

# DEVELOPING THE SINO-US ADVANCED HEALTHCARE PROFESSIONAL EXCHANGE PROGRAM

*An Observership Program with China's Ministry of Health*



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## INTRODUCTION

China's Health Human Resources Development Center of the Ministry of Health and the University of Kansas Medical Center (KUMC) signed an agreement in July 2014 that established the medical personnel observership and exchange program. This observership and exchange program came to be known as the Sino-U.S. (Kansas) Advanced Healthcare Professional Exchange Program.



This program is one of many KUMC efforts to become more active in developing global partnerships and expanding international exchange opportunities both inbound and outbound for the medical center. As any other medical center, KUMC often faces unique challenges when establishing exchange programs or partnerships for healthcare professionals in comparison to the experiences of traditional undergraduate colleges and universities. For instance, healthcare professionals may be limited on the type and duration of international experiences they can have. Nonetheless, these obstacles are minor drawbacks when looking at the invaluable benefits gained from international exchange experiences.

For KUMC, the medical personnel observership and exchange program with China's Ministry of Health has not only engendered an exchange of expertise and culture, but also established new relationships which are helping to develop future collaborations at student, faculty, staff and research levels. In the following sections, this report will provide an overview of KUMC's implementation of the medical personnel observership and exchange program as well as share best practices.

The report is divided into the following sections: background, program overview and highlights, outcomes, cautions and looking ahead.

## BACKGROUND

The University of Kansas Medical Center (KUMC) is located in Kansas City, KS and consists of the School of Medicine, School of Nursing, School of Health Professions and the University of Kansas Hospital which is a separate entity. The School of Medicine is the only medical school in the State of Kansas and it has the highest student enrollment numbers for the medical center, which totals 3,509 (Figure 1). In addition to providing various educational programs, KUMC also serves the State of Kansas through its work in research, patient care, and community engagements.

In the area of research, KUMC is one of 68 institutions in the nation that is a designated cancer center by the National

KUMC STUDENT ENROLLMENT	
TOTAL NUMBER OF STUDENTS (FALL 2016): 3509	
<b>School of Medicine:</b>	<b>2159</b>
M.D. program:	838
M.D.-Ph.D. program:	22
Residents:	797
Graduate programs:	292
Other programs:	131
<b>School of Nursing:</b>	<b>677</b>
Undergraduate programs:	364
Graduate programs:	300
Other programs:	13
<b>School of Health Professions:</b>	<b>655</b>
Undergraduate programs:	120
Graduate programs:	513
Other programs:	22

Source: KU Medical Center Fast Facts (<http://www.kumc.edu/communications/ku-medical-center-fast-facts.html>)

Figure 1: KUMC Enrollment Data

Cancer Institute. It also has the Alzheimer's Disease Center which is one of 29 nationally to have the National Institute of Health's designation. Through its affiliation with the University of Kansas Hospital, which is a 623-bed teaching hospital, KUMC's faculty physicians and healthcare professionals provide quality patient care that has consistently led to its ranking as the number one hospital in Kansas City. Furthermore, 12 medical and surgical specialties have been ranked in the top 50 nationally by *U.S. News and World Report*.

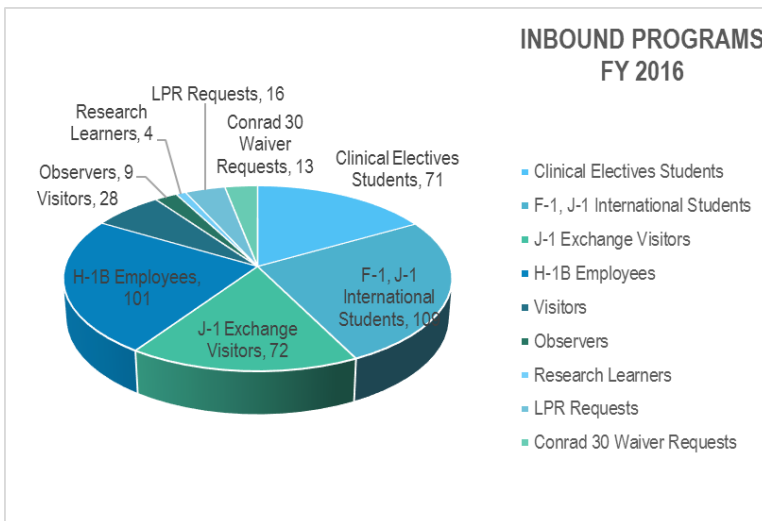


Figure 2: OIP Inbound Programs Data

Given its size, research and healthcare focus, KUMC has robust international exchange and experience programs which are overseen by the Office of International Programs (OIP). OIP manages many inbound programs which include different international categories including degree seeking international students, J-1 exchange visitors and researchers, international clinical elective rotation medical, physical therapy, occupational therapy, and nursing students, temporary employees on the H-1B visas, visitors, research learners, observers, and newly developing international patient program (Figure 2). In addition, OIP serves the KUMC community by facilitating educational and professional experiences as well as registering international travel for faculty, staff, and students.

OIP became involved early in the development stages of the medical personnel and observership program with the People's Republic of China Ministry of Health. Being a government agency, China's Ministry of Health consists of 16 components ranging from the Department of Health Policy and Regulation to the Department of Disease Control. The Ministry of Health's mandates, as with any similar government entity, are varied but primarily focus on public health efforts, policies, and administration. The administration of the medical personnel and observership program in China is handled specifically by the Ministry's Health Human Resources Development Center (HHRDC). The HHRDC's intent within the Ministry is to meet "the needs of medical and health institutions and medical personnel, for which it has developed programs in personnel evaluation, training and development, international cooperation and policy research to improve the ability and quality of health personnel, to develop the health service, and to contribute to the promotion of human health".<sup>1</sup>

The agreement for cooperation between KUMC and HHRDC would have not been possible without key individuals at both KUMC and the HHRDC. On the KUMC side, the dialogue for this cooperation was initiated by now retired, Dr. Susan K. Pingleton, M.D., FACP, Master FCCP and former Associate Dean of Continuing Education/Professional Development. Through collaboration with the American Chamber of Commerce in China, Dr. Pingleton travelled to China to visit Chinese healthcare facilities. Subsequently, a

<sup>1</sup> "Introduction." *HHRDC, Health Human Resources Development Center, Ministry of Health of the People's Republic of China*. [http://www.21wecan.com/english\\_wecan/aboutUs/2eb88c4e49fbc60cbac0ace1538878d1.html](http://www.21wecan.com/english_wecan/aboutUs/2eb88c4e49fbc60cbac0ace1538878d1.html).

delegation from China visited KUMC in the fall of 2013. From these visits, conversations evolved to program development and means of strengthening the cooperation. As a first step, both parties signed a Memorandum of Understanding (MOU) in June 2014. Following the signed MOU, Dr. Pingleton involved OIP's Kimberly Connelly, M.A.T., Senior International Officer, in the program development process. Under the direction of Ms. Connelly, the OIP team provided guidance and organization on the program's budget development, logistics, visa, and implementation.

These efforts were further bolstered by KUMC's senior leadership support from Dr. Doug Girod, Executive Vice Chancellor and Dr. Robert M. Klein, Vice Chancellor for Academic Affairs. In 2015, senior leadership at KUMC also created an advisory board consisting of the following team to build the medical personnel observership and exchange program in collaboration with the HHRDC:

- Susan Pingleton, M.D., *Department Liaison and Program Director*
- Robert Klein, Ph.D., *Vice Chancellor for Academic Affairs*
- Kimberly Connelly, M.A.T., *Logistics, Agreement and Immigration Advisor*
- Yafeng Dong, Ph.D., *Cultural Liaison and China-U.S. Relations Advisor*
- G. John Chen, M.D., Ph.D. M.P.H, *Academic and Curriculum Advisor*

After KUMC and HHRDC reached a consensus on the various aspects of the program, an addendum or Implementation Agreement was drafted and signed for the first two groups to come to KUMC in 2015. Since then, an Implementation Agreement has been signed for each incoming group. Then in 2017, one Implementation Agreement was finalized for the entire year which covers 3 groups/ 21 physician observers.

### **Recent Changes**

With the retirement of Dr. Pingleton, the "China Team" has evolved to include:

- G. John Chen, M.D., Ph.D. M.P.H, Director, Program Curriculum and China-US Relations Advisor (recommended by Vice Chancellor of Academic Affairs and appointed by the EVC)
- Program Clinical Department Advisor (recommended by Vice Chancellor of Academic Affairs and appointed by the EVC)
- Program Logistics, Agreement and Immigration Advisor [held by the Senior International Officer (SIO) representing the Office of International Programs (OIP)]

## **PROGRAM OVERVIEW AND HIGHLIGHTS**

### **Objectives**

The signed MOU and subsequent implementation agreements outlined the primary objectives for the cooperation between the HHRDC and KUMC as well as defined goals for the medical personnel observership and exchange program. In the MOU, both parties agreed to following general terms of cooperation:

- Short-term Observership programs for health care professionals, and other cooperative research and educational activities.

- Exchange of invitations to scholars (for example, faculty, researchers, and graduate students) for lectures, visits, and sharing of experiences.
- Exchange of invitations to scholars for participation in conferences, symposia, and seminars.
- Exploration of other areas of common interest deemed important in the fields of medicine and health care.<sup>2</sup>

Additionally these general terms were expanded to include the SINO-US ADVANCED HEALTHCARE PROFESSIONAL EXCHANGE PROGRAM objectives which aims to strengthen cooperation and promote healthcare development between the two countries.

For the medical personnel observership and exchange program, the MOU outlines objectives that focus on further collaboration and understanding of healthcare systems as well as medical education. It specifies the program as a means that will "allow the Observers to better understand and master the use of certain advanced medical technology and learn from the management expertise of KUMC" and "to enhance and strengthen their professional proficiency and to expand the international vision and to support the future development of health care in China".<sup>3</sup>

### *Structure and Selection Process*

The medical personnel observership and exchange program was designed to bring 6-7 physicians from China for a 3-month experience at KUMC. Both KUMC and HHRDC are assigned tasks in the agreement to foster the collaborative administration and coordination of the program. For instance, the HHRDC is responsible for the selection process of prospective observers and provides the necessary funds for the experience. KUMC is responsible for the selection of clinical departments who will supervise and host the observers as well as for the development of the curriculum of the program. Additionally, KUMC arranges living accommodations, pre-arrival information, cross-cultural training, cultural and social programs and events, health and safety education, visa attainment assistance, and other related logistics.

For the selection of observers, the HHRDC manages this rigorous recruiting process that is also highly competitive. Our understanding is that it consists of English language testing, interviewing of candidates, and screening of written applications. Additionally, candidates must have their hospital's support and approval since they will need to take a three month leave and the hospitals provide the funding to participate in the program. Aside from obtaining approvals from their hospitals, physicians also must have the necessary travel documents and official passports issued by the Chinese government. Selected candidates are often top physicians and experts in their respective medical fields. These physicians come from top designated hospitals in their cities that range from 1000 to 3000 beds.

Once the candidate selection is finalized, a list of physicians along with CVs are forwarded to KUMC. At KUMC, the Director and Clinical Department Advisor undertake the task of assigning clinical departments to each incoming observer. Clinical departments are selected based on interest and area of expertise of each physician. The Department Advisor works with the clinical departments in designating a faculty member who will serve as the sponsoring supervisor. Each clinical department creates an individually

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<sup>2</sup> "Memorandum of Understanding between the Health Human Resources Development Center of the Ministry of Health of the People's Republic of China and the University of Kansas , on behalf of the University of Kansas Medical Center." Available at <http://www.kumc.edu/international-programs/agreements.html>.

<sup>3</sup> Ibid.

tailored schedule and plan of activities for each physician. When compiling these schedules, clinical departments coordinate with their faculty and staff to ensure that the physicians participate in a wide range of rotations and observation opportunities including administration and management. Additionally, the physicians attend administrative meetings, seminars, lectures, and debriefings throughout the 3-month stay.

### ***Regulatory Provisions and Limitations***

When finalizing the agreement for the program, KUMC and HHRDC indicated that both parties involved would follow applicable regulations and laws of the People's Republic of China and the United States. The observers from China participate in the program with the understanding that they fall under the jurisdiction of U.S. federal and state laws which include privacy and anti-discrimination. Furthermore, albeit being experienced and licensed physicians in China, the observers will not provide clinical services including diagnosis and treatment of patients while at KUMC and in the United States generally. When in a clinical setting, the physicians will first need to make sure they are in compliance with all university policies and can have “incidental patient contact” only under the direct supervision and presence of a licensed U.S. physician.

As the OIP website states regarding the observership policy, “During this time, international observers will strictly observe patient treatment or clinical work while accompanied at all times by sponsoring supervisor or designated attending physician. International observers are **not permitted to engage in any patient care or be left alone with patients.**”<sup>4</sup>

The lack of a hands-on training experience for any health care profession may seem as a drawback. However, federal and state laws are specific in their restrictions of non-U.S. licensed physicians administering patient care. Thus, the medical personnel observership and exchange program strictly adheres to these regulatory provisions and aims in giving a broad and diverse curriculum that would allow physicians not only to observe and share expertise with their colleagues, but gain a better understanding of the management and administrative aspects of U.S. healthcare as well as to integrate and have more exposure to U.S. culture.

### ***Pre-Arrival and Logistics***

During the course of the pre-arrival process, OIP provides ample support and detailed information directly to the main contacts at the HHRDC. These initial communications are crucial in gauging the selected participants’ needs and timeline. It is also during these initial communications that the representatives of the HHRDC and KUMC review the budget, including the administrative fees and the expenses related to the accommodations to ensure funds are allocated appropriately and in a timely manner.

In general, the official budget per physician for three full months includes the following:

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<sup>4</sup> “International Visitors and Observers.” *Office of International Programs, University of Kansas Medical Center.*  
<http://www.kumc.edu/office-of-international-programs/inbound-programs/international-visitors-and-observers.html>

MEDICAL PERSONNEL OBSERVERSHIP AND EXCHANGE PROGRAM BUDGET	
Fee Descriptions	3 Months
Program Fees/\$125 per week	\$ 1,500
Accommodations*/\$125 per week	\$ 1,500
OIP Administrative Fee/\$250 per week	\$ 3,000
Department Fees/\$250 per week	\$ 3,000
Food allowance/\$83.33 per week	\$ 1,000
<b>TOTAL</b>	<b>\$ 10,000</b>

Budget is reflective of the fees associated with one physician

\*Accommodations are based on double occupancy

\*Accommodations include utilities and Wi-Fi access

Budget **does not** include airfare or local transportation.

### Passports and Visa Letters

As previously mentioned, many of the physicians that are selected are in need of obtaining a passport. In order to assist with the passport application process, OIP provides each physician with an **official invitation letter**. This letter indicates the dates and duration of the program as well as the specific clinical department hosting the physician during his or her time at KUMC. The department that is assigned for the physician aligns with his or her specialty.

***This letter is critical for starting the process for the physician in China. This drafting and mailing of the official invitation letter cannot be delayed otherwise the physician will also be delayed.***

- The letter is used to garner permission for leave from the employing hospital;
- The letter is used to request funding from the hospital of employment;
- The letter is used to begin the administrative work necessary to secure a passport;

Once the passport is obtained, OIP requests a copy of the passport photo identification page. At this time, each physician is issued a “consulate letter” (Appendix 2). This letter serves as the supporting document that the physicians take to the nearest consulate when applying for their B-1 visitor’s visa.

OIP requires each sponsoring department to submit an International Observership Request Packet (Appendix 6). This packet collects the information necessary to ensure compliance with university policies when hosting observers. Additionally, the packet requests that the department supply OIP with the following items:

- Information on the individual designated to supervise the physician
- All sponsoring staff involved
- Site of activity
- Signed International Observership Program Rules
- Signed Department Responsibilities When Hosting an International as an Observer
- Signed Non-KUMC International Observer Release Agreement



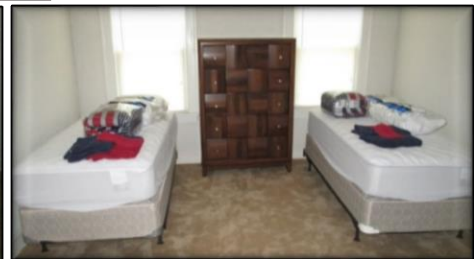
- Completed and signed Deemed Export Questionnaire for International Observership Program
- Department administrator, sponsoring supervisor, and department chair signatures on Approval and Badge Request Form

Upon receipt of the requested documents, OIP creates and opens a file on each incoming physician.

In order for the physicians to make a smooth transition from China to KUMC, OIP encourages their arrival to be the Friday prior to the program's start-date. OIP arranges transportation from the Kansas City International Airport directly to the accommodations. Upon arrival, a KUMC representative greets the physicians and orients them to the accommodations. This earlier arrival allows the physicians the weekend to settle in, go grocery shopping, and explore the surrounding areas close to KUMC.

### *International Accommodations*

The physicians are housed on the KUMC campus in the newly renovated "International House". It is a single family home that has four bedrooms and 2.5 bathrooms. Each room has two twin size beds to support same-gender, double occupancy. The house is completely furnished, including all necessary cook ware, cleaning supplies, and in-house washer and dryer units. The physicians also have access to free Wi-Fi internet.



## Orientation

On the Monday after their arrival, the Chinese physicians are required to attend an orientation organized and led by the Office of International Programs.

For the check-in process, each physician must bring the following documents to the orientation:

- Passport
- U.S. VISA Stamp in Passport
- I-94 (<https://i94.cbp.dhs.gov/>)
- Emergency Contact Information
- Proof of Health Insurance

Each physician is given a binder with the presentation, emergency contact numbers, information about the surrounding area, and flyers about upcoming cultural events.

At the beginning of the orientation, the physicians are introduced to the OIP staff. OIP gives a presentation that informs them of the services, support, and programs offered by the office, as well as the general responsibilities of the office to the university and the medical personnel observership and exchange program. During the orientation, the physicians also introduce themselves, give a personal background, a professional background, and their expectations for the program.

After the OIP presentation, the physicians are asked to complete the second portion of the paperwork for the program, which is the International Observer Questionnaire and other KUMC compliance paperwork (Appendix 7). The questionnaire specifically requests the following items:

- Biographical Information
  - Educational Background (including degrees earned)
- Signed International Observership Program Rules
- Signed Infection Control
- Signed Confidentiality Policy
- Signed Non-KUMC International Observer Release Agreement

An OIP representative and adviser thoroughly explains each section of the paperwork for each physician. At this time, OIP discusses HIPAA with the aid of a KUMC tutorial and power point document titled: *The University of Kansas Medical Center Shadow Experience Training*. This tutorial outlines HIPAA rules, regulations, and expectations. The group then takes a quiz to test their knowledge. The completion of the HIPAA training is essential in complying with KUMC policies and procedures. Both the power point presentation and the quiz can be found at the following website: <http://www.kumc.edu/hipaashadow/>.

Once the group completes the questionnaire, compliance paperwork, and HIPPA training, OIP takes copies of their passports, visa stamps, and I-94 documents. All completed paperwork is added to their hard files.

In order to complete all necessary requirements prior to the start of the observership experience the following Tuesday morning, OIP arranges a number of tasks for the rest of the Monday orientation.

1. The physicians must visit the Department of Occupational Health in order to obtain all required immunizations.



- a. This includes the mandatory Quantiferon (QFT)
  - b. With the first two groups, OIP received all immunizations upon arrival, however, subsequent groups were required to provide documentation of immunizations affirmed by a health care provider prior to arrival. This way the process at orientation became more efficient.
2. An OIP representative takes the group of physicians to the Badging Office along with the signed approval and badge form.
  - a. Each physician is given a KUMC badge with their full name, credentials, and specific department
  - b. This badge must be returned prior to their departure from KUMC
3. The group is then taken to the KUMC bookstore where the OIP purchases a white coat
  - a. This white coat is given to our embroidery contact where she places the KUMC Logo, the Physician name, credentials and department
  - b. The white coat is gift from OIP to each physician
4. The group has lunch with the OIP team.
5. To conclude the orientation at KUMC, an OIP representative leads the physicians on a campus tour
  - a. This tour is catered to specific needs of the group
  - b. They are individually shown where they are expected to meet the following morning

The orientation is an important part of the program. It is the first impression that they will have of KUMC where they will spend the next three months sharing their knowledge and learning about KUMC's physicians, department, and the community. OIP strives to ensure that each physician is well informed and has a positive start to the program.

Also upon arrival sometime during their first few weeks, the physicians have group "meet and greets" with KUMC leadership such as with the Executive Vice Chancellor, the Executive Dean of School of Medicine, and the Vice Chancellor for Academic Affairs.

