



PULASKI COUNTY MEDICAL SOCIETY News

September 2024

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Pulaski County Medical Society

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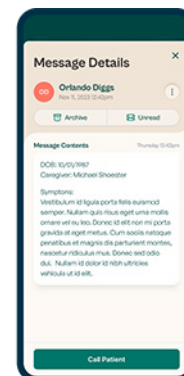
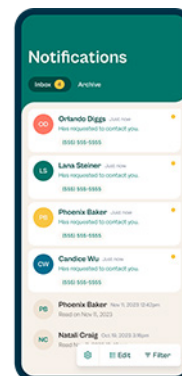
When you think professional, ethical, quality healthcare,
think physicians of Pulaski County Medical Society.

FINALLY, IT IS HERE!

OUTPAGE

For almost a year the Pulaski County Medical Exchange (PCME) has been working on a replacement for the ever-troublesome PingMD app to send secure messages to its customers.

After testing for the past few weeks with several local clinics, the app is finally ready for use by all PCME customers. The conversion has already begun. If you want your clinic to use this app to receive messages from the Medical Exchange, please let us know. We will also be contacting groups of doctors as well.



The first phase is the deployment of the app only as a means for the Medical Exchange to send secure messages to our customers. Once this phase has been operating successfully for a period of time then we can consider expanding its capabilities. One request during development was the ability for individual clinics to use the app as a secure internal communication tool. If you have a function you want to see available on the new app, please let us know.

Once it is your clinics turn to convert to the new app, a set of instructions will be emailed to you with how to download the app, and some facts about the app to keep in mind. When it is your clinics turn, we ask that everyone download the app as soon as possible, so that we can move to the next clinic as quickly as possible.

If you wish PCME to contact you about moving your team to OUTPAGE, please call Derek at 501-687-0039 or email him at derek@pulaskicms.org

Closed Claim Analysis: The Most Important Thing

JOHN T. RYMAN, JD, SENIOR CLAIMS ATTORNEY, SVMIC; REPRINTED FROM THE SVMIC SENTINEL

"The single biggest problem in communication is the illusion that it has taken place."

-George Bernard Shaw

In real estate, it is often said that the most important thing is location, location, location. In healthcare often the most important thing is communication, communication, communication. The following case is an unfortunate illustration of that principle.

Eve Adams (not real name) presented to her primary obstetrician on May 23, where she was found to be eleven weeks pregnant with a history of pre-term delivery and uterine fibroids. She had blood drawn that day, and a referral was made to a cardiologist for a maternal heart murmur. She was also referred to maternal fetal medicine ("MFM") specifically for her history of pre-term labor and uterine fibroids. Patient records were faxed to the MFM office that same day. Labs received the following day indicated an abnormal anti-Kell result. These results were sent to the MFM office by fax along with other records on May 25. The lab results showing the abnormal anti-Kell results and other records were placed in the patient's chart at the MFM office.

On June 9, Eve had her first MFM visit via telemedicine with Dr. Smith. Dr. Smith reviewed the patient's records from the OB's office, but only reviewed the records that were sent in the first fax. She thought that the records sent in the second fax were duplicates. A report of that visit was sent to the referring OB. The stated indications for the visit were fibroids, maternal heart murmur, and history of premature delivery. There was nothing in the report about the anti-Kell.

At the next visit with her primary OB, Eve was seen by a PA. She entered a note in their system stating that she reviewed the MFM notes from Dr. Smith. She noted that Eve was referred to MFM for Kell antibodies, and other concerns, and it appeared that they did not address the Kell antibodies issue. The PA put in that note that she called the MFM office to alert them to the Kell issue and to make a new appointment. The MFM office had no record of this call.

Eve saw the same PA at her primary OB office again a week later during which the PA recorded that Eve would see MFM the following week and that she would follow up on the anti-Kell test results after the MFM visit.

Over the following few months, Eve saw various physicians at the MFM office as well as regular visits with her OB. She did not see Dr. Smith, the original MFM physician, again for any of these visits. Each of the MFM providers relied on the notes from the immediately preceding office visit. None of the subsequent MFM providers reviewed all the records in the chart. Thus, there was never a comprehensive review of the chart that would have revealed the abnormal labs.

