Northwest Area Health Education Center (Northwest AHEC)
2017–2018
ANNUAL REPORT

Northwest AHEC is a program of Wake Forest School of Medicine and part of the North Carolina AHEC System.
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Letter to Stakeholders

The Northwest AHEC staff and I are pleased and proud to share our 2017–2018 Annual Report. We continued to receive critical support and guidance from the executive leadership of Wake Forest Baptist Medical Center, our North Carolina AHEC colleagues and our more than 300 regional health care partners.

This year, we are especially excited to commemorate and celebrate our 45th Anniversary milestone! Beginning in the early 1970s, Manson Meads, MD, Executive Vice President for Health Affairs, and Richard M. Janeway, MD, Dean of Bowman Gray School of Medicine of Wake Forest University, led the development and creation of the Northwest AHEC along with Emery C. Miller, MD, Professor and Chair of Internal Medicine, who subsequently became Northwest AHEC’s first director. Our formal opening was in 1974 as we supported the creation of the Family and Community Medicine department and residency program as the first residency program in the western part of the state.

During this 45-year period, Northwest AHEC’s mission has evolved into a broad educational training program designed to enhance the health of the public in its 17-county region by improving the supply, distribution and quality of health and human service personnel—especially in primary care—through diverse community/academic partnerships. Many times throughout this past fiscal year we were recognized by our partners. Of special note was receiving the Catawba Valley Community College’s (CVCC) 2018 Community Partnership Award, an annual award acknowledging the value they place on support of their health sciences programs (see page 12).

The commemorative 45th Anniversary seal was designed to showcase the name, 45 years of operations, and 17 stars representing each of the 17 counties in the region who are served. The Northwest AHEC staff and its constituents will celebrate this significant milestone from July 1, 2018 through December 31, 2019.

We diligently focus on being the “go to” and “can do” health care education experts with our partner content experts. During this past fiscal year, Northwest AHEC actively sought and found new opportunities and ways of partnering/collaborating to enhance our mission fulfillment within the six core components of the continuum of health care education: Health Careers and Workforce Diversity; Student and Preceptor Support; Graduate Medical Education and Patient Services Support; Continuing Professional Development Activities and Services; Practice Support Services; and Library Services.
While working within the constantly transforming environment of health care, we maintain our leadership role as an educational partner who understands and meets the ever-changing and minimally predictable educational needs of health and human services professionals. Our processes undergo continuous quality improvement, as we work toward leveraging our partnerships and “tools” with the goal of improving the health of North Carolinians.

Partnership is a core value at Northwest AHEC, and through strong partnerships, we produced several innovative educational opportunities for our region and the state this year. Three examples demonstrate this trait. The first educational activity is a critically important statewide public health forum—the 2018 NC Sexually Transmitted Diseases Update—that required one consistently reliable high-tech tool to deliver messaging to more than 600 health professionals across the state in 28 distinct locations as well as via an enduring material (see page 21). Another key educational activity was the continuation of the health care hackathon model we first implemented in 2015. In its third year of partnership, Northwest AHEC collaborated with Wake Forest Internal Medicine Gerontology and Geriatric Medicine to present a problem-solving session at the Alliance for Program Directors of Internal Medicine (APDIM) Academic Internal Medicine Week Meeting. This activity was an opportunity to educate and demonstrate the hackathon process (see page 20). The third educational activity is the result of a strong partnership that developed and created the Culinary Medicine Program with our close Wake Forest School of Medicine colleagues at the Brenner Families In Training (FIT) program. We delivered two interprofessional, hands-on culinary medicine certified continuing education courses to individual health care professionals from across North Carolina (see page 18).

We value the programs, initiatives, and legacies we have built, and more importantly, we value the caliber of relationships we have garnered with our highly innovative and resourceful regional partners. Our incredible support from Wake Forest Baptist Health, the North Carolina AHEC System, UNC Higher Education System and the NC General Assembly continues to enable us to succeed. The Northwest AHEC staff and I continue to be motivated by our accomplishments and the many future challenges.

Michael P. Lischke, EdD, MPH
Richard Janeway, MD, Distinguished Director of Northwest AHEC
Workplace Health and Wellness

Wake Forest Baptist Medical Center Awards Northwest AHEC
the 2018 Health and Wellness Recognition Award

Northwest AHEC, the Office of CME and Michael Lischke, EdD, MPH, Associate Dean and Richard Janeway, MD, Distinguished Director of Northwest AHEC, were recognized and awarded one of three inaugural Wake Forest Baptist Medical Center Leadership Awards for creating healthy workplace environments. The award was presented by Julie Ann Freischlag, MD, Chief Executive Officer and Dean, and William Satterwhite, JD, MD, Chief Health and Wellness Officer, in front of the CEO’s and Dean’s Cabinet and the other 200 departmental champions for health and wellness. For three years, our department leadership and team have promoted health and wellness for staff, which consisted of providing active treadmill and bike desks, active meeting rooms, standing meetings, food nutritional labeling, promotional wellness posters in office and classroom spaces, healthy cooking classes, a meditation room and mindfulness-based eating awareness classes. The term “Old Timer Award” was to single out Dr. Lischke for his longtime leadership in this rather new area of workplace wellness.

Health and Wellness Activities for Staff

Northwest AHEC has practiced what it’s been “teaching” health professionals when it comes to food, nutrition, exercise and the well-being of the mind.

► Food is labeled at meetings, so participants know nutritional and caloric content.
► Staff prepare and cook mindful recipes together.
► Walking and standing meetings/conversations are held in our Stay Active! Meeting Room.
► Stand-up desks
► Meditation Room
► Workplace Reminders
**Mission Statement**

The Northwest Area Health Education Center is an educational and training program designed to enhance the health of the public in its 17-county region by improving the supply, distribution and quality of health and human service personnel—especially in primary care—through diverse community/academic partnerships.

Northwest AHEC will continue to leverage resources based upon our Top Ten Strategies as well as our Guiding Objectives for Partnerships and Collaborations. Using practice improvement methods, we will continue critical examination of our internal Northwest AHEC processes to determine the best ways to increase our efficiency and effectiveness.

**Six Core Components**

- Health Careers and Workforce Diversity
- Student and Preceptor Support
- Graduate Medical Education and Patient Services Support
- Support for Practicing Health Professionals Continuing Professional Development Activities and Services
- Support for Practicing Health Professionals Practice Support Services
- Library Services

**Top 10 Strategies**

- Develop a leadership and organizational culture of performance and accountability.
- Establish critical quantitative benchmarks and focus on achieving them.
- Focus on pricing and incorporate rigorous expense discipline.
- Emphasize higher-margin services and products.
- Do NOT allow mission to be used to justify poor performance.
- Balance effort on core services with development of new high-margin services.
- Address partnership issues, proactively and aggressively, and especially, equity of partnership.
- Recognize quality as a key strategic imperative—make it a priority.
- Adopt new information technology.
- Increase capacity by first increasing efficiency; strategically add new capacity.

**Guiding Objectives for Partnerships and Collaborations**

All parties should strongly agree with the objectives for partnership:

- **Mission Alignment:** Honor and respect the individual mission of each organization while investing in the complementary missions to create a shared future.
- **Shared Resources:** Combine human and material resources where appropriate to enhance mission attainment, support ongoing programming and initiate new programming. “Everyone brings something to the table.”
- **Shared Relationships:** Broaden visibility and value of each organization’s programming and community presence through the extension of existing relationships and the development of new relationships.
- **Mutual Benefits:** Expand and create opportunities that increase and improve the effectiveness of each organization with regard to mission attainment.
- **Leveraged Impact:** Enhance program results through leveraged resources, combined resources and the development of new resources.
- **Measurable Outcomes:** Demonstrate effectiveness of programming toward mission attainment.
CORE COMPONENT 1

Health Careers and Workforce Diversity

Grades 9–16 Programs

2017–2018 Northwest AHEC Health Careers

<table>
<thead>
<tr>
<th>Type of Program</th>
<th># Programs</th>
<th># Hours</th>
<th># Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exposure(^1)</td>
<td>2</td>
<td>16</td>
<td>475</td>
</tr>
<tr>
<td>Pipeline(^2)</td>
<td>23</td>
<td>480</td>
<td>345</td>
</tr>
<tr>
<td>Intensive(^3)</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>25</strong></td>
<td><strong>496</strong></td>
<td><strong>820</strong></td>
</tr>
</tbody>
</table>

The focus of our main source of funding for health careers’ programming, a grant from the Health Resources & Services Administration (HRSA), has shifted toward one intensive 2-year program for college students. This past fiscal year was a planning year. This program will begin September 2018 in the new 2019 fiscal year. We will continue to offer and support the 20+ Camp Meds (Pipeline programs) across the region as resources permit.

Northwest AHEC Scholars Program

The NC AHEC System began a major overhaul to our Health Careers and Workforce Diversity (HCWD) program because of new Health Resources & Services Administration (HRSA) grant funding requirements. The NC AHEC System applied for and was awarded an HRSA Grant for 2017-2022, the major change of which was to make post-secondary health professions’ students the highly-targeted new audience. With this major change written into the grant, Northwest AHEC shifted its efforts to meet this new requirement. Therefore, this change required the elimination of many exposure activities with several of our partners across the region, as well as the elimination of our intensive Project Search Academy, a week-long residential camp on the campus of Wake Forest University.

