NEW FACULTY ORIENTATION
October 21, 2020 | 8:00 – 9:30 AM

Welcome (8:05 – 8:10)
Richard Andrassy, MD | Executive Dean ad interim, McGovern Medical School | Richard.Andrassy@uth.tmc.edu

Academic Life | Promotion & Tenure | Grants 101 & 102 (8:10 – 8:25)
Kevin A. Morano, PhD | Kevin.A.Morano@uth.tmc.edu
Associate Vice President | Faculty Affairs & Development
Associate Dean | Faculty Affairs
Director | New Investigator Development Program

Graduate Student Training (8:25 – 8:30)
William W. Mattox, PhD | Senior Associate Dean - Graduate School of Biomedical Sciences | William.Mattox@uth.tmc.edu

Office of Diversity & Inclusion (8:30 – 8:35)
Pedro Mancias, MD | Assistant Dean - Diversity & Inclusion | Pedro.Mancias@uth.tmc.edu

Faculty & Educational Development (8:35 – 8:40)
Allison Ownby, PhD | Assistant Dean for Faculty and Educational Development | Allison.R.Ownby@uth.tmc.edu

Women Faculty Forum (8:40 – 8:45)
Mandy Hill, DrPH | Co-Chair | Mandy.J.Hill@uth.tmc.edu
Suur Biliciler, MD | Co-Chair | Suur.Biliciler@uth.tmc.edu

Office of Communications (8:45 – 8:50)
Darla Brown | Director | M.Darla.Brown@uth.tmc.edu

UTH Health Faculty Assistance Program | Academic Ombuds (8:50 – 9:00)
Robin Dickey, PhD, MA, LPC | Faculty Assistance Specialist | Academic Ombuds | Robin.Dickey@uth.tmc.edu

Intellectual Property and Commercialization (9:00 – 9:05)
Christine Flynn, PhD | Associate Director - Office of Technology Management | Christine.Flynn@uth.tmc.edu

Collaborative Research (9:05 – 9:10)
Amy Hazen, PhD | Associate Director, Shared Research Resources | Amy.Hazen@uth.tmc.edu
Valerie Bomben, PhD | Supervisor, Specialized & Collaborative Research Agreements | Valerie.C.Bomben@uth.tmc.edu

Office of Postdoctoral Affairs (9:10 – 9:15)
Leslie S. Beckman | Assistant Director | Leslie.Beckman@uth.tmc.edu

Secured Text Messaging (9:15 – 9:20)
Christina F. Solis, JD, MPH | Senior Legal Officer & Privacy Officer - Office of Legal Affairs | Christina.F.Solis@uth.tmc.edu
Salman Khan | Manager – IT Security | Salman.Khan@uth.tmc.edu

Questions / Answers (9:20 – 9:30)
The Office of Administration & Faculty Affairs at McGovern Medical School at UTHealth was established in February 1995, for the purpose of assisting faculty regarding their academic careers and working closely with department(s) on faculty advancement and development.

Kevin A. Morano, Ph.D., Associate Vice President for Faculty Affairs & Development at UTHealth, Associate Dean for Faculty Affairs and Professor of Microbiology and Molecular Genetics at McGovern Medical School, has a history of faculty mentoring and is uniquely qualified to counsel and offer guidance to faculty at any stage of their academic careers.

You may arrange for an appointment with Dr. Morano by contacting Tina Clark in the Office of Administration & Faculty Affairs at 713-500-5103 or tasamania.d.clark@uth.tmc.edu.

Some of the services offered by the Office of Administration & Faculty Affairs to support MMS faculty in the continuum of faculty life cycle includes but are not limited to the following:

- Counseling and mentoring of faculty about their academic careers (i.e., offering comprehensive reviews of a faculty member's curriculum vitae to enhance career advancement opportunities)
- Promoting salary equity and equal opportunities for faculty
- Presenting seminars on promotion and tenure process
- Conducting new faculty orientation programs
- Counseling of faculty regarding employment-related issues
- Manage and coordinate Annual Faculty Reviews and Six-Year (post-tenure) Faculty Reviews
- Serving as a liaison with the Texas Medical Board for institutional permits for faculty licensing and for permanent licensure problems
- Assisting with faculty recruitment and retention
- Identifying and offering programs to improve faculty skills (faculty development)
- Conducting exit interviews with faculty leaving MMS

Contact Information:
Website: https://med.uth.edu/administration/
Phone: 713-500-5103
• The University of Texas MD Anderson Cancer Center UTHealth Graduate School of Biomedical Sciences (GSBS) was established in 1963. Our primary mission is to train and educate research scientists and scientist-educators, to generate new knowledge in the biomedical sciences, and to increase public understanding of science.