On September 19, a routine ultrasound by a MFM physician indicated hydropic changes. Eve was promptly admitted to a hospital for observation and testing, with the plan for an intrauterine transfusion. Based on her condition at the hospital, the treating physician decided it would be best to proceed with a caesarian section rather than the planned intrauterine transfusion. The infant was delivered at approximately 28 weeks. The child had permanent neurologic deficits.

The parents of the child filed a lawsuit alleging that the primary OB, her PA, Dr. Smith and all the other MFM providers who treated the patient were negligent.

SVMIC insured the MFM providers and their group. The allegations against the MFM providers were that they had received the labs with the abnormal anti-Kell test results, and they failed to act appropriately in response to the information. Actions by the MFM would have included diligent monitoring and intrauterine transfusions if anemia appeared. This responsibility appeared to fall primarily on Dr. Smith as the first MFM specialist in the group to see the patient. It was not customary for subsequent treating physicians to review the records other than the last visit notes and any new information. At a mediation, Dr. Smith and her group reached an agreement with the parents to settle the case. Based on the facts of the case it was reasonable that subsequent MFM physicians relied on previous notes prepared by members of their group. The physicians who saw Eve after Dr. Smith did not settle and were dismissed from the lawsuit.

There was no dispute that the fax with the abnormal labs was received by the MFM practice, and those results were in the patient's chart. Dr. Smith did not completely review the records having relied on the stated reasons for the referral. She thought she had all the information available and necessary to evaluate the concerns prompting referral. Dr. Smith also assumed the records were duplicates of the first batch of records. The patient never brought any other concerns to the attention of Dr. Smith or the other MFM providers. Although the PA documented a call to the MFM practice to alert them to the need for anti-Kell test follow up, there was no record of the call in the MFM records and no further follow up by the PA or OB. It is not certain that more intensive management would have resulted in a better patient outcome, but if the MFM providers had known about the lab results, they would have acted differently. It is clear to see multiple examples of ineffective communication in this case that resulted in treatment opportunities being missed, and a very unfortunate outcome.

For more information about SVMIC, contact our Arkansas representative, Sharon Theriot.

2024 Annual Business Meeting Notifications

PCMS Bylaws state "The slate of candidates shall be presented to the Board of Directors for approval and shall be mailed to all members prior to the Annual Business Meeting". It also says "bylaws may be amended by the affirmative vote of two-thirds of the members voting at a regular or special meeting of the Society. Proposed amendments shall be mailed to all members at least thirty days before the vote on such amendments is taken".

Pulaski County Medical Society Board Nominees:

Officer Nominees:

- Ken Singleton, MD President
- Letitia Jones, MD Vice President
- Derek Rudkin, IOM, CAE Secretary/Treasurer
- Kelly Burks, MD. Immediate Past President

Nominees for Board of Directors (2-year term)

- Richard Wirges, MD
- Yara Robertson, MD
- Sarika Savajiyani, MD
- Brandon Walser, MD

Pulaski County Medical Exchange Board Nominees:

Nominees for Board of Directors: (1 year term)

- Marvin Ashford, MD
- Jeffrey Hartsell, MHSA
- Will Henson
- Renee Montgomery, MD
- Inge R. Carter, MD
- Naveen Yarlagadda, MD

** You and a Guest are Cordially Invited to the Pulaski County Medical Society and Pulaski County Medical Exchange Annual Meeting & Dinner*

Thursday, November 7, 2024
Robinson Center Ballroom

Reception 5:45 pm - 6:45 pm
Membership Meeting 6:00 pm - 6:15 pm
Medical Exchange Meeting 6:15 pm - 6:30 pm
Dinner and Program begins at 7:00 pm

The program consists of the following:
2024 President's Award For a Lifetime of Outstanding Contributions to Medicine Presentation
Outstanding Student Award Presentation
Speaker: Dr. Sam Taggart

*\$75 per person (members and guests of members)
\$85 per person (non-members and guests of non-members)*

Scan QR Code to register with credit card
or go to <https://pulaskicms.org/event-registration/>
(please list the names of people you are paying for)

Speaker:
Dr. Sam Taggart
Author and Retired Family Physician

Dr. John C. Jones
2024 President's Award for a Lifetime of Outstanding Contributions to Medicine recipient

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2024 Freshman Orientation Luncheon

The Pulaski County Medical Society hosted lunch on Tuesday, August 6, 2024 during freshman orientation at the school of medicine. Executive Director Derek Rudkin, IOM, CAE gave a brief presentation about the society and its rich history with the medical college. Freshman Juliet Taylor was the winner of the Littman Classic III stethoscope that the society gave away on Friday, August 9, 2024.

