Tobacco Cessation
- Weight Control

Specialty clinics:

- Asthma/COPD
- Diabetes
- GI/Colonoscopy/EGD
- HIV/AIDS
- High Risk Obstetrics
- Infectious Diseases
- Minor Surgery

Community Education & Service:

- Baby Safety Showers
- Nutrition & Fitness
- Diabetes Management
- Substance Use Disorders
- Hypertension/Stroke
- Reach Out & Read
- CPR Instruction



REGIONAL PROGRAMS

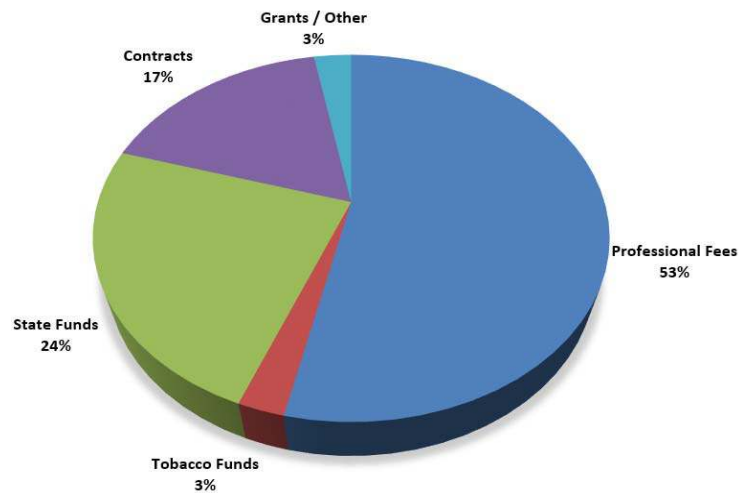
Annual Report 2017-2018

Financial Profile

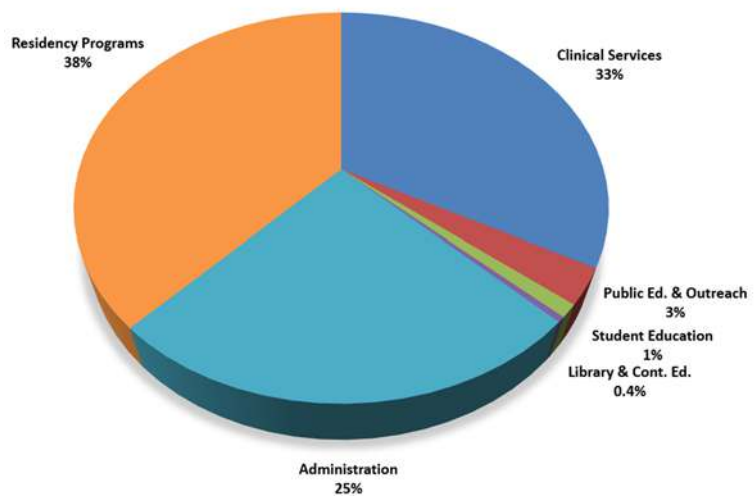
Regional Programs continues to demonstrate exceptional financial performance in the management of its resources. The following information highlights key accomplishments for the period ended June 30, 2018:

- Regional Programs achieved an operating margin of 3.3% for FY 2018.
- This year, we were thrilled to open new Family Medical Clinics at UAMS East and UAMS North Central.
- We continue to improve upon the Patient Centered Medical Home (PCMH) model at all our Family Medicine Clinics with advance care processes and protocols as required under the PCMH delivery model.
- A key strategic initiative in FY 2018 was implementation of a statewide Electronic Health Record (EHR) system for Regional Programs. This singular initiative is the cornerstone for building the infrastructure that will enable Regional Programs to support the training of healthcare professionals in accordance with the new payment model of population health consistent with improved patient outcomes.
- Our management and staff continue to seek ways to reduce overall cost of operations by standardizing certain business processes, procuring of supplies and services under group purchasing agreements, and by ensuring that our human capital resources are optimally employed to meet program requirements.

Funding Sources 2017-18



Expenditures 2017-18



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Publications, Presentations, and Other Scholarly Activities

The fourth *Annual Statewide Research Colloquium & Teaching Innovations Symposium* was held in Little Rock in May 2018, with 17 faculty and residents attending and presenting or leading discussions on new and innovative teaching, quality improvement, and other research projects to share findings, ideas, and best practices.

UAMS Regional Programs' faculty and residents present regularly at local and statewide venues, and publish scholarly articles extensively in *Evidence-Based Practice*, a national peer-reviewed journal published by the Family Practice Inquiries Network (FPIN). A sampling of publications and national presentations from this year are listed below.