Northwest AHEC reformatted and engaged our Health Careers regional advisory committee to begin development of the subsequent implementation of AHEC Scholars. The Northwest AHEC Scholars Advisory Committee is comprised of faculty and staff of Wake Forest University, Winston-Salem State University, Wake Forest Baptist Medical Center and Wake Forest School of Medicine (WFSM). Committee accomplishments to date include: recruitment and selection of 20 students from WSSU and WFU; faculty development of specific curricula, contributing to the statewide curriculum; development of a list of activities for clinical and experiential learning that will enrich students for the two years of this program; selection of teachers to provide the didactic component; selection of a statewide representative from our region for the AHEC statewide program; development of a draft Kickoff/Orientation for the program including setting the date, time, venue, menu and program while planning to offer/award students credit hours for this important participation commitment.

Exposure Programs

Northwest AHEC provided technical assistance and partnership for the following activities/programs:

- **Annual Wake Forest Medical Student Free Share the Health Fair** – In January 2018, an estimated 151 people utilized the services of the 2018 Share the Health Fair. This free annual health fair organized by WFSM medical students to serve the community by providing 566 basic health screenings (3.7 screenings/person) and 14 different patient education and community resources available to those who might not otherwise receive them. The health fair provided an opportunity for 177 WFSM medical and PA students, 30 interpreters (25-certified; 5-community interpreters) as well as 15 students from Winston-Salem State University’s Department of Physical Therapy to develop and implement a true, real-world population health and interdisciplinary screening clinic. Medical students were supervised by 16 physicians and residents from WFBH and the community. This experiential clinical setting allows students hands-on exposure to team-based care while medically serving a diverse population of community participants that they may not have otherwise. The Share the Health Fair has proven to be an exceptional interdisciplinary, student-led and informal curriculum for health profession students.
2017 Boomer Share the Health Fair – The Boomer Share the Health Fair (STHF) has provided free health screenings for the rural communities of Wilkes and Yadkin counties for the past two summers. The fair was envisioned, founded and co-chaired by a WFSM MSII who began her journey into the health care field as a participant in Northwest AHEC’s Camp Med Program and is now a double alumna of Wake Forest. Erin Saner, who knew she wanted to be a physician in sixth grade, graduated from Wake Forest with her bachelor’s degree and became a WFSM student. Having grown up in the rural community of Boomer, NC, she was very much aware of the health care needs of her community. She set this goal for herself and always planned to give back by using her knowledge and skills to improve the health of her community members. She and her fellow classmates fervently believed that this unique partnership between her rural community and medical students is a “win-win” for all.

The 2017 Boomer Share the Health Fair was successful in its second year. An estimated 41 participants took advantage of 177 total free health screenings (4.3 screenings/person). Participant demographics were as follows: age 17 to 97 years; gender, male: 8, female: 33; and ethnicity, African American: 37, Caucasian: 4. The voluntary health professionals included student representatives from WFSM’s PA program and all four medical school classes, a local PA, and a Family and Community Medicine resident and faculty member.

Physician consults were also offered that year which added another rich layer to the overall fair experience. Additionally, Boomer STHF partnered with WFBMC’s FaithHealthNC to provide more information on the FaithHealth Network in the community and the opportunity to learn, consider and develop advance directives with a notary on site.

Grades 9-12: Camp Med Summer Day Camps (23 distinct, one-week-long camps)

- Twenty-three one-week summer day camps held throughout the 17-county region in various venues (schools, community colleges, hospitals, etc.) with 345 total high school students participating.
- Northwest AHEC partnered with local school systems and hospitals/medical centers in our 17-county region.
- We provided technical assistance, $1,500 in funding and various supplies for each of the 345 Camp Med participants.
- Students explored a variety of health professions and received access to the web-based NC Health Careers manual which provides information about unique health careers.
- Individual Camp Med activities were completed in each of our 17 counties with some Camp Meds extending the opportunity to schools in adjacent counties outside of the Northwest AHEC region. Counties included: Alexander, Alleghany, Ashe, Avery, Burke, Caldwell, Catawba, Davidson, Davie, Forsyth, Guilford (Camp Cornerstone hosted in Guilford County and included other counties; see Camp Cornerstone below), Iredell, Rowan, Stokes, Surry, Watauga, Wilkes and Yadkin.

Camp Cornerstone – Camp Cornerstone, one of the 23 distinct Northwest AHEC Camp Med Programs, hosted seventeen students. This is a collaborative effort of the Cornerstone Healthcare Foundation; Guilford, Davidson and Forsyth counties; Thomasville City Schools; High Point Regional Medical Center and Northwest AHEC. Coordinated and hosted by the Cornerstone Healthcare Foundation, the camp gives high school students interested in medical careers an opportunity to learn about a variety of health occupations, shadowing health care providers and engaging in hands-on basic skills activities. One day of the week-long Camp Cornerstone is a scheduled behind-the-scenes tour of various departments of Wake Forest Baptist Medical Center. Health care professionals from departments such as the Simulation Lab, Cardiac Cath Lab, Wake Forest Institute for Regenerative Medicine, AirCare and others share their educational journey and skills, giving students a look into their future in health care.
2018 Camp Cornerstone

Front Row, L-R: Velinda Robinson, High Point Central HS; Jessica Brickley, Wheatmore High School; Aditi Shah, Southwest Guilford HS; Shyann Flannery, Wheatmore; Sofia Grajeda, Wheatmore; Janis Lopez, High Point Central; Esha Ahmed, T.W. Andrews HS; Maria Lord, Southwest Guilford; Mukarrama Khalid, T.W. Andrews; Rosirian Santiago, Academy at Kearns; Charlotte Kramer, Camp Assistant, High Point University

Back Row, L-R: Dr. Michael Lischke, Chair CHCF; Jalyn Townsend, High Point Central; Kailey Rothwell, Southwest Guilford; Hannah Durando, Ledford HS; Kamri Tynes, High Point Central; Daira Solis, High Point Central; Kyndall Fritz, Wheatmore; Isaiatum, T.W. Andrews; Bettye Hatfield, T.W. Andrews; Jim White, Coordinator-CHCF
Inaugural S.G. Atkins Healthcare Legends of East Winston Awards Ceremony

Northwest AHEC partnered with Winston-Salem State University’s School of Health Sciences (WSSU SOHS) to recognize and honor individuals and groups who have made a profoundly positive impact on the health and wellness of the residents of East Winston-Salem. This recognition was designed to bring attention to the evolution and transformation of health care provision in East Winston-Salem. Those being honored were pioneers of the City of Winston-Salem’s long history which is rooted in the need for equity and quality health care.

WSSU SOHS honored six individuals and two organizations. The honorees were:

▶ Dr. Harvey H. Allen Sr., a surgeon who practiced at Kate B. Reynolds Memorial Hospital.
▶ Lula Hairston, first head nurse and director of Slater Hospital, which opened in 1902.
▶ Dr. Humphrey H. Hall, the first African American physician to practice in Forsyth County.
▶ Dr. H. Rembert Malloy, the first African American in the South with a practice limited to the specialty of surgery. He’s noted for performing more surgeries than any other physician in Forsyth County.
▶ Dr. Alexander Hamilton Ray, appointed regular physician for Winston-Salem Teachers College and instrumental in planning the Kate B. Reynolds Memorial Hospital.
▶ Hon. Larry Womble ’63, a former state representative who sponsored legislation in support of eugenics victims.
▶ Twin City Medical Alliance, the counterpart of the Forsyth Medical Society, organized by African American physicians.
▶ Kate B. Reynolds Hospital Alumni Association, former hospital staff and administrators from 1938–75.
Catawba Science Center’s Gross Labs Exhibition

Catawba Science Center (CSC) has partnered with Catawba Valley Medical Center (CVMC), Frye Regional Medical Center and Northwest AHEC to bring the Gross Labs exhibition to Hickory to engage youth in a variety of activities relating to the medical profession. CSC is also enhancing this exhibition by providing continuing education opportunities at area schools to promote career explorations with local businesses in the community. The exhibition began in June 2015 and will end in June 2020.
CORE COMPONENT 2

Student and Preceptor Support

2017–2018 Northwest AHEC Student and Preceptor Support Rotations and Housing by Student Type and Institution
Number of Student Weeks¹ (Paid and Unpaid²)

<table>
<thead>
<tr>
<th></th>
<th>Duke</th>
<th>ECU</th>
<th>UNC-CH</th>
<th>UNC-C</th>
<th>UNC-G</th>
<th>UNC-W</th>
<th>WFU</th>
<th>WSSU</th>
<th>Western Carolina</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>MD</td>
<td>–</td>
<td>28.4</td>
<td>15.8</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>93.9</td>
<td>–</td>
<td>–</td>
<td>138.1</td>
</tr>
<tr>
<td>PA</td>
<td>28.0</td>
<td>40.0</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>738.6</td>
<td>–</td>
<td>–</td>
<td>806.6</td>
</tr>
<tr>
<td>NP</td>
<td>80.6</td>
<td>100.1</td>
<td>84.0</td>
<td>54.8</td>
<td>121.4</td>
<td>58.0</td>
<td>–</td>
<td>–</td>
<td>133.4</td>
<td>83.4</td>
</tr>
<tr>
<td>PharmD</td>
<td>–</td>
<td>–</td>
<td>84.0</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>–</td>
<td>832.5</td>
<td>–</td>
<td>715.7</td>
</tr>
<tr>
<td>Total</td>
<td>108.6</td>
<td>155.9</td>
<td>196.4</td>
<td>54.8</td>
<td>121.4</td>
<td>58</td>
<td>832.5</td>
<td>133.4</td>
<td>83.4</td>
<td>1,744.4</td>
</tr>
</tbody>
</table>

Notes
1. A student week is defined as one student for one week (for example, four student weeks could mean four students for one week each as well as one student for four weeks).
2. Some students are precepted by health care professionals who are not eligible for payment, such as Veterans Affairs physicians or those who are paid by medical schools.