Juliet Taylor is a first-year medical student at the University of Arkansas for Medical Sciences (UAMS) in Little Rock. Originally from Fayetteville, Arkansas, Juliet graduated with highest distinction from the University of Arkansas, where she earned her degree in biology. At 22 years old, she is excited to begin her journey toward becoming a physician, committed to making a positive impact in the field of healthcare.



Juliet Taylor wins the stethoscope prize during freshman orientation week.

2024 PCMS Carolyn Clayton Scholarship Awarded



Presentation of check to Chelsea Nichols

The 2024 PCMS Carolyn Clayton Scholarship was awarded on August 6, 2024 to Chelsea Nichols during freshman orientation week at UAMS.

Chelsea Nichols is a registered nurse who returned to school to pursue a MD/MPH dual-degree program at the University of Arkansas for Medical Sciences (UAMS). Chelsea was accepted to join the UAMS College of Medicine to pursue a Doctor of Medicine (MD) degree as part of the graduating class of 2028. Chelsea was also concurrently accepted to the UAMS Fay W. Boozman College of Public Health to complete a Master of Public Health (MPH) degree. Chelsea also holds a Master of Science in Biomedical Sciences with a focus in Tropical Medicine from the University of Hawaii, John A. Burns School of Medicine.

When Chelsea is not in class or studying, she is often working at the UAMS 12th Street Health and Wellness Clinic, a student-led free clinic located in an under-resourced area of Little Rock. Chelsea has a heart for service for rural healthcare as well as the uninsured and under-resourced. Chelsea's future goals after medical school include pursuing residency and fellowship opportunities in Pediatric Infectious Disease, focusing on vaccine-preventable diseases, parasitology, and tropical infectious disease.



Baptist Health, City of North Little Rock Open New Clinic in Rose City Neighborhood North Little Rock

Officials on Wednesday, Sept. 4, held a ribbon cutting to celebrate the opening of Baptist Health Family Clinic-Rose City, which serves residents of North Little Rock and surrounding communities.

A partnership between the City of North Little Rock and Baptist Health, Baptist Health Family Clinic-Rose City is the first full-service medical clinic in the east part of North Little Rock since a medical office burned in 2013.

“In addition to advancing Baptist Health’s mission of providing quality services with Christian compassion, we believe this will help improve health care access for residents in the Rose City neighborhood so they can get the care they need closer to home,” said Troy Wells, president and CEO of Baptist Health.

North Little Rock Mayor Terry Hartwick is from Rose City and personally knows the importance of a health clinic. He suffered a head injury as a child and, if he had not had immediate medical attention in Rose City, he may not be here today.

“Baptist Health continues to provide quality health care and we are pleased they have partnered with our city in creating this health clinic for our residents, Hartwick said. “The east part of North Little Rock is the fastest growing part of our city. We have three new factories, new homes, and are excited for this clinic to support our growth.

The location of this clinic is vital for North Little Rock.” Jessica Udeogu, MD, will see patients at Baptist Health Family Clinic-Rose City. Dr. Udeogu is a native of Carrollton, Texas and residency graduate of the Baptist Health-University of Arkansas for Medical Sciences Medical Education Program.

Dr. Udeogu earned a master’s degree in Healthcare Administration from Walden University in Minneapolis, Minnesota, and a Doctor of Medicine from St. James

School of Medicine in Arnos Vale, St. Vincent and the Grenadines. She is board certified by the American Board of Family Medicine.

Gia Williams, APRN, also practices at the clinic. Williams, a native of Marked Tree, Arkansas, received her Master of Science in Nursing from Arkansas State University and her Doctor of Nursing Practice from Chatham University in Pittsburgh, Pennsylvania. She is board certified by the American Academy of Nurse Practitioners.