### *Program, Seminar Series and Cultural Experiences- Highlight of Events*



*Figure 3: First group of physicians meet with KUMC leadership*

While part of the program the physicians participate in several activities and experiences with their assigned clinical departments. The clinical experiences include:

- Rounds
- Consultation Rounds
- Procedures
- Surgeries
- Ambulatory Clinical
- Conferences
- Journal Club
- Seminars

Although, the physicians are not permitted to have any direct patient care, including consultation of any kind, they are permitted to observe under the supervision of a licensed KUMC physician. Their time in the clinical setting is fulfilling and fundamental to the purpose of the program.

Outside of the clinical department observership schedule, the China team Director leads a 10-week seminar series held every Thursday afternoon exclusively for this program. The following topics are covered by various experts in the field at KUMC:

- US Health Policy
- American Medical Education
- Graduate Medical Education/Continuing Medical Education
- Leadership Development
- Hospital Management
- Hospital Materials Acquisition and Management
- Quality Improvement and Patient Safety in the US since 2000
- Patient Safety – How Pharmacy Organization works to prevent human errors
- Hospice and Palliative Care
- Administration of Clinical Departments



OIP ensures that the physicians have access to many varied cultural exchange opportunities beyond the clinic or the departments. In an attempt to give the physicians ample opportunity to participate in such events, OIP arranges workshops, excursions, special events, and other cultural events.

The Office of International Programs takes great pride in providing a variety of cultural events on campus to ensure that all internationals and the KUMC community can participate and enjoy. One event hosted by the OIP is **Culture Hour**. Culture hour is a casual forum for students, faculty, and staff that encourages, as well as challenges, insights, questions and concerns about culture. It is held consistently, every Thursday at noon. (Appendix 11). The physicians typically attend KUMC community presentations and lectures like our Clinical Culture and Diversity Series,

During their time at KUMC, the physicians participate in either OIP's English Pronunciation Workshop series or a group tutoring held at the International House one evening a week. Hosted by American Speech, LLC and taught by its director, Mr. Michael Dix, the 10-week workshop series and tutoring



sessions focus on advancing English comprehension and pronunciation abilities. The workshop series is open to all foreign nationals on campus and if their program aligns with the workshop, the observers have the chance to interact with other international students, researchers, and employees.

The physicians have the opportunity to participate in **special events** held off-campus. For example, KU basketball games, KC International

Relations Council (IRC) events, International Student Incorporated (ISI) picnics and parties, as well as other events and festivals happening in KC during their visits.

To complement the clinic and on campus experiences, OIP organizes several off campus trips to visit KUMC's campuses in Wichita and Salina as well as the main KU campus in Lawrence. Along with off campus trips, OIP provides a variety of social and cultural programming opportunities. All activities are designed to give the observers an extensive overview of the U.S. healthcare system, medical education, and culture.

In addition, the physicians could attend events organized by ISI. ISI, International Students Inc., is a nonprofit organization that has a partnership with OIP. ISI provides internationals in the Kansas City area with support, events, free rides, friendship, and many other things. (More information is available in Appendix 12 and at this website: <http://www.isikansascity.org/> ).

### **Program Assessment**

Upon completing the program, the physicians are required to complete one final task, which is the submission of a program assessment (Appendix 13). As with any program implementation efforts, evaluations or assessments are essential for administrators to know the effectiveness and quality of the program as well as whether objectives are being met. Additionally, it is the best method to understand the needs of the physicians, their likes and dislikes. This information is a necessity for continual improvement and sustainability of the program. OIP created an assessment that aimed to capture the satisfaction levels and quality of the activities as well as experiences.

The assessment is broken down into several sections to determine satisfaction levels of all aspects of the program from start to finish. Each section asks the individual to rate various parts of the program as well as give specific comments. However, Chinese are notoriously polite and positive. There is limited information here to use for improvement or to know where expectations were not met. Please see Appendix 13 and 14 for the complete program assessment and a snapshot of the results.

Nonetheless, the results from the assessment have proven to be valuable. In collaboration with senior leadership, OIP has been able to implement more effective means of initial communication, improve the curriculum during the program, and an overall better experience for the future groups.

## **OUTCOMES**

After the first two groups KUMC hosted, KUMC and HHRDC discovered improvements for the implementation and coordination of the program. Since September 2015 to today, KUMC has hosted 34 physicians, and it seems unequivocal that the HHRDC and KUMC's objectives of cooperation and establishment of an academic and cultural exchange between the two countries has been successful. Both sides have benefited from the program and exchange.

The Chinese physicians have gained a more in depth insight into U.S. healthcare, management, and medical education. The physicians experienced American culture and had the chance to make connections for future collaborations.

Perhaps the most significant impact on the Observers has been the role of the nurse in the US healthcare arena as well as the inter-disciplinary/inter-professional team approach to patient care and healthcare delivery. The doctors are impressed and fascinated by this huge difference between our systems. They are also inspired to initiate this change as it would mean a more efficient system for them, more allocation of the patient care from the doctors to the nurses and a transformation in the system.

KUMC students, staff and faculty have had the chance to learn from the Chinese physicians about their culture and the differences in healthcare systems. The program has helped to establish new relationships that led to other collaborations and exchanges. For example, these new connections directly benefited KUMC's medical students interested in doing international clinical rotation experiences in their fourth year of medical school in China. Prior to the observership program, OIP experienced a few roadblocks and delays when trying to establish clinical rotation programs in China. For KUMC students like Maria Iliakova, it was her dream and passion to have a clinical rotation experience in China. If it was not for the medical personnel observership and exchange program, OIP would not have been as successful in ensuring that students like Maria were able to realize their dreams.

In February 2016, Maria participated in a clinical rotation in China and was hosted by the medical personnel observership and exchange program's previous participant, Dr. Aihong Meng MD, PhD. Maria spent a month in Shijiazhuang, China and completed her rotations at the 2<sup>nd</sup> Hospital of Hebei Medical University which is a 3,000-bed hospital. When asked about her experience by the University of Kansas Hospital's *Advances*, Maria said, "It was an irreplaceable opportunity to learn firsthand some of the challenges, pitfalls and successes of a healthcare system set up to serve the world's largest population."<sup>5</sup> Maria further mentioned, "It was surprising how similar healthcare in China is to the U.S."<sup>6</sup>

In addition to establishing clinical rotation experiences in China, KUMC's faculty have seen more invitations to attend conferences in China. In November 2015, a group of 11 faculty members travelled to China for one of such conferences and had the opportunity to share their expertise with their Chinese colleagues.

## CAUTIONS AND ADVICE

Of course, with any new adventure, there are lessons learned...experience is the best teacher. We would caution anyone looking to establish this relationship on the following:

- Communication with China
  - It needs to be consistent and regular. Don't hesitate to initiate the communication.
  - Be polite and friendly in your communication.
  - Do not insist on being "in charge". Use questions rather than demands to clarify information.
- Verbiage- avoid describing program as "training"
- Incorporate deemed export compliance
- No patient care
  - Create forms
  - Track

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<sup>5</sup> "Our People." *Advances*. The University of Kansas Hospital. 21 April 2016. (Appendix 15)

<sup>6</sup> Ibid.



- Consult with legal
- Educate program collaborators and disperse information
  - Everyone -- the observers and hosting doctors -- needs education around observership policies.
    - If you are at academic health center, doctors are accustomed to teaching students and residents.
  - Therefore you need to explain the difference between a resident and student and an observer.
- Timing – payment, letters, etc.
  - The timeline is different for China than you.
  - Be culturally sensitive, but also know when to explain your needs and timeframes and push a little for movement.
  - The wiring of money from China to the US is a complicated process.
  - It takes more time to get an official government passport than a private passport and we don't know why some individuals are required to hold the official government passport.
  - It takes time to create the rhythm and cycle that allows for consistency.
- It's a huge initial investment by the medical center in money, people and resources.
  - A program like this takes immense support from leadership, the departments and logistical management.
- If you are going to build in a similar program, engage an expert advisor or consultant.

## LOOKING AHEAD

KUMC and HHRDC is continuing to work together to establish more opportunities for collaboration including research and Nurse Leadership (Figure 4). KUMC will continue to work on enhancing the curriculum for the program and to standardize it for future participants with more of a focus on observing different management levels in U.S. hospitals, infrastructure, and support provided to healthcare professionals.

### *Mentoring*

KUMC is proposing a “mentor” program in which the physician would return to China to implement a change at his/her hospital while communicating with the US mentor from KUMC in order to maintain momentum and enthusiasm as well as garner advice and guidance on implementing change.

The Chinese are very positive and polite on their assessment and in giving feedback. So in addition to the end-of –program assessment, we are planning to do future assessments and ask for updates on their implementation of initiatives and changes 6 months, one year, two years and five years after their returns to China.

### *Deepening Relationships*

There is a strong desire on both sides to deepen the relationships. KUMC is orchestrating more opportunities for one-on-one discussions about China and collaboration with a widening circle of

individuals. By providing opportunities for the observers to interact with individuals who are motivated and interested in traveling to China, relationships and collaborations will grow organically. To support these promising developments, 15% of the administration fees are being directed to a travel fund.

Leveraging these physician to physician relationships can also lead to another revenue stream from patient referrals. KUMC is currently building an international patient program, and the belief is these relationships and the first-hand knowledge of the excellent, advanced, and nationally recognized care will draw patients to the Midwest.

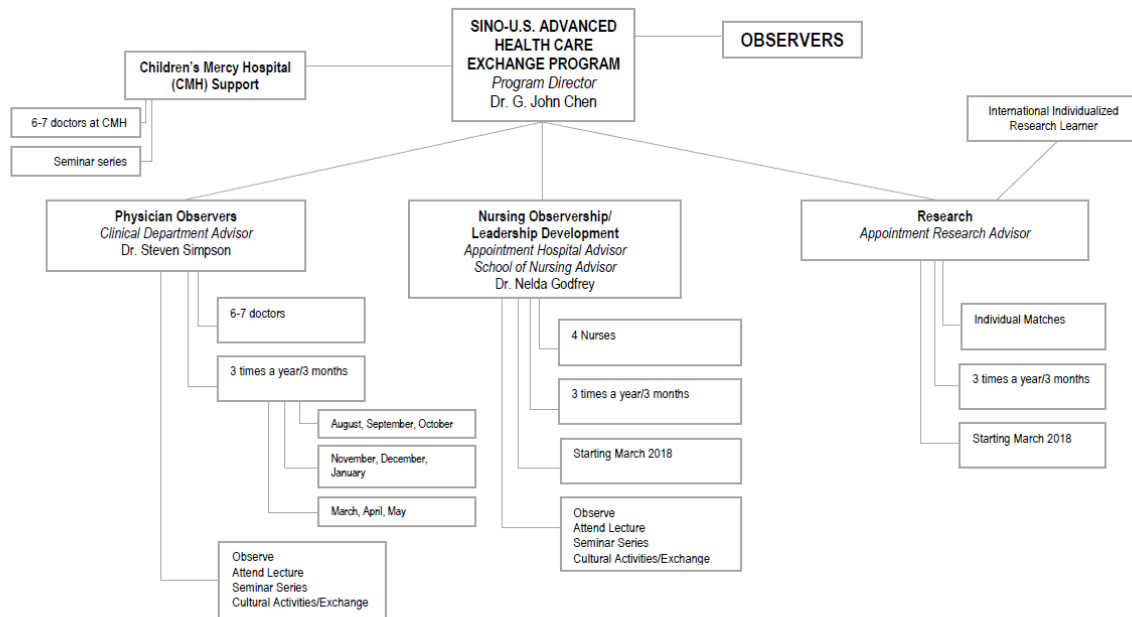


Figure 4: Program's Organizational Chart Highlighting Expansion into Nursing and Research

## APPENDIX

### Appendix 1: KUMC AND HHRDC IMPLEMENTATION AGREEMENT



#### 2017 年度中国—美国（堪萨斯）医务人员交流项目合作协议

#### Implementation Agreement

#### for Sino-US (Kansas)

#### Advanced Healthcare Professional Exchange Program 2017

甲方：北京卫人伟业国际医药研究中心

Party A: Beijing Weiren Weiye International Medicine Research Center

乙方：美国堪萨斯大学医学中心

Party B: The University of Kansas through the University of Kansas Medical Center (KUMC)

基于中国卫生部人才交流服务中心与堪萨斯大学 2014 年 7 月签订的合作备忘录，为促进中国和美国医务人员的学术的交流，甲、乙双方在遵循合作意愿平等诚实守信的原则的基础上，经协商一致决定继续合作开展高级医务人员赴美国交流项目(前称医务人员交流观摩项目).双方达成以下共识：

Based on the signed MOU by the Health Human Resources Development Center of the National Health and Family Planning Commission of China and the University of Kansas in July 2014, for the promotion of the academic exchange between China and US medical personnel, the two parties based on mutual intention of cooperation, and principles of equality, honesty and credibility, after negotiation have agreed to continue the Advanced Healthcare Professional Exchange Program (formerly known as the Medical Personnel Exchange Program (Observership Program) and reach agreement as follows:

#### 1. 观摩进修项目要点

#### 1. Key Points of the Observership Program

1.1 观摩进修项目内容: 挑选中国优秀的符合资格的医生（后称学员）赴美国堪萨斯大学医学中心进行观摩临床医学和了解美国健康医疗服务体系(观摩进修项目)。

#### 1.1 Content of the Observership Program:

Excellent, qualified Chinese physicians and surgeons (hereinafter referred as Observers) will be selected to visit the United States of America (USA) to observe clinical medicine and learn about the American health care system at the University of Kansas Medical Center in Kansas City, Kansas.

{L0049804-24835C2}



1.2 观摩进修项目期限: 3 个月。

1.2 Length of the Observership Program:

The length of the Observership Program will be 3 consecutive months.

1.3 进修人数: 2017 年中国-美国 (堪萨斯) 医务人员交流项目共计 21 人。

1.3 Total Number of Observers: 21 Chinese doctors will observe in 2017.

1.4 进修地点: 乙方将根据观摩进修项目计划和双方商定的日程表, 来安排学员在美国堪萨斯大学医学中心学习。

1.4 Place of Observership:

Party B shall arrange for the observers to visit KUMC to observe and learn according to the observership plan and learning schedule agreed to by the parties.

2.项目目的

2. Objectives

甲方通过与乙方合作选派优秀符合资格的学员赴美参加观摩进修项目。堪萨斯大学医学中心在医疗卫生服务、医疗技术和医疗卫生管理等领域在美名列前茅。本观摩进修项目将使学员能够及时了解和掌握当今先进的医疗技术和管理经验, 提高和增强学员的业务能力和国际视野, 从而满足中国医疗卫生事业不断发展的需求。

Party A will cooperate with Party B to select excellent and well-qualified medical personnel to participate in the Observership Program. As KUMC is a leader in the field of health service, medical technology and health care management, The Observership Program will allow the Observers to better understand and master the use of certain advanced medical technology and learn from the management expertise at KUMC. This will allow the Observers to enhance and strengthen their professional proficiency and to expand the international vision and to support the future development of health care in China.

派出的学员要在美国联邦和州的法律法规许可的范围内, 包括联邦的隐私法和反歧视法, 以及乙方的相关规定和要求等, 在堪萨斯医学中心进行进修和学术交流活动。

The Observers dispatched to the USA shall obey the applicable federal and state laws and regulations, including federal privacy and anti-discrimination laws, and Party B's applicable policies and procedures during their observership and educational exchange at KUMC.

### 3. 双方共同责任

#### 3. Mutual Responsibility

双方同意在建立共同遵守中美两国法律的基础上, 双方都有共同责任促进本临床观摩进修项目的发展, 打造中美临床医学观摩进修项目。双方各自同意在未得到另一方书面允许的情况下, 不使用另一方的名称、商标和其它标示符用于广告、宣传或其它的商业性目的。

Both parties agree to comply with the applicable regulations and laws of the People's Republic of China and the USA. The parties have joint responsibility to develop this program and to establish a Sino-USA clinical observership program. Notwithstanding the foregoing, each party agrees that it will not use the name, trademark or other identifier of the other Party for any advertising, promotion, or other commercially related purpose without the express prior written consent of the other Party.

#### 3.1 甲方责任

##### 3.1 Party A's Responsibility

3.1.1 按照乙方提出的学员接收标准, 负责学员的选拔工作。

3.1.1 Selection of Observers according to Party B's requirements.

3.1.2 认同乙方培训的内容, 要求、行程及日常生活事项安排等。

3.1.2 Agreement relative to content, rules, schedule and routine logistical arrangements with Party B.

3.1.3 按照乙方对本观摩进修项目的要求, 甲方将在进修开始前向乙方提供进修学员候选人的简历与背景信息。一旦乙方确认候选学员符合前往美国进修的要求和相关标准, 则甲方将为每位学员完成获取必要的审批手续, 以便学员参加乙方的观摩进修项目在美进修。

3.1.3 Based on Party B's requirements for their Observership Program, Party A will provide each candidate's CV and background information to Party B for review prior to an individual being selected to the Observership Program. Once Party B determines that the nominated physician or surgeon meets the requirements and necessary qualifications for the Observership Program, Party A shall obtain the necessary approval for each Observer to participate in Party B's Observership Program.

3.1.4 甲乙双方都将确保学员不得为病人提供任何诊疗服务 B1 签证、本观摩进修项目和堪萨斯州法律的相关规定严令禁止与病人的接触。学员与病人的偶尔接触将在堪萨斯医学中心的医生直接指导下进行。甲方在学员抵美前要充分地与其说明这些进修规定。此外, 学员无权指导或指派任何堪萨斯大学医学中心工作人员。

3.1.4 Both Party B and Party A shall ensure that the Observers will not provide clinical services including the diagnosis or treatment of patients. Patient contact is strictly prohibited by the rules and regulations of the B1 Visitor Visa, the policy of the Observership Program, and the laws of the State of Kansas. Any incidental patient contact that the Observer may have will be under the direct supervision of a KUMC physician. This regulation will be adequately explained by Party A to those selected to the program prior to their arrival so that they completely understand the laws and rules governing their experience. Additionally, no Observer will supervise or direct any KUMC personnel.

3.1.5 协助学员办理必要的出国手续。

3.1.5 Facilitation of the observers' arrival in the USA.

### 3.2 乙方责任

#### 3.2 Party B's Responsibility

3.2.1 乙方负责美国方面的工作，包括安排进修科室，指导医师和由观摩进修项目开展的活动。

3.2.1 Party B will be responsible for the selection of the clinical departments where Observers will be assigned; selection of the physicians who will host and supervise the Observers and for the selection and development of the content of the observership program.

3.2.2 根据本协议第四条约定: 甲方承担学员在美进修所有费用，乙方负责安排学员在美期间的住宿,提供赴美行前信息、跨文化培训、文化与社会活动安排、在美期间的健康与安全教育及后勤需要。

3.2.2 At Party A's sole expense as described under Section 4 Payment, Party B will arrange the living accommodations for all of the Observers as well as all pre-arrival information, cross-cultural training, cultural and social programming and events, health and safety education and logistical needs in the USA.

3.2.3 乙方将负责组织并安排与观摩进修项目相关的交流活动。

3.2.3 Party B will organize and plan any exchange activities for the Observers that are part of the Program.

3.2.4 乙方将为每名学员申请 B1 签证提供协助指导, 包括有签名的办签证需要的邀请函与签证信的全部相关文件。

3.2.4 Party B will facilitate the B1 Visitor Visa application process by providing each candidate with all relevant information and guidance including the required invitation letter and Visa letter with appropriate signatures and any required documents.

3.2.5 学员在美期间日常管理。如发现学员违反堪萨斯大学医学中心或堪萨斯大学医院观摩进修项目的相关规定与要求，乙方将协同甲方处理相关问题。学习结束后，乙方将为学员颁发进修证书，堪萨斯大学医学中心观摩进修项目主管与科室主任将向学员和甲方出具对学员学习期间表现的评价材料。

3.2.5 Management of Observers in USA. If any Observer disobeys or does not comply with KUMC or the University of Kansas Hospital policies or regulations or the requirements of the Observership Program, Party B will coordinate with Party A to resolve or address the problem.

At the conclusion of the Observership Program, a certificate of completion issued by KUMC and an evaluation or letter written by the Director of the Observership Program, after input from the Chair of the KUMC Department hosting the Observer, will be provided to each Observer and Party A.

#### 4. 费用及付款方式

##### 4. Payment

4.1 进修及其他费用：甲方将按照每人美元壹万元整（\$10,000.00）的标准向乙方支付进修及其他费用。（详见附件1）2017年培训费用共计美元贰拾壹万元整（\$210,000.00）。甲方将分2次完成支付，即：

（1）首款：甲方将于本协议签订并完成中国国内税务备案审批后，向乙方先行拨付首期培训费美元壹拾贰万陆仟元整（\$126,000.00）；

（2）尾款：甲方将于2017年9月1日前向乙方拨付尾款美元捌万肆仟元整（\$84,000.00）。

在本协议签订后15天内，乙方将向甲方邮寄乙方签署后的协议原件及有效的首款发票。甲方应于2017年6月1日前向甲方邮寄有效的尾款发票。相关费用包含服务详见本协议4.2。

4.1 Observership fees: Party A shall pay Party B the established fees of ten thousand US dollars (\$10,000.00) per Observer for a total of two hundred and ten thousand USD (\$210,000.00 USD) for 21 Observers in 2017 (APPENDIX 1). Party A will pay in two installments:

(1) First installment: Party A will pay the first installment of \$126,000 or 60% of 210,000 to Party B immediately after the signing of this agreement and receipt of the original by DHL or by June 1, 2017

(2) Second installment: Party A will pay the second installment of \$84,000.00 or 40% of 210,000 to Party B on or before September 1st, 2017.