• GSBS serves as the graduate school for our two parent institutions: The University of Texas Health Science Center at Houston (UTHealth) and The University of Texas MD Anderson Cancer Center.

• The school awards PhD and MS degrees in many areas of biomedical sciences. We also offer an MD/PhD program in collaboration with UTHealth McGovern Medical School.

• Our 600+ faculty members have their primary appointments at MD Anderson or one of the schools at UTHealth (i.e., McGovern Medical School, School of Public Health, School of Dentistry, or School of Biomedical Informatics.). In addition, we have a few faculty members from Texas A&M Institute of Biosciences and Technology in Houston.

• Appointment to the GSBS Faculty is not automatic for faculty who hold appointments at our parent institutions – interested faculty must submit an application and be approved by the GSBS Membership Committee.

• GSBS has two main categories of faculty membership – Regular (full membership for those who wish to supervise PhD students) and Associate (for those who wish to be actively engaged in GSBS activities but will not serve as the major advisor to PhD students or provide tutorial rotations to PhD students).

• More specific information and the faculty application form may be found on the GSBS website (https://gsbs.uth.edu/faculty/) or contact Kristina Fern, GSBS faculty coordinator at 713.500.9857 or kristina.n.fern@uth.tmc.edu.
1. Educational Development Sessions
   
a. The Office of Educational Programs provides a monthly series of educational development sessions (second Friday of each month from 12-1 pm). Topics include effective teaching strategies, principles of feedback, motivating learners, interactive teaching techniques, academic portfolio building, narrative assessment, the learning environment, tips and tricks for effective PowerPoint presentations, and more. **See the attached schedule.**
   
b. Join us in the Fall and Spring for our Educational Development Retreats. These are 2-3 hour sessions where we delve into discussions on topics related to becoming an effective educator. Our next Retreat will be on December 3, 2020. More information to follow.

2. Online Faculty Development - Magna Commons “20 Minute Mentor” Videos
   
a. MMS subscribes to Magna Commons. One of Magna’s unique offerings is the **Magna 20-Minute Mentors.** These are videos with handouts designed to answer specific questions related to teaching and learning. They deliver actionable insights in highly focused 20-minute presentations designed to fit busy schedules. The Magna Portal is available 24/7 through UT-Health's Canvas site. **See attached instructions.**
   
b. MMS Educator Development Certificate: This certificate is designed to give educators the flexibility to choose modules that are most beneficial and complete them on their own time. To receive a certificate awarded through the Office of Educational Programs, complete at least four of the listed modules within one year.

3. The Health Educators Fellowship Program (HEFP)

The Health Educators Fellowship Program (HEFP) is a collaborative initiative between the schools of The University of Texas Health Science Center at Houston as well as The University of Texas MD Anderson Cancer Center.

The primary aim of the HEFP is to enhance and improve faculty knowledge, skills, and attitudes related to the scholarship of teaching and learning to enable them to make positive contributions to their department, school and UTHealth.

Specifically, the fellowship is designed to assist faculty in:
- Applying current education theory to educational practices
- Identifying and reflecting on personal educational/teaching philosophy and how that shapes learner interactions
- Collaborating with fellow participants to identify common areas of interest and to develop professional relationships and interactions
• Developing a project reflecting sound educational theory/practice that will benefit personal career paths

This is an 18-month program and faculty attend monthly HEFP sessions in addition to completing an additional 18 hours of faculty development workshops and completing an educational project resulting in an abstract and poster among other requirements.