Northwest AHEC’s Student and Preceptor Support coordinated health profession students’ community-based education activities for 505 students. These rotations were determined and organized by each of the schools’ curriculum for 1,744 student-weeks with 323 individual preceptors (847 rotations) across our region. This year, placements were facilitated for nine health science schools comprised of 17 approved academic programs and 69 individual courses. Students received no-cost housing, e.g., rent, utilities, etc., where the various health science programs cost share a small portion of the housing costs. Preceptors were supported for their efforts in providing invaluable service to the education of the next generation of health professionals. Our academic partners continue to struggle with finding appropriate preceptors for their curricular community-based rotations. We hold steady on our conviction that supporting excellent community-based clinical rotations outside the academic and branch campuses provides an opportunity for all students to learn more about rural and urban underserved areas. We continue to do all that we can to be helpful in this arena. We actively participated in the statewide efforts with the leaders of the various academic programs on how to find solutions for this ever-increasing challenge.

Other Accomplishments

- Northwest AHEC managed 11 apartments (2 in Boone; 1 in Davidson; 2 in Hickory; 1 in Linville; 1 in Morganton; 1 in Salisbury; and 3 in Winston-Salem) and worked with seven host families (1 in Elkin; 1 in Granite Falls; 2 in Mooresville; 1 in Mount Airy; 1 in Sparta; and 1 in Wilkesboro) to house students on community rotations for a total of 6,604 nights.
- The highest demand for housing came from WFSM medical, physician assistant and CRNA students (2,250 nights) and UNC-CH medical, dental, allied health, pharmacy, public health and nurse practitioner students (1,811 nights). We provided housing for 181 “unique” students for a total of 213 housing requests.
Catawba Valley Community College Awards Northwest AHEC
The 2018 Community Partnership Award

Catawba Valley Community College (CVCC) located in Hickory, N.C., awarded Northwest AHEC the 2018 Community Partnership Award as part of their 2018 graduation ceremonies. The award was made to honor Northwest AHEC in recognition of our outstanding dedication, commitment and support for CVCC’s School of Health and Public Services.

Northwest AHEC and CVCC began their partnership more than 40 years ago around medical library services. In the past as well as now, Northwest AHEC assists students in the School of Health and Public Services with access to medical library services at its satellite medical library at Catawba Valley Medical Center. Additionally, Northwest AHEC, in partnership with the NC AHEC System, undertook an effort to streamline CVCC’s students’ orientation process for area hospitals by providing a portal for OSHA completion requirements as well as emergency processes for the same hospitals. This process has benefitted CVCC students by decreasing orientation times at most of their affiliated hospitals so that students can enter their clinical rotations sooner.

Northwest AHEC also offers continuing education workshops and conferences on various Allied Health, Public Health and Nursing topics which CVCC students can take advantage to enhance learning opportunities.

Northwest AHEC collaborates with a variety of educational partners in its 17-county region to offer its well-known Camp Med summer program for high school students. CVCC serves as the host and educational partner for Camp Med Catawba County. These students attend CVCC and tour Valley Sim Hospital, Frye Regional Medical Center and Wake Forest Baptist Medical Center as part of the exploration and knowledge-gathering about various health care career options.
CORE COMPONENT 3

Graduate Medical Education and Patient Support Services

The Northwest AHEC-supported Wake Forest Baptist Medical Center primary care (Family and Community Medicine, Internal Medicine and Pediatrics) and Psychiatry residency programs graduated 58 physicians in 2018. Thirty-six (62%) of these new physicians have chosen to stay in North Carolina to begin their initial medical practice or to further their education through various fellowships.

The following chart outlines the outcomes of the recruitment, graduation and retention of these programs in addition to their service to the uninsured and underinsured in the community.

<table>
<thead>
<tr>
<th>2017–2018 Northwest AHEC-supported Wake Forest Baptist Medical Center Residency Training and Service to Uninsured/Underinsured Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Family and Community Medicine</strong></td>
</tr>
<tr>
<td>Number and % of Graduated Residents staying in North Carolina after June 2018 graduation</td>
</tr>
<tr>
<td>Number and % of Graduated Residents in North Carolina during 2014–2018 (5-year cumulative initial practice location data)</td>
</tr>
<tr>
<td>Racial/ethnic Composition number and % of Total Residents for FY18:</td>
</tr>
<tr>
<td>African American</td>
</tr>
<tr>
<td>Caucasian</td>
</tr>
<tr>
<td>Latino</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Number and % of Graduated Residents employed in NC Public Mental Health Sector during 2014–2018</td>
</tr>
<tr>
<td>Number of FTE residents</td>
</tr>
<tr>
<td>Estimated number of indigent/underserved patients served1,2</td>
</tr>
</tbody>
</table>

Notes
1. These data report the numbers of patients whereas previous years’ reports (prior to FY13) reported the numbers of patient visits.
2. Includes both inpatient and outpatient facilities.
CORE COMPONENT 4

Support for Practicing Health Professionals
Continuing Professional Development (CPD) Activities and Services

Overall Activity
- Northwest AHEC planned, implemented and accredited the largest number of annual programs ever in its history of operations, 2,460 continuing professional development activities with our partners, for 4,781 education hours for the largest number of registrations-- 42,076. These outputs result from working smarter, creating more partnerships, and the innovative utilization of technology infrastructure. This milestone number of registrants represents 11,235 unique individuals, meaning that on average everyone registered for approximately 4 distinct activities in the year.
- The total number of CPD activities increased by 27.1% (n=525 activities) and the number of education hours offered increased significantly by 11.2% (n=480 hours) versus last fiscal year. The total number of registrations increased significantly by 20.2% (n=7,057). This upward change can be attributed to a major increase in traditional registrations of 30.6% (n=7,041) and a negligible increase in online registrations of 0.5% (n=16). In summary, we offered a greater number of activities, more educational hours versus the previous academic year, while experiencing a noteworthy/milestone increase in total registrations.
- We earned accreditation from seven accreditation boards with varying reaccreditation cycles. We also have the capability of providing credits for more than 65 distinct types of health care professional CE.

Traditional Classroom Activities
- Traditional classroom educational activities (n=2,345) accounted for 95% of total activities, 39,914 registrations (93% of total registrations) and 4,586 education hours offered (96% of total education hours offered). The growth in traditional classroom activities and registrations was due to significant activity and registration increases in IPE and Medicine. Increased hours were due to growth in IPE, Medicine and Public Health contact hours.

Online Activities
- The online educational activities (n=115) accounted for 5% of total activities, 3,162 registrations (7% of total registrations) and 195 education hours offered (4% of total education hours offered).
## 2017–2018 Northwest AHEC Continuing Professional Development Activities