Within 15 days after the signing of this agreement, Party B shall deliver this agreement signed by Party B and a valid invoice for the first installment to Party A by express mail. Party B shall also deliver a second valid invoice for the second installment to Party A



by express mail before June 1<sup>st</sup>, 2017. The total fees paid will cover the cost of the Observers who come to KUMC for educational purposes and all relevant services as set forth in Section 4.2 of this Agreement.

4.2 以上 2017 年进修及相关费用包括下列具体预算分项 (见附件一)：

4.2 The Total Fees cover the following services and expenses with the exact breakdown of the 2017 budget on Exhibit 1 attached hereto.)

4.2.1 观摩进修服务：每名学员将由系主任负责安排到相应的专业临床科室；

4.2.1 Observership Services: Each Observer to be assigned to a specific clinical department and be under the ultimate authority and responsibility of the Chair of that department;

4.2.2 住宿：双人间, 包括家具, 房租、水电费、煤气费和无线上网；

4.2.2 Housing: room rent (a furnished room shared by two Observers), water, gas, electricity and WIFI;

4.2.3 生活用品：住宿地点配套设施齐全，包括全套床单、被褥、枕头、毛毯、毛巾及厨房用品；

4.2.3 Articles for Daily Use: The accommodations in each room which are fully furnished and include a full set of bedding, pillows, blankets, towels and all kitchen ware;

4.2.4 补助费：乙方向每名学员发放三个月的补助费 1000 美元；

4.2.4 Stipend: \$1000.00 cash allowance per Observer to be paid by Party B directly to Observer once in the USA.

4.2.5 交通（美国境内）：机场的大巴接送服务；

4.2.5 Transportation (inside the USA): Airport Shuttle service to and from the airport;

4.3 乙方收款账户信息：详见附件 2

4.3 Party B's Account Information: See Attached Exhibit #2

4.4 本协议下进修及服务所需境外汇款税金按中国税务部门核定数由甲方代为缴纳。

4.4 The taxes of the observership and related fees mentioned in this Agreement will be withheld by Party A according to the assessment of the local competent tax authorities.

4.5 因故未能按时成行学员的费用结算：

4.5 Payment in the event of a cancelation of an observership:

4.5.1 学员因未能得到签证或因其他原因（如健康或家庭原因）而不能参加本观摩进修项目的，乙方已经为该派出人员在出国前期准备工作中产生的费用，不予退还，其它剩余费用双方协商退还。

4.5.1 In the event an Observer fails to get the visa or for any other unavoidable reason (e.g. health or family issues) the Observer cannot attend the Observership Program, Party A will not require Party B to pay back any part of the Total Stipend already paid and used by Party B for preparation or expenses already incurred as determined by Party B. The remaining Total Stipend already transferred but not used by Party B could be returned to Party A based on the situation and upon agreement by both parties.

4.5.2 学员因为违反美国法规和医院的规定以及外事纪律，被提前结束境外交流学习资格者，或者因为派出单位因工作需要和其他原因被提前安排回国者，而造成交流学习协议不能履行的，所支付的费用乙方不退还甲方。

4.5.2 In the event an Observer is disqualified from the observership program due to disobeying any of the laws, rules or regulations of the observership program, KUMC, the hospital or the state, or if the Observer must return to China due to the requirement of the doctor's employer, Party B will not be required to pay back to Party A any of the Total Stipend already received.

## 5.其他事项

### 5. Other Items

5.1 因为双方本着友好真诚达成进修教育合作协议，双方同意遵守各自国家的法律，如有纠纷应协商解决而非寻求法律手段解决。本协议不得触犯各自知识产权。

5.1 As the two parties enter into this agreement amicably and with good faith to collaborate in education, both parties agree to abide by the governing laws of each entity and to seek discussion and arbitration rather than seeking legal action against each other. Nonetheless, this Agreement shall not run counter to each Party's intellectual property rights.

5.2 凡因执行本协议所产生的或与本合同有关的一切争议，双方应通过友好协商解决；甲乙双方同意就本协议内容以及本协议所涉及的服务内容保密。未经双方共同允许不得向任何第三方泄露。但除上述规定外，鉴于乙方为州公立卫生机构，本协议将是一份公务文件。因此如有法律诉求或按照《堪萨斯档案公开法案》规定或 K.S.A. 46-1101 et seq 有关审计条款规定，乙方可公开本协议。

5.2 In the case of disputes arising over this Agreement of any matters related hereto, the parties shall negotiate in good faith to resolve such disputes. The content of this Agreement and the relevant service agreed upon is confidential and should not be provided or revealed to any other third party by either Party A or Party B. Notwithstanding the foregoing, as a state agency, Party B's contracts are generally public records. Accordingly, no provision of this contract shall restrict Party B's ability to produce this contract in response to a lawful request or from otherwise complying with the Kansas Open Records

Act (K.S.A. 45-215 et seq.). Moreover, no provision of this contract shall be construed as limiting the Legislative Division of Post Audit from having access to information pursuant to K.S.A. 46-1101 et seq.

5.3 本协议自双方签字盖章之日起生效，有效期至双方权利义务履行完毕。双方各自可提前 60 日以书面通知对方无需阐述原因而终止本协议。

5.3 This agreement shall be effective until the full and complete performance of all obligations under this Agreement. Either party may terminate this agreement without cause with sixty (60) days' written notice.

5.4 本协议以中文和英文书就，一式四份，双方各保存两份，具有同等法律效力。

5.4 This Agreement shall be written in English and Chinese and shall have four originals and each party will have two; both language versions are equally authentic.

(协议正文至此止。)

(This is the end of the main body of this agreement.)

The institutions, through the signatures of their duly authorized representatives, hereby execute this agreement.

北京卫人伟业国际医药研究中心  
Beijing Weirenweiye International Medicine Research Center

美国堪萨斯大学医学中心  
The University of Kansas Medical Center

甲方代表签字 Signature :

乙方代表签字 Signature:

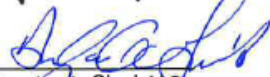
时间 Date:

时间 Date:

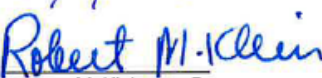
THE UNIVERSITY OF KANSAS

By:   
Name: Bernadette Gray-Little, Ph.D.  
Title: Chancellor  
University of Kansas

Date: April 14, 2017

By:   
Name: Douglas A. Girod, M.D.  
Title: Executive Vice Chancellor  
University of Kansas Medical Center

Date: 04/11/2017

By:   
Name: Robert M. Klein, Ph. D  
Title: Vice Chancellor Academic Affairs  
University of Kansas Medical Center

Date: 04/07/2017

By:   
Name: Kimberly Connelly  
Title: Director, Office of International Programs  
University of Kansas Medical Center

Date: 04/07/2017



APPENDIX 1

2017 OBSERVERSHIP BUDGET

Estimates for 1 Physician	Description	Housing	Program Fees	Administrative Costs	Department Fees	Stipend	Subtotal
<b>Month 1</b>	Week 1	125	125	250	250		\$750.00
	Week 2	125	125	250	250		\$750.00
	Week 3	125	125	250	250		\$750.00
	Week 4	125	125	250	250		\$750.00
	<b>Total</b>	<b>\$500.00</b>	<b>\$500.00</b>	<b>\$1,000.00</b>	<b>\$1,000.00</b>	<b>\$1,000.00</b>	<b>\$4,000.00</b>
<b>Month 2</b>	Week 5	125	125	250	250		\$750.00
	Week 6	125	125	250	250		\$750.00
	Week 7	125	125	250	250		\$750.00
	Week 8	125	125	250	250		\$750.00
	<b>Total</b>	<b>\$500.00</b>	<b>\$500.00</b>	<b>\$1,000.00</b>	<b>\$1,000.00</b>		<b>\$3,000.00</b>
<b>Month 3</b>	Week 9	125	125	250	250		\$750.00
	Week 10	125	125	250	250		\$750.00
	Week 11	125	125	250	250		\$750.00
	Week 12	125	125	250	250		\$750.00
	<b>Total</b>	<b>\$500.00</b>	<b>\$500.00</b>	<b>\$1,000.00</b>	<b>\$1,000.00</b>		<b>\$3,000.00</b>

<b>3 Month - Grand Total</b>	<b>\$10,000.00</b>
<b>Grand Total 21 Physicians</b>	<b>\$210,000.00</b>

Exhibit 2

美国堪萨斯医学中心账户信息 University of Kansas Medical Center Account Information

收款方 Receipt:

University of Kansas Medical Center

收款方地址 Receipt Address:

3901 Rainbow Blvd. MS2035

120 Support Services

Kansas City, Kansas 66160, USA

银行名 Bank Name:

US Bank National Association

银行地址 Bank Address:

1500 N. 7 Highway

Blue Springs, Missouri 64014, USA

汇款路径号码 Routing No.:

101000187

银行账号 Account Number :

145591767895

银行国际代码 SWIFT-Code :

USBKUS44IMT

## **Appendix 2: EXAMPLE-KUMC ISSUED CONSULATE LETTER**

19 July 2017

United States Consulate

To Whom It May Concern:

**[CHINESE PHYSICIAN FULL NAME AS IT APPEARS ON PASSPORT]** (Passport NO: XXXXXXXX), a citizen of the People's Republic of China, has been selected to participate in the Observership Program at the University of Kansas Medical Center in Kansas City, Kansas. Dr. **[NAME]**, who is employed at **[INTERNATIONAL INSTITUTION]**, will shadow our physicians and attend meetings with the University of Kansas Medical Center's physicians, faculty, and staff during the dates of **[PROGRAM DATES]**. Dr. **[NAME]** is eligible to apply for the B-1 visa per the regulations listed below as Dr. **[NAME]** will not participate in any patient care whatsoever and will be solely responsible for all costs of the observership program including the accommodation and registration fees.

A B-1 visa should facilitate the non-funded observership experience as specified by the following regulations from the U.S. Department of State Foreign Affairs Manual:

### **9 FAM 41.31 Notes N8**

Aliens should be classified B-1 visitors for business, if otherwise eligible, if they are traveling to the United States to:

- (1) Engage in commercial transactions, which do not involve gainful employment in the United States (such as a merchant who takes orders for goods manufactured abroad);
- (2) Negotiate contracts;
- (3) Consult with business associates;
- (4) Litigate;
- (5) Participate in scientific, educational, professional, or business conventions, conferences, or seminars; or
- (6) Undertake independent research.

### **9 FAM 41.31 Notes N11.8**

A medical doctor otherwise classifiable H-1 as a member of a profession whose purpose for coming to the United States is to observe U.S. medical practices and consult with colleagues on latest techniques, provided no remuneration is received from a U.S. source and no patient care is involved. Failure to pass the Foreign Medical Graduate Examination (FMGE) is irrelevant in such a case.

### **9 FAM 41.31 Notes N10.4-2**

An alien who is coming to the United States merely and exclusively to observe the conduct of business or other professional or vocational activity may be classified B-1, provided the alien pays for his or her own expenses.

We are confident that the Observership experience at the University of Kansas Medical Center will prove to be professionally rewarding.

Sincerely,

## Appendix 3: EXAMPLE-INITIAL PROGRAM COMMUNICATION TO DEPARTMENTS

From: Kimberly Connelly

Subject: JUNE 1, 2017-AUGUST 25, 2017 CHINESE OBSERVERS for the SINO-US ADVANCED HEALTHCARE PROFESSIONAL EXCHANGE PROGRAM

Importance: High

Dear Department Administrator/Contact,

As you are aware, Dr. Pingleton has communicated with your department chair or division about hosting a Chinese Physician for an Observership as part of the Sino-US Advanced Healthcare Professional Exchange Program. We thank you for your department's willingness to host a Chinese Observer. We recognize and appreciate that this is a tremendous commitment of time and effort for each of the departments, and this program has experienced great success due to the departments ongoing support and willingness to host these Observers. Over the past year, this international exchange has been very beneficial to the Chinese participants as well as the departments who have graciously given of their time, talent and resources.

LAST NAME	FIRST NAME	GENDER	EMPLOYER IN CHINA	EMAIL ADDRESS	KUMC SPONSORING DEPARTMENT	DEPARTMENT CONTACT	SPONSORING SUPERVISER
----	----	F	The Second Hospital of Hebei Medical University, Shijiazhuang China	-----	Radiology	-----	-----
-----	----	F	The Central Hospital of Xuhui District, Shanghai, Shanghai China	-----	Neurology	-----	-----
-----	-----	M	The People's Hospital of Liaoning Province, Shenyang China	-----	Neurosurgery	-----	-----
-----	-----	F	Hunan Children's Hospital, Changsha China	-----	Anesthesiology	-----	-----
-----	-----	M	Sichuan Provincial People's Hospital, Chengdu China	-----	Surgery	-----	-----
-----	----	M	Shantou Central Hospital, Shantou China	-----	Ophthalmology	-----	-----

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### PROGRAM DATES

- JUNE 1, 2017-AUGUST 25, 2017

### ARRIVAL

- The Chinese are scheduled to arrive on **Thursday, June 1, 2017.**

### ORIENTATION

- We will spend the first few days orientating them to their accommodations, the campus and the city.
- We will have our official orientation/check in of immigration documents on **Monday, JUNE 5, 2017.**
- Please plan for them to join your department on **Tuesday, JUNE 6, 2017 after 10:00 am.**

### ORIENTATION SCHEDULE

- Alex will send you the Orientation schedule once it is finalized.
- The physicians will be in Orientation with OIP through **Monday, JUNE 5, 2017.**
- The doctors will have "Meet and Greet" meetings with Dr. Simari, Dr. Klein, Dr. Girod and Dr. Griebing on various days.

### FIRST DAY WITH DEPARTMENT

- The first day of the observership will begin **Tuesday, June 6, 2017.**

### Letter of Introduction

- Please feel free to use this letter to introduce the physicians to your department

### IMMUNIZATIONS, HIPPA, PATIENT PRIVACY ETC

- All immunizations and Observership requirements have been collected by OIP and cleared by Occupational Health.
- We have completed all of the necessary documentation for the doctors to participate in an Observership.

### BADGING/EMAILS/ O2 VIEW ONLY ACCESS/LAB COATS

- OIP will get each Observer an OBSERVER BADGE. However, we do not know the specific access the Observer will need. Please have the necessary access added.
- OIP has requested a KUMC email.
- OIP will be requesting O2 view only access. Please be patient. It can take over a week to complete this process.
- We are ordering each doctor a personalized coat. In the meantime, we will give them short white coats for the first week or two.

### DEPARTMENT PAPERWORK

- Please note the attached International Observership Department Request Form. We need on file from your department. This should be submitted with signatures to Alexandria Harkins [aharkins2@kumc.edu](mailto:aharkins2@kumc.edu). Also, if you need any help completing this form, Alexandria can help with this.

### NO PATIENT CONTACT:

- **IMPORTANT – Observers are not students. They are doctors who are not licensed in the state of Kansas; therefore, they are not allowed to have any patient contact or scrub into any surgical procedure.**

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- International observers will only observe patient treatment or clinical work while accompanied at all times by sponsoring supervisor or designated attending physician. An International Observer is not permitted to engage in any patient care or be left alone with patients or scrub in for a surgical procedure.  
[http://www.kumc.edu/Documents/international/International%20Observership%20DEPARTMENT%20REQUEST\(0\).pdf](http://www.kumc.edu/Documents/international/International%20Observership%20DEPARTMENT%20REQUEST(0).pdf)
- No Patient Care Contact Attestation form
  - Due to the above regulation, all hosting physicians must be aware of this limitation. Please have the attached form signed and dated by every hosting/attending KUMC physician.

#### FEES PAID TO DEPARTMENTS

- Each department will receive \$1000 a month (\$3000 total) Observership Fee to be used as your department chooses. Please work with Stacie Rader [srader@kumc.edu](mailto:srader@kumc.edu) to set up the proper account to receive these fees. It can be a bit complicated, so please begin working with her immediately. *Please note you will receive the fees when the money is wired from China. We have not yet received any fees for 2017. We expect to receive the fees the first week of June 2017.*

#### HOSTING

- Please remember how confusing KUMC can be to a visitor. Any opportunity to help acclimate your guest to the physical buildings is encouraged.
- We encourage you to include the physician in any departmental meetings, grand rounds, presentations, and social activities as you deem appropriate.
- Please consider any campus wide grand rounds or presentation for your observer to attend.

#### CONTACT PERSON AND INFORMATION

- Please be sure to give your observer the person to contact in your department if he/she is lost, has a problem or has a question.

#### SEMINAR SERIES

- The Chinese Physicians participate in a series of lectures organized by Dr. Chen every Thursday afternoon. Please be sure their schedule allow for them to be at the seminar series every Thursday at 4 pm.

#### CULTURAL/SOCIAL PROGRAMMING

- OIP has ongoing cultural programming. Please allow your observer the opportunity to participate when available. <http://www.kumc.edu/international-programs/events-calendar.html>
- Specifically, we offer **Culture Hour** from 12-1 on the first and second Thursdays in June and July in the Calkins Conference, ORR MAJOR G004 during the summer (please refer to the attached schedule)

#### ENGLISH PRONUNCIATION TUTORING

- We have organized English Pronunciation tutoring for group. These sessions will happen weekly at the International House.
- Please keep in mind that it takes a few weeks for a person's ear to adjust to Mid-west English.
- In addition, due to cultural expectations, your Observer may be hesitant to speak or ask questions.
- If you have any extreme communication issues, please contact OIP immediately.

#### HOUSING/ SHOPPING/PHONE

- The doctors live together in the International House, located behind KU Endowment. If there are any issues relative to the housing or other logistical, social or cultural issues during their time here, please contact OIP immediately.
- OIP takes the doctors shopping once every 2 weeks.
- We will also provide the group with one US cell phone to share.

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#### QUESTIONS/CONCERNS/NEEDS

- My cell phone number is listed in my signature line below, please do not hesitate to call or text me anytime.

*We appreciate you and your efforts toward this program!*

Best regards,

[Kimberly Connelly](#), M.A.T. | Senior International Officer, PDSO & ARO, FULBRIGHT Advisor | [Office of International Programs](#) | 5007 WESCOE Academic Affairs | [University of Kansas Medical Center](#) | 3901 Rainbow Blvd. | Mail Stop 3033 | Kansas City, KS 66160 | Phone: 913.588.1480 | Fax: 913.588.1462 | [kconnelly@kumc.edu](mailto:kconnelly@kumc.edu) | CELL: 816.668.6414 |

## Appendix 4: EXAMPLE-KUMC ORIENTATION SCHEDULE



### June 2017 Sino-US Advanced Healthcare Professional Exchange Program

#### Orientation Schedule

June 1- August 25, 2017

		The Second Hospital of Hebei Medical University, Shijiazhuang China	6/1/2017	8/25/2017	Radiology		
		The Central Hospital of Xuhui District, Shanghai, Shanghai China	6/1/2017	8/25/2017	Neurology		
		The People's Hospital of Liaoning Province, Shenyang China	6/1/2017	8/25/2017	Neurosurgery		
		Hunan Children's Hospital, Changsha China	6/1/2017	8/25/2017	Anesthesiology		
		Sichuan Provincial People's Hospital, Chengdu China	6/1/2017	8/25/2017	Surgery		
		Shantou Central Hospital, Shantou Shi	6/1/2017	8/25/2017	Ophthalmology		

#### Thursday, June 1, 2017

- 3:09 p.m.: Chinese physicians arrive in Kansas City
  - Dr. Chun Gu arrival date/time: TBD
  - Dr. Jing Huang arrival date/time: TBD
- Welcomed by Dr. Chen at airport
  - John Chen, MD, PhD, MPH  
Title: Director  
Department: Health Services Research, Office of Scholarly, Academic & Research Mentoring (OSARM)  
Email: [gchen2@kumc.edu](mailto:gchen2@kumc.edu)
  - Dr. Chen will return back to the International House with the Chinese Physicians on Airport Shuttle
- 4:30 p.m.: Orientation to the International House with Stacie Rader
  - Stacie Rader  
Title: OIP Office Manager  
Email: [srader@kumc.edu](mailto:srader@kumc.edu)
- Dinner with Dr. Chen

#### Friday, June 2, 2017

- 8:00 a.m.: Breakfast with Stacie Rader
- 9:00 a.m.: Chinese physicians greeted by Alexa Smith at the International House
  - Alexa Smith

Title: OIP Events and Outreach Facilitator

Email: [asmith5@kumc.edu](mailto:asmith5@kumc.edu)

- **9:15 a.m.:** White coats fitting and order with Alexa Smith
- **10:00 a.m.:** Campus tour with Alexa Smith
  - Each physician will be walked from the house to his/her department
- **11:00 a.m. – 12:00 p.m.:** TBD (possibly obtain missing immunizations, badges, and/or deposit checks at Commerce Bank) with Alexandria Harkins
  - **Alexandria Harkins**  
Title: OIP International Advisor and Program Facilitator  
Email: [aharkins2@kumc.edu](mailto:aharkins2@kumc.edu)
- **12:15 p.m. – 1:15 p.m.:** Lunch with OIP (at Five Guys)
- **1:30 p.m. – 3:30 p.m.:** Physicians will be picked up by Alexandria Harkins and taken to Chinese Grocery store (888)
  - Every two weeks, physicians will be taken to the grocery store. Please find the "Grocery Store" schedule attached.