4. McGovern Medical School (MMS) Academy of Master Educators

McGovern Medical School Academy of Master Educators (AME) serves to foster institutional and faculty activities related to the mission of undergraduate and graduate education. The AME is dedicated to promoting and enhancing:

• Education of future physicians and biomedical scientists
• Educational knowledge and skills of all teaching faculty
• Curricular innovation
• Professional development of educators
• Educational scholarship
• Support of MMS educational initiatives with dedicated resources, including endowments and grants

5. Hot Topics in Medical Education

The AME hosts a journal club session from September through April on the second Tuesday of the month at noon. Each session will be led by someone different and topics will range from best teaching practices to educational innovations to current issues facing medical students and faculty. All faculty, residents, and students are invited to attend. Recent topics have included critical thinking, professionalism, and burnout.

6. AME Peer Coaching Group (AME-PCG)

The AME supports peer coaching for educators. The purpose of peer coaching is to provide educators with the opportunity to reflect on and enhance the quality of their teaching. This is accomplished by having a fellow faculty member observe teaching and provide feedback in a non-threatening, supportive environment, with an emphasis on sharing ideas and reflecting on teaching practice. Peer coaching is available for any MMS faculty member. Faculty can read more about the process or request an observation at the following link: https://med.uth.edu/oep/educational-development/peer-coaching-group/.

7. Graduate Programs for Health Science Educators, University of Houston, College of Education

The University of Houston offers three graduate programs which emphasize teaching and learning for health science professionals online and on the campus of the Texas Medical Center.

1. Certificate in Integrating Innovative Technologies in Health Science Education
2. Masters of Education in Curriculum and Instruction with an Emphasis in Health Science Education
3. Executive Doctorate in Professional Leadership for Health Science Education

These graduate programs are aimed at healthcare professionals (such as physicians, dentists, nursing faculty, allied health professionals, basic science faculty, fellows, residents, medical and dental students, staff and others) who are working or studying at a healthcare institution, either in the Houston area or elsewhere. For more information about these programs (http://medical.coe.uh.edu/), please contact Robert Hausmann, Ed.D., program coordinator, at: rchausmann@uh.edu
# Monthly Educational Development Workshops 2020-2021

**Fridays, 12:00-1:00pm**

**REGISTRATION** (to document Educational Development Hours) is recommended: [https://apps.uth.edu/edts/](https://apps.uth.edu/edts/)