Publications

Coulter L, Hudson J, Spooner R, Judkins H. "Is Suboxone given in the primary care setting more efficacious for opioid addiction than methadone," *Evidence-Based Practice*, Vol. 21, No. 3; March, 2018; E8-9.

Duncan T, Coulter L, Hudson J, Macechko M. "Are anticonvulsants effective for treating alcohol dependence?" *Evidence-Based Practice*, Vol. 21, No. 4; April, 2018; 12-13.

Hays W, Coulter L, Hudson J, Sherwood D. "Do antihistamines relieve the symptoms of upper respiratory infections?" *Evidence-Based Practice*, Vol. 21, No. 3; March, 2018; E14.

Byers M, Wright P, Tilford J, Nemeth L, Matthews E, Mitchell A. Comparing smoking cessation outcomes in nurse-led and physician-led primary care visits. *Journal of Nursing Care Quality*. 2018 July-Sep 33(3): 272-277.

McElfish PA, Moore R, Buron B, Hudson J, Long CR, Purvis RS, Schultz TK, Rowland B, Warmack TS: Integrating Interprofessional Education and Cultural Competency Training to Address Health Disparities. *Teaching and Learning in Medicine*, 2017; 30(2) 213-222.

Owoyemi K, Coulter L, Hudson J, Vaughn B. "What nonopioid medications are effective for pain control in patients with chronic pancreatitis?" *Evidence-Based Practice*, Vol. 21, No. 4; April, 2018; E2.

Sam G, Coulter L, Hudson J, Judkins H. "Should we identify and treat hyperlipidemia in elderly patients?" *Evidence-Based Practice*, Vol. 21, No. 4; April, 2018; 9-10.

National Presentations

Byers M. Quality of care in nurse-led Medicare Annual Wellness visits; presented at the 2017 North American Primary Care Research Group annual meeting in Montreal, Quebec.

Clardy B. AR-1 Disaster Medical Assistance Team (DMAT) Deployment training - Rapid Needs Assessment for Disasters. Charlotte, NC, September 2018.

Hudson J, Hennessey V, Peter C, Coulter L, Balli M, Mickey H, Warmack S. Partnership with an Independent Community Pharmacy to Address Medication Adherence in Marshallese Patients Residing in Northwest Arkansas: Program Development and Initial Results. *Gathering for Pacific Island Health*. Honolulu, HI October 2017.

Marshall, A. (2018, July). Homegrown Healthcare Providers: The Arkansas Model. Breakout session presented at the National AHEC Organization Biennial Conference, Arlington, VA.

McGhee L, Vaughn B, Wade L. The Power of Plants to Heal the Healer: Using Biophilia in a Residency Program, poster presentation, AAFP PDW-RPS Conference (March 23-27, 2018)

Piel M, Hudson J, Schulz T, Warmack S, Coulter L. Lessons Learned from 100 Patients: A Review of Clinical Parameters from 100 Marshallese Patients Treated in a Student-Run Clinic. *Gathering for Pacific Island Health*. Honolulu, HI October 2017.

Seaton V, Dickey T, Balli M, Hudson J, Baker J, Briggs B. Rates of Positive Depression Screenings Among Marshallese Patients with Diabetes in Northwest Arkansas. *Gathering for Pacific Island Health*. Honolulu, HI October 2017.

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UAMS East

Becky G. Hall, Ed.D., Director



UAMS East celebrated the Grand opening of its Family Health Center in Helena in October. Over 200 people attended the celebration, including the UAMS Interim Chancellor, the Vice Chancellor for Regional Programs,

local and state elected officials and many other supporters. Staff includes a D.O. Medical Director, an APRN, 2 LPN's, 2 Access Coordinators, a financial counselor, a phlebotomist and a Medical Assistant. Dr. Travis Ewing has a faculty appointment in the UAMS College of Medicine and is a certified sleep specialist.

A portion of the existing facility was remodeled into a clinical space that includes 8 exam rooms, 2 workstations and a lab. The clinic functions on the patient centered medical home (PCMH) model, with services including diabetes education, health coaching, dietary counseling, and behavioral health services. The clinic will serve as the foundation for a proposed rural residency training program, in collaboration with the UAMS South Central Campus in Pine Bluff.