**Saturday, June 3, 2017**

- Free day to rest.

**Sunday, June 4, 2017**

- Free day to rest.

**Monday, June 5, 2017**

- **9:15 a.m.:** Stacie will meet the Chinese physicians and walk them to 5015 Wescoe (5<sup>th</sup> Floor), Academic Affairs Conference Room (light breakfast, coffee and tea served) ***Bring passports to Orientation.***
- **10:00 a.m.:** Introduction to OIP Team
  - **Kimberly Connelly, MAT**  
Title: Senior International Officer  
Email: [kconnelly@kumc.edu](mailto:kconnelly@kumc.edu)  
816-668-6414
  - **Irina Aris, MPA**  
Title: Assistant Director of Inbound Programs  
Email: [iaris@kumc.edu](mailto:iaris@kumc.edu)  
[816-698-2232](tel:816-698-2232)
  - **Zachary Rogers**  
Title: Assistant Director of Outbound Programs  
Email: [zrogers2@kumc.edu](mailto:zrogers2@kumc.edu)  
319-693-7996
  - **Stacie Rader**  
Title: Office Manager  
Email: [srader@kumc.edu](mailto:srader@kumc.edu)  
[913-488-2418](tel:913-488-2418)
  - **Alexandria Harkins**  
Title: International Advisor and Program Facilitator  
Email: [aharkins2@kumc.edu](mailto:aharkins2@kumc.edu)



816-529-6008

- **Alexa Smith**

Title: Events and Outreach Facilitator

Email: [asmith5@kumc.edu](mailto:asmith5@kumc.edu)

[913-231-6748](tel:913-231-6748)

- Copy Passport, VISA, I-94, etc.

- HIPPA training

- 11:30 a.m.: Meet Michael Dix, Director—American Speech LLC, 816-825-0417

- 12:00 p.m. – 1:15 p.m.: Lunch with OIP – Mongolian Barbeque

#### Tuesday, June 6, 2017

- 8:00 a.m.: Dr. Chen will meet the physicians at the International House

- 8:15 a.m. – 10:00 a.m.: Program Orientation with Dr. Chen, Program Curriculum and China-US Relations Advisor,

- **John Chen, MD, PhD, MPH**

Title: Director

Department: Health Services Research, Office of Scholarly, Academic & Research Mentoring (OSARM)

Email: [gchen2@kumc.edu](mailto:gchen2@kumc.edu)

- FIRST DAY OF OBSERVERSHIP PROGRAM

- 6:00 p.m. – 7:00 p.m.: **1<sup>st</sup> ENGLISH PRONUNCIATION TUTORING**, at the International House with Michael Dix

**ENGLISH PRONUNCIATION TUTORING TO BE SCHEDULED WEEKLY WITH MICHAEL DIX. 816-825-0417**

#### Wednesday, June 7, 2017

- OBSERVERSHIP ALL DAY

- 4:00 p.m. – 4:30 p.m.: Meet and Greet with Dr. Klein – come to OIP (Wescoe 5010) at 3:45 p.m.

- **Robert M. Klein, PhD**

Title: Vice Chancellor for Academic Affairs and Chancellors Club Professor of Anatomy and Cell Biology

Department: Office of Academic Affairs

Email: [rklein@kumc.edu](mailto:rklein@kumc.edu)

#### Thursday, June 8, 2017

- OBSERVERSHIP ALL DAY

- 12:00 p.m. - 1:00 p.m.: Culture Hour

- 4:30 p.m. – 5:00 p.m.: Meet and Greet with Dr. Girod, meet at OIP (Wescoe 5010) at 4:15 p.m.

- **Doug Girod, MD**

Title: Executive Vice Chancellor

Department: Office of the Executive Vice Chancellor

Email: [dgirod@kumc.edu](mailto:dgirod@kumc.edu)

#### Saturday, June 17, 2017



- 10:00 a.m.: City Market tour with Zachary Rogers (319-693-7996)
  - Zachary will meet the physicians at the International House

**Monday, June 26, 2017**

- OBSERVERSHIP ALL DAY
- 3:30 p.m. – 4:00 p.m.: Meet and Greet with Dr. Griebing – come to OIP (Wescoe 5010) at 3:15 p.m.
  - **Tomas Griebing, MD, MPH, FACS**  
Title: Senior Associate Dean for Medical Education, John P. Wolf 33 Masonic Distinguished Professor of Urology  
Email: [tgriebing@kumc.edu](mailto:tgriebing@kumc.edu)

**Tuesday, June 27, 2017**

- OBSERVERSHIP ALL DAY
- 3:00 p.m. – 3:30 p.m.: Meet and Greet with Dr. Simari – come to OIP (Wescoe 5010) at 2:45 p.m.
  - **Robert Simari, MD**  
Title: Executive Dean  
Department: School of Medicine Dean's Office  
Email: [rsimari@kumc.edu](mailto:rsimari@kumc.edu)

**Thursday, August 17, 2017: EVC RECEPTION**

**Friday, August 25, 2017**

- 2:21 p.m.: Departure from Kansas City

## *Appendix 5: TEAM DESCRIPTION*



### **SINO-US ADVANCED HEALTHCARE PROFESSIONAL EXCHANGE PROGRAM TEAM DESCRIPTION**

The Sino-US Advanced Healthcare Professional Exchange Program is an exchange program between the Health Human Resources Development Center (HHRDC) of the National Health and Family Planning Commission of China and the University of Kansas Medical Center (KUMC). The first Memorandum of Understanding (MOU) was signed in 2014.

The program is designed for the promotion of an academic exchange between China and US medical personnel. Since its inception, distinguished Chinese physicians have been selected to visit the KUMC campus, observe clinical medicine and learn about the American health care system and the function of the KUMC academic health sciences center.

To affirm the commitment of KUMC to the ongoing success of this collaborative program, KUMC has assembled a team charged with its facilitation and continual improvement. The team currently consists of three advisors covering the following domains: Clinical Departments, Curriculum and China-US Relations, and Logistics, Agreements and Immigration. This “China team” advises and updates the EVC and the Vice Chancellor of Academic Affairs on the program.

The China Team consists of the following advisors:

**1. Director, Program Curriculum and China-US Relations Advisor (recommended by Vice Chancellor of Academic Affairs and appointed by the EVC)**

The Academic and Curriculum Program Advisor is responsible for developing the seminar series, recruiting presenters and creating educational experiences complimentary to the clinical experiences for the observers. This team member serves as the main liaison between presenters and the Chinese observers. The person in this role should have extensive knowledge of the US Health Care system as well as the Chinese Health Care system in order to determine complimentary and differing characteristics to discuss and build knowledge for the observers. The Program Curriculum and China-US Relations Advisor should:

- Identify key topics of interest for the Chinese Observers;
- Recruit faculty to give presentations;
- Organize the curriculum for the Thursday Seminar Series;
- Assist with communication issues on behalf of the Chinese Observers;
- Sign the certificates of completion for the participants along with the EVC, Vice Chancellor of Academic Affairs, Program Clinical Department Advisor, Hosting Department Chair, and the Senior International Officer and Department Chair;
- Attend the “End-of-Program” reception;

2. **Program Clinical Department Advisor (recommended by Vice Chancellor of Academic Affairs and appointed by the EVC)**

The Program Clinical Department Advisor is responsible for ensuring the knowledge and expertise of the applicants as well as matching the applicant skill, training and interests with the proper department at KUMC. This team member serves as the clinical liaison between the China team and the department. The person in this role should have extensive knowledge relative to the clinical setting, the current faculty, the department chairs and KUMC in general. The Program Clinical Department Advisor should:

- Formally request the department chair to host each Chinese observer for the designated period;
- Sign the invitation letters prepared by the Office of International Programs (OIP) for each observer;
- Meet with the department chair to explain the program and hosting requirements. The Senior International Officer from the Office of International Programs will attend this meeting as appropriate;
- Communicate any deficiencies of any observer applicant as well as the reasons for rejecting an applicant to the HHRDC contacts;
- Sign the certificates of completion created by OIP for the participants along with the EVC, Vice Chancellor of Academic Affairs, Program Academic and Curriculum Advisor, Senior International Officer and Hosting Department Chair;
- Attend the "End-of-Program" reception.

3. **Program Logistics, Agreement and Immigration Advisor** [held by the Senior International Officer (SIO) representing the Office of International Programs (OIP)]

The Program Logistics, Agreement and Immigration Advisor in conjunction with the *OIP team* is responsible for ensuring all requirements related to the Observership Program. OIP will advise on all immigration matters and issue the necessary immigration documents. The SIO will serve as the main liaison between the department administrators, the Chinese Observers and the China Team.

- In collaboration with our Chinese partners,, determine arrival dates for the Chinese Observers and then create the timeline for the pre-arrival preparation processes;
- When necessary, meet with the department chair and department administrator to explain the program and hosting requirements along with the Program Clinical Department Advisor;
- Manage all financial aspects of the program including establishing the program budget, providing invoices and other documentation necessary for the Chinese to remit payment for the program and Observership fees and disbursing funds as the monies are received;
- Provide special program services for the observers as outlined in the implementation agreement and budget;
- Continuously update the Implementation Agreement with current details including the current budget and payment/ financial agreements as well as garner legal approval and procure signatures;

- Facilitate any extensions of the MOU;
- Ensure adherence to all the rules and regulations attached to the KUMC Observership Program including the collection of all observership required documentation  
<http://www.kumc.edu/office-of-international-programs/inbound-programs/international-visitors-and-observers.html> ;
- Handle all logistical matters including reserving housing in the international accommodations for the observers, communicating with department administrators, creating the orientation program and schedule, and organizing visits to the other KU-SOM campuses;
- Provide social-cultural activity opportunities for the Chinese Observers.
- Create and distribute a program assessment to each group of observers;
- Create the “End-of-Program” certificates and procure signatures;
- Sign the “End-of-Program” certificates along with the EVC, Vice Chancellor of Academic Affairs, Program Clinical Department Advisor, Program Academic and Curriculum Advisor, and Hosting Department Chair;
- Organize and attend the “End-of-Program” reception for the Chinese observers

In the near future, the program will evolve to include two more areas of exchange -- Nurse Leadership Development and Observerships and Research. With the development of these programs, the team will expand to include advisors with expertise in these additional areas.

4. **Program Nurse Leadership Advisor (jointly appointed by the EVC and the University of Kansas Healthcare System)**
5. **Program Research Advisor (recommended by the Vice Chancellor of Research and appointed by the EVC)**

## Appendix 6: INTERNATIONAL OBSERVERSHIP DEPARTMENT REQUEST PAPERWORK



Mail Stop 3033, 3901 Rainbow Blvd., Kansas City, KS 66160

### INTERNATIONAL OBSERVERSHIP PROGRAM SPONSORING DEPARTMENT REQUEST FORM

#### INTERNATIONAL OBSERVERSHIP PROGRAM GUIDELINES

Requests for an international observer at the University of Kansas Medical Center must be approved by the Office of International Programs, Human Resources, and Vice Chancellor of Academic Affairs. The International Observership Program is overseen by the Office of International Programs (OIP). Individuals participating in this program through the Office of International Programs are generally non-U.S. citizens or non-U.S. permanent residents.

**Observers are defined as visiting physicians, residents, or medical school graduates.** Observerships are limited opportunities that require a strong endorsement from the sponsoring department and should be reserved for individuals coming from international institutions who have a formal agreement with KUMC or individuals who have established relationships with KUMC.

International observerships are limited to a 6-month visit. During this time, international observers will strictly observe patient treatment or clinical work while accompanied at all times by sponsoring supervisor or a licensed physician.

International observers are not permitted to engage in any patient care or be left alone with patients.

#### PLEASE NOTE:

- AN OBSERVERSHIP IS NOT A SUBSTITUTE FOR A CLINICAL ELECTIVE ROTATION AND SHOULD NOT BE CLASSIFIED AS SUCH.
- INTERNATIONAL OBSERVERS ARE NOT PERMITTED TO ENGAGE IN ANY PATIENT CARE OR BE LEFT ALONE WITH PATIENTS.
- AN OBSERVERSHIP EXPERIENCE IS NOT DESIGNED TO SECURE A SPOT IN A RESIDENCY PROGRAM.

The international observer must meet with the following criteria:

- ☐ Individual must be at least 16 years of age
- ☐ A faculty provider or department within KUMC must be willing to "sponsor" the individual
- ☐ Observers will not be granted access to KUMC network resources, including electronic medical record systems.
- ☐ Observers will complete HIPAA training prior to the start of the visit.
- ☐ Attending physician, faculty provider or supervisor is responsible for the observership and in ensuring that the International Observer complies with program and department rules as well as requirements.
- ☐ International observer and sponsoring department must complete all documentation within this packet and obtain approval prior to the start of the observership.

#### OFFICE OF INTERNATIONAL PROGRAMS CONTACT INFORMATION

<b>Alexandria Harkins</b> International Advisor and Program Facilitator, ARO, DSO Email: <a href="mailto:aharkins2@kumc.edu">aharkins2@kumc.edu</a> Phone: 913-588-1460	<b>Alexa Smith</b> Events and Outreach Facilitator Email: <a href="mailto:asmith5@kumc.edu">asmith5@kumc.edu</a> Phone: 913-588-2747	<b><u>Office of International Programs</u></b> <b>University of Kansas Medical Center</b> 3901 Rainbow Blvd., Mail Stop 3033 5010 Wescoe Kansas City, KS 66160  Phone: 913-588-1480 Fax: 913-588-1462
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### INTERNATIONAL OBSERVERSHIP REQUEST – DEPARTMENT CHECKLIST

**COMPLETED AND PROVIDED BY SPONSORING DEPARTMENT:**

- ☐ Completed Sponsoring Request Department Form
- ☐ Signed International Observership Program Rules Form
- ☐ Signed Department Responsibilities
- ☐ Non-KUMC International Observer Release Agreement
- ☐ Completed and Signed Deemed Export Questionnaire

**PLEASE EMAIL SCANNED COPIES OF THE COMPLETED PACKET TO THE OFFICE OF INTERNATIONAL PROGRAMS. THESE ITEMS MUST BE RECEIVED AND APPROVED PRIOR TO THE START OF THE OBSERVERSHIP**

### INTERNATIONAL OBSERVERSHIP PROGRAM SPONSORING DEPARTMENT REQUEST FORM

**This form is filled out by the sponsoring department.** Please type or print legibly the information requested below.

International Observer's Name:

**SPONSORING DEPARTMENT INFORMATION**

KUMC Department:

Sponsoring Supervisor:

Other Sponsoring Staff Involved:

Department Contact:

Phone Number:

Site of Activity Physical Address on Campus (Please include specific room numbers and departments):

Dates of Proposed Activity:

Estimate Time Commitment (limited to 5 days):

Sponsoring Supervisor or Department  
Representative Name:

Sponsoring Supervisor or Department  
Representative Signature:

Date:



### **INTERNATIONAL OBSERVERSHIP PROGRAM RULES**

The international observer and sponsoring supervisor will comply with the following rules regarding the observership and activities while at the University of Kansas Medical Center:

- ☐ The international observer **will not perform or be involved in any patient care.**
  - Observers may observe surgery and surgical procedures in the OR, but the Observer may not scrub in.
- ☐ The international observer will be strictly observing and must be accompanied by an attending physician, faculty provider, or supervisor at all times when patient observation occurs.
- ☐ Attending physician, faculty provider or supervisor is responsible for the observership and in ensuring that the International Observer complies with program and department rules as well as requirements.
- ☐ The international observer should provide the required documentation of immunizations requested upon arrival at the University of Kansas Medical Center.
- ☐ The international observer should complete HIPPA training prior to the start of his or her visit or program.
- ☐ International observers are limited to **a maximum of six months.**
- ☐ The international observer will check-in and provide required documentation to the Office of International Programs upon arrival in the United States and prior to the start of the visit.
- ☐ The international observer must be approved by the Office of International Programs, Human Resources, and Vice Chancellor of Academic Affairs prior to the international starting the experience.

*I have read and I agree to comply with the rules above.*

**Sponsoring Supervisor or Department  
Representative Name:**

**Sponsoring Supervisor or Department  
Representative Signature:**

**Date:**

**DEPARTMENT RESPONSIBILITIES  
WHEN HOSTING AN INTERNATIONAL AS AN OBSERVER**

After collection of required documents from the International Observer, and receipt of final approval of Observership from the Office of International Programs (OIP), please prepare for the following:

**PRIOR TO ARRIVAL:**

- communicate with international about arrival;
- assign a supervisor to the international;
- assign a "go-to" person for the international;

**UPON ARRIVAL:**

- bring the international to OIP for arrival check in;
- provide the international with a basic campus tour;
- procure the KUMC badge for international;
- provide international with appropriate department orientation;
- provide international with necessary facility tour;
- make necessary introductions;

**DURING THE PERIOD OF STAY:**

- provide the international with appropriate work space or access to department lounge/common staff area;
- include the international in departmental meetings as appropriate;
- include the international in departmental social events;
- remind and inform the international of social, cultural and academic programming, presentations and other opportunities while at KUMC;

**AT THE END OF THE STAY:**

- bring the international to OIP for an exit interview;
- collect any loaned KUMC property including white coats;
- bring the international to OIP for an exit meeting;
- retrieve and deactivate KUMC badge;

<b>Sponsoring Supervisor or Department Representative Name:</b>	<b>Sponsoring Supervisor or Department Representative Signature:</b>	<b>Date:</b>

## NON-KUMC INTERNATIONAL OBSERVER RELEASE AGREEMENT

In consideration of the fact that the University of Kansas Medical Center has agreed to allow me to be on its premises for an observership between the dates of \_\_\_\_\_, through \_\_\_\_\_, I/We agree to the following terms and conditions required for the experience.

I/We agree that, at all times relevant to the non-KUMC international participant's presence on the KUMC campus, the international observer will be covered by a privately purchased and effective health insurance policy covering the student.

I/We agree that the international observer shall complete KUMC's required HIPAA training, regarding patient confidentiality obligations, before being allowed to participate in the experience.

I/We agree that, if KUMC determines that I may have any contact with patients or animals, I am required to provide proof that the following immunizations are current: Tetanus-Diphtheria-Pertussis (Tdap), Measles-Mumps-Rubella (MMR), Hepatitis B, Varicella, and TB screening.

I/We understand that the experience may involve risks of injuries or health exposures and I/We agree that participation in the experience and risks are being voluntarily assumed.

I/We agree that KUMC is hereby released from any and all liability related, directly or indirectly, to the shadowing/observation experience and that I/We agree to hold KUMC and its employees and agents harmless from any and all liability, causes of action, or other claims related to the international observer's participation in the experience.

<b>Sponsoring Supervisor or Department Representative Name:</b>	<b>Sponsoring Supervisor or Department Representative Signature:</b>	<b>Date:</b>

### DEEMED EXPORT QUESTIONNAIRE FOR INTERNATIONAL OBSERVERSHIP PROGRAM

#### Export Control Laws: What is a Deemed Export?

Export control laws are designed to prevent the export of unlicensed sensitive equipment, software, and technology to ensure U.S. national security and foreign policy objectives. Export control is regulated by multiple U.S. agencies. These laws can result in severe fines and prosecution. This liability applies to KUMC and you as a private citizen.

Export of sensitive equipment, software, or technology can occur when it is:

- Available to foreign nationals for visual inspection (such as reading technical specifications, plans, blueprints, etc.)
- Exchanged orally
- Made available by practice or application under the guidance of persons with knowledge

The Deemed Export Questionnaire is aimed at determining whether an export license will be required before releasing controlled technology to a foreign person.

Please note: information or research data shared within the scientific community or to the public is generally exempt from export control laws under the Fundamental Research clause. Nonetheless, the completion and review of the deemed export questionnaire is still required.