<table>
<thead>
<tr>
<th>Discipline</th>
<th>Type</th>
<th># Programs</th>
<th># Registrations</th>
<th># Contact Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allied Health</td>
<td>Traditional Classroom</td>
<td>3</td>
<td>250</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>Online</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>3</td>
<td>250</td>
<td>19</td>
</tr>
<tr>
<td>Dentistry</td>
<td>Traditional Classroom</td>
<td>20</td>
<td>393</td>
<td>136</td>
</tr>
<tr>
<td></td>
<td>Online</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>20</td>
<td>393</td>
<td>136</td>
</tr>
<tr>
<td>InterProfessional Education (IPE)&lt;sup&gt;a&lt;/sup&gt;</td>
<td>Traditional Classroom&lt;sup&gt;b&lt;/sup&gt;</td>
<td>317</td>
<td>8,562</td>
<td>671</td>
</tr>
<tr>
<td></td>
<td>Online&lt;sup&gt;2&lt;/sup&gt;</td>
<td>15</td>
<td>194</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>332</td>
<td>8,756</td>
<td>690</td>
</tr>
<tr>
<td>Library&lt;sup&gt;1&lt;/sup&gt;</td>
<td>Traditional Classroom</td>
<td>55</td>
<td>377</td>
<td>4</td>
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<tr>
<td></td>
<td>Online</td>
<td>1</td>
<td>22</td>
<td>.5</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>56</td>
<td>399</td>
<td>4.5</td>
</tr>
<tr>
<td>Management/Administrative&lt;sup&gt;4&lt;/sup&gt;</td>
<td>Traditional Classroom</td>
<td>8</td>
<td>53</td>
<td>48</td>
</tr>
<tr>
<td></td>
<td>Online</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>8</td>
<td>53</td>
<td>48</td>
</tr>
<tr>
<td>Medicine&lt;sup&gt;5a&lt;/sup&gt;</td>
<td>Traditional Classroom&lt;sup&gt;b&lt;/sup&gt;</td>
<td>1,796</td>
<td>23,588</td>
<td>2,734</td>
</tr>
<tr>
<td></td>
<td>Online</td>
<td>28</td>
<td>246</td>
<td>28</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>1,824</td>
<td>23,824</td>
<td>2,762</td>
</tr>
<tr>
<td>Mental Health</td>
<td>Traditional Classroom</td>
<td>37</td>
<td>1,773</td>
<td>241</td>
</tr>
<tr>
<td></td>
<td>Online</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>37</td>
<td>1,773</td>
<td>241</td>
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<tr>
<td>Nursing</td>
<td>Traditional Classroom</td>
<td>87</td>
<td>2,447</td>
<td>554</td>
</tr>
<tr>
<td></td>
<td>Online&lt;sup&gt;4&lt;/sup&gt;</td>
<td>66</td>
<td>2,147</td>
<td>138</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>153</td>
<td>4,594</td>
<td>692</td>
</tr>
<tr>
<td>Pharmacy</td>
<td>Traditional Classroom</td>
<td>2</td>
<td>135</td>
<td>23</td>
</tr>
<tr>
<td></td>
<td>Online</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>2</td>
<td>135</td>
<td>23</td>
</tr>
<tr>
<td>Public Health</td>
<td>Traditional Classroom</td>
<td>20</td>
<td>1,336</td>
<td>156</td>
</tr>
<tr>
<td></td>
<td>Online</td>
<td>5</td>
<td>553</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>25</td>
<td>1,889</td>
<td>165</td>
</tr>
<tr>
<td>Subtotal</td>
<td>Traditional Classroom</td>
<td>2,345</td>
<td>38,914</td>
<td>4,586</td>
</tr>
<tr>
<td>Subtotal</td>
<td>Online Education</td>
<td>115</td>
<td>3,162</td>
<td>195</td>
</tr>
<tr>
<td>Grand Total</td>
<td></td>
<td>2,460</td>
<td>42,076</td>
<td>4,781</td>
</tr>
</tbody>
</table>

### Notes
1. a. IPE (InterProfessional Education) is a new category, and is defined as activities planned by, planned for and are attended by two or more disciplines. Disciplines include Allied Health, Dentistry, Mental Health, Nursing, Physicians, Pharmacy, and Public Health professionals, as well as Physicians/Medicine. In previous years, many of these types of activities defaulted to Physician/Medicine only activities.
   b. Of these trad/classroom activities, 294 are AMA PRA Category 1 Credit<sup>TM</sup> accredited with 7,416 registrations and 501 contact hours.
2. Online education includes online grand rounds’ registrations and many of the disciplines/audiences listed in note #1. Of these online activities, 13 are AMA PRA Category 1 Credit<sup>TM</sup> accredited with 114 registrations and 16 contact hours.
3. Library/Information includes workshops, meetings and trainings conducted by medical librarians.
4. Management/Administrative includes educational programs such as the Wake Forest Baptist Health Team Facilitation, etc.
5. a. Significant effort has been intentionally focused to incorporate more disciplines into the planning of educational activities to include non-physicians.
   b. Through a partnership with the Office of Continuing Medical Education, the Northwest AHEC provided assistance for CME credit to regional and affiliated hospitals/medical practices for their grand rounds/teaching conferences, tumor boards, and journal clubs. Catawba Valley Medical Center (CVMC) offered and accredited 235 activities with 2,078 registrations, and 228.0 contact hours that are supported by Northwest AHEC through staff funding to organize the programs at CVMC; therefore, they are included in this outcomes report under Medicine. Their activities are accredited by the North Carolina Medical Society.
6. Nursing online activities include the 12 Nursing Management Institute (NMI) courses created and offered by Northwest AHEC in partnership with Greensboro AHEC. FY18 is the last year of the NMI program.
During the past fiscal year, Northwest AHEC Continuing Professional Development (CPD) met the needs of its constituents, while also providing topics that address/focus on the most critical health care needs/issues of its region and the state as identified by Healthy North Carolina 2020: A Better State of Health on behalf of the Governor’s Task Force for Healthy Carolinians. The learning objectives of each activity were categorized into one or multiple health care need/issue categories based on the content of the training activity. Following is a chart that summarizes the number of objectives from our activities and services that addressed the Governor’s Task Force for Healthy Carolinians, in addition to others identified by Northwest AHEC.

2017–2018 Identified Critical Health Care Needs/Issues Addressed by Northwest AHEC Continuing Education Activities and Services

<table>
<thead>
<tr>
<th>Health Issue Categories</th>
<th># CE Objectives Related to Health Issue</th>
<th>% of CE Objectives Related to Health Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chronic Disease</td>
<td>846</td>
<td>20.6%</td>
</tr>
<tr>
<td>Environmental Health</td>
<td>139</td>
<td>3.4%</td>
</tr>
<tr>
<td>Health Disparities</td>
<td>245</td>
<td>6.0%</td>
</tr>
<tr>
<td>Infectious Disease and Foodborne Illness</td>
<td>122</td>
<td>3.0%</td>
</tr>
<tr>
<td>Injury and Violence</td>
<td>66</td>
<td>1.6%</td>
</tr>
<tr>
<td>Maternal and Infant Health</td>
<td>154</td>
<td>3.7%</td>
</tr>
<tr>
<td>Mental Health</td>
<td>184</td>
<td>4.5%</td>
</tr>
<tr>
<td>Opiate Addiction</td>
<td>52</td>
<td>1.3%</td>
</tr>
<tr>
<td>Oral Health</td>
<td>158</td>
<td>3.8%</td>
</tr>
<tr>
<td>Physical Activity and Nutrition</td>
<td>58</td>
<td>1.4%</td>
</tr>
<tr>
<td>Sexually Transmitted Disease and Unintended Pregnancy</td>
<td>44</td>
<td>1.1%</td>
</tr>
<tr>
<td>Social Determinants of Health</td>
<td>204</td>
<td>5.0%</td>
</tr>
<tr>
<td>Substance Abuse</td>
<td>107</td>
<td>2.6%</td>
</tr>
<tr>
<td>Tobacco Use</td>
<td>27</td>
<td>0.7%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>2,406</strong></td>
<td><strong>58.5%</strong></td>
</tr>
</tbody>
</table>

**Additional Health Issues’ Categories**

<table>
<thead>
<tr>
<th>Health Issue Categories</th>
<th># CE Objectives Related to Health Issue</th>
<th>% of CE Objectives Related to Health Issue</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complementary Alternative Medicine (CAM)</td>
<td>29</td>
<td>0.7%</td>
</tr>
<tr>
<td>Cultural Competency</td>
<td>171</td>
<td>4.2%</td>
</tr>
<tr>
<td>Leadership, Management, Education, Communication</td>
<td>805*</td>
<td>19.6%*</td>
</tr>
<tr>
<td>Library Information Services</td>
<td>42</td>
<td>1.0%</td>
</tr>
<tr>
<td>Quality Assurance/Improvement</td>
<td>169</td>
<td>4.1%</td>
</tr>
<tr>
<td>Women’s Health</td>
<td>201</td>
<td>1.0%</td>
</tr>
<tr>
<td>Other</td>
<td>289</td>
<td>4.1%</td>
</tr>
<tr>
<td><strong>Subtotal</strong></td>
<td><strong>1,706</strong></td>
<td><strong>41.5%</strong></td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td><strong>4,112</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

Note: *The educational activities that utilized this classification included but are not limited to: quality improvement, CVMC accredited series via NC Medical Society, several other regional CME entities, Nurse Educator Institute (NEI), several statewide public health workshops, ethics programming, etc.
UNC Chapel Hill School of Nursing RN Refresher Program

The UNC Chapel Hill School of Nursing RN Refresher Program was started and developed in response to the nursing shortage of the late 1980s. NC General Assembly funding was received so the course could become readily available to all out-of-work nurses in the state. This model continues to remain viable around the state. The Northwest AHEC program continues to enroll students from our 17-county region.

Of special note:

▶ During this past fiscal year, 23 students were actively enrolled in the program which represented an estimated 16.3% of the 154 nurses enrolled statewide in the UNC-CH School of Nursing RN Refresher Program.
▶ From 1990-2017, a total of 737 students have completed the course in the Northwest AHEC region.
▶ Of this total, 436 students completed the didactic component of the program which consists of 140 education hours of theory, involving a full range of common nursing problems and is a medical-surgical review. The student must complete this self-paced course before beginning the clinical practicum.
▶ Of this total, 336 students completed the clinical portion of the program which includes 160 hours of work within one of our regional partner clinical sites.
▶ Our students participated in a variety of courses ranging from New RN Refresher Orientation (eight classes with 14 participants) to Clinical Orientation (eight classes with 12 participants) to Skills & Simulation Labs (eight classes and 83 participants).