UAMS East continues programs in 7 Delta counties, with centers in Helena, West Memphis and Lake Village. Last year, encounters totaled 116,827. We promote healthy lifestyles through various exercise and weight loss classes offered through the Fitness Center and in locations throughout the service area, including spinning, yoga, ZUMBA, and Boot Camp. Fitness Center and Walking Track encounters totaled 8,180. Our Regional Center Library served 11,179.

UAMS East provides chronic illness prevention, wellness, education, health careers programs, and ongoing services to health professions students and interns. Mentoring and facilitation of clinical rotations was provided to RN/BSN and BSN/MSN students.

Dr. Josephine Jackson is an Adjunct Instructor in the UAMS College of Nursing and serves as clinical instructor. The pre-professions recruitment program continues to increase opportunities for youth interested in health careers by offering M*A*S*H, CHAMPS, A Day in the Life, and Club Scrub. This year, UAMS East arranged for a former M*A*S*H student, who is currently enrolled at UAMS, to be a presenter at our Day in the Life Program.

UAMS East received the 2017 Emerging Community Award through the Arkansas Coalition for Obesity Prevention. The emerging award recognizes programs for their work laying a foundation for the future of a community by increasing physical activity and healthy eating to reduce and prevent obesity. UAMS East expanded its work with Diabetes Education by offering a Diabetes Education Prevention Program and continued working with Arkansas Greater Delta Health Alliance to conduct Cooking Matters® and Diabetes Education Classes for participants in the Tri-County area. UAMS East expanded its weekly Group Lifestyle Balance class to include 2 classes offered in the day and evening. Through this program, participants have lost over 100 pounds.

UAMS East was awarded several grants this past year to help fund a variety of needed programs, including \$90,000 for expansion of our Diabetes Prevention Program. Greater Delta Health Alliance, a non-profit organization of hospitals in Southeast Arkansas, awarded the funding. The Walton Foundation awarded UAMS East \$ 64,000 for our Teen Pregnancy Prevention Program. UAMS East Lake Village received \$35,000 through the Giving Tree Grant, Arkansas Minority Health Commission Grant and the Arkansas Healthy LIFE matching grant.

UAMS East is honored to work with more than 100 valued partners to address health and health-care needs of Delta residents and is very excited about the future of our Family Health Center.

REGIONAL PROGRAMS

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UAMS North Central

Dennis F. Moore, Pharm.D., Director

There were significant changes in our organization this year. As mentioned in last year's report, we developed a relationship with White River Medical Center to establish a Family Medicine Residency program.

Construction was completed on the 23,000 square foot facility with 24 exam rooms and the required educational space, which is designed to accommodate a 6-6-6 residency program. Application to ACMGE has been made and we expect to be approved to begin recruiting fall 2018 (*Notice was received in October that the program has been approved and will accept its first class of 6 residents in July 2019!*). This will be the first Family Medicine Residency Program developed by UAMS since the early 1990's, when the UAMS Southwest facility was opened. It will be a good step in answering the need for more family medicine resident slots in the state. With the hiring of Dr. Jordan Weaver, the inaugural Residency Director, his patient population moved into the clinic in August. Dr. Julia Roulier has also been added as faculty. These are highly qualified, local physicians with active patient populations.

The pre-health professions recruiting program had an outstanding year, with five MASH programs in the region that reached 61 students, and eight Club Scrub Programs that reached 142 students. Perhaps one of the most demonstrable impacts of the pre-health professions program is that of those in college with which we were engaged, nine were admitted to medical schools, two to OT schools, one to dental school, and two to pharmacy school.

The very successful medication assistance program that has been in place for almost ten years continues to support the health of those having difficulty affording prescription medications. This will be a record year, with over \$2.5 Million in medications obtained for local residents.

Regarding nursing education, the CNA training program graduated 49 CNA's. Most of the students were sponsored by a local nursing home, which helps ensure a pool of high quality employees. Five nursing students also completed their APRN studies this year.

As we prepare for the opening of our Family Medicine Center, it will mark a new direction for UAMS North Central. We have focused on many aspects of improving care, but the opening of this primary care clinic will open up many new opportunities for service to the community. Exposure to new students, including medical, pharmacy, and physician assistants will now be possible. Additionally, new patient care and service opportunities such as telehealth, immunizations, and research can now be explored. We look forward to this new adventure in expanding our services to the community.

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UAMS Northeast

Ron Cole, M.B.A., Director



A portion of my comments last year spoke about the work that was about to occur in migrating all our sites to a common centralized EHR platform housed in Little Rock. Because I have been involved in that project for more than 50% of my time

this year, my comments will address that work first, then review some milestones for UAMS Northeast.