-From KUMC Export Controls

**Instructions:** This form should be completed by the sponsoring supervisor of the incoming international. Copies of the relevant provisions of the documents should be provided with this form where indicated.

#### INCOMING INTERNATIONAL'S INFORMATION

FAMILY (LAST) NAME:	GIVEN (FIRST) NAME:	GENDER: MALE <input type="checkbox"/> FEMALE <input type="checkbox"/>
OCCUPATION IN HOME COUNTRY:	COUNTRY OF CITIZENSHIP:	COUNTRY OF PERMANENT RESIDENCE:
NAME OF LAST EMPLOYER IN HOME COUNTRY (If a student, please indicate last university/institution attended):		LAST EMPLOYER/UNIVERSITY ADDRESS:

#### SPONSORING SUPERVISOR

FAMILY (LAST) NAME:	GIVEN (FIRST) NAME:	PHONE/EMAIL:
POSITION/TITLE AT KUMC:		DEPARTMENT:

#### DEPARTMENT CHAIR

FAMILY (LAST) NAME:	GIVEN (FIRST) NAME:	PHONE/EMAIL:
---------------------	---------------------	--------------

1.	Please provide a brief description of the prospective observer's activities on KUMC campus.		
2.	What is/are the source(s) of funds supporting the observership activities? <input type="checkbox"/> KUMC/University <input type="checkbox"/> Government <input type="checkbox"/> Industry <input type="checkbox"/> Personal Funds <input type="checkbox"/> Other (describe):		
3.	Will the observer have access to information regarding how to install, maintain, repair, refurbish and overhaul a particular piece of equipment?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
4.	Will the observer be exposed to equipment that was specifically designed or developed for military or outer space applications?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
5.	Please provide a list of any scientific equipment, including highly specialized computing equipment that the observer will use in the course of performing his/her duties. Add additional page(s) if needed.		

SUPERVISOR SIGNATURE	DATE

### APPROVAL AND BADGE REQUEST FORM INTERNATIONAL OBSERVER

The individuals approved on this form are not funded by KUMC and are not vetted through Human Resources. They do not have Employee or Student Identification numbers. Instead, they have been vetted by the KUMC Office of International Programs and have fulfilled the requirements established by the OIP specific to each international status that they fall into.

LAST NAME:	FIRST NAME:	STATUS: INTERNATIONAL OBSERVER
DEPARTMENT:	CONTACT:	SUPERVISOR:
ACCESS NEEDED:	ANTICIPATED PROGRAM DATES (MM/DD/YYYY) START DATE:                      END DATE:	

#### OIP AND DEPARTMENT FEE

*(For Sponsoring Department Use Only)*

Please indicate whether the sponsoring department selects to:

- ☐ Waive the department fee for the International Observer Experience, in doing so the Observer is responsible for only covering the OIP fee. *Department Chair Initials:* \_\_\_\_\_
- ☐ Confirm the department fee will apply for the International Observer Experience. This department fee is in addition to the OIP fee that the Research Learner is responsible for paying prior to the start of the experience. *Department Chair Initials:* \_\_\_\_\_

#### APPROVAL

Department Administrator's Name:	Signature:	Date:
Sponsoring Supervisor Name:	Signature:	Date:
Department Chair Name:	Signature:	Date:
Kimberly Connelly, M.A.T. Senior International Officer	Signature:	Date:
Dr. Robert M. Klein, Ph.D. Vice Chancellor for Academic Affairs	Signature:	Date:

## Appendix 7: INTERNATIONAL OBSERVERSHIP APPLICANT QUESTIONNAIRE



Mail Stop 3033, 3901 Rainbow Blvd., Kansas City, KS 66160

### INTERNATIONAL OBSERVERSHIP PROGRAM OBSERVER QUESTIONNAIRE

#### OFFICE OF INTERNATIONAL PROGRAMS (OIP) CONTACT INFORMATION

<b>Office of International Programs</b> University of Kansas Medical Center 3901 Rainbow Blvd., Mail Stop 3033 5010 Wescoe Kansas City, KS 66160 Phone: 913-588-1480 Fax: 913-588-1462	<b>Alexandria Harkins</b> International Advisor and Program Facilitator, ARO, DSO Email: <a href="mailto:aharkins2@kumc.edu">aharkins2@kumc.edu</a> Phone: 913-588-1460	<b>Alexa Smith</b> Events and Outreach Facilitator Email: <a href="mailto:asmith5@kumc.edu">asmith5@kumc.edu</a> Phone: 913-588-2747
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#### PROGRAM GUIDELINES

Requests for an international observer at the University of Kansas Medical Center must be approved by the Office of International Programs, Human Resources, and Vice Chancellor of Academic Affairs. The International Observership Program is overseen by the Office of International Programs (OIP). Individuals participating in this program through the Office of International Programs are generally non-U.S. citizens or non-U.S. permanent residents.

**Observers are defined as visiting physicians, residents, or medical school graduates.** Observerships are limited opportunities that require a strong endorsement from the sponsoring department and should be reserved for individuals coming from international institutions who have a formal agreement with KUMC or individuals who have established relationships with KUMC.

International observerships are limited to a 6-month visit. During this time, international observers will strictly observe patient treatment or clinical work while accompanied at all times by sponsoring supervisor or a licensed physician.

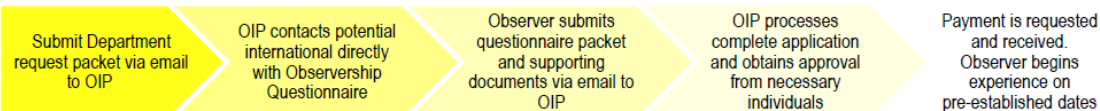
International observers are **not permitted to engage in any patient care or be left alone with patients.**

#### PLEASE NOTE:

- **AN OBSERVERSHIP IS NOT A SUBSTITUTE FOR A CLINICAL ELECTIVE ROTATION AND SHOULD NOT BE CLASSIFIED AS SUCH.**
- **INTERNATIONAL OBSERVERS ARE NOT PERMITTED TO ENGAGE IN ANY PATIENT CARE OR BE LEFT ALONE WITH PATIENTS.**
- **AN OBSERVERSHIP EXPERIENCE IS NOT DESIGNED TO SECURE A SPOT IN A RESIDENCY PROGRAM.**

The international observer must meet with the following criteria:

- Individual must be at least 16 years of age
- A faculty provider or department within KUMC must be willing to "sponsor" the individual
- Observers will not be granted access to KUMC network resources, including electronic medical record systems.
- Observers will complete HIPAA training prior to the start of the visit.
- Attending physician, faculty provider or supervisor is responsible for the observership and in ensuring that the International Observer complies with program and department rules as well as requirements.
- International observer and sponsoring department must complete all documentation within this packet and obtain approval prior to the start of the observership.



#### INTERNATIONAL OBSERVER: DEPARTMENT CHECKLIST

- ☐ Completed Sponsoring Department Request Form
- ☐ Signed Department Responsibilities
- ☐ Completed and Signed Deemed Export Questionnaire
- ☐ Signed Approval and Badge Request Page



### INTERNATIONAL OBSERVER CHECKLIST

- ☐ Completed Questionnaire
  - ☐ Program Rules
  - ☐ Infection Control
  - ☐ Confidentiality Policy
  - ☐ Non-KUMC International Observership Release
  - ☐ Fee Attestation
- ☐ Copy of HIPAA Training Completion Certificate: <http://www.kumc.edu/hipaashadow/>
- ☐ Background Check/Police Clearance Certificate from country of citizenship
- ☐ Copy of Degree Certificate
- ☐ Submit **required** Immunization documents
  - ☐ Please reference page 8
  - ☐ **IMPORTANT: Failure to submit all immunization documents could result in the forfeiting of your position in the International Observership Program**
- ☐ Proof of Health Insurance Coverage including Medical Evacuation and Repatriation meeting the following minimum requirements:
 

General Provisions:	Medical Evacuation	Repatriation
<ul style="list-style-type: none"> <li>▪ Minimum (Accident and Illness): \$100,000</li> <li>▪ Maximum Deductible: \$500</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum: \$50,000</li> </ul>	<ul style="list-style-type: none"> <li>▪ Minimum: \$25,000</li> </ul>
- ☐ **ALL OF THE ABOVE REQUIRED ITEMS MUST BE SCANNED AND EMAILED DIRECTLY TO [aharkins2@kumc.edu](mailto:aharkins2@kumc.edu) and [asmith5@kumc.edu](mailto:asmith5@kumc.edu).**
  - ☐ Failure to submit all materials will result in a delay or a denial

- ☐ Payment of International Observership fees are submitted via our online payment system: [kumcobscribership.peertransfer.com](http://kumcobscribership.peertransfer.com)
  - ☐ **PAYMENT SHOULD ONLY BE MADE UPON THE REQUEST BY OIP**
- ☐ Schedule Check-In appointment with OIP

**PLEASE BRING THE FOLLOWING ITEMS TO THE CHECK-IN APPOINTMENT WITH OIP:**

- ☐ Passport
- ☐ VISA Stamp
- ☐ I-94: <https://i94.cbp.dhs.gov/>
- ☐ Emergency Contact Form (Provided by OIP)
- ☐ Contact Form (Provided by OIP)

PART 1: BIOGRAPHICAL INFORMATION				
FAMILY NAME:		GIVEN NAME:		MIDDLE NAME:
GENDER:		DATE OF BIRTH (mm/dd/yyyy):		CITY OF BIRTH:
PROVINCE/STATE OF BIRTH:		COUNTRY OF BIRTH:		COUNTRY OF CITIZENSHIP:
COUNTRY OF PERMANENT RESIDENCY:		EMAIL ADDRESS:		TELEPHONE NUMBER:
CURRENT ADDRESS (where you live, cannot be place of employment):				
ADDRESS (street name and number):				
CITY:		PROVINCE/STATE:	COUNTRY:	ZIP/POSTAL CODE:
VISA STATUS INFORMATION				
CURRENT VISA:			VISA EXPIRATION:	
EDUCATION				
Degree	Field of Study	Year of Completion	University	City and Country
PURPOSE OF VISIT				
GENERAL PURPOSE:				
AREAS OF INTEREST:				
INTERNATIONAL OBSERVER'S SIGNATURE:				DATE:

## PART 2: OBSERVER FEE ATTESTATION

I, (full name of applicant) \_\_\_\_\_, understand that there are fees associated with the International Observership Program. Both the \$250 (USD)/per week OIP Administrative fee, and the \$250 (USD)/per week Departmental fee are my responsibility as the Observer. I agree to pay the associated fees of this program prior to beginning my participation in this program. I understand that failure to pay the associated fees will preclude me from participating in the program.

INTERNATIONAL OBSERVER'S SIGNATURE:

DATE:

## PART 3: INTERNATIONAL OBSERVERSHIP PROGRAM RULES

The international observer and sponsoring supervisor will comply with the following rules regarding the observership and activities while at the University of Kansas Medical Center:

- ☐ The international observer will not perform or be involved in any patient care.
- ☐ The international observer will be strictly observing and must be accompanied by an attending physician, faculty provider, or supervisor at all times when patient observation occurs.
- ☐ Attending physician, faculty provider or supervisor is responsible for the observership and in ensuring that the International Observer complies with program and department rules as well as requirements.
- ☐ The international observer should provide the required documentation of immunizations requested upon arrival at the University of Kansas Medical Center.
- ☐ The international observer should complete HIPPA training prior to the start of his or her visit or program.
- ☐ Any research conducted during the visit must be for the benefit of the international observer and not directly benefit the University of Kansas Medical Center.
- ☐ International observers are limited to a maximum of six months.
- ☐ The international observer will check-in and provide required documentation to the Office of International Programs upon arrival in the United States and prior to the start of the visit.
- ☐ The international observer must be approved by the Office of International Programs, Human Resources, and Vice Chancellor of Academic Affairs prior to the international starting the experience.

*I have read and I agree to comply with the rules above.*

INTERNATIONAL OBSERVER'S SIGNATURE:

DATE:

#### **PART4: INFECTION CONTROL**

It is possible to acquire infections such as HIV, Hepatitis B and Hepatitis C through contact with blood and body fluids. While measures are in place to provide a safe hospital environment, you should always be on the alert for items such as contaminated needles or dressings. If you see a potentially contaminated item, notify a healthcare worker so it can be disposed of properly. Do not handle it yourself.

Hand hygiene is the most important way to prevent the spread of germs. Wash your hands promptly and thoroughly when they are soiled, between patient contacts, after touching potentially contaminated surfaces, after using the restroom, and before eating. When your hands are visibly clean, alcohol-based hand rub is an effective alternative to soap and water.

Patients may be placed in isolation for a variety of reasons. Depending on the type of isolation, there are protective measures the healthcare worker must take. For the patient's and your safety please do NOT enter these rooms with the caregiver.

It is important to protect patients from infections. Please do not participate in your observership activities if you have an infectious disease that could be spread to others (i.e., fever, purulent drainage, unexplained rash, productive cough, etc.).

Thank you for following these instructions. Please contact the Hospital's Infection Control Department @ 588-2779 with any questions.

*I have read and agree to comply with the practices described above.*

INTERNATIONAL OBSERVER'S SIGNATURE:

DATE:

#### **PART 5: CONFIDENTIALITY POLICY**

Patients at KU Medical Center are entitled to confidentiality with regard to their medical and personal information. The right to confidentiality of medical information is protected by state law and federal privacy regulations known as the Health Insurance Portability and Accountability Act ("HIPAA"). Those regulations specify substantial penalties for breach of patient confidentiality.

1. All patient medical and personal information is confidential information regardless of my educational or clinical setting(s) and must be held in strict confidence. This confidential information must not become casual conversation anywhere in or out of a hospital, clinic or any other venue. Information may only be shared with health care providers, supervising faculty, hospital or clinic employees, and students involved in the care or services to the patient or involved in approved research projects that have a valid need to know the information.
2. Under strict circumstances, upon receipt of a properly executed medical authorization by the patient or a HIPAA-compliant subpoena, medical information may be released to the requesting party. Inquiries regarding the appropriateness of the authorization or subpoena should be directed to the medical records department or the University's Office of Legal Counsel at 913-588-7281, depending upon the situation.
3. Computer user codes/passwords are confidential. Only the individual to whom the code/password is issued should know the code. No one may attempt to obtain access through the computer system to information to which he/she is not authorized to view or receive.
4. If a violation of this policy occurs or is suspected, immediately report this information to your supervising faculty or sponsor.
5. Violations of this policy will result in disciplinary action up to and including termination from the program. Intentional misuse of protected health information could also subject an individual to civil and criminal penalties.

I, \_\_\_\_\_, acknowledge receipt of this Confidentiality Policy. I have read the policy and agree to abide by its terms and requirements throughout my education/training at K.U. Medical Center and as part of my participation in patient care activities.

**INTERNATIONAL OBSERVER'S SIGNATURE:**

**DATE:**

**PART 6: KUMC OBSERVER RELEASE AGREEMENT**

In consideration of the fact that the University of Kansas Medical Center has agreed to allow me to be on its premises for an observership between the dates of \_\_\_\_\_, through \_\_\_\_\_, I/We agree to the following terms and conditions required for the experience.

I/We agree that, at all times relevant to the non-KUMC international participant's presence on the KUMC campus, the international observer will be covered by a privately purchased and effective health insurance policy covering the student.

I/We agree that the international observer shall complete KUMC's required HIPAA training, regarding patient confidentiality obligations, before being allowed to participate in the experience.

I/We agree that, if KUMC determines that I may have any contact with patients or animals, I am required to provide proof that the following immunizations are current: Tetanus-Diphtheria-Pertussis (Tdap), Measles-Mumps-Rubella (MMR), Hepatitis B, Varicella, and TB screening.

I/We understand that the experience may involve risks of injuries or health exposures and I/We agree that participation in the experience and risks are being voluntarily assumed.

I/We agree that KUMC is hereby released from any and all liability related, directly or indirectly, to the shadowing/observation experience and that I/We agree to hold KUMC and its employees and agents harmless from any and all liability, causes of action, or other claims related to the international observer's participation in the experience.

INTERNATIONAL OBSERVER'S SIGNATURE:

DATE:



## **PART 7: REQUIRED IMMUNIZATIONS**

Every international who will be observing in a clinical setting is required to provide proof of immunization for the following:

- ☐ MMR (Measles, Mumps, Rubella)
  - Two doses, 28 days apart
  - OR
  - IgG antibody (titer)
- ☐ Tdap (Tetanus, Diphtheria, Pertussis) Vaccination
- ☐ Varicella (Chicken Pox)
  - Two doses, 28 days apart
  - OR
  - IgG antibody (titer)
- ☐ Hepatitis B Antibody (Anti HBs)
- ☐ Annual Influenza Vaccine
  - **Mandatory during flu season**

FOR ALL INDIVIDUALS FROM TB ENDEMIC COUNTRIES AS DESIGNATED BY THE WORLD HEALTH ORGANIZATION  
([https://www.redlionca.org/uploaded/School\\_Life/TB\\_Endemic\\_Countries.pdf](https://www.redlionca.org/uploaded/School_Life/TB_Endemic_Countries.pdf))

OR

FOR ALL INDIVIDUALS WITH A POSITIVE TB SKIN TEST:

- ☐ Chest X-ray reporting no evidence of active TB
  - Must not be older than 12 months

I understand that failure to provide documentation for the above immunizations will result in an inability to participate in a clinical observership at The University of Kansas Medical Center:

INTERNATIONAL OBSERVER'S SIGNATURE:

DATE:

## Appendix 8: NO PATIENT CARE AND CONTACT ATTESTATION FORM



Mail Stop 3033, 3901 Rainbow Blvd., Kansas City, KS 66160

### INTERNATIONAL OBSERVER- NO PATIENT CARE OR CONTACT ATTESTATION

OBSERVER NAME:

The above mentioned observer has been assigned to me, \_\_\_\_\_, as the clinical mentor. Under my supervision, the approved program dates

are: \_\_\_\_\_.

I understand that while it is permissible for this Observer to be in the same room as a patient while I, a licensed physician, am also present, he/she may not have any patient contact or be engaged in any patient care even if said individual holds credentials that would otherwise permit such activity in his/her respective country. Additionally, the Observer may observe surgery and surgical procedures in the OR, but the Observer may not scrub in.