The nearly 6,500-square-foot clinic is located at 4200 E. Washington Ave. in North Little Rock. Representatives from Baptist Health and the City of North Little Rock broke ground on the Rose City neighborhood project in August 2022.

When it opens, Baptist Health Family Clinic-Rose City will serve patients Monday through Friday from 8 a.m. to 5 p.m. The clinic provides unwavering support during life’s most challenging times and serves as a reliable partner for all the happy moments. Baptist Health is committed to being your trusted partner for life



Dr. Jessica Udeogu

For Sixth Year, CHI St. Vincent Included Among Best Places to Work in Arkansas

[CHI St. Vincent](#), a leading regional health network serving Central and Southwest Arkansas, announces that CHI St. Vincent Hot Springs has been named one of the [2024 Best Places to Work in Arkansas](#) by Arkansas Business and Workforce Research Group's annual survey and awards program.

This recognition marks CHI St. Vincent Hot Springs' sixth year to receive this distinguished honor. The Best Places to Work program identifies, recognizes and commends the best employers in Arkansas, benefiting the state's economy, workforce and businesses.

"Being named one of the 2024 Best Places to Work in Arkansas for the sixth year in a row is a tremendous honor for CHI St. Vincent Hot Springs," said CHI St. Vincent Hot Springs President Dr. Douglas Ross. "This accolade is a reflection of our incredible team and the collaborative, supportive culture we cultivate. It underscores our commitment to not just providing

outstanding care to our patients, but also creating an exceptional workplace for our employees."

The 2024 Best Places to Work in Arkansas program recognizes 50 companies across the state that exhibit outstanding workplace practices and culture. CHI St. Vincent received the award following a rigorous, two-part survey process that included a thorough evaluation of the company's workplace policies and practices. It also included an employee survey to measure their experience in nine focus areas. Following the surveys, companies are scored and then ranked, with the top workplaces receiving the recognition.

The 2024 Best Places to Work in Arkansas winners will be honored during a special in-person and live-streamed event on Sept. 17 at the Statehouse Convention Center in Little Rock.

For more information on CHI St. Vincent, visit chistvincent.com.

CARTI Foundation Welcomes Two New Board Members

Additions Will Help Further Nonprofit's Impact, Including in South Arkansas

The CARTI Foundation recently welcomed long-time supporters Cathy Gammill of Little Rock and Jordan Longnecker of El Dorado to its board. Both have an intimate understanding of the nonprofit's mission due to personal and professional connections with the CARTI Cancer Centers in their communities.

"Cathy and Jordan have witnessed firsthand the impact and hope that CARTI offers to patients and their families," said the foundation's executive director, Jennifer Selig. "We are honored to have them help us uplift and advance our mission of making trusted cancer care accessible."

A Little Rock resident, Cathy Gammill is a self-employed professional organizer with an extensive background in social marketing. She previously worked in the financial industry as a senior client associate at Merrill Lynch. A graduate of Baylor University, she is also actively involved at Immanuel Baptist Church and Little Rock Christian Academy.



Cathy Gammill



Jordan Longnecker

Jordan Longnecker of El Dorado is a family nurse practitioner with CABUN Rural Health Services. She has more than five years of clinical nursing experience in South Arkansas. She is a cum laude graduate of Southern Arkansas University and Chamberlain College of Nursing. She is involved with Cabinfire USA, First Baptist Church, Hugh Goodwin Elementary PTO, the Arkansas Nurse Practitioner Association and the American Association of Nurse Practitioners.



Baptist Health Medical Center – North Little Rock Earns Primary Stroke Center Certification From DNV



Baptist Health Medical Center – North Little Rock announces that it has received certification from DNV Healthcare USA Inc. as a Primary Stroke Center, affirming the hospital’s readiness to handle a full range of stroke-related medical problems.

“This certification is further confirmation that we are able to provide the best possible stroke care for residents of North Little Rock and our neighbors,” said Cody Walker, president of Baptist Health Medical Center-North Little Rock. “Our physicians and staff work as an interdisciplinary team, partnering with patients and their families to deliver award-winning stroke services – all backed by the state’s most comprehensive health care organization.”

The DNV Primary Stroke Center Certification is based on standards set forth by the Brain Attack Coalition and the American Stroke Association, and affirms that the

medical center addresses the full spectrum of stroke care – diagnosis, treatment, rehabilitation and education – and establishes clear metrics to evaluate outcomes.