The EHR centralization projects' objective (to create a centralized EHR IT resource and house all sites' patient data; to include a new revenue cycle center complete with skilled staff and managers), may seem straight forward until you ask what will be required to achieve it.

As of the new fiscal year (July 2018) all sites except North Central will be operating from the new CPS Unified database system. A new revenue center will have assumed billing for all sites, and optimization processes and business intelligence tools will become the focus. What are the benefits of this project? Having all Regional Programs patient data in one location and that data being homogeneous, leadership can now analyze our data for practice & clinical efficiencies, patient population composition, health trends and population outcome(s) management, leverage data for research, improve insurance company negotiations, develop improved teaching modalities, etc. This infrastructure investment will provide our network a platform to improve upon for many years. It is our expectation that improvements in patient care, education, and program operations will be the first areas to benefit from this work.

Under the leadership of Mr. Sterling Moore, Vice Chancellor for Regional Programs, and Dr. Mark Jansen, Chief Medical Officer, Regional Programs is ready to be more competitive and capable of fulfilling its mission and vision than ever before.

Regional Programs Leadership will be better equipped to manage daily processes with increased efficiency, while having new capacity to broaden the scope of medical practice and residency training.

UAMS Northeast has had another successful year. Eight residents graduated in June, while eight new interns begin their three-year adventure with us. Our twenty-ninth M*A*S*H camp occurred in late May early June and then attention turned to our annual MCAT training course that is held in conjunction with Arkansas State University. Our inpatient service at NEA Baptist was moved to St. Bernards RMC, making that component of our inpatient care services more convenient for faculty and residents.

UAMS Northeast continues to participate in quality improvement programs (i.e. CPC+, AR Medicaid PCMH) in an effort to reshape how we deliver care from fee for service to patient outcome model. Reshaping the healthcare delivery model is difficult work and one that we have been involved in for several years, however, we are convinced that this transformation is the best for our patients and UAMS as the model of the future.

I have been fortunate to lead UAMS Northeast these past years. The healthcare sector of our economy has seen tremendous changes in the past decade and there is much more to come. We have yet to see the true impact of technology on our healthcare delivery system with the introduction of AI, wearable technology, and telemedicine. Soon *the internet of things* with its constant monitoring and communications will allow for 24/7 care regardless of where that patient might be. If you think our current level of technology is something, I invite you to stay tuned, as *you ain't seen nothing yet!*

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UAMS Northwest

Natalie Wood, Interim Administrative Director



This was another productive year for UAMS Northwest, with much to report and of much to be proud. The entire Northwest team strives to make a positive difference

in the lives of people across northwest Arkansas.

Dr. Hunter Judkins was named chair of the Medicine Department at Northwest Medical Center-Springdale.

Dr. Derrick Gray and Dr. Michael Macechko continue to serve as co-Medical Directors at the Arkansas Veterans Home in Fayetteville. Dr. Macechko also serves as chair of the residency's Clinical Competency Committee.

Ten family medicine residents graduated from our 10-10-10 program as part of the Class of 2017.

The UAMS Northwest Primary Care Sports Medicine Fellowship graduated its second fellow, Dr. Ryan Rhodes, on June 30. He plans to practice at family medicine and orthopedic clinics in Hammond, LA. The Sports Medicine Fellowship continues to grow, with interviews for a third fellow taking place in the Fall of 2017.

UAMS Northwest has an excellent social work intern program, hosting Master's and Bachelor's level students year-round. They are supervised by Leigh Wade, LCSW, our behavioral health faculty. These interns are incredibly helpful for both our clinics.

UAMS Northwest has many successful youth programs, directed by our recruitment specialist, Ana Sanchez. A total of 29 students in 8th-10th grade from seven school districts participated in the Spring CHAMPS program.

An Introduction to Medical Interpreter Training Program also took place during the spring semester, with 30 graduating High School Seniors earning a certificate of completion. Each student was required to attend a total of 20 hours of training.

Four CHAMPS programs took place during the summer, with 50 participants, and three M*A*S*H programs took place in July, with 48 participants.

Our Health Educator saw patients for health coaching on nutrition, smoking cessation, and for a health literate diabetes intervention funded by an RO1 grant through the National Institutes for Health. She also led a biweekly Diabetes Support Group for diabetic patients and their family members, as well as biometric screenings to market the clinic and increase patient recruitment.