SUPERVISOR SIGNATURE:

DATE:

## Appendix 9: SEMINAR SERIES SCHEDULE



### Sino-US Advanced Healthcare Professional Exchange Program Seminar Series Schedule

#### Friday, May 12, 2017

- 2:00 p.m. - 4:00 p.m.
  - Topic: U.S. Health Policy  
**Glendon G. Cox, M.D., M.B.A., M.H.S.A.**  
Title: Senior Associate Dean for Medical Education  
Chair of the Department of Health Policy and Management  
Director of the Institute for Community and Public Health  
Professor of Radiology

#### Friday, May 19, 2017

- 2:00 p.m. - 4:00 p.m.
  - Topic: American Medical Education  
**Giulia Bonaminio, PhD**  
Title: Research Professor  
Associate Dean for Medical Education

#### Friday, May 26, 2017

- 2:00 p.m. - 4:00 p.m.
  - Topic: Graduate Medical Education and Continuing Medical Education  
**Lori L. Roop, M.B.A.**  
Title: Assistant Dean of Graduate Medical Education, Administration  
  
**Susan Pingleton, MD, FACP, Master Fellow, ACCP**  
Title: Associate Dean, Continuing Medical Education  
Joy McCann Professor of Women in Medicine and Science  
Director, Quality and Professional Development, Continuing Medical Education,  
Graduate Medical Education

#### June 2, 2017

- 2:00 p.m. - 4:00 p.m.
  - Topic: Leadership Development  
**Karen L. Miller, Ph.D., RN, FAAN**  
Title: Professor

#### June 9, 2017

- 2:00 p.m. - 4:00 p.m.
  - Topic: Hospital Management  
**Bob Page**

Title: President and Chief Executive Officer of The University of Kansas Health System

**Tammy Peterman**

Title: Executive Vice President and Chief Operating Officer, and Chief Nursing Officer of The University of Kansas Health System

**June 16, 2017**

- 2:00 p.m. - 4:00 p.m.
  - Topic: Hospital Materials Acquisition and Management  
**Tim Dwyer, MD**  
Title: Assistant Professor, Pulmonary and Critical Care Medicine

**June 23, 2017**

- 2:00 p.m. - 4:00 p.m.
  - Topic: Quality Improvement and Patient Safety in the U.S. Since 2000  
**Terry Rusconi**  
Title: Vice President of Performance Improvement

**Susan Pingleton, MD, FACP, Master Fellow, ACCP**

Title: Associate Dean, Continuing Medical Education  
Joy McCann Professor of Women in Medicine and Science  
Director, Quality and Professional Development, Continuing Medical Education,  
Graduate Medical Education

**June 30, 2017**

- 2:00 p.m. - 4:00 p.m.
  - Topic: Patient Safety- How Pharmacy Organization Works to Prevent Human Errors  
**Rick Couldry**  
Title: Vice President of Clinical Professions and Pharmacy Services

**July 7, 2017**

- 2:00 p.m. - 4:00 p.m.
  - Topic: Hospice and Palliative Care  
**Karin Porter-Williamson, MD**  
Title: Associate Professor, Palliative Care Division  
Division Director for Palliative Medicine

**July 14, 2017**

- 2:00 p.m. - 4:00 p.m.
  - Topic: Administration of Clinical Departments  
**Amy O'Brien-Ladner, M.D.**  
Title: Interim Chair of Department of Internal Medicine  
Director, Division of Pulmonary Diseases and Critical Care Medicine  
Professor

# INTERNATIONAL EDUCATION WEEK

November 13 – 19, 2016



## SATURDAY, NOV. 12

Diwali: Festival of Lights

Indian Association of KUMC

More Details to follow

## MONDAY, NOV. 14: 12:00 – 1:00 P.M.

International Educational Experience

Poster Presentation

SON ATRIUM

Appetizers Provided

## MONDAY, NOV. 14

Epidemics

Co-Sponsored by



International Relations Council (IRC) and

Samuel U. Rodgers Health Center

More Details to Follow

## TUESDAY, NOV. 15: 12:00 – 1:00 P.M.

Clinical Culture and Diversity Series

"To Serve or Not to Serve:

*Who Is Actually Being Served?"*

Dr. Mani M. Mani

Professor Emeritus, Plastic Surgery

GO13 SON

Lunch is provided

## WEDNESDAY, NOV. 16: 12:00 – 1:00 P.M.

Immigration Matters for Clinicians,  
Researchers and other Professionals

Judy Bordeaux

Bordeau Immigration Law, LLC

G013 SON

Lunch is provided

## THURSDAY, NOV. 17: 12:00 – 1:00 P.M.

Culture Hour

Calkins Conference Room

G004 Orr Major

Appetizers Provided

## FRIDAY, NOV. 18: 11:30 A.M – 2:00 P.M.

Global Fair

SON Atrium

Appetizers Provided



For more information contact: Office of International Programs (913) 588-1480

# KU

OFFICE OF  
INTERNATIONAL  
PROGRAMS

The University of Kansas  
Medical Center



# The Culture Hour



A CASUAL FORUM  
FOR STUDENTS, FACULTY, AND STAFF  
INSIGHTS, QUESTIONS, AND CONCERNS  
ABOUT CULTURE

Beginning August 24, 2017  
Every Thursday  
(except holidays)

Goo4 Orr Major: 12:00—12:45  
Bring a lunch/Lite Refreshments served.

Please feel free to come late or leave early as your schedule allows.  
This is an informal discussion group.

For more information:  
Alexa Smith 588-2747 or [asmith5@kumc.edu](mailto:asmith5@kumc.edu)



## Appendix 12: INTERNATIONAL STUDENTS INC. INFORMATION



### International Student Fellowship ISF ALL INTERNATIONAL STUDENTS WELCOME!!

Join us the second and fourth Friday of most months. We have dinner together, icebreakers, small group discussions on interesting topics, and we always end the evening with dessert, good conversation and ping pong for those interested.

We enjoy one another's company and respect the different worldviews people come with. Come make some good cross-cultural friends. Come exchange your thoughts and your culture with others who are interested!

#### A GREAT PLACE TO MEET NEW FRIENDS

FOR MORE INFORMATION AND RIDES: Carol Douglass (mailto:cdouglass@isonline.org), 813-485-5520  
Faculty Advisor & ISF Coordinator: Dr. Cory Beard (mailto:BeardC@umkc.edu), 813-307-9838  
Directions to the Craven's Home: Eric and Melody Craven (mailto:mcraven@isonline.org), 816-363-1647

If you need transportation please let us know (mailto:cdouglass@isonline.org), send your name, cell number and which pickup point

Pickups points (Walmart pickup points):  
the Clock Tower (between the UMKC Administration Building & Oak Residence Hall on 51st Street),  
in front of the Oasis Apartments, &  
in back of Plaza Tower Apartments

Pickup times: 6:00pm and continuing until 6:30pm for UMKC students.

Location - 5720 Grand Ave, KC, MO 64113 (cravens-home-map.html)



http://www.iskansascity.org/international-student-fellowship-isf.html

1/2



### WALMART & INTERNATIONAL FOOD STORE TRIPS

Every 1st and 3rd Saturday International Students, Inc. or the Cultural Discovery Group take UMKC international students/scholars to Walmart, along with the Asian and Indian Food stores in Overland Park, KS. We offer stops at Walmart on Metcalf at 119th St., to the Indian Market on Metcalf and 91st and to the Asian Market at 103rd and Metcalf. You will be able to go to the markets or just to Walmart.

Our volunteers pick students up at 10:30am behind Plaza Towers, on Grand Street in front of the Oasis apartments, and in the driveway on the west side of the Oak Street Residence Hall at the Clock Tower. You must be at the pick up points at 10:15am (American time). Students are then returned back to their apartments. We will send out emails each week that the trip is coming up and you will need to use our registration link to sign up for the trip.

Walmart is a place where you can get groceries and other needed items for a great price!

Americans - If you can volunteer to help transport students on our Walmart trips please let us know. This is a need we always have!

If you have any questions about this service please contact Carol Douglass (mailto:cdouglass@isonline.org).

http://www.iskansascity.org/walmart-international-food-store-trips.html

1/2



### Friendship Partner Program International Students & Scholars

#### What is this program?

Four out of five international students come to the U.S. and never enter an American home. That is a shocking statistic! It is one that we want to change. Many students and scholars spend four years or more here without really getting to know what American life is like outside the campus environment. We don't want that to happen to you!

The Friendship Partner Program gives you the opportunity to get to know an American family or individual as friends and gives you a chance to enter their homes and their lives.

#### Why should you get involved?

The Friendship Partner Program, as well as getting involved in the many activities and events (student-services-and-activities.html) gives you a great chance to make friends outside the university and experience American life. It gives you a chance to interact with Americans who genuinely care about you, can help you understand the culture here, want to be supportive in many ways, and want to make your time here the best it can be! You also become an "ambassador" for your country, sharing your culture with Americans.

#### Is this a Home-Stay situation?

http://www.iskansascity.org/international-students-and-scholars.html

1/2

### ISI Social Activities & Events

All our activities are open to all international students and scholars. Many of our social activities are with our American Friendship Partners and Volunteers.

Some of the things we do throughout the year are: Picnics, Annual Square Dancing/BBQ Party, Christmas Parties, Fall Party, Spring Party, Day trips, International Student Fellowship (ISF), Pool Parties, Movie Nights and other fun social get-togethers.

If you are interested in getting emails about our events and activities send your contact information to: cdouglass@isonline.org (mailto:cdouglass@isonline.org)

Check out the ISI Square Dance and Christmas Party Videos - shot by Park University Broadcasting student Muyao Cai



http://www.iskansascity.org/social-activities.html

1/2

## Appendix 13: PROGRAM ASSESSMENT



Mail Stop 3033, 3901 Rainbow Blvd., Kansas City, KS 66160

### CHINESE OBSERVERSHIP PROGRAM - ASSESSMENT

#### BIOGRAPHICAL

Full Name:

Personal Email Address:

#### PRE-ARRIVAL

Were you satisfied with the pre-arrival information sent from us to the HHRDC?

Very Satisfied \_\_\_\_\_ Very Unsatisfied  
1 2 3 4 5

What other information would have been useful prior to your arrival?

#### ORIENTATION/ACCOMMODATIONS

How satisfied were you with the general OIP Orientation?

Very Satisfied \_\_\_\_\_ Very Unsatisfied  
1 2 3 4 5

Comment on the general OIP Orientation.

How satisfied were you with the orientation to the accommodations?

Very Satisfied \_\_\_\_\_ Very Unsatisfied  
1 2 3 4 5

Comment on the orientation to the accommodations.

How satisfied were you with the accommodations?

Very Satisfied \_\_\_\_\_ Very Unsatisfied  
1 2 3 4 5

Comment on the accommodations.

How satisfied were you with the OIP Check-in process?

Very Satisfied \_\_\_\_\_ Very Unsatisfied  
1 2 3 4 5

Comment on the OIP Check-in process.

Comment on the tour of the KUMC campus.

ORIENTATION/ACCOMMODATIONS CONTINUED

How satisfied were you with the breakfast and lunch that was provided? Very Satisfied _____ Very Unsatisfied _____ 1 2 3 4 5
Comment on the breakfast and lunch that was provided.
How satisfied were you with the orientation to your clinical department? Very Satisfied _____ Very Unsatisfied _____ 1 2 3 4 5
Comment on the orientation to your clinical department.
Would more orientation to your specialty operations and routine prior to your assignments have made your experience more beneficial? Please explain.

EXPERIENCES

How satisfied were you with the scheduling of assignments? Very Satisfied _____ Very Unsatisfied _____ 1 2 3 4 5						
How welcome did you feel at KUMC? Very Welcome _____ Very Unwelcome _____ 1 2 3 4 5						
How friendly were your colleagues? Very Friendly _____ Very Unfriendly _____ 1 2 3 4 5						
Please select only one option for each of the following experiences:						
	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Not Applicable
Rounds						
Consultation Rounds						
Procedures						
Surgeries						
Ambulatory Clinical						
Conferences						
Journal Club						
Seminars						

#### EXPERIENCES CONTINUED

What clinical experiences did you like the most and why?
What other experiences would have improved your visit academically and professionally?
What activities/experiences will you share with your colleagues/patients in China? Please explain.
How helpful were the seminar/workshop sessions with Drs. Chen, Cox, and Pingleton?

#### COMMUNITY

How satisfied were you with the Kansas City community? Very Satisfied _____ Very Unsatisfied 1 2 3 4 5
How welcome did you feel in the Kansas City community? Very Welcome _____ Very Unwelcome 1 2 3 4 5
What did you like most about the community?
Comment on your community experience?

#### EXCURSIONS

Please select only one option for each of the following excursions:						
	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Not Applicable
Integrity Home Health Visit						
Trip to Wichita						
Trip to Salina						
Trip to Lawrence						
Integrity Home Health Visit						
Trip to Wichita						

**EXCURSIONS CONTINUED**

What clinical experiences did you like the most and why?
Comment on your visit to Integrity Home Health Care.
Were there any other excursions that you wish would have been hosted during your stay?

**SPECIAL EVENTS**

Please select only one option for each of the following special events:						
	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Not Applicable
Dinner with the Vice Chancellor						
Executive Vice Chancellor Reception						
KU Basketball Game						
IRC Banquet						
Acacia Event						
Comment on the dinner with the Vice Chancellor.						
Comment on the Reception with the Executive Vice Chancellor.						
Comment on the KU Basketball Experience.						
Comment on the IRC Banquet.						
Comment on the Acacia Event.						

Please select only one option for each of the following cultural events.						
	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied	Not Applicable
Culture Hour						
International Education Week						
ISI Events						
<p>Comment on the Culture Hour Experience.</p> 						
<p>What was your favorite event offered during our International Education week? (Please select only one)</p> <p> <input type="checkbox"/> Diwali Festival of Lights              <input type="checkbox"/> Poster Presentations              <input type="checkbox"/> Music Without Borders         </p> <p> <input type="checkbox"/> Immigration Matters for Clinicians, Researchers and other Professionals (Judy Bordeau)         </p> <p> <input type="checkbox"/> Culture Hour              <input type="checkbox"/> Global Fair              <input type="checkbox"/> International Night at the Comets (Soccer Game)         </p>						
<p>Did you think that there were enough cultural events and activities offered by the Office of International Programs?</p>						

Do you have any suggestions for the overall improvement of this Observership Program?

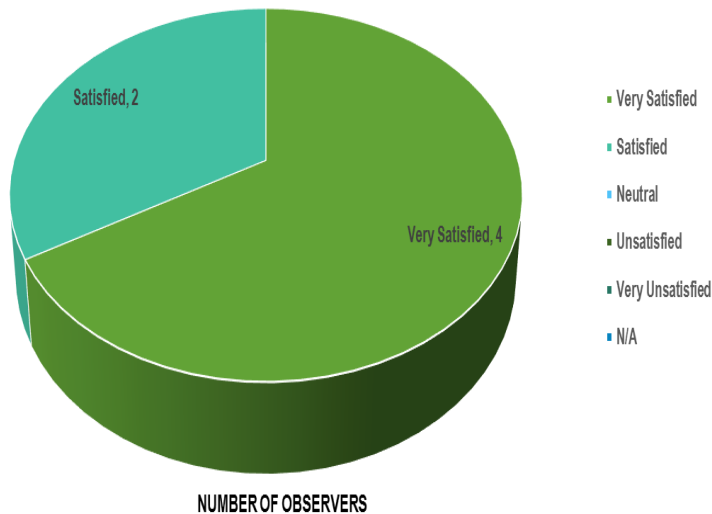


## Appendix 14: PROGRAM ASSESSMENT RESULTS SNAPSHOT

### Section 1: Pre-Arrival

#### PRE-ARRIVAL

Were you satisfied with the pre-arrival information sent from us to the HHRDC?



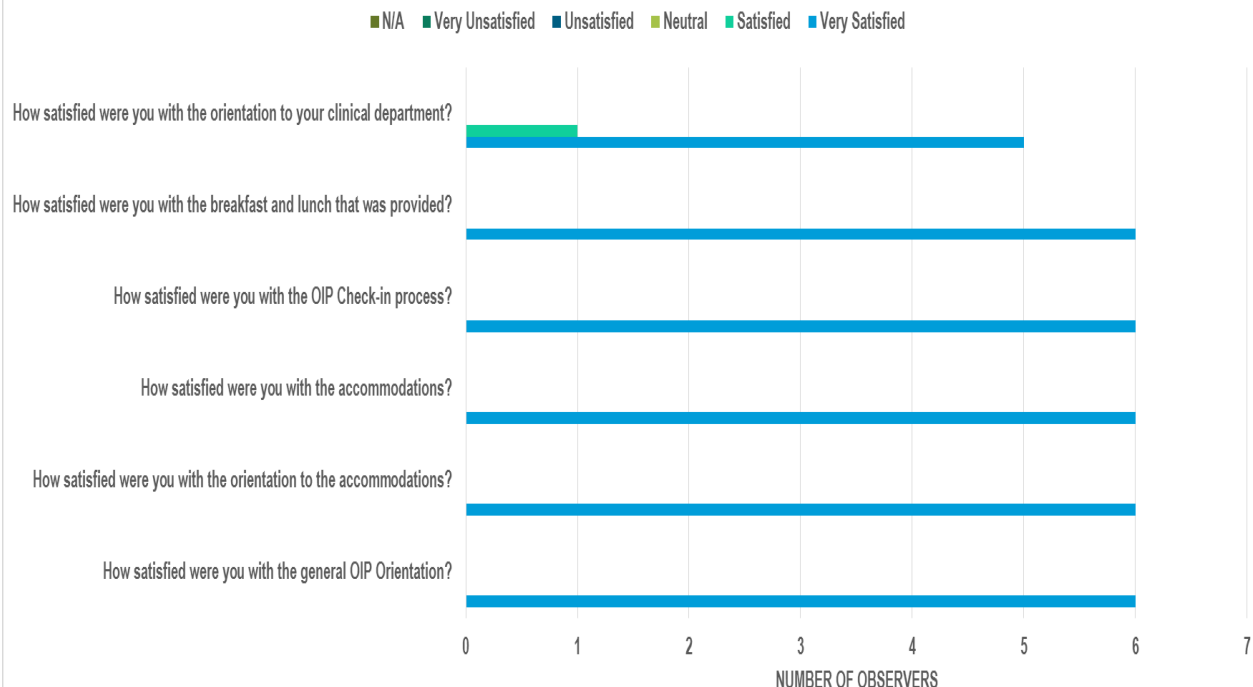
#### COMMENTS: PRE-ARRIVAL

**What other information would have been useful prior to your arrival?**

- More introduction of KU, related departments, and experts.
- Preparing formal dress
- It is better to know more about facilities and doctors of the department.
- Introduce the KU hospital and the departments we will study.

### Section 2: Orientation/Accommodations

#### ORIENTATION/ACCOMMODATIONS



## **COMMENTS: ORIENTATION/ACCOMMODATIONS**

### **Comment on the General OIP Orientation?**

- It's wonderful with enthusiasm and intimate care.
- Detailed and considerate
- All of the people in Office of International Programs are enthusiastic.

### **Comment on the orientation to the accommodations?**

- Stacie and Alex were waiting for us in the house when we first arrived, they warmly introduce the house to us and showed us around. It was so nice of them.
- Convenient
- The accommodation is near to the hospital. That is wonderful.

### **Comment on the accommodations?**

- I can't expect more of the accommodation. You prepared almost everything we need, I feel it like my second home now. I'll miss it.
- Well furnished
- The accommodation is clean and convenient.

### **Comment on the OIP Check in process?**

- The staff of OIP introduced the program and cultural activities to us, showed us how to go to supermarket, and took us there. They helped us to open the bank account. It made great beginning for us.
- It is good to lead us to where we should go at the first day.

### **Comment on the tour of the KUMC Campus?**

- It was great to visit the campus but actually we expected to go see the medical school there, we didn't know the medical school is right here... Since the tour of Wichita and Selina was so impressive, we were wondering if the medical school here (KUMC) is even better and if there is some difference. So that's why we wanted to visit it. So I think it's my fault that we didn't express the wish clearly.
- Big, easy to get lost.
- That's a wonderful tour since the campus is beautiful.
- Satisfying

### **Comment on the breakfast and lunch that was provided?**

- Great breakfast and great talk
- I like the western breakfast.

### **Comment on the orientation to your clinical department**

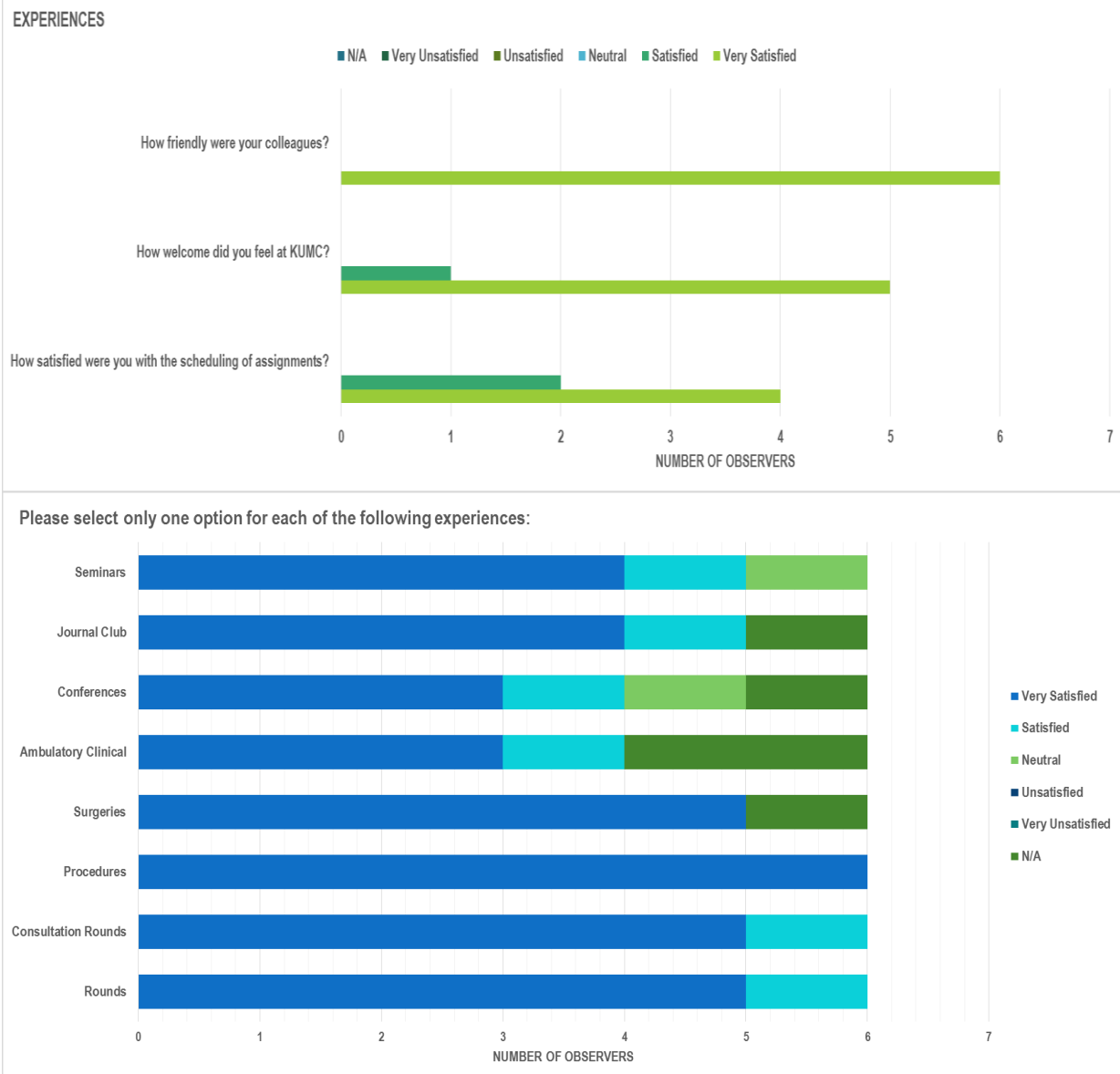
- I was very, happy to meet people there but they didn't know exactly why I was there.
- I was introduced to the dean and he is such a kind person.
- I didn't have the chance to go to CCU.