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic and Description</th>
<th>Presenters</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>July 10, 2020</td>
<td><strong>Imagining Innovation: Seven Forces That Shape Your Creative Destiny in Academia</strong></td>
<td>Vineeth John, MD, MBA</td>
<td>WebEx</td>
</tr>
<tr>
<td></td>
<td>Once considered the product of genius or divine inspiration, creativity — the ability to spot problems and devise smart solutions — is now recognized as a prized and teachable skill. Creativity positively impacts clinical care, teaching effectiveness, and breakthroughs in research. Chance, competition, collaboration, crisis, curiosity, culture and convergence are the critical forces which play a pivotal role in shaping our creative destiny in both our personal lives and organizational roles. Let’s discuss how we can be creative during this time.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>August 14, 2020</td>
<td><strong>Leadership and Management: Which is Better?</strong></td>
<td>Samuel Neher, MS, EdD</td>
<td>WebEx</td>
</tr>
<tr>
<td></td>
<td>Having a clear understanding of each will help set the expectation(s). This workshop is ideal for faculty working with learners, faculty on hiring committees, or faculty in a leadership or manager role. The workshop will address: (1) the similarities and differences in leadership and management and (2) what makes a good leader and manager.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>September 11, 2020</td>
<td><strong>Approach to the Telemedicine Encounter</strong></td>
<td>Amanda Jagolino, MD, Jane Andrews, MD</td>
<td>WebEx</td>
</tr>
<tr>
<td></td>
<td>We have years of training in evaluating a patient in-person, but as faculty most of us have not had formal training in telemedicine. This interactive workshop will shed some light on telemedicine, and will help you trouble-shoot your own telemedicine patient encounters.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>October 9, 2020</td>
<td><strong>Creating an Educator Portfolio to Support Promotion &amp; Professional Development</strong></td>
<td>Rachel Jantea, MD, MS</td>
<td>WebEx</td>
</tr>
<tr>
<td></td>
<td><em>Bring your CV.</em> Educator portfolios are an essential tool for any clinician-educator on the path to promotion. This workshop will give an overview of the educator portfolio, its utility for the promotion process, and give you an opportunity to create your own educator portfolio using items from your CV.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>November 13, 2020</td>
<td><strong>Interactive Teaching – Even with WebEx</strong></td>
<td>Peggy Hsieh, MEd, PhD, Christine Ford, EdD</td>
<td>WebEx</td>
</tr>
<tr>
<td></td>
<td>During this session, we’ll discuss ways we can be interactive using WebEx functions and demonstrate the use of activities while we’re teaching virtually.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Topic</td>
<td>Description</td>
<td>Speakers</td>
</tr>
<tr>
<td>---------------</td>
<td>----------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>December 11, 2020</td>
<td><strong>Teaching Professionalism</strong></td>
<td>As trainees progress through their education, their professional identity grows and changes along with them. They are shaped by many influences and face challenges in maintaining a strong professional identity in today’s fast-paced clinical environment. In this workshop, we will discuss how educators can foster professional identity formation and look at models to facilitate conversations about professionalism.</td>
<td>Christine Ford, MA, EdD; Rebecca Lunstroth, JD; Anson Koshy, MD</td>
</tr>
<tr>
<td>January 8, 2021</td>
<td><strong>Working with Challenging Learners</strong></td>
<td>Knowing how to talk to learners when they display negative behaviors can be difficult for educators to navigate. This workshop uses case-based discussion and role play to work through communication challenges with learners, as well providing participants with an opportunity to discuss their struggles and brainstorm strategies to address them.</td>
<td>Christine Ford, MA, EdD</td>
</tr>
<tr>
<td>February 12, 2021</td>
<td><strong>What’s My EQ and How Do I Use It to Cope with Stress?</strong></td>
<td>EQ is your ability to understand others and ourselves. This workshop will describe elements to help you develop self-awareness and self-regulation. Many of these tools can help to cope with stress.</td>
<td>Peggy Hsieh, MEd, PhD</td>
</tr>
<tr>
<td>March 12, 2021</td>
<td><strong>Educating the Next Generation of Telehealth Providers</strong></td>
<td>As we adjust to increasing telemedicine clinical practice, it is important to educate trainees to become future telehealth providers. This workshop will guide you in formulating a telemedicine curriculum and identifying evaluation methods.</td>
<td>Amanda Jagolino, MD &amp; Jane Andrews, MD</td>
</tr>
<tr>
<td>April 9, 2021</td>
<td><strong>Quality and Improvement on Teaching: Analyzing Your Teaching and Peer Observation Opportunities</strong></td>
<td>Teaching is a QI project in itself. Let’s discuss ways we can utilize peer observation opportunities to optimize our teaching.</td>
<td>Allison Ownby, PhD, MEd &amp; Peggy Hsieh, MEd, PhD</td>
</tr>
</tbody>
</table>
SAVE THE DATE

Donna M. Windish, M.D., M.P.H.
Associate Professor, Department of Internal Medicine,
Section of General Medicine, Clinician-Educator Track
Yale University School of Medicine

Dr. Windish completed her BA at Cornell, MD at the University of Connecticut, General Internal Medicine Fellowship at Johns Hopkins School of Medicine, and MPH at the Johns Hopkins Bloomberg School of Public Health. At Yale, Dr. Windish is Associate Professor of Medicine (General Medicine), Director of the ACES (Advancement of Clinician-Educator Scholarship) Faculty Development Program in Internal Medicine, Director of Resident Research for the Yale Primary Care Residency Program, and Program Director of the General Internal Medicine Medical Education Fellowship. Education and educational scholarship are her two priority research interests, with publications on topics such as improving scholarship for medical educators, statistics for educational research and curriculum.

Grand Rounds – Internal Medicine
“Building Your Network for Education Scholarship”
Thursday, December 3, 2020 - 12:00 pm - 1:00 p.m.