UAMS Northwest has partnered with the Butterfield Trail Village retirement community to provide resident health care services. Dr. Allan Martin will serve as Butterfield Trail Village's Geriatric Family Physician and UAMS Northwest will offer an outpatient clinic at the Village, five half-days per week, starting in November 2017.

Beginning January 2018, SmartCare will be available to employees at UAMS Northwest.

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UAMS South

James L. Gooch, M.H.S., RRT-NPS, Director

As with every department and function within UAMS, this past year has presented its own unique challenges. We've learned the importance, now more than ever, of working together as a team to achieve our

common goal of providing the best healthcare possible to our patients. The connections that are developed between our staff members and patients, and the team spirit that continues to evolve in our daily work are what makes our program succeed.

This year, we were very happy to welcome Dr. Mimo Lemdja as a new full time faculty member. Dr. Lemdja's passion for service and her experience in patient care have made her a great asset to our program. We continue to be extremely fortunate to have Dr. Peter Carroll with us, sharing his more than 30 years of experience as a UAMS healthcare provider. In the past, Dr. Carroll served as residency program director and also as center director for UAMS South. Our staff and residents all agree that Dr. Carroll is a true gem. We much appreciate his dedication to our program.

We are entering our sixth year as a rural training track in Magnolia. As our residency program continues to evolve, we are thankful for the guidance of Dr. Mark Jansen as interim program director. We are committed to the continuous improvement of our resident education program as we remain focused on providing a training program that produces caring and competent, board-certified physicians who are prepared to serve rural populations. While change is sometimes hard, it can also bring unexpected benefits. Our community partners continue their support of our program, and we anticipate strengthening these relationships in the future.

Our clinic's Women's Health Nurse Practitioner, Adriane Delaney, was featured in our local newspaper for her contributions to the health of women in our community. Adriane, a self-described "home town girl", is one of only a couple board certified women's health nurse practitioners in South Arkansas. Adriane's patient volume continues to grow, and she enriches our clinic's ability to provide a full spectrum of healthcare services.

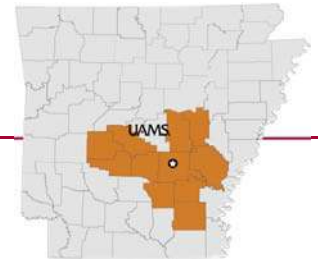
Once again, our local Albemarle Foundation has generously supported our Reach Out and Read program. Through a grant provided by this foundation, around 400 children in our community will receive brand new, age appropriate books during regularly scheduled visits with their healthcare providers. Many of the families served are low-income, and the books provided through this Reach Out and Read program are usually the first (and often the only) books these children own.

Our commitment to patient care was evident this year, as we successfully passed all quality measures and metrics from various state and federal programs, such as Arkansas Medicaid, Arkansas Blue Cross and Blue Shield, and Meaningful Use. UAMS South is proud to be a Patient Centered Medical Home where we continue to provide access to many services such as care coordination, radiology, telemedicine, and scheduling of preventive services.

The diversity of our talented team of local professionals makes us unique within our community. Our ability to provide quality care to our patients, without the need to travel far from home, is one of our greatest strengths. In a year that has been full of unexpected hurdles, I am very proud of our UAMS South team for navigating these many changes with substantial grace, professionalism, and teamwork.

REGIONAL PROGRAMS

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UAMS South Central Mark C. Deal, M.B.A., Director

As we enter our 45th year, UAMS South Central continues to serve 11 counties in central and southeast Arkansas. Our mission is to provide programs to improve the distribution, diversity, supply, and quality of healthcare providers,

specifically for rural and underserved areas.

This mission remains the living heart of our program and is reflected in our physician graduate retention rate. Five of the nine graduating residents, who completed in June 2018, have committed to opportunities in Arkansas, with four others also considering Arkansas opportunities.

UAMS South Central now operates four clinics for patient centered care: UAMS Family Medical Center I and II, the Justiss-Lindsey Clinic, and the Pine Bluff Veteran's Administration Community-Based Outpatient Clinic. In June 2018, construction began on our new facility. This new Jefferson Professional Center II, about 200 yards north of our current facility on the JRMC campus, will consolidate three of our four clinics into one, which will afford more efficient operations and room for future program growth.

UAMS South Central continues to focus on the Patient Centered Medical Home model, improving health outcomes, effectively managing our patient population, and improving the efficiency of our clinical operations. As we continue to provide innovation in healthcare, we are evaluating and embracing technologies that contribute to improved patient outcomes. Telemedicine is an area that we will leverage to provide services to patients outside the brick and mortar confines of our building. We continue to work toward the establishment of a Rural Family Medicine Training Track. In the first phase of that initiative, we assisted UAMS East, our sister program in Helena, in establishing a family medicine clinic and we continue to provide ongoing consultative services.