## COMMENTS: ORIENTATION/ACCOMMODATIONS

**Would more orientation to your specialty operations and routine prior to your assignments have made your experience more beneficial, please explain?**

- The department arranged the assignments according to my wish. More detailed introduction of the characteristics of the department and make detailed arrangement beforehand.
- No, I don't think so.
- Yes, if I knew more about the routine earlier I could have attended some meetings early.
- Yes. I think that we should make schedule before we arrived.

## Section 3: Experiences



## **COMMENTS: EXPERIENCES**

### **What clinical experiences did you like the most, and why?**

- Clinic in Alzheimer's disease center. They are doing both research and clinic work which I am interested in. Their educational job for patients are great and patients show great confidence in them.
- Lectures every morning (can get the information systematically) and surgeries observation (I love surgeries)
- Surgeries and procedures. All are very good and they had different topics.
- I like visiting Dr. Hedding's operation, because he is very careful. Seminar.
- I like to see the patients with Dr. Simpson in MICU since he may explain and teach during the rounds.
- The clinical management is very good. Clinical level is very high,

### **What other experiences would have improved your visit academically and professionally?**

- Do rounds in wards and treating emergent stroke patients.
  - Clinical observation. Doctors were there explain whatever I asked.
- Visiting KU (Lawrence?)
- To attend more meetings with Dr. Simpson, would have improved my visit professionally.
- I want to take parts in more academic meetings.

### **What activities/experiences will you share with your colleagues/patients in China, please explain?**

- Better communication between doctors and patients more evidence-based activities.
- All the experiences, I am impressed.
- All of them because they are very good.
- Hospital culture, appointment diagnosis and treatment, home care, medical education, hospital security.
- The round and clinical experiences will be shared with my colleagues. There are same and different things when I compare the two systems.
- The clinical management and that the people work very hard.

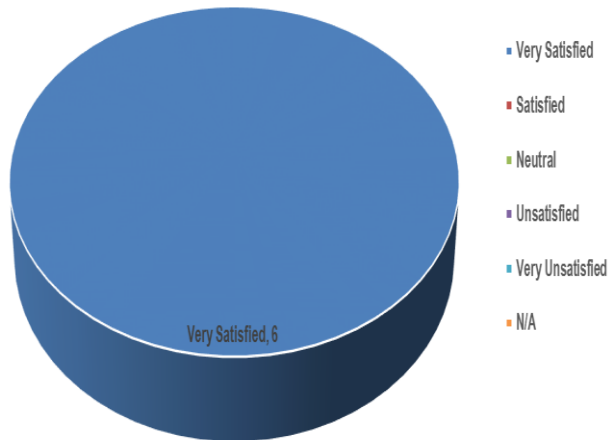
### **How helpful were the seminar/workshop sessions with Drs. Chen, Cox, and Pingleton?**

- Very, helpful, I wish we could have more.
- Very, very, helpful. Lots of information that I want to know. Time is too short
- Great!
- It is very helpful since we know many things from it.
- Very helpful

## Section 4: Community

### COMMUNITY

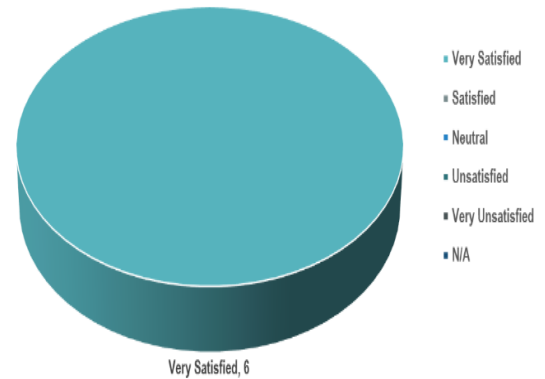
How satisfied were you with the Kansas City community?



NUMBER OF OBSERVERS

### COMMUNITY

How welcome did you feel in the Kansas City community?



NUMBER OF OBSERVERS

### COMMENTS: COMMUNITY

#### What did you like most about the community?

- I like it very much, people are nice and are willing to help others.
- Squirrel's and people's smile
- The environment, the friendly people
- Service Model
- The Christmas party
- Very welcoming

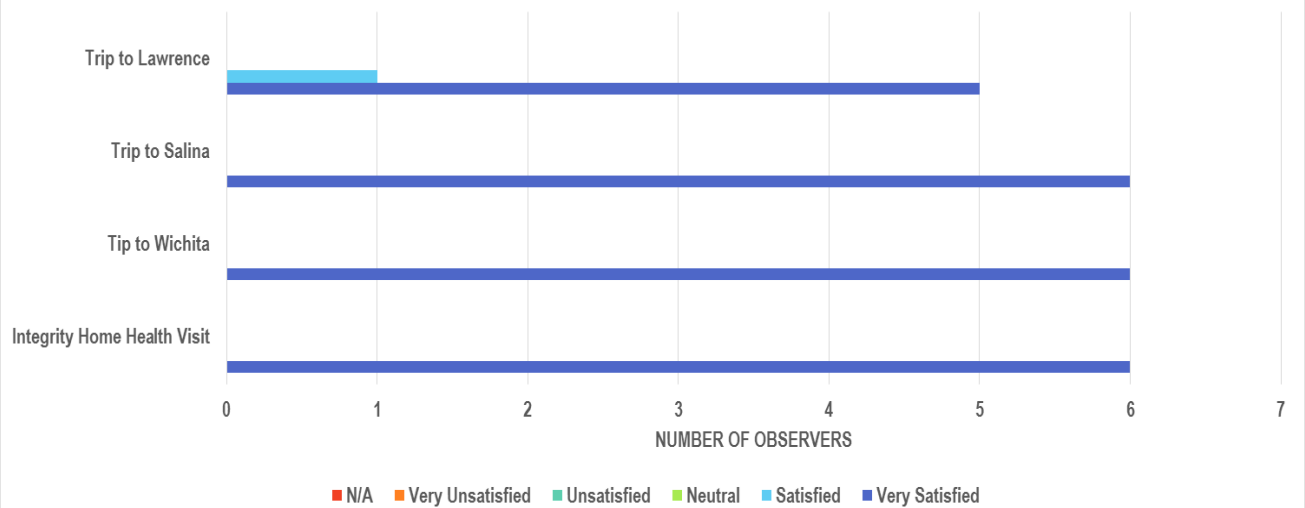
#### Comment on your community experience?

- It's safe and friendly
- Great! China should carry out this work quickly.
- To be one of the guests in American family is a good experience.
- Interesting

## Section 5: Excursions

### EXCURSIONS

Please select only one option for each of the following excursions:



### COMMENTS: EXCURSIONS

#### Comment on your visits to Wichita, Salina, and Lawrence?

- Very, very impressive, it made me feel jealous to the students here.
- Enlarge our view of American's education and diversity of culture.
- I like the trip to Lawrence the most which made me understand the different education system.

#### Comment on you visit to Integrity Home Health Care?

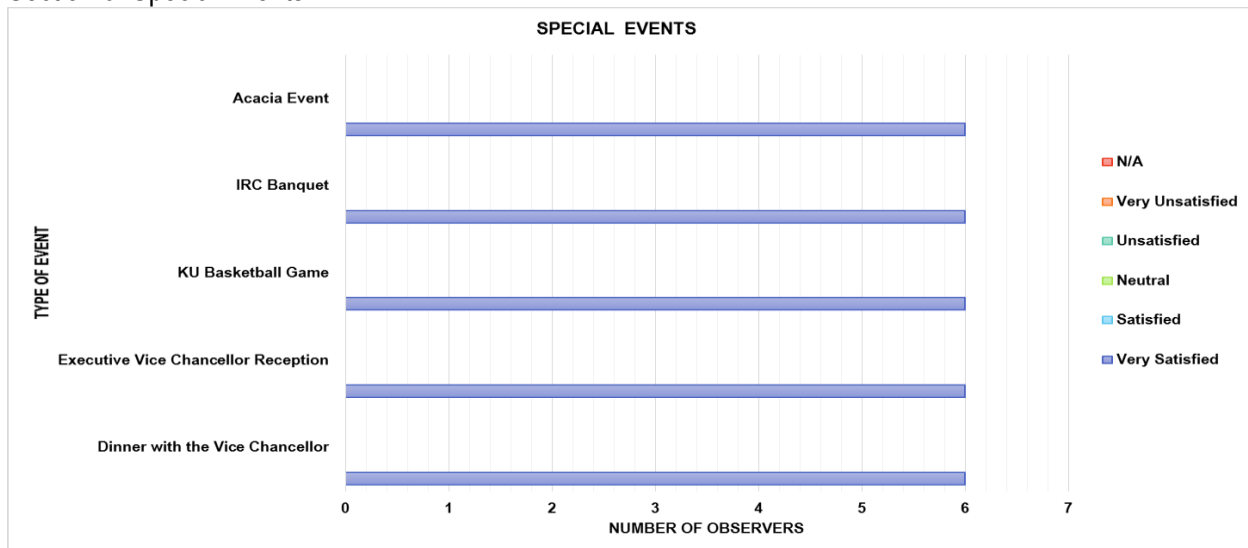
- I now know much about home care in America, which is quite different in China.
- It's a whole new field to me since we do not have such institutions. We need them but nobody is doing good in China. It's a great market and very helpful to people.
- It is helpful for me to understand why patients stay in hospital shorter than that in our hospital and let me know the overall system.
- It is very helpful to the patient.

#### Were there any other excursions that you wish would have been hosted during your stay?

- Experiencing different class with the medical students in medical school.
- No
- Everything is perfect.
- No.



## Section 6: Special Events



### COMMENTS: SPECIAL EVENTS

#### Comment on the Dinner with the Vice Chancellor

- Dr. Girod is such an affable and approachable man as a leader. I had a very, very memorable and enjoyable experience of talking with him.
- The Vice Chancellor is charming and it is wonderful to talk with him.

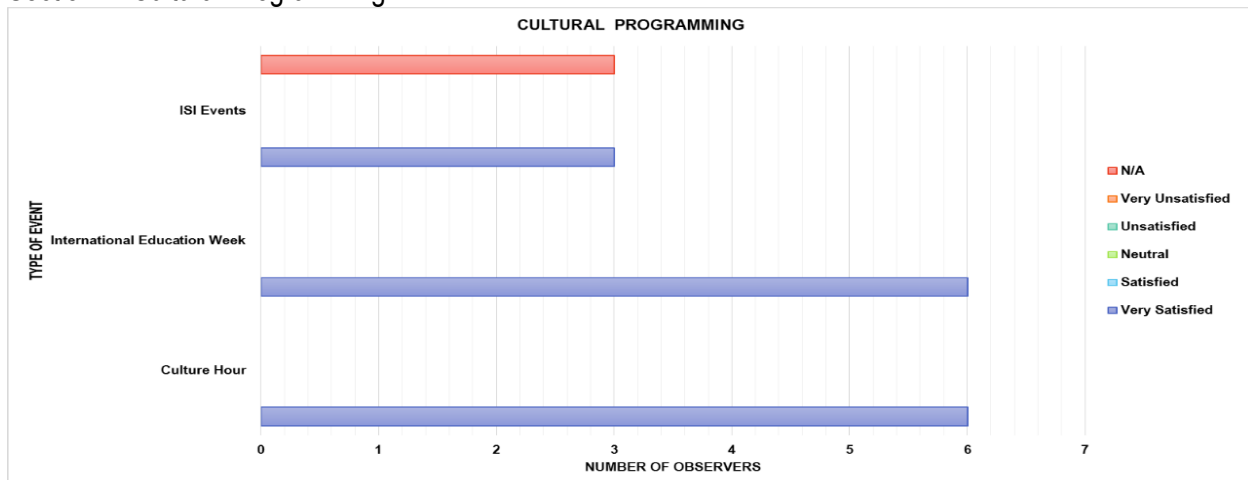
#### Comment on the Reception with the Executive Vice Chancellor

- Great food, I love the meat balls
- It is good and Dr. Girod is such a wonderful person.

#### Comment on the KU Basketball Experience

- So exciting!
- Wonderful, we can feel people's enthusiasm for their team
- Very excited
- It is a good experience to watch at the scene.

## Section 7: Cultural Programming



### COMMENTS: CULTURAL PROGRAMMING

#### Comment on the Culture Hour Experience

- Great, people can communicate different culture with each other.
- I want to say, 1 hour is too short because it's always so interesting!
- Great to know more about different culture.

#### What was your favorite "non-clinical" experience?

- International Christmas Party
- Basket game in Lawrence, observation in Wichita and Salina -- they are so exciting and impressive. But actually, I love all the activities you arranged for us. You make me to feel how American people live, how they study and how they enjoy their life.
- Culture hour & Immigration Matter for Clinicians.....

**COMMENTS: GENERAL**

**Do you have any suggestions for the overall improvement of this observership program?**

- I do wish to say something that you can do better, but actually you did more than I expected. Thank you so much.
- Make more detailed schedule of clinical arrangement and won't miss the important departments.
- I'm very lucky to visit Kansas and KUMC. I'm very glad having worked with you, you are very kind to us. Everything is perfect, I have no other suggestions. Kansas is my second home town forever.
- It is better let the observers/follow the doctors whose field are the field that the observers are interested. So the observers must know something about all the doctors' clinical and research field before they arrive. Above all, it is a wonderful experience to visit KUMC and meet all of you. Thanks for all of you! Wish we could meet again!
- I think that we should make schedule before we arrived. And that the arrangement of study in different departments should be according got visitors major.

## Appendix 15: ADVANCES ARTICLE

### Our People

► **Student rotation in China a milestone** – It was a medical student's dream come true – a clinical elective rotation in China.

**Maria Iliakova**, a fourth-year student at the University of Kansas School of Medicine, in January spent a month in Shijiazhuang, China, working and learning at a 3,000-bed hospital in a city of 10 million people.



For her rotation in China, **Maria Iliakova** (left) worked closely with pulmonologist **Aihong Meng, MD, PhD**, her main preceptor. During surgeries there, 10 to 20 people often are in the OR to observe.



The school's students often participate in international education, but the rotation in China was a first for the University of Kansas Medical Center in approximately 20 years. While KU and China had been exploring more academic exchange, the opportunity for a medical student expanded last fall when **Aihong Meng, MD, PhD**, a pulmonologist from China, participated in a physician exchange program here.

Knowing of Iliakova's interest in China and Meng's in mentorship, **Kimberly Connelly**, senior international officer of the medical center's Office of International Programs, got the ball rolling. Meng served as Iliakova's mentor, facilitator and host in China.

"International experiences change students for life," said Connelly. "It puts students in a vulnerable situation, which helps them develop compassion that transforms them not only as

practitioners, researchers and healthcare providers, but also as human beings." Iliakova, whose drive to go to China stems from an interest to use healthcare data to improve delivery and outcomes, agrees it's essential to create working relationships worldwide.

"It was an irreplaceable opportunity to learn firsthand some of the challenges, pitfalls and successes of a healthcare system set up to serve the world's largest population," she said of her three rotations at 2nd Hospital of Hebei Medical University. "It was surprising how similar healthcare in China is to the U.S."

Immediately after China, Iliakova spent her rural rotation back in Kansas – in Plainville, which has nearly 4,000 residents. She graduates next month as an MD and then starts her residency in surgery at Carle Foundation Hospital in Urbana, Ill.

Her experience in China, she knows, will be long lasting. "It impacted my perspective of healthcare access and delivery in the U.S.," she said. "I was also struck by the bravery, resilience and resourcefulness of Chinese patients and providers. I expect to keep in contact with the Chinese colleagues I met and worked alongside for years to come."

► **'Grande' awards for faculty** – Last month's 17th annual A Grande Affair awards honored University of Kansas School of Medicine faculty. Students nominate and vote on the awards. This year's recipients:

- **Rainbow Award** – **Joseph LeMaster, MD, MPH**, associate professor in Family Medicine. The award honors individuals who exemplify the attributes of professionalism in medicine – altruism, accountability, excellence, duty, service, honor, integrity and respect for others – and share those qualities with the students they mentor.



**Joseph LeMaster, MD, MPH**, won this year's Rainbow Award.

- **LeMaster** is particularly interested in refugee and other marginalized populations and in improving care for the underserved. He is fluent in the Nepali language and works with the Nepali population in Kansas City. He also has specialized clinical experience in promotion of physical activity and management of type 2 diabetes and its complications.
- **Excellence in Residency Award** – **Jake Kenyon, MD**, and **Lance Larson, MD**. The award honors residents who demonstrate exceptional student mentoring.
- **Ad Astra Outstanding Volunteer Physician Award** – **Sharon Lee, MD**. For many years, volunteer physicians throughout the state of Kansas have played host to KU medical students.
- **Sunflower Part-Time Faculty Award** – **Vernita Hairston-Mitchell, MD**. With the award, students recognize outstanding part-time physician educators, who are especially prominent on the Wichita and Salina campuses.

**Fact:**  
**More people**  
**who come**  
**here live.**



The University of Kansas Hospital routinely treats the sickest of the sick – patients who were not expected to live. But more of them come here and survive.

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#### ADVANCES

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**Appendix 16: PRESENTATION POWER POINT SLIDES-DEVELOPING THE SINO- U.S. (KANSAS) ADVANCED HEALTHCARE PROFESSIONAL EXCHANGE PROGRAM WITH CHINA'S MINISTRY OF HEALTH**



OFFICE OF  
INTERNATIONAL  
PROGRAMS

The University of Kansas  
Medical Center

AAHC: ASSOCIATION OF  
ACADEMIC HEALTH CENTERS

SENIOR ADMINISTRATIVE/FISCAL  
OFFICERS 2017 ANNUAL MEETING


DENVER, COLORADO  
JULY 20-21, 2017

DEVELOPING THE SINO- U.S. (KANSAS) ADVANCED HEALTHCARE PROFESSIONAL  
EXCHANGE PROGRAM WITH CHINA'S MINISTRY OF HEALTH

Kimberly Connelly, MAT  
Senior International Officer  
Office of International Programs, University of Kansas Medical Center


Irina Aris, MPA  
Assistant Director of Inbound Programs  
Office of International Programs, University of Kansas Medical Center

PRESENTERS



Kimberly Connelly  
Senior International Officer  
913-588-1480  
[kconnelly@kumc.edu](mailto:kconnelly@kumc.edu)

A life-long professional and ardent advocate of International Education, Kimberly Connelly currently leads the Office of International Programs as the Senior International Officer at the University of Kansas Medical Center managing both the inbound and outbound arms of international education. Ms. Connelly's mission is to connect people to each other through international educational and cultural experiences. As Senator Fulbright said, "Educational Exchange can turn nations into people, contributing as no other form of communication can to the humanizing of international relations." Prior to coming to KUMC in 2013, Ms. Connelly served as the Assistant Director of International Student Services and the Interim Director at Park University for a stint of eight years. She has over 20 years of teaching and teacher-training experience having earned her Master of Arts degree in TESOL at The School for International Training in Brattleboro, Vermont, which she pursued after teaching on the island of Pohnpei, Federated States of Micronesia for three years. Ms. Connelly taught ESL and Culture and Diversity courses at the university level for years before transitioning into administration. She earned undergraduate degrees in Mass Communication and Political Science, with a minor in French from Regis University, Denver, Colorado.



Irina Aris  
Assistant Director of Inbound Programs  
913-588-1485  
[iaris@kumc.edu](mailto:iaris@kumc.edu)

Irina Aris has been in the field of international education for over five years. In her role as the Assistant Director of Inbound Programs at the University of Kansas Medical Center's Office of International Programs, she is designated as a Responsible Officer (RO), Designated School Official (DSO), and Training Program Liaison (TPL). Through these various roles, Ms. Aris strives to provide support and services to KUMC's international students, scholars, employees, and clinical residents as well as fellows so that they can lawfully pursue their academic and professional goals at KUMC. Ms. Aris has been a member of NAFSA: Association of International Educators since 2013. In 2014, she completed the NAFSA Academy Training Program and she is part of Academy Class 11. Prior to joining KUMC, Ms. Aris worked for American Councils for International Education as initially a Recruiter and then a Program Associate for the FLEX high school student exchange program in Moscow, Russia. Aside from her professional experience, Ms. Aris has a Master's degree in Public Affairs from Indiana University's School of Public and Environmental Affairs (SPEA) with concentrations in Policy Analysis, Public Finance, and Economic Development.