Our students were fortunate to be accepted/placed at nine of our partnering institutions to complete their clinical practicum:

RN Refresher FY18 Data
Clinical Practicum Placements by County

<table>
<thead>
<tr>
<th>County</th>
<th>Hospital/Medical Center</th>
<th># Clinical Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashe</td>
<td>Ashe Memorial Hospital</td>
<td>1</td>
</tr>
<tr>
<td>Alleghany</td>
<td>Alleghany Memorial Hospital</td>
<td>1</td>
</tr>
<tr>
<td>Catawba</td>
<td>Catawba Valley Medical Center</td>
<td>2</td>
</tr>
<tr>
<td>Davidson</td>
<td>Lexington Medical Center – Wake Forest Baptist Health</td>
<td>2</td>
</tr>
<tr>
<td>Forsyth</td>
<td>Forsyth Medical Center - Novant Health</td>
<td>2</td>
</tr>
<tr>
<td>Forsyth</td>
<td>Wake Forest Baptist Health – Winston-Salem</td>
<td>5</td>
</tr>
<tr>
<td>Iredell</td>
<td>Iredell Memorial Hospital</td>
<td>1</td>
</tr>
<tr>
<td>Iredell</td>
<td>Lake Norman Regional Medical Center</td>
<td>1</td>
</tr>
<tr>
<td>Total</td>
<td>9 Regional Health Care Organizations</td>
<td>15</td>
</tr>
</tbody>
</table>

Geriatric Education Partnership

Since 2007, Northwest AHEC has collaborated with the Carolina Geriatric Education Center (CGEC) at the UNC-Chapel Hill School of Medicine to work with the Carolina Geriatrics Workforce Enhancement Program to develop more effective approaches to improve the health and well-being of North Carolina’s older citizens. Northwest AHEC has been committed to one of the key initiatives of this program by supporting continuing education of health professionals who provide geriatric care: We support, plan and provide education through conferences, workshops and internet-based education.

More than 2,850 health care professionals have received education related to geriatric care. Northwest AHEC has also been dedicated to the initiative of health literacy. A booklet similar to a health journal was developed for patients and families to help ease this communication issue. This booklet serves as a communication aid, assisting patients and families to communicate health issues, diagnostic tests, medications, lab values and plans of care between their various health care providers. Since the booklet’s development, more than 4,618 Spanish and 31,770 English versions have been distributed within the Northwest AHEC region, within the state and out-of-state.
Brenner FIT® and Northwest AHEC Culinary Medicine Program and Partnership

In our eighth year, The Brenner FIT and Northwest AHEC partnership continued to grow and flourish. Our goal remains to increase the health and well-being of Northwest North Carolinians by developing a Culinary Medicine Program for health professionals, disseminating health information to community members through experiential programming and digital and social media, and by creating a Pediatric and Family Obesity Certification and Network (PFOCN) to improve medical care of families struggling with obesity.

We’ve completed the first two pilots of Culinary Medicine, an interprofessional, hands-on, certified continuing education course. The third is scheduled for November 2018. Participants from around the state, including many from other NC regional AHECS, attended, and several have replicated the activity in their communities. In addition, we’ve completed 59 community-based classes with a total of 741 participants. Survey results demonstrated measurable improvement in cooking skills and knowledge of nutrition for both children and adults through these classes. The Kohl’s Cares Foundation provided funding to develop a mobile teaching kitchen that will further enhance the spread of our work into non-traditional locations throughout our communities. Social media views related to the partnership exceeded 34,000. The partnership created six educational videos that have been shared on social media and websites.

Our efforts to build the PFOCN have been delayed until January 2019, a function of the incredible and high level of effort required for the successful progression of the other partnership goals. This first year of the enhanced three-year partnership has built a strong foundation, demonstrating successful impact and outputs for community members as well as for health professionals.

<table>
<thead>
<tr>
<th>Output from Culinary Medicine Activities</th>
<th>Number or Percent/Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of community-based classes</td>
<td>59</td>
</tr>
<tr>
<td>Number children attended participating in cooking classes</td>
<td>412</td>
</tr>
<tr>
<td>Percent children showing improvement in cooking skills and nutritional habits</td>
<td>64.1%</td>
</tr>
<tr>
<td>Number of adults attended cooking classes</td>
<td>329</td>
</tr>
<tr>
<td>Total number adults showing improvement in cooking skills and nutritional habits</td>
<td>74.8%</td>
</tr>
<tr>
<td>Number of parents reporting receiving nutritional information from their children</td>
<td>92%</td>
</tr>
<tr>
<td>Number social media posts and views</td>
<td>Posts: 67, Views: 34,404</td>
</tr>
<tr>
<td>Number videos produced (included in preceding SM data) and disseminated, total views</td>
<td>Videos: 6, Views: 2,776</td>
</tr>
</tbody>
</table>

More information about our partnership can be found here:
https://www.brennerchildrens.org/Pediatric-Obesity/Our-Community-Partners.htm
Culinary Medicine Community-based Education Event Handouts

Brenner FIT® Recipe \ Ratatouille with Oven-Grilled Cheese

30 Minutes | 5 Servings
Recipe Cost: $13.97, $2.79 per serving

Oven-Grilled Cheese Ingredients (makes 5 sandwiches):
▶ 10 slices whole wheat bread
▶ 10 slices cheddar cheese
▶ Canola butter spread

Ratatouille Ingredients:
▶ 1 yellow onion
▶ 2 garlic cloves
▶ 4 tablespoons olive oil, divided
▶ 3/4 pound eggplant (3 cups)
▶ 1 small zucchini
▶ 1 red bell pepper
▶ 1 large tomato
▶ 1/2 cup fresh basil leaves
▶ 1/4 teaspoon dried oregano
▶ 1/4 teaspoon dried thyme
▶ 1/8 teaspoon ground coriander
▶ 1/4 teaspoon fennel seeds
▶ 3/4 teaspoon salt (optional)

Directions:
1. For grilled cheese: Preheat oven to 450 degrees. Butter one side of each piece of bread. Take one slice and place it butter-side-down onto a baking sheet. Place 2 slices of cheese on top of the bread. Take the second slice of bread and place it butter-side-up on top of the cheese. Place sandwich in oven for 5 minutes. Flip sandwich and cook for 5 more minutes.
2. For ratatouille: Dice onion and mince garlic. In a large skillet, heat 2 tablespoons of oil over medium heat. Add onion and garlic to the skillet. Cool until the onion is softened, stirring occasionally.
3. Meanwhile, chop eggplant into small cubes. Increase skillet heat to medium high; add remaining 2 tablespoons of oil to the skillet. Add eggplant, cover the skillet and cook the mixture for 5 minutes, stirring occasionally until the eggplant is soft.
4. While eggplant is cooking, chop zucchini by quartering lengthwise and cut into thin slices. Remove the seeds from the red bell pepper. Chop pepper into small pieces.
5. Add zucchini and bell pepper to the skillet, cover, and cook for 3–5 minutes. Chop the tomatoes. Stir in tomatoes and cook the mixture for another 3–5 minutes, or until all the vegetables are soft. While the vegetables are cooking, chop basil into small pieces.
6. Add oregano, thyme, coriander, fennel seeds, and salt to the skillet. Cook the mixture, stirring for 1 minute. Finish the dish by stirring in the basil. Serve with grilled cheese and canned peaches.

On the Side: Two, 15-ounce cans sliced peaches in 100% juice

Ratatouille with Oven-Grilled Cheese
This plate shows you how this recipe falls onto the Balanced Plate. When recreating it at home, feel free to mix up the side by adding fruit that is in season.
In FY18, Northwest AHEC Practice Support Services coached practices in a variety of quality improvement programs including, but not limited to, AHRQ Heart Health Now, Meaningful Use Stage 2 and NCQA Patient-Centered Medical Home transformation. The NWAHEC Practice Support Team coached a total of 96 practices throughout our 17-county region. Eleven were in Forsyth County.

### Number of practices/providers enrolled in NWAHEC Practice Support Program

<table>
<thead>
<tr>
<th>County</th>
<th>Practices</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashe</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Avery</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Burke</td>
<td>4</td>
<td>25</td>
</tr>
<tr>
<td>Catawba</td>
<td>15</td>
<td>62</td>
</tr>
<tr>
<td>Davidson</td>
<td>4</td>
<td>17</td>
</tr>
<tr>
<td>Forsyth</td>
<td>7</td>
<td>23</td>
</tr>
<tr>
<td>Iredell</td>
<td>1</td>
<td>7</td>
</tr>
<tr>
<td>Rowan</td>
<td>3</td>
<td>18</td>
</tr>
<tr>
<td>Surry</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Watauga</td>
<td>5</td>
<td>34</td>
</tr>
<tr>
<td>Grand Total</td>
<td>42</td>
<td>196</td>
</tr>
</tbody>
</table>

### FY18 Quality Improvement Projects

**Facilitated by our staff with practice management of our partners’ private practices**

<table>
<thead>
<tr>
<th>Topic</th>
<th>QI Projects (Total #)</th>
<th>QI Project Duration (Total Months)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asthma</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>CVD Risk Stratification</td>
<td>27</td>
<td>106</td>
</tr>
<tr>
<td>Diabetes</td>
<td>23</td>
<td>160</td>
</tr>
<tr>
<td>HTN</td>
<td>8</td>
<td>44</td>
</tr>
<tr>
<td>IVD</td>
<td>2</td>
<td>13</td>
</tr>
<tr>
<td>Tobacco</td>
<td>7</td>
<td>28</td>
</tr>
<tr>
<td>Grand Total</td>
<td>68</td>
<td>351</td>
</tr>
</tbody>
</table>

### Special Projects and Quality Initiatives

**Affordable Care Act Activity:** Northwest AHEC continued to support the ACA Education and Enrollment Outreach Advisory Council, a group of regional community members interested in helping people gain health insurance through the Affordable Care Act (ACA).