Our Family Medicine Residency Program continues to offer robust training under the leadership of Dr. Toni Middleton, Dr. Darrell Over and other outstanding faculty. Dr. Over also supports research, scholarly, and community based activities. Residents educate church and civic groups, schools, and conduct physicals for area students. Residents and faculty also participate in community health fairs and screenings. Our Residency program this year received full reaccreditation from the Accreditation Council for Graduate Medical Education.

Our Melville Library continues converting physical holdings of books, textbooks, journals, and periodicals into digital format. Debbie Hinkle, UAMS South Central Librarian, has developed a patient education service where patients and interested patrons can participate in ad-hoc interactive health education programs using library resources.

Renisha Ward, Pre-Professional Recruiter, kicked off a MASH program for area high school students in June with over 23 participants. We now also offer MASH programs in DeWitt, Monticello, Malvern, and Stuttgart. Through these programs and others, we introduce healthcare professions as a career choice to area students, with many going on to pursue careers in medicine. UAMS South Central held a Club Scrub Camp, called Growing Our Own Medical Professionals, with over 20 students, in coordination with the IVY Center and UAPB. This innovative six-month program introduced students to a variety of health professions with hands on experiences.

Since opening in 1973, we have enjoyed great success due to exceptional backing from our central leadership, dedicated staff, outstanding support from our partner hospital, Jefferson Regional Medical Center, and collaboration from community and regional partners such as Farm Bureau, UAPB, the Ivy Center, UAM, Southeast Arkansas College, and SEAMIC, among others.

REGIONAL PROGRAMS

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UAMS Southwest

Judy McDonald, Interim Administrative Director

UAMS Southwest, a major medical provider for the 4-State region saw new patient visits continue to grow in the Family Medicine Center. The All For Kids clinic is beginning to flourish.

Both clinics made it

through the new Centricity EMR implementation and now the challenge is to meet the population management quality goals for CPC+.

Our Family Medicine residency faculty remains experienced and stable, with 4.7 FTE. Dr. Mayo will be first to present a faculty development topic in January to the Regional Programs network as part of a new Graduate Medical Education Committee series.

All 8 graduating residents passed their board exam for the fourth year in a row, and the fifth out of the last six years. A beefed up didactic Thursday afternoon series has been instrumental in this trend. This year the 18th annual Sports Medicine Seminar and first Hospice & Palliative Medicine Seminar were series highlights.

Drs. Downs, Diaz, Nix, and Verma, with their respective teams of 2nd year residents, prepared poster presentations for the Regional Programs Scholarly Activity Colloquium in May. Dr. Downs was published TWICE in the *Best Evidenced-Based Medicine* journal this year. He and two recent graduates were in February's issue, and he teamed up with 3rd year residents Dr. O'Kelley and Dr. Omakpokpose in March's issue.

After not fully matching through the National Resident Match Program in 2017, feedback was elicited from applicants who matched to other programs. Residency Coordinator Elizabeth Flippo and Dr. Russell Mayo overhauled the recruiting process. This year the program not only matched, but matched all 8 of their spots within the first 20 ranked candidates making it one of the most successful matches for the program in its history.

The UAMS Southwest Family Medicine Residency will be the first within Regional Programs to undergo a Self Study process of the Next Accreditation System (NAS). A SWOT analysis with an Action Plan was submitted to the ACGME via WEB ADS last November. Accomplishments and progress toward the goals of the Action Plan will be submitted this November with an ACGME site visit planned for May 2019.

Telemedicine services benefit patients unable to travel to Little Rock for specialty care. Fifty patients received high-risk OB care through UAMS Antenatal and Neonatal Guidelines, Education and Learning System (ANGELS) program. We perform non-stress tests and patients receive visits from obstetrical specialists through telemedicine. Forty patients completed telemedicine visits with Arkansas Children's Urology Clinic in the past year, including initial consults, follow-up visits, and post-op visits. Finally, 40 patients were treated in our newest telemedicine program with Arkansas Children's Asthma Clinic. Patients meet with a Respiratory Therapist (RT) for spirometry, and then with a pediatric pulmonologist. The RT is available for asthma teaching and to develop an asthma action plan.