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## INTRODUCTION

It is increasingly important to develop and foster international partnerships for academic health centers and universities alike. Through these partnerships, institutions can open new opportunities for collaboration, programs, revenue streams, and cross-cultural exchanges. In addition, hosting observers at academic health centers develop physician-to-physician relationships that lead to referrals of international patients.

### FOCUS:

- KUMC's experience in implementing a medical personnel observership and exchange program with China's Ministry of Health.

### PRIMARY OBJECTIVE:

- Share best practices and a template for other institutions to reference.
- Information provided will include the partnership development process, program design, funding sources, analysis of program benefits and challenges, program assessment tools, cautions, concerns, and risk management.

## BACKGROUND: ABOUT KUMC

### THE UNIVERSITY OF KANSAS MEDICAL CENTER (KUMC)

- Main campus located in Kansas City, KS
- Consists of the School of Medicine, School of Nursing, School of Health Professions, and the University of Kansas Health System which is a separate entity.
- Fast Facts:
  - Student enrollment (2016): 3509
    - School of Medicine: 2159
    - School of Nursing: 677
    - School of Health Professions: 655
  - KUMC is a National Cancer Institute-designated cancer center (one of only 69)
  - National Institutes of Health-designated Alzheimer's Disease Center (one of only 31)
  - 12 medical and surgical specialties ranked in the top 50 by *U.S. News and World Report*





## BACKGROUND: PARTNERSHIP DEVELOPMENT

- OIP became involved early in the development stages of the medical personnel and observership program with the People's Republic of China Ministry of Health.
- China's Ministry of Health consists of 16 components ranging from the Department of Health Policy and Regulation to the Department of Disease Control.
- Ministry's Health Human Resources Development Center (HHRDC) administers the medical personnel and observership program.
  - HHRDC's intent within the Ministry is to meet "the needs of medical and health institutions and medical personnel, for which it has developed programs in personnel evaluation, training and development, international cooperation and policy research to improve the ability and quality of health personnel, to develop the health service, and to contribute to the promotion of human health".



"Introduction." HHRDC, Health Human Resources Development Center, Ministry of Health of the People's Republic of China  
<http://www.21twecan.com/english/wwcan/about/uc/0a88b44498c80d8ac0ace1538878d1.html>

## BACKGROUND: PARTNERSHIP DEVELOPMENT AND MOU

- The agreement for cooperation between KUMC and HHRDC would have not been possible without key individuals at both KUMC and the HHRDC.
- On the KUMC side, the dialogue for this cooperation was initiated by Dr. Susan K. Pingleton, M.D., FACP, Master FCCP and Associate Dean of Continuing Education/Professional Development.
- Through a collaboration with the American Chamber of Commerce in China, Dr. Pingleton travelled to China to visit several healthcare facilities.
- Subsequently, a delegation from China visited KUMC in the fall of 2013.
- From these visits, conversations evolved to program development and means of strengthening the cooperation.
- As a first step, both parties signed a Memorandum of Understanding (MOU) in July 2014.



## MOU AND ADDENDUMS/IMPLEMENTATION AGREEMENTS

- OBJECTIVES:
  - MOU outlines the following objectives for the program:
    - *Short-term programs for health care professionals, and other cooperative research and educational activities.*
    - *Exchange of invitations to scholars (for example, faculty, researchers, and graduate students) for lectures, visits, and sharing of experiences.*
    - *Exchange of invitations to scholars for participation in conferences, symposia, and seminars.*
    - *Exploration of other areas of common interest deemed important in the fields of medicine and health care.*
  - These terms were also expanded to include US-China Healthcare Cooperation Program objectives which aims to strengthen the health cooperation and promote healthcare development between the two countries.
  - There is also an emphasis on further collaboration and understanding of healthcare systems as well as medical education.

"Memorandum of Understanding between the Health Human Resources Development Center of the Ministry of Health of the People's Republic of China and the University of Kansas, on behalf of the University of Kansas Medical Center." Available at <http://www.kumc.edu/international-programs/agreements.html>.

## MOU AND ADDENDUMS/IMPLEMENTATION AGREEMENTS

- Implementation agreements for each group
  - Implementation agreements outline the specifics of the program, budget, and other aspects of the exchange program.
  - In 2017, one implementation agreement was signed that covered the entire year and 3 groups
    - \$210,000 total budget to KUMC.

## PROGRAM STRUCTURE

Program Duration:	3 months
Number of Participants Per Group:	6-7 physicians
Number of Groups Hosted Annually:	3 groups

- Program terms and objectives confirmed
- Timeline established
- Budget finalized
- Implementation agreement signed

TIMELINE SAMPLE	
SINO-US (KANSAS) ADVANCED HEALTHCARE PROFESSIONAL EXCHANGE PROGRAM	
GROUP # Program Dates: June 1 to August 25	
DECEMBER 1 – 8	• KUMC receives 10 names of incoming Observers from the Implementation Center.
DECEMBER 9 – 19	• Program Curriculum and China-US Relations Advisor and Program Clinical Department Advisor confirms the placements of 6-7 Observers in the KUMC clinical departments and conducts SKYPE or phone interviews with the candidates. • OIP provides the Center with an Invitation Letter first by email and then by DHL for each incoming Chinese Observer. • OIP emails and DHL's the Implementation Agreement with an invoice for the deposit and an invoice for the balance.
JANUARY 23 – 27	• OIP emails the Center the Observership questionnaire and immunization instructions for each of the Observers to complete.
FEBRUARY 27	• The Center emails the Chinese Observer questionnaire and all supporting documents (including immunizations) for each Observer to OIP.
MARCH 3	• The Implementation Center emails KUMC a color copy of the passport ID page of each Chinese Observer. • OIP provides the Center with a Consulate Letter by email and then original by DHL for each incoming Observer. • Incoming Observer schedules a VISA appointment and obtains B1-B2 VISA.
MAY 1	• The Center emails KUMC OIP a color copy of each of the Observers VISA. • The Center emails KUMC the flight itinerary. o Note: Arrival should be Thursday - Saturday prior to the program-start date.
JUNE 1	• The Observers arrive in Kansas City
JUNE 5	• The Observers have orientation with OIP and the China Team.
JUNE 6	• The Observership begins.
AUGUST 25	• Last day of the Observership at KUMC

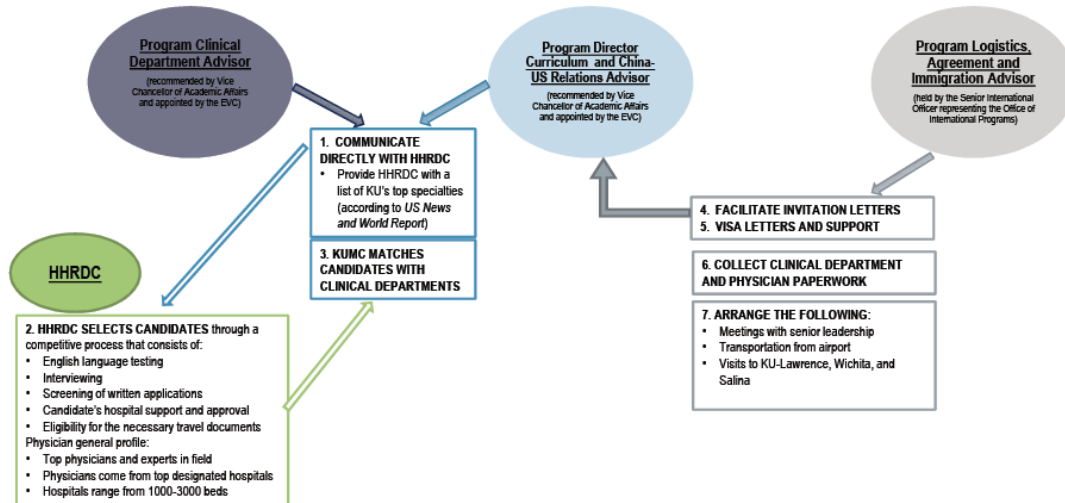
## BUDGET

Sample Budget Per Physician

BUDGET FOR 1 PHYSICIAN		HOUSING COST	PROGRAM FEES	ADMINISTRATIVE FEES	CLINICAL DEPARTMENT FEES	FOOD ALLOWANCE	SUB TOTAL
MONTH 1	Week 1	\$125	\$125	\$250	\$250		\$750
	Week 2	\$125	\$125	\$250	\$250		\$750
	Week 3	\$125	\$125	\$250	\$250		\$750
	Week 4	\$125	\$125	\$250	\$250		\$750
SUB TOTAL		\$500	\$500	\$1000	\$1000	\$1000	\$4000
MONTH 2	Week 1	\$125	\$125	\$250	\$250		\$750
	Week 2	\$125	\$125	\$250	\$250		\$750
	Week 3	\$125	\$125	\$250	\$250		\$750
	Week 4	\$125	\$125	\$250	\$250		\$750
SUB TOTAL		\$500	\$500	\$500	\$1000		\$3000
MONTH 3	Week 1	\$125	\$125	\$250	\$250		\$750
	Week 2	\$125	\$125	\$250	\$250		\$750
	Week 3	\$125	\$125	\$250	\$250		\$750
	Week 4	\$125	\$125	\$250	\$250		\$750
SUB TOTAL		\$500	\$500	\$500	\$1000		\$3000
TOTAL COST FOR 3-MONTH PROGRAM PER PHYSICIAN							\$10,000
TOTAL (6 PHYSICIANS)		\$60,000					
TOTAL (7 PHYSICIANS)		\$70,000					

## PROGRAM STRUCTURE: PRE-ARRIVAL

- Collaboration on the KUMC side evolved to a development of a team that oversees the administration of the exchange program
- Current team includes the following positions:



## PROGRAM STRUCTURE: UPON-ARRIVAL

**Program Clinical Department Advisor**

**Program Director Curriculum and China-US Relations Advisor**

**Program Logistics, Agreement and Immigration Advisor**

**PROGRAM CURRICULUM:**

- Curriculum Orientation
- Tailored schedules and plans of activities are created for each physician, which includes:
  - Clinical procedures observation
  - Administrative and management functions
  - Administrative meetings
  - Seminars
  - Lectures
  - Debriefings
- 10-week seminar series led by Program Director

**OIP LOGISTICS AND SUPPORT:**

- Housing (International House near campus)
- Onboarding Requirements:
  - Check-in and documentation collection (i.e. passport, visa stamp, I-94, emergency contact information, proof of health insurance)
  - Immunizations approval
  - Badges
  - Email
  - HIPPA training compliance
  - View only patient record access
- Campus tour
- Orientation Program
- English Pronunciation Workshops (once per week)
- OIP Cultural Programming:
  - Culture Hour
  - Clinical Culture and Diversity Series
  - International Education Week Events
  - International Education Experience Poster Presentations
  - ISI
  - IRC Sponsored Events
- Conduct assessments

## OUTCOMES

- As of July 2017, KUMC hosted 6 groups of physicians for a total of 35 participants.
- 18 of KUMC's clinical departments hosted the physicians
- 32 different hospitals from China were represented

DEPARTMENT	NUMBER OF PHYSICIANS HOSTED
Anesthesiology	1
Cardiovascular Diseases	3
Cardiothoracic Surgery	1
Endocrinology, Metabolism, and Genetics	1
Gastroenterology	2
General Surgery	2
Nephrology	2
Neurology	4
Neurosurgery	1
Obstetrics and Gynecology	1
Ophthalmology	2
Orthopedic Surgery	1
Orthopedics	1
Otorhinolaryngology	1
Pulmonary and Critical Care Medicine	2
Radiation Oncology	2
Radiology	1
Surgery and Orthopedic Trauma	1

## 2017 PROGRAM EXPENDITURES AND REVENUES

(3 GROUPS PER YEAR=21 PHYSICIANS; 1 GROUP=7 PHYSICIANS/OBSERVERS)	BUDGETED	ACTUAL	UNENCUMBERED FUNDS
<b>TOTAL REVENUES PER YEAR</b>	<b>\$ 210,000</b>	<b>\$ 210,000</b>	<b>\$ -</b>
<b>EXPENDITURES</b>			
HOUSING EXPENSES	\$ 31,500	\$ 29,541	\$ 1,959
FOOD & MISCELLANEOUS ALLOWANCE TO EACH PHYSICIAN (\$1000=1 physician)	\$ 21,000	\$ 21,000	\$ -
PROGRAMMING EXPENSES	\$ 31,500	\$ 22,050	\$ 9,450
PROGRAM DIRECTOR FEES (25% of Admin Fee per physician=\$250)	\$ 15,750	\$ 15,750	\$ -
CLINICAL DEPARTMENT ADVISER FEES (10% of Admin Fee per physician=\$100)	\$ 6,300	\$ 6,300	\$ -
<b>TOTAL</b>	<b>\$ 106,050</b>	<b>\$ 94,641</b>	<b>\$ 11,409</b>
<b>NET REVENUES (Total Revenue-Total Expenditures)</b>	<b>\$ 103,950</b>	<b>\$ 115,359</b>	
<b>UNENCUMBERED FUNDS</b>			
CLINICAL DEPARTMENT FEES	\$ 63,000	\$ 63,000	\$ 63,000
OFFICE OF INTERNATIONAL PROGRAMS FEES	\$ 31,500	\$ 31,500	\$ 31,500
OIP FUND FOR FACULTY AND RESIDENT TRAVEL	\$ 9,450	\$ 9,450	\$ 9,450
<b>TOTAL</b>	<b>\$ 103,950</b>	<b>\$ 103,950</b>	<b>\$ 115,359</b>
<b>EXPENDITURES TOTAL + UNENCUMBERED FUNDS TOTAL</b>	<b>\$ 210,000</b>	<b>\$ -</b>	<b>\$ 210,000</b>

**TOTAL UNENCUMBERED FUNDS TO THE UNIVERSITY FOR 2017: \$115,359**

## CAUTIONS AND LESSONS LEARNED

- Communication with China
  - It needs to be consistent and regular. Don't hesitate to initiate the communication.
  - Be polite and friendly in your communication.
  - Do not insist on being "in charge". Use questions rather than demands to clarify information.
- Verbiage- avoid describing program as "training"
- Incorporate deemed export compliance
- No patient care
  - Create forms
  - Track
  - Consult with legal
  - Educate program collaborators and disperse information
    - Everyone -- the observers and hosting doctors -- needs education around observership policies.
      - If you are at academic health center, doctors are accustomed to teaching students and residents
      - Therefore you need to explain the difference between a resident and student and an observer.

## CAUTIONS AND LESSONS LEARNED

- Timing – payment, letters, etc.
  - The timeline is different for China than you.
  - Be culturally sensitive, but also know when to explain your needs and timeframes and push a little for movement.
  - The wiring of money from China to the US is a complicated process.
    - The allocation of funds takes coordination with institutional finance and creative assistance from the former associate vice chancellor of finance, Mike Keeble.
  - It takes more time to get an official government passport than a private passport and we don't know why some individuals are required to hold the official government passport.
  - It takes time to create the rhythm and cycle that allows for consistency.
- It's a huge initial investment by the medical center in money, people and resources.
  - A program like this takes immense support from leadership, the departments and logistical management.
- If you are going to build in a similar program, engage an expert advisor or consultant.



## CAUTIONS AND LESSONS LEARNED : INITIAL PROGRAM INVESTMENT

INITIAL PROGRAM INVESTMENT COSTS	STRATEGIES UTILIZED TO OFF-SET INITIAL INVESTMENT COSTS						
<ul style="list-style-type: none"> <li>Housing attainment and furnishing (included the International House and International Accommodations/Apartments)</li> <li>Miscellaneous program set up costs</li> <li>First group (6 physicians) expenditures and revenues: <table border="1"> <tr> <td>TOTAL REVENUE</td><td>\$ 61,200</td></tr> <tr> <td>TOTAL EXPENDITURES</td><td>\$ 53,693</td></tr> <tr> <td>NET REVENUE</td><td>\$ 7,507</td></tr> </table> </li> <li>Unencumbered funds: \$7,507</li> </ul>	TOTAL REVENUE	\$ 61,200	TOTAL EXPENDITURES	\$ 53,693	NET REVENUE	\$ 7,507	Funds from other OIP programs: <ul style="list-style-type: none"> <li>Clinical Electives Program for International Medical Students</li> <li>International Observership Program</li> <li>Dr. Anthony Kovac Observership Program and Award</li> <li>Dr. Archie Heddings Observership Program and Award</li> </ul>
TOTAL REVENUE	\$ 61,200						
TOTAL EXPENDITURES	\$ 53,693						
NET REVENUE	\$ 7,507						

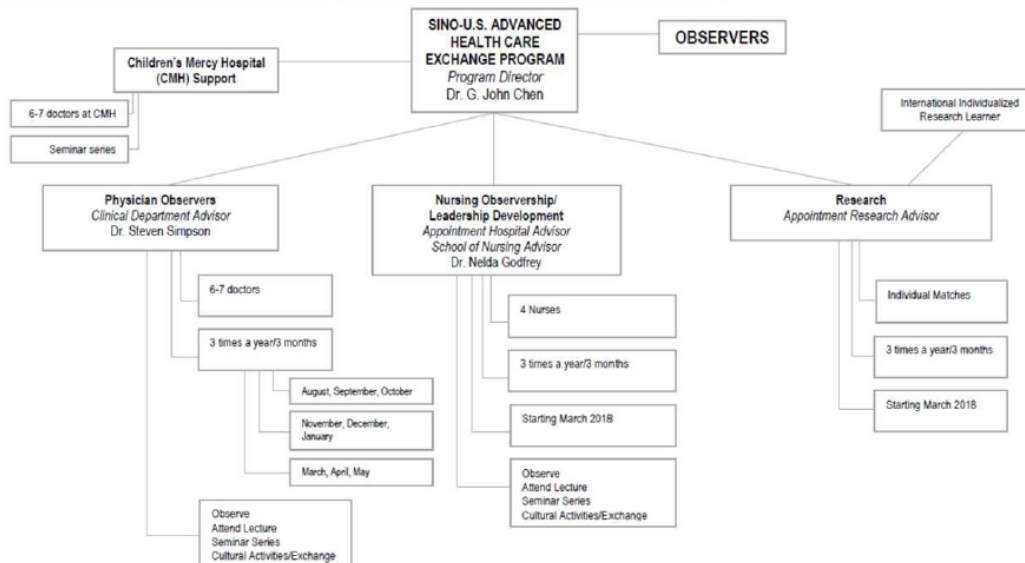
## BENEFITS

- For the Chinese observers:
  - Insight into U.S. healthcare, patient care management, the role of nurses, team/interdisciplinary care model, and medical education
  - American culture and connections for future collaborations
- For KUMC staff and faculty:
  - Learned from Chinese physicians about the Chinese culture and healthcare system through daily interactions and formal presentations
  - Established new relationships that led to other collaborations and exchanges
    - Clinical rotation opportunities for KUMC medical students in China
    - Higher number of KUMC faculty attending and visiting Chinese colleagues at conferences
    - Research collaborations among KUMC faculty members and previous physician participants in China

## LOOKING AHEAD

- Deeper relationships and collaborations
  - Relationships evolve organically -- Presentations and Socials
  - Establish a formalized Mentoring Program
    - Assess their implementation of initiatives and changes 6 months after return, one year, two years and five years.
  - When a connection is established, support by reinvesting the funding back into that relationship and others
    - Faculty and Resident Travel Fund: OIP will redirect 10% toward an account designated for resident and faculty international travel support with a focus/preference for travel to institutions who have sent physicians to KUMC. Priority will be given to KUMC faculty members and residents from the departments which have hosted observers for travel to international institutions with formal agreements with KUMC. It is anticipated that some of the funds will be used for KUMC physicians to travel to institutions in China to collaborate on implementation of principles learned during the observerships.
- Support other hospitals in the Kansas City area such as Children's Mercy Hospital, who is establishing a similar program with the HHRDC

## LOOKING AHEAD: EXPAND PROGRAM INTO FIELDS OF NURSING AND RESEARCH



## LOOKING AHEAD: PROJECTED REVENUES

2018		2019		2020	
Physicians Group	\$210,000	Physicians Group	\$210,000	Physicians Group	\$210,000
Nursing Group	\$120,000	Nursing Group	\$120,000	Nursing Group	\$120,000
Research Group	\$120,000	Research Group	\$120,000	Research Group	\$120,000
<b>TOTAL</b>	<b>\$450,000</b>	<b>TOTAL</b>	<b>\$450,000</b>	<b>TOTAL</b>	<b>\$450,000</b>

## QUESTIONS