We provided meeting space twice during the past fiscal year.

**Community Health Partnerships**

- Northwest AHEC’s Community Health Partnerships program was initiated to enhance the work of health coalitions in our region and to link them with the resources of the NC AHEC system. Since 2000, we have co-sponsored with the regional NC DHHS Healthy Carolinians/Health Education Consultant, meetings of the Coalition Coordinators’ Network, a networking and education venue for those involved with coalition work. Although state funding was eliminated for the county’s Healthy Carolinians’ consultant positions, many local counties used local or grant funds to continue; therefore, Northwest AHEC continued support of the Northwest AHEC Coalition Coordinators’ Network (CCN).

- This year we hosted multiple educational programs on community responses to the opioid epidemic and plan to offer a program on diversity, bias, privilege and the social determinants of health. We also continued to utilize a listserv which was established for the CCN to facilitate networking and idea sharing.

**2018 APDIM Hackathon Challenge:** In its third year of partnership, Northwest AHEC collaborated with Wake Forest Baptist Health Internal Medicine - Gerontology and Geriatric Medicine to present a problem-solving session at the Alliance for Program Directors of Internal Medicine (APDIM) Academic Internal Medicine Week Meeting. The team hosted a two-hour problem-solving session using a mini-hackathon format to educate participants about the hackathon process and allow them to experience it. The audience was comprised of more than 50 program directors of Internal Medicine Residencies. The group used a series of exercises to define specific problems (known as pain points) encountered when residents and fellows transition away from their program into career jobs. Five teams were formed to work together and produce realistic solutions to pain points. A representative from each...
team detailed their proposed solution in the form of a pitch which was delivered to all attendees in the room.

2018 NC Sexually Transmitted Diseases Update: We hosted and managed the 2018 NC Annual STD Update with a total of 634 participants, an increase of 128 attendees or 25.2% versus the previous year’s attendance. The participation consisted of 70 (originating classroom at Northwest AHEC at McCreary Tower in Winston-Salem), 176 (other regional AHECs in NC, Catawba Valley Medical Center, and Watauga Medical Center were remote viewing sites) and 388 (health departments and individual participants that had a live webinar).

The disciplines represented were Allied Health, Dentistry, Medicine, Mental Health, Nursing, Pharmacy and Public Health. Speakers provided updated information on recent trends and current management of a variety of sexually transmitted diseases. Also addressed were best practices related to the care of transgender individuals and unique management and treatment approaches pertinent to adolescent sexual health.

Because of the need to offer alternatives, several options were provided and utilized. Participants were given the options to join as “individual learners” or to view the enduring material that would be available online within two weeks post-program. Ease of technology management resulted from the use of one modality: GoToWebinar. Additionally, this was the second year Mentimeter was used. The level of audience response and engagement were high during the program.

This year’s program was the largest in terms of the number of sites Northwest AHEC has had to date with 28 group viewing locations, as well as the greatest number of registrants. We have increased registration by 38% (n=175) between 2014, our first year, and 2018. This was also the first time that all of the regional AHECs participated, truly making this a statewide effort to improve the health of all North Carolinians. The North Carolina AHEC System and medical center locations included: Area L AHEC (Rocky Mount), Catawba Valley Medical Center (Hickory/NW AHEC region), Charlotte AHEC, Eastern AHEC, (Greenville & Elizabeth City), Greensboro AHEC, Mountain AHEC (Asheville), Northwest AHEC (Winston-Salem; originating), South East AHEC (Wilmington), Southern Regional AHEC (Fayetteville), Wake AHEC (Raleigh) and Watauga Medical Center (Boone/NW AHEC region).

Health department and health center locations included: Beaufort County Health Department (Washington), Cabarrus Health Alliance (Kannapolis), Clay County Health Department (Hayesville), Coastal Horizons Center (Wilmington), Columbus County Health Department (Whiteville), Dare County Department of Health and Human Services-Public Health Division (Manteo), Gaston County Health Department (Gastonia), Granville Vance District Health Department (Henderson), Guilford County Department of Health and Human Services-Public Health Division (Greensboro), Haywood County Health and Human Services Agency (Clyde), Johnston County Health Department (Smithfield), Richmond County Health Department (Rockingham), Robeson County Health Department (Lumberton), Rowan County Health Department (Salisbury/NW AHEC region) and Surry County Health and Nutrition Center (Dobson/NW AHEC region).

The other partners who participated in the planning of this activity were: NC Department of Health and Human Services — Division of Public Health, Alabama — North Carolina STD/HIV Prevention Training Center, NC AIDS Training and Education Center, the University of Alabama School of Medicine, Wake Forest Baptist Medical Center’s Department of Internal Medicine, Section on Infectious Diseases.

2017 Transgender Conference: We co-sponsored the Transgender Health Conference with Bathory International, PLLC, owned by David Bathory, Psy.D, a Winston-Salem-based psychologist specializing in transgender and non-binary counseling. Topics included the World Professional Association for Transgender Health (WPATH) Standards of Care, best practices, and culturally competent care of transgender people. The conference reached capacity with over 100 attendees, including advocates, educators, family and community members, mental health professionals, public health professionals, nurses, physicians and physician assistants.

2019 Southern Trans Health and Wellness Conference—Creating Trans Health Equity: We are hosting the planning and managing of this conference to integrate professionals from medical/clinical and academic settings with the transgender community in creating an interactive educational experience. Planning committee members represent innovative transgender and non-binary community members and leaders, health providers, researchers, advocates and educators. Partnering organizations include Bathory International, PLLC, Equality NC, Wake Forest University and Wake Forest Baptist Health. The committee is planning for 300 registrants from across the Southeast. Jamison Green, PhD, Past President of the World Professional Association for Transgender Health (WPATH), will be featured as one of our keynote speakers. Save the date: March 7–9, 2019, at the Winston-Salem Benton Convention Center. Workshops and presentations will be organized around five themes: Health Care, Research, Advocacy, Support and Wellness, Training/Education.
CORE COMPONENT 6

Library Services

Library Services Statistics / FY18

During FY18, Northwest AHEC Information and Library Services provided the following services to its 12 member institutions (health care and educational entities):

<table>
<thead>
<tr>
<th>Element/Activity</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of members</td>
<td>12</td>
</tr>
<tr>
<td>Number of registered AHEC Digital Library (ADL) users</td>
<td>1,116</td>
</tr>
<tr>
<td>Document delivery (DD) requests</td>
<td>6,975</td>
</tr>
<tr>
<td>Interlibrary loans (ILL)</td>
<td>447</td>
</tr>
<tr>
<td>Site visits (marketing, library consultation, visit)</td>
<td>53</td>
</tr>
<tr>
<td>Classes/Orientations</td>
<td>91</td>
</tr>
<tr>
<td>Consults</td>
<td>5,476</td>
</tr>
<tr>
<td>Search requests</td>
<td>102</td>
</tr>
</tbody>
</table>

Both tables represent major services provided by Northwest AHEC Library Services. This operation experienced significant increases in document delivery requests likely due to an increase in CVMC’s in-house use of periodicals. Over time, the majority of paper periodicals/materials for the Northwest AHEC library services are housed in the Northwest AHEC/CVMC Library in Hickory. Librarians did increase their number of site visits to ensure that our members’ and partners’ needs were being addressed. Other library statistics indicated a continued downward trend as an increasing number of online resources continued to be easily accessed online.

Non-Northwest AHEC paid regional health professionals that:

<table>
<thead>
<tr>
<th>Activity</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Logged into ADL one time</td>
<td>56</td>
</tr>
<tr>
<td>Logged into ADL 2–5 times</td>
<td>59</td>
</tr>
<tr>
<td>Logged into ADL 6–12 times</td>
<td>31</td>
</tr>
<tr>
<td>Logged into ADL 13–26 times</td>
<td>19</td>
</tr>
<tr>
<td>Logged into ADL 27–52 times</td>
<td>12</td>
</tr>
<tr>
<td>Total light users (52 or less per year or no more than once per week)</td>
<td>177</td>
</tr>
<tr>
<td>Logged into ADL 53–103 times</td>
<td>4</td>
</tr>
<tr>
<td>Logged into ADL 104 or more times</td>
<td>6</td>
</tr>
<tr>
<td>Total heavy users (&gt;52 per year)</td>
<td>10</td>
</tr>
<tr>
<td>Grand Totals</td>
<td>187</td>
</tr>
</tbody>
</table>

Notes
1. Materials checked out from library collection; items from library collection that have been used and reshelved; photocopies made by library staff from library collection.
2. Documents borrowed from a library outside of the Northwest AHEC Library system.
3. Site visits are meetings with Northwest AHEC institutional members for education, administration, promotion or consult purposes that are located away from WFSM, Catawba Valley Medical Center and Watauga Medical Center.
4. Consults include telephone, email or in person; includes number of consultations to preceptor sites. Categories of assistance can range from various types of technology assists to accreditation preparation, collection development, general reference questions, citation verification and training library contacts. Maintenance of ADL accounts is also included.
5. Search requests consist of in-depth database searches or reference questions that require at least 30-minutes to one hour to complete.
Building upon our 45-year tradition of classroom-based learning activities, Northwest AHEC continued to offer several distance learning modalities including video conferencing, live web streaming, on-demand webcasts and custom designed web-based courses.