We completed the first year of CPC+ as a Track 2 clinic and successfully submitted Electronic clinical quality measures (eCQMs). In the first year of AR Medicaid PCMH, we completed two care plans on 82% of our high priority beneficiaries. We launched an extensive library of community resources linked to our website and began social needs screening to identify and assist patients. We have begun an After-Hours Clinic on Monday evenings with same day availability to improve access for our patients.

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UAMS West Don Heard, Ed.D., Director

This year has been both challenging and exciting. UAMS West, along with all other regional centers, converted to the latest version of GE's Electronic Health Record system for both our clinical and practice management

operations. This system will combine all clinical centers and central office under a single IT platform and software system housed at UAMS and will provide efficiencies in patient care, improved reporting and documentation of quality metrics, as well as enhanced research opportunities. In addition, our centers and central office worked together to centralize revenue cycle operations, which will provide future economies of scale and revenue enhancements. These actions will help Regional Programs as a whole meet the challenges of a changing health care environment.

UAMS West has operated a full year in our new medical clinic, which was designed to facilitate delivery of high quality health care and training of patient centered and team-oriented care.

In addition, UAMS West has developed plans to make many remodeling changes to our current Administration and Education building to enhance educational and operational abilities. This remodeling will be completed in early 2018-19.

Our quality improvement team continues to conduct multiple activities to improve the health outcomes of our patients. As part of the Arkansas Medicaid PCMH Program, our practice has implemented 14 care coordination workflows that will improve health care delivery and outcomes. We continue to work on meeting the goals of the Comprehensive Primary Care Initiative (CPC+). All of our faculty physicians achieved individual recognition from the National Committee for Quality Assurance (NCQA) for providing high quality care for diabetes patients.

Our faculty and residents conducted a variety of scholarly, research, and community activities. Notably, Dr. Lyndsey Kramp, Dr. Tabasum Imran, Dr. Edward Gills, Dr. John Lane, and Jessica Binz, PharmD, BCACP provided oversight for residents to develop 5 national poster presentations:

- "Lowering A1c in High Risk Patients – a Family Medicine Residency Clinic Approach"
- "Improving Colorectal Cancer Screening Rates at UAMS West"
- "ER Intercept Project"
- "HPV Vaccination and Provider Knowledge, A Survey"
- "Challenges of Meeting an Ambitious Compliance Goal" (diabetic eye exams)

Dr. Chris Fortson, along with residents that graduated last June, had an article published in "Evidence-Based Practice" journal in July 2017. Dr. Bryan Clardy continues to oversee the new curriculum of Community and Sports Medicine with pre-participation physicals and side-line medical care for Darby Junior High in Fort Smith. Dr. Clardy also presented results of a study on "Immunizations During/ After Pregnancy" at the 2017 Immunization Summit in San Diego, CA.

UAMS West hired a new Pre-Health Recruiter this year, Lighla Whitson, who has done a fantastic job in her recruitment efforts in our region. M*A*S*H programs this academic year at Sparks and Mercy Hospitals in Fort Smith provided high school students a great opportunity to learn various careers in health care.

Dr. Richard Aclin, a valuable UAMS West faculty physician, retired at the end of March. His dedication to the UAMS West program and residency education over the years has been truly remarkable and we appreciate him for his service.

Our program has faced its share of challenges over the past year, knowing that we will continue to improve how we serve patients and educate trainees as the end result. We will continue to take pride in achieving the overall mission of UAMS and work to foster excellence in all educational and service areas of our programs.

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Key Partners

We are extremely grateful for the leadership and commitment of our center directors, faculty, and staff, the support of our affiliated hospitals and other community partners, and the commitment to educational outreach of the various UAMS colleges.

UAMS Campus

Educational programs at UAMS Regional Programs 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 and interviewing process and also teach classes on campus and via IVN.



Regional Programs Faculty

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

Regional Partners

We are indebted to our affiliated community-based teaching hospitals, clinics, and other providers and facilities with whom we work to promote cooperative solutions to local health problems. Our M*A*S*H programs are made possible through the long-term support of Arkansas Farm Bureau, Arkansas Blue Cross/ Blue Shield, and Baptist Health. We partner with the Arkansas Department of Career and Technical Education, HOSA, and TRIO programs on career pipeline programs. We collaborate with the Arkansas Office of Rural Health and Primary Care and Community Health Centers of Arkansas on rural and primary care workforce issues. Other partnerships with UAMS Centers on Aging and Veterans Administration help meet the 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.