“Achieving certification shows commitment to excellence,” says Kelly Proctor, president of DNV Healthcare USA Inc. “And it helps demonstrate to your community that you are performing at the highest level.”

According to the American Stroke Association, stroke is a leading cause of death, killing nearly 130,000 people each year, and is a leading cause of serious, long-term adult disability. Because stroke or “brain attack” affects blood flow to the brain, rapid and effective treatment can save lives and provide the best chance of limiting the extent of long-term damage.

UAMS College of Medicine Welcomes 175 Students at Joint White Coat Ceremony in Little Rock, NWA

The University of Arkansas for Medical Sciences (UAMS) College of Medicine welcomed 175 new medical students to its Little Rock and Fayetteville campuses in an Aug. 9 white coat ceremony attended by hundreds of friends, family and other well-wishers.

A tradition for incoming medical students, the ceremony followed a week of orientation before classes started Aug. 12.

It began with several distinguished speakers offering words of wisdom from the Robinson Center Performance Hall stage in Little Rock. Most of the students, who are starting medical school on the main campus, watched from the first several rows, while 19 freshmen at the Fayetteville campus participated through a live feed from the Schmieding Center in Springdale.

James Graham, M.D., executive associate dean for academic affairs for the college, led the Class of 2028 in

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UAMS College of Medicine Welcomes 175 Students at Joint White Coat Ceremony

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the recitation of the medical student oath, which will be substituted upon graduation with the Hippocratic Oath.

Students then donned the crisp white coats symbolizing the beginning of their four-year journey through medical school and the responsibility, compassion and hard work that comes with it. At each location, family members or mentors joined the students onstage to help them into the new garments as official photographs commemorated the moment and the audience applauded.

It was the first white coat ceremony for Steven Webber, M.D., a pediatric cardiologist who on March 1 became dean of the College of Medicine and executive vice chancellor of UAMS.

Webber congratulated the students for being among the 6% of the 2,782 people who applied to UAMS and were accepted.

"You worked really hard to get here," he said, "and you have shown not only that you have the academic ability to succeed but that you also have the desire to improve lives, and that you are part of this class because we believe you will help us carry out our mission of improving the lives of all Arkansans."

Webber noted that since 1879, UAMS has graduated more than 11,000 physicians.

Johnathan Goree, M.D., an associate professor of anesthesiology and director of the Chronic Pain Division at UAMS, gave the keynote address.

He told the incoming students that while at first they may feel a trace of "imposter syndrome," they should remember that "you belong. You've earned your place here. In four years, I can't wait to call you colleagues."

"It's always been amazing to me — the power of a stiff, cotton-polyester blend, bleached, starched and eventually coffee-stained white jacket," Goree said. "But this white coat means so much more than a garment. It's a tool. It's a symbol. And honestly, it will become part of your identity."

He told the students that it will give them a platform, cause people to listen to them and be a source of love



and caring. It will also provide them a glimpse into "the most challenging moments of human existence," Goree said. "You'll see families fight; you'll hear secrets that no one has ever told a soul. You'll tell someone for the first time that they have cancer. You'll see babies born. You'll watch people die. You'll be a shoulder to cry on. And you'll be the target of unwarranted anger. All because of this stitching."

Through it all, he urged them to never forget the basics of empathy, respect, love, curiosity and integrity, because "they're what got you here," and without them, "it's honestly all for naught."

"I challenge all of you to write down why you want to be a doctor. Write down your basics. And keep that safe, because I promise you your basics will be challenged, and by remembering them, you will harness the power to save lives."

George Connor, president of the Arkansas Medical Society and a veteran family medicine physician in Forrest City, offered a similar message, encouraging students to stay focused.

"We're about helping people live better lives, if you boil it down to one thing," he said. He also urged the students to treat patients with diligence and cheer, saying, "A cheerful heart is good medicine."

UAMS Chancellor Cam Patterson, M.D., MBA, started off the ceremony by reminding students that the white coat is a sign of trust and requires them to uphold the highest standards of the medical profession while honoring their responsibility to their patients and the patients' families.

"You're now in the spotlight," he said.