

INSIDE THIS ISSUE:
OPENING THIS
MONTH --
UAMS FOOD
PANTRY

REVIEW PHASE OF 'AMBITIOUS' 2029 STRATEGIC PLAN NEARS END



Faculty, staff and students at the town hall meeting listen as the Vision 2029 plan is discussed.

After more than a month collecting feedback and reactions to the draft 10-year **Vision 2029 strategic plan**, UAMS is nearing the point where it will finalize the plan and shift to implementation, said Stephanie Gardner, Pharm.D., Ed.D., provost and chief strategy officer, during a June 17 town hall update.



UAMS Chancellor Cam Patterson, M.D., MBA, speaks to a university town hall audience about the "ambitious" Vision 2029 strategic plan.

Posted to the intranet on May 3, the 55-page draft plan details a set of strategic objectives across its mission areas, along with measurements identified to demonstrate progress and proposed initiatives to achieve those benchmarks.

The overarching vision is, "By 2029, the University of Arkansas for Medical Sciences (UAMS) will lead Arkansas to be the healthiest state in the region through its synergies of education, clinical care, research, and purposeful leadership."

"It's an ambitious plan. It holds us accountable," said Chancellor Cam Patterson, M.D., M.B.A. "There is a lot to be excited about in the plan. I'm excited about the focus around digital health, around rural health and transforming UAMS into a truly statewide institution."

When the draft plan was released, it was accompanied by a feedback survey on the intranet and an email address for employees to submit comments and suggestions. As of Friday, June 14, when the comment period ended, 232 employees took the survey, with 144 of those including comments to an open response question. More than 80 other emailed comments were submitted, some with multiple pages of feedback — including a few who followed the plan format with suggested objectives, outcome measurements and initiatives.

Vision 2029 continued on page 2

OPENING THIS MONTH — UAMS FOOD PANTRY

This month, UAMS is launching Stocked and Reddie, an on-campus food pantry for members of Team UAMS (employees and students) who are food insecure.

Located in the Distribution Center, Stocked and Reddie will open July 15 and will distribute nonperishable food items Mondays and Thursdays from noon to 6 p.m. The mission of Stocked and Reddie is to provide nutritious food to an estimated 800 UAMS students and employees who find it difficult to feed themselves and their families.

Registration will be required to use the food pantry. Employees and students who are food insecure can register on the intranet at <http://inside.uams.edu/gethealthy/pantry/>. Members of Team UAMS who register for the pantry will receive enough food to cover three meals for their entire household and can receive meal kits up to twice a week. Along with the food, pantry participants will receive recipes on how to prepare each meal.



Want to support the food pantry?

Here are some ways to help:

- Purchase **reusable grocery bags** and ship them to UAMS Slot #574
- Make a monetary donation by credit card or payroll deduction at: go.uams.edu/pantrygive

Vision 2029 continued from page 1

In addition to electronic feedback, a series of four small group sessions were held to discuss the draft, answer questions and solicit feedback. More than 60 employees signed up for those sessions, Gardner said, where the discussion was “lively and wide open.”

Feedback on the plan will be categorized and vetted with the working groups from each area — clinical, education and research. Gardner said her goal is to finalize the plan with revisions by the end of June, then share it widely as the effort moves to implementation. Going forward, there will be quarterly progress reports on the plan, along with annual reviews that will offer an opportunity to evaluate the objectives to determine any necessary revisions or updates, she said.

In the months ahead, she said, the Organizational Development team within the Office of Human Resources that has helped facilitate the Vision 2029 process will be available to meet with departments and programs across UAMS. The idea is that every unit at UAMS will create their own strategy map, the visual representation of strategic objectives that is the centerpiece of Vision 2029. In the process of creating their own strategy maps, units will identify the elements of the overall UAMS plan that align with their work, leading to their own objectives, outcome measures and initiatives.

“Ultimately, we hope that every member of Team UAMS will know how their day-to-day work contributes to success in the Vision 2029 plan — whether they are in a clinic, the hospital, a classroom, a lab, a regional center or wherever in Arkansas they are working,” Gardner said.

Opening the floor for comment, some commented positively on the comprehensiveness of the proposed plan and excitement about focuses on digital health and movement toward becoming a health system. Asked about gaps, there were suggestions in areas of cancer care and research to strengthen some objectives.

“This is a big, bold and hairy plan and overall it’s really exciting,” said James Marsh, M.D., chair of the Department of Internal Medicine in the College of Medicine. “I think the most exciting thing to me is shifting from being an academic health center to an academic health system. We have to do it.”

The overall UAMS strategy map included objectives for its stakeholders; in its clinical, education, and research mission areas; and financial objectives to ensure it remained a good steward of its resources. Also charted were objectives in three areas that crossed all of the others: partnerships, digital health, and talent and technology.

It’s highly contagious and we hope it goes **viral**.

SMILE

POLITE

POSITIVE

CONSIDERATE

RESPECTFUL

CARING

 **SPREAD KINDNESS**

UAMS

EMPLOYEES HONORED AT AWARDS OF EXCELLENCE CEREMONY



Mary Helen Forrest, chief nursing officer, was honored with the inaugural UAMS Nursing Legacy Award.

The Medical Center's Sterile Processing leadership team, Michael Arnold and Chief Nursing Officer Mary Helen Forrest were honored May 22 at the Awards of Excellence Ceremony, an event sponsored by the UAMS Medical Center Auxiliary.

Steppe Mette, M.D., interim vice chancellor for clinical programs and interim CEO of UAMS Medical Center,

presented the Team Impact Award to the Sterile Processing leadership team in recognition of innovation, health improvement, commitment to the UAMS mission and core values and interdisciplinary collaboration through teamwork.