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Affiliated Community Hospitals

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

UAMS East

Crittenden Memorial Hospital
Helena Regional Medical Center
Chicot Memorial Hospital

UAMS North Central

White River Medical Center
Baxter Regional Medical Center

UAMS Northeast

St. Bernards Regional Medical Center
NEA Baptist Memorial Hospital

UAMS Northwest

Washington Regional Medical Center
Northwest Medical Center –Springdale
Veterans Health Care System of the Ozarks
Willow Creek Women's Hospital

UAMS South

Magnolia Regional Medical Center

UAMS South Central

Jefferson Regional Medical Center

UAMS Southwest

CHRISTUS St. Michael Health System
CHRISTUS St. Michael Rehab Hospital
Wadley Regional Medical Center

UAMS West

Sparks Regional Medical Center



“One of my daughter’s friends asked her why she would go to CHAMPS on her spring break, that it was like being at school. Olivia told her it was so much fun and it was helping her learn what she needed to become a doctor one day. This was an experience she will never forget. You have made a difference in my child’s life, and for that, you have no idea how very much you’re appreciated!”

~Jennifer White, parent

Health Careers Pipeline

Connecting Students in Arkansas with Careers in Healthcare



REGIONAL PROGRAMS

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Central Program Office

Mailing Address

4301 West Markham, Slot #599, Little Rock, AR 72205

Campus Offices (Slot #599): Phone (501) 686-5260; Fax (501) 686-8506

Ed South Offices (Slot #599B & #599C): Fax (501) 686-7676

Central Office Divisions

Central Administration

Education Department

Clinical Innovation & Research

Nursing, Behavioral Health & Quality Improvement

Information Technology & Informatics

Business Office - Practice Management & Billing



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Directory

UAMS East

Becky G. Hall, Ed.D., Director
E-mail: HallBeckyG@uams.edu
Travis Ewing, D.O., Medical Director
Josephine Jackson, A.P.R.N.,
Clinic Director
1393 Highway 242 South
Helena-West Helena, AR 72342
Phone: (870) 572-2727

UAMS North Central

Dennis F. Moore, Pharm.D., Director
E-mail: DFMoore@uams.edu
Jordan Weaver, M.D.,
Director, Family Medicine Residency
E-mail: MWeaver3@uams.edu
1993 Harrison Street
Batesville, AR 72501
Phone: (870) 698.9991

UAMS Northeast

Ron Cole, M.B.A., FACMPE, Director
E-mail: RCole@uams.edu
Scott Dickson, M.D.,
Director, Family Medicine Residency
E-mail: SDickson@uams.edu
311 East Matthews
Jonesboro, AR 72401
Phone: (870) 972-9603

UAMS Northwest

Natalie Wood, Interim Admin. Director
E-mail: NWood@uams.edu
Linda A. McGhee, M.D.,
Director, Family Medicine Residency
E-mail: LMcghee@uams.edu
1125 North College
Fayetteville, AR 72703
Phone: (479) 713-8000

UAMS South

James L. Gooch, M.H.S., Director
E-mail: JLGooch@uams.edu
Mark Jansen, M.D., Interim Director,
Family Medicine Residency
E-mail: MTJansen@uams.edu
1617 North Washington
Magnolia, AR 71753
Phone: (870) 234-7676

UAMS South Central

Mark C. Deal, M.B.A., Director
E-mail: MDeal@uams.edu
Toni Rasberry-Middleton, M.D.,
Director, Family Medicine Residency
E-mail: TLRasberry2@uams.edu
4010 Mulberry Street
Pine Bluff, AR 71603
Phone: (870) 541-7611

UAMS Southwest

Judy McDonald, Interim Admin. Director
E-mail: McdonaldJudyK@uams.edu
Russell E. Mayo, M.D.,
Director, Family Medicine Residency
E-mail: MayoRussellE@uams.edu 300
East 6th (Administration)
3417 U of A Way
Texarkana, AR 71854
Phone: (870) 779-6017

UAMS West

Don Heard, Ed.D., Director
E-mail: DAHeard@uams.edu
Katherine Irish-Clardy, M.D.,
Director, Family Medicine Residency
E-mail: KAlrishclardy@uams.edu
612 South 12th Street
Fort Smith, AR 72901
Phone: (479) 424-3172

Central Program Office

Sterling L. Moore, M.B.A., Vice-Chancellor
E-mail: MooreSterlingL@uams.edu
Mark T. Jansen, M.D., Chief Medical Officer
E-mail: MTJansen@uams.edu
UAMS Regional Programs - Central
4301 West Markham, Slot #599
Little Rock, AR 72205
Phone: (501) 686-5798
FAX: (501) 686-8506

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