**Information Technology**

Our 18-year partnership with WFBMC’s Information and Technology Services, in addition to Carpenter Library, continually kept us in the forefront of distance education-based Continuing Professional Development (CPD) and enhanced library services. Listed below are the major accomplishments achieved this year.

**Continuing Professional Development Leadership and Other Northwest AHEC Support Activities**

- Implemented SMS text-based attendance reporting system and deployed for regularly scheduled series in multiple departments. Text attendance sign-in system for all accredited regularly scheduled series (RSS feeds) led to a reduction in total estimated staff hours of manual data input of more than 2,000 hours (1.0 FTE of staff effort) – 500 hours for partnering departments and regional partners staff and 1,500+ hours for Northwest AHEC staff.

- The Northwest AHEC technical team assisted with the creation and delivery of online CPD courses, classroom-based CPD courses and performance improvement CPD projects.

- Continued to capture relevant lectures in Internal Medicine and other departments for enduring courses; developed in-house enduring nursing courses from conference recordings and curations.

- Expanded online course offerings to include recorded lectures for topical and critically important topics such as opioids, stroke care, cardiovascular care, diabetes, ob-gyn, breastfeeding and health disparities.

- Continued to enhance classroom learning, including support of audience engagement services such as BYOD (bring your own device) for phone-friendly activities, ARS (audience response system) hardware-based response activities and live video conferencing via outreach to remote learners at their desktop or mobile device for “no travel” live participation options.

- Continued to utilize innovative enterprise unified communications (LYNC) and team portal services (SharePoint) across our institution.

- Expanded marketing efforts by empowering the entire team with social media channels and tools to increase awareness as well as learner/peer engagement for our educational activities before, during and after actual events.

- Completed the ninth year of the accredited Perinatal Post online newsletter with 1,144 registrants to date.

- Continued to support and maintain our internal Preceptor (ORPCE) database, the application of which is now in its 15th year.

- Continued to support the North Carolina Annual STD Update for the sixth year due to the collaborative planning of several partners: NC Department of Health and Human Services — Division of Public Health, Alabama — North Carolina STD/HIV Prevention Training Center, NC AIDS Training and Education Center, The University of Alabama School of Medicine, Wake Forest Baptist Health Department of Internal Medicine, Section on Infectious Diseases; had 634 live attendees participate via live stream and classroom; captured program for enduring course with 522 participants to date; see page 21 for more details.

- Recorded and offered 13 one-hour sessions for Internal Medicine Grand Rounds each offering AMA PRA Category 1 Credit™ and expanded coverage to include Family Medicine noon conferences on relevant topics in family and community medicine.

- Provided CPD development to 3,162 health professionals through online courses.

- Hosted 115 active courses on our online Learning Management System.

- Processed a total of 42,076 registrations online for all CPD courses, both traditional and online versions.

- Generated a total of 10,359 unique certificates through the online certificate process rather than the paper/mailed process.

- Enhanced Facebook Page with automated messaging chatbot.

- Designed and delivered customized training “Lunch and Learn” programs for regional practices.

**Website Activity**

Our web analytics continue to show increases in mobile users over desktop. We believe the increase in the metrics that follow can be attributed primarily to our continuously improving email marketing efforts and campaign refinement.
## Northwest AHEC FY18 Website Statistics

<table>
<thead>
<tr>
<th>Measurement</th>
<th>FY18</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transactions (registering and paying for CPD activities on website)</td>
<td>7,990</td>
</tr>
<tr>
<td>Conversion rate (the rate in which a visit will yield a transaction)</td>
<td>4.44%</td>
</tr>
<tr>
<td>Total number of page views for fiscal year</td>
<td>914,913</td>
</tr>
<tr>
<td>Average number of page views per day</td>
<td>2,507</td>
</tr>
<tr>
<td>Number of total:</td>
<td></td>
</tr>
<tr>
<td>Visitors</td>
<td>179,977</td>
</tr>
<tr>
<td>Unique visitors</td>
<td>105,375</td>
</tr>
<tr>
<td>New visitors</td>
<td>78% new visitors</td>
</tr>
<tr>
<td>Returning visitors</td>
<td>22% returning</td>
</tr>
<tr>
<td>Average number of visitors/day; Average number of unique visitors/day</td>
<td>493</td>
</tr>
<tr>
<td>Average time spent on website</td>
<td>2 min, 30 secs</td>
</tr>
<tr>
<td>Number of mobile users&lt;sup&gt;a&lt;/sup&gt;</td>
<td>35,793 visits</td>
</tr>
<tr>
<td>Percent of total unique users</td>
<td>34%</td>
</tr>
<tr>
<td>Top five most popular web pages</td>
<td></td>
</tr>
<tr>
<td>1. Northwest AHEC – Home</td>
<td></td>
</tr>
<tr>
<td>2. Northwest AHEC – My Courses List&lt;sup&gt;b&lt;/sup&gt;</td>
<td></td>
</tr>
<tr>
<td>3. Registration</td>
<td></td>
</tr>
<tr>
<td>4. Certificate Generation</td>
<td></td>
</tr>
<tr>
<td>5. Search Events</td>
<td></td>
</tr>
</tbody>
</table>

### Notes

- **A.** New category: the number of mobile users accessing our website.
- **B.** When logged in, the user will see a complete list of courses for which they have registered.
Funding Sources and Expenditures

FY18 Funding Sources (Total Budget: $6,029,000)

- Sub-contracts from UNC Higher Education System and UNC Campus Projects
- Continuing Professional Development Generated Revenue
- Library Partners’ Fees*
- Students’ Housing Fees
- Richard Janeway, M.D., Distinguished Director of Northwest Area Health Education Center Fund
- National HRSA Title VII Grant from National AHEC

FY18 Expenditures ($6,029,000)

- Health Careers and Workforce Diversity (HCWD)
- Student and Preceptor Support
- Graduate Medical Education
- Continuing Professional Development (CPD)
- Practical Support Services
- Library Services
- Investments in the Future/Emerging Issues
- Information Technology and Data Analytics
- Administration and Facilities

*Note: This provides an explanation for the significant increase in Library Partners’ Fees from FY17 ($116,000) to FY18 ($235,000). Several FY17 Library Partners’ Fees were deposited outside of the fiscal year. As a result, the total Library Partners’ Fees reflected on the FY17 Annual Report were significantly less than the average partner revenue of $190,000/year. Conversely, partner revenue reflected on the FY16 and FY18 Annual Reports were above the average partner revenue of $190,000/year.
PARTNERS