The Sterile Processing Department includes about 120 employees who ensure instruments needed for surgeries and procedures are sterile, safe and in working order. Renita Jackson-Hoof is the director of the team. The Joint Commission cited this team as the "gold standard" for sterile processing during a 2017 survey visit.

UAMS Chancellor Cam Patterson, M.D., presented the Helen May Award to Michael Arnold, an inventory control technician in Nutrition Services. His nomination for the award described how he searched through bags of trash to find a patient family member's wallet that had mistakenly been thrown away when he left the cafeteria. Arnold also works to meet the needs of patients and family members with dietary restrictions. He has worked in the cafeteria for 10 years.

The Helen May Compassionate Care Award was established in 2003 in memory of Helen May, who died in

2001 after working at UAMS for 11 years. Nominees are recognized for delivering patient- and family-centered care guided by the service standards of safety, respect, excellence, image and efficiency.

Forrest, MNSc, R.N., NEA-BC, retired, was honored with the inaugural UAMS Nursing Legacy Award. She also serves as inspiration for the award, which will be presented annually to a nurse who has demonstrated significant contribution to UAMS nursing, patient care and the mission of UAMS. Nominees must also have worked at UAMS for at least 20 consecutive years.



Michael Arnold, (center) a Nutrition Services employee in the Cafeteria, was presented with the Helen May Compassionate Care Award. He is pictured with Jim May and Katelyn Johnson, Helen May's husband and daughter.



The Sterile Processing Department received the Team Impact Award during the Awards of Excellence Ceremony on May 22. The department includes about 120 employees who ensure instruments needed for surgeries and procedures are sterile, safe and in working order.

IN MEMORIAM

KAREN SMITH, 57, OF ALEXANDER, DIED JUNE 3, 2019. SHE WAS A PHARMACY TECHNICIAN IN PHARMACY SERVICES.

SHIRLEY GREENWOOD, 83, OF LITTLE ROCK, DIED JUNE 2, 2019. A FORMER SECRETARY IN DENTAL HYGIENE, SHE RETIRED FROM UAMS IN 2000.

BELINDA BENEDETTI, 59, OF BENTON, DIED JUNE 10, 2019. SHE WAS A CASH CONTROL MANAGER IN PBS ADMINISTRATION.

ROBIN MADDOX DEAN, 74, OF NORTH LITTLE ROCK, DIED JUNE 25, 2019. SHE RETIRED FROM UAMS IN 2016, WHERE SHE HAD BEEN AN EXECUTIVE ASSISTANT IN THE CANCER INSTITUTE AND COORDINATOR OF THE CANCER SUPPORT CENTER AT THE FAMILY HOME.

VISIT THE IN MEMORIAM INTRANET SITE, [HTTP://INSIDE.UAMS.EDU/INMEMORIAM/](http://inside.uams.edu/inmemoriam/), FOR FULL OBITUARIES ON UAMS EMPLOYEES AND STUDENTS WHO HAVE PASSED AWAY.

ACCOLADES

Rebecca McNeal-White, patient services associate on E7 Medical Oncology/Transplant, have been named the **July BEE of the Month**, an award by the Center for Nursing Excellence that honors non-nurse staff who provide exceptional care for patients and families.

Lucas White, R.N., who works on PRI 5 South-CDU, has been selected as the **July DAISY of the Month**, an award to recognize extraordinary nurses.

Annie Lincoln, a project manager in the Myeloma Center, received the **Golden Mug for June** as the staff member at the Cancer Institute whose work deserves special recognition.

F9 ENT/Orthopedic Surgical Specialties was selected as the **Outstanding Area of the Month for July**.

UAMS HONORS VOLUNTEERS FOR SERVICE TO HOSPITAL

UAMS Medical Center honored its volunteers at a June 5 luncheon in appreciation of 54,381 hours of service to the hospital and clinics in the past year.

Becky Smith, clinical services manager in the Neonatal Intensive Care Unit, was honored as the volunteer supervisor of the year. Larry Lichty, a Connections Team volunteer who works with international patients, was honored as the Connie Ratcliff Volunteer of the Year.

Edwina Mann, a volunteer in the UAMS Historical Research Center, was honored as the inaugural recipient of the Patricia Lavender Distinguished Service Award. This award was named in honor of Lavender, who died in May 2019. She served as a UAMS volunteer, Medical Center Auxiliary board member and a member of the Arkansas Hospital Association board for more than 15 years.

Kelli Gilliam was honored with the Outstanding Achievement award for helping an elderly patient who had a stroke while she was helping him locate his car. He had been visiting his wife, who was a patient in the hospital, and Gilliam got him safely to the UAMS Emergency Department.

The Rising Star award for new volunteers was presented to Michelle Palumbo, and the Impact Award for volunteers with more than five years of service was presented to Charlie Huie. Karene Stanton was honored for 2,254 hours over four years at the Ottenheimer Fitness Center in the Aging Institute.

Steve Biernacki, Restore director for Habitat for Humanity of Central Arkansas, was the event's guest speaker. He spoke on the power of saying "yes" and the importance of stepping up to help others.

Members of the 2019-20 Medical Center Auxiliary Board of Directors were introduced at the luncheon. Serving on the board are Alison Atkinson, president; Tomeiko Townly, program chair; Susan Beshears, fundraising chair; Libby Byrd, treasurer and budget chair; and Joseph Griggs, member at large. The board works to promote, improve and advance the welfare of the Medical Center and the health and comfort of its patients. The money raised by the auxiliary is used to support patients and families in need with food, Compassion Cards and transportation.



Larry Lichty (center) is this year's Volunteer of the Year, honored for his work with the Connections Team serving international patients. Congratulating him on his award are Jane Corley, director of international patient services (left) and Chrissy Adams, international finance manager.