ABC of NC Child Development Center
Adult Internal Medicine, P.A.
Advance Family & Sports Medicine Center, PLLC
Alabama/North Carolina STD/HIV Prevention Training Center
Allergy & Asthma Assoc., P.A.
Alexander County Health Department
Alexander County Schools
Alleghany County Schools
Alleghany Family Practice
Alleghany Memorial Hospital
American Council on Pharmaceutical Education
Appalachian District Health Department
Appalachian Family Practice, P.A.
Appalachian Regional Healthcare System (Blowing Rock Rehabilitation & Davant Extended Care Center, Cannon Memorial Hospital, and Watauga Medical Center)
Appalachian Regional Medical Associates
Appalachian State University
Artmore Family Practice, P.A.
Ashe County Schools
Ashe Family HealthCare
Ashe Memorial Hospital
Ashe Pediatrics
Avery County Health Department
Avery County Schools
Barium Springs Home for Children
Bathtory International, PLLC
Best Clinic, PLLC
Blowing Rock Medical Clinic, P.A.
Blue Ridge Cardiology & Internal Medicine – Dobson
Blue Ridge Cardiology & Internal Medicine – Elkin
Blue Ridge Cardiology & Internal Medicine – Mt. Airy
Blue Ridge Cardiology & Internal Medicine – N. Wilkesboro
Blue Ridge Cardiology & Internal Medicine – Sparta
Blue Ridge Cardiology & Internal Medicine – Yadkinville
Blue Ridge Nephrology & Hypertension Center
Blue Ridge Pediatric & Adolescent Medicine, Inc.
Blue Ridge Pharmaceutical Association
Blue Ridge Women’s Center Boone Dermatology Clinic, P.A.
Broughton Hospital
Burke County Health Department
Burke County Schools
Burke Primary Care
Cabral Internal Medicine, PLLC
Caldwell Community College & Technical Institute
Caldwell County Health Department
Caldwell County Schools
Caldwell Memorial Hospital UNC Health Care
Cardinal Innovations Healthcare Solutions (MCO)
Cardiology Associates of the Carolinas & Internal Medicine
Carolina Foot & Ankle Associates
Carolinas HealthCare System
Carolinas HealthCare System Blue Ridge (Grace and Valdese Hospitals)
Carolinas Medical Center
Catawba County Department of Public Health
Catawba County Department of Social Services
Catawba County Schools
Catawba Pediatric Associates, P.A.
Catawba Science Center
Catawba Valley Community College
Catawba Valley Healthcare
Catawba Valley Medical Center
Catawba Valley Primary Care
Catawba Valley Psychiatric Services
Catawba Women’s Center, P.A.
Clark Family Medicine
David M. Cline, M.D.
ClubHaven Family Practice
College Foundation of North Carolina (CNFC), Inc.
Collettsville Medical Center
Community Care Center for Forsyth County, Inc.
Community Care of North Carolina (CCNC)
Compassionate Care
CooperRis Healing Community
Cornerstone – Conover Family Practice
Cornerstone Health Care Foundation
Cotton Grove Family Physicians
Cross River Cardiology
Crossroads Counseling Center, Inc.
Crossroads Family Medical Care, P.A.
Davidson County Community College
Davidson County Health Department
Davie County Health Department
Davie County Schools
Davis Regional Medical Center
Desanta Family Practice, PLLC
Michael C. DeSantis, M.D.
Duke University Medical Center: Department of Psychiatry and Behavioral Sciences Addictions Program
East Carolina University: Brody School of Medicine and the School of Dental Medicine
Elizabeth City State University
Elkin City Schools
Elkin Pediatric and Adult Medicine, P.A.
Evergreen Health Promotion, P.A.
Fairgrove Primary Health
Family Care Center, P.A.
Family Healthcare Practice
Forsyth County
Forsyth County Department of Public Health
Forsyth Technical Community College
Forsyth, Stokes, and Davie County Medical Societies
Frye Regional Medical Center
Gastroenterology Associates, P.A.
Good Samaritan Clinic
Happy Valley Medical Center
Hardee Family Medicine
Hart Family Practice, P.A.
Healthview
Hickory Chest, PLLC
High Country Community Health
High Country Family Medicine
High Country Pharmacy Association
High Point University
Hugh Chatham Memorial Hospital
iCan House
Internal Medicine and Psychiatric Services of the Piedmont, PLLC
Iredell County Health Department
Iredell Health System
Iredell-Statesville Schools
J. Iverson Riddle Developmental Center
Charles W. Jones, M.D., P.A.
Kate B. Reynolds Charitable Trust
Kernersville Primary Care
Kids Count Pediatrics
Lake Norman Regional Medical Center
Lees-McRae College: School of Nursing
Lenoir-Rhyne University: Nursing and PA Programs
Lexington City Schools
Lexington Family Physicians, P.A.
Lexington Internal Medicine Clinic, P.A.
LifBrite Community Hospital of Stokes
March of Dimes of Northwest North Carolina
Medical Heights OB-GYN, P.A.
Mental Health Association in Forsyth County
Meridian Behavioral Health
Challie Minton, M.D.
Mitchell Community College
Morganton Internal Medicine, P.A.
Mountain Laurel Family Practice
Mountain Laurel Internal Medicine, P.A.
Mountain View Pediatrics, P.A.
Mt. Airy City Schools
Marshall C. Murrey, M.D.
National Board of Certified Counselors
National Committee for Quality Assurance
National Library of Medicine
NC AHEC System: Program Office, Area L, Charlotte, Eastern, Greensboro, Mountain, South East, Southern Regional, and Wake
NC American Indian Health Board
NC Association of Free & Charitable Clinics
NC Association of Women’s Health, Obstetric and Neonatal Nurses
* We have made every attempt to recognize and acknowledge our partnerships of the past fiscal year.
NC Board of Nursing
NC COPD Task Force, L.L.C.
NC Medical Group Managers Association
NC Providers of Abuser Treatment
North Carolina Quality Center
Nephrology Associates
Newton Family Physicians, P.A.
North Carolina Arts for Health
North Carolina Center for Pharmaceutical Care
North Carolina Community Health Center Association
North Carolina Council of Community Programs
North Carolina Department of Health and Human Services: North Carolina Division of Public Health, North Carolina Division of Mental Health, Developmental Disabilities and Substance Abuse Services, Office of Rural Health & Community Care, and Women’s Health Branch
North Carolina Healthcare Information and Communication Alliance (NCHICA)
NCAR Carolina Healthcare Association (NCHA)
North Carolina Infusion Nurses Society
North Carolina Medical Society
North Carolina Perinatal Association
North Carolina Quality Center
Northern Hospital of Surry County
Northern Medical Group – Family Northlake Pediatric Care
Northwest Community Care Network
Novant Health Forsyth Medical Center: Departments of Nursing and Pharmacy
Novant Health Rowan Medical Center
Novant Health Thomasville Medical Center
Old Vineyard Behavioral Health Services
Palliative CareCenter & Hospice of Catawba Valley
Partners Behavioral Health Management (MCO)
Piedmont Endocrinology, P.A.
Piedmont OB/GYN Society
Primary Care of Mt. Airy
Premarketed Healthcare, P.A.
Douglas D. Pritchard, M.D., P.L.L.C.
Provide, Inc.
Recovery Innovations
Regionally Increasing Baccalaureate Nurses (RIBN)
Reynolda House Museum of American Art
Rowan County Health Department
Rowan-Cabarrus Community College
Rowan-Salisbury School System
Rudisill Family Practice
Salisbury Pediatric Associates
Senior Services, Inc.: Meals-on-Wheels Program
Southern Pharmacy Services
Southside United Health Center
Statesville Primary Care
Stokes County Health Department
Stokes County Schools
Surry Community College
Surry County Health & Nutrition Center
Surry County Schools
Swisher Internal Medicine
Tall Oaks Family Practice
The ARC of Davidson County
The ARC of Rowan County
The Association of Ringside Physicians
The Child Health Center, P.A.
The Duke Endowment
The Enrichment Center
The Salem Center
The Woman’s Clinic
Thomassville City Schools
Thomasville OB-GYN Assoc., P.A.
Toe River District Health Department
Trellis Supportive Care
Trinity Health Care, P.A.
Trinity Medical Care
Troyer Medical
Twin County Hospital
University of Alabama School of Medicine
UNC AIDS Training and Education Center
UNC-Asheville
UNC-Chapel Hill School of Allied Health Sciences
UNC-Chapel Hill School of Dentistry
UNC-Chapel Hill School of Medicine
UNC-Chapel Hill School of Nursing
UNC-Chapel Hill School of Public Health/NC Institute for Public Health
UNC-Chapel Hill School of Social Work, Behavioral Health
Springboard and MSW Program
UNC-Greensboro: Health Coaching Programs and School of Nursing
UNC-Wilmington
Unifour Family Practice, P.L.L.C.
Unifour Pediatrics, P.A.
Vaya Health (MCO)
Veterans Affairs Medical Center-Kernersville and Salisbury
Viewmont Internal Medicine
Wake Forest University: Departments of Athletics, Health and Exercise Science, Humanities Institute and LGBTQ Center
Wake Forest Baptist Health:
American Medical Women’s Association, WFSM Chapter, Sisters in Science Program Committee
Brenner Children’s Hospital
Brenner Families in Training (FIT)
Cardiology/Heart Center
CareNet Counseling, Inc.
Center for Experiential and Applied Learning (CEAL)
Clinical and Translational Science Institute (CTSI)
Communications, Marketing and Media (Creative Communications, Media Relations and Printing Services)
Community Clinical Oncology Program Research Base
Comprehensive Cancer Center
Davie Medical Center
Dermatology
Endocrinology & Metabolism
FaithHealthNC
Family and Community Medicine
Family Medicine Student Interest Group
Gastroenterology
High Point Medical Center
Infectious Diseases
Internal Medicine
Information and Technology Services and Information Sciences (Carpenter Library)
Lexington Medical Center
Life Support Education
Maya Angelou Center for Health Equity
Neurology
North Carolina Baptist Hospital
Nursing Education and Research:
Obstetrics and Gynecology
Office of Alumni Affairs
Office of Student Inclusion and Diversity
Orthopaedics
Otalaryngology
Pediatrics
Physician Assistant Studies
Psychiatry and Behavioral Medicine
Public Health Sciences
Rehabilitation Services
Share the Health Fair Student Committee
Student National Medical Association
Surgery
Urology
Wake Forest Health Network
(Wake Forest Baptist Medical Center, Community Physicians)
Wake Forest Institute for Regenerative Medicine (WFIRM)
WFU Eye Center
Wilkes Medical Center
Watauga County Schools
Western Carolina University
Western Piedmont Community College
Wilkes Community College
Wilkes County Health Department
Wilkes County Schools
William G. White Jr. Family YMCA
Winston-Salem/Forsyth County Schools
Winston-Salem/Kernersville Pediatrics
Winston-Salem State University
Winston-Salem Symphony
Yadkin County Health Department
Yadkin County Health Alliance
Yadkin County Schools
Yadkin Valley Regional Career Academy
Yatawara Gynecology, Wellness and Aesthetics
The Northwest AHEC team pictured in front of the Arnold Palmer statue at the Arnold Palmer Golf Complex on the Wake Forest University Campus.

Front Row, L-R: Jennifer Sherrill; Janice Moore; Vicki Bailey; Kay Herr; Sheila Bogan; Barbara Bainbridge; Mary Brogdon; Michelle Adams; Tammy Yount; Melanee Mills; Medina Wilson; Ellen Kesler; Michael Lischke; Karen Martinez

Middle Row, L-R: Jen Casey; Angela Hodges; Leigh Watkins; Karen Fritz; Gail Pawlik; Lisa Maurer; Mona Ketner; Ryan Wilkins

Back Row, L-R: Andy Brewer; Chris Jones; Amy Mendenhall; Reed Burger; Kojo Danquah-Duah; Amanda Damman; Marie Simos; Lee Howard

Absent: Lindsey Arthur; Christina Clarke; Nedra Edwards Hines