Learning Objectives
1. Recognize and list various medical education scholarship activities
2. Identify barriers to success in medical education scholarship
3. Identify resources and strategies for success in medical education scholarship
4. Develop a plan for a medical education scholarship project

Educational Development Retreat
“Basic Statistics for Education Research”
Thursday, December 3, 2020 - 3:00 pm - 5:00 p.m.
Sponsored by the AME and the Office of Educational Programs

Learning Objectives
1. Use a case of an educational intervention to describe:
   - Study designs
   - Variable types
   - Exploratory data analysis
   - Confirmatory (inferential) data analysis
   - Hypothesis testing
   - Basic interpretation of results
2. Practice a 4-step approach to choosing a statistical test using the case with provided examples.

WebEx - https://uthealth.webex.com/uthealth/j.php?MTID=mafb7c1eb43ccc0271aa7e9075d6b2bea
The Mission of the Women Faculty Forum is to provide:

Advocacy on behalf of the women faculty McGovern Medical School. UTHealth.

Opportunities for professional development for women faculty at McGovern Medical School.

Networking among the women faculty, as well as with the leaders in academic science and medicine within and outside the institution.

Co-Chairs

Suur Biliciler, M.D.
Associate Professor
Neurology
Suur.Biliciler@uth.tmc.edu

Mandy Hill, DrPH, MPH
Associate Professor
Emergency Medicine
Mandy.J.Hill@uth.tmc.edu

Council Members

Chiamaka N. Aneji, M.D., MPH
Associate Professor
Pediatrics (Neonatology)
Chiamaka.Aneji@uth.tmc.edu

Susan H. Wootton, M.D.
Associate Professor
Pediatrics
Susan.h.wootton@uth.tmc.edu

Bindu Akkanti, M.D., CMQ, FCCP
Associate Professor
IM - Pulmonary and Critical Care
Bindu.H.Akkanti@uth.tmc.edu

Amber Zulfiqar, M.D.
Assistant Professor
Family and Community Medicine
Amber.M.Zulfiqar@uth.tmc.edu

Heidi B. Kaplan, Ph.D.
Associate Professor
Microbiology & Molecular Genetics
Heidi.B.Kaplan@uth.tmc.edu

Nayun Kim, Ph.D.
Assistant Professor
Microbiology & Molecular Genetics
Nayun.Kim@uth.tmc.edu

Rachel K. Miller, Ph.D.
Assistant Professor
Pediatrics
Rachel.K.Miller@uth.tmc.edu

Melissa B. Aldrich, Ph.D.
Assistant Professor
Institute of Molecular Medicine
Melissa.B.Aldrich@uth.tmc.edu

Connect with us!

Women Faculty Forum
McGovern Medical School at UTHealth
wff_uthealth
@FacultyWomen
The Commercialization Process at UTHealth

Discover. Scientist/Researcher makes an invention or discovery.

Disclose. Inventors fill out a Report Form (Technology, Software, Copyright or Material) and submit it to the Office of Technology Management (OTM) (forms available at www.uth.edu/otm).

Assess. With the researchers assistance, OTM reviews the technology’s commercial potential (patentability, if applicable, marketability, other restrictions or opportunities, etc.)

Protect. If assessment is favorable and IP protection is appropriate, OTM engages outside attorneys to file IP applications.

Market. OTM introduces the technology to companies potentially interested in developing a product based on the technology.

Negotiate. OTM negotiates license agreements with companies or startups for terms including upfront payments, royalties, equity, if applicable, and more.

Manage. OTM manages the agreement, patent activities, and obtains and distributes any proceeds or consideration from such agreements, e.g. royalties, milestone fees, etc.

Intellectual Property & Commercialization

Selected UTHealth Commercialization Highlights

Drs. Zhiquiang An and Ningyan Zhang from McGovern Medical School’s Institute of Molecular Medicine, along with Dr. Alec Zheng of The University of Texas Southwestern Medical Center, identified antibodies found to block leukemia development in pre-clinical models. These and related oncology-specific antibodies were licensed to new startup company, Immune-Onc Therapeutics Inc.

Drs. John Spudich and his research team in the Medical School’s Department of Biochemistry & Molecular Biology have recently discovered a new optogenetic “off” switch for neurons that may dramatically increase the precision by which these cells can be manipulated. By harnessing the ability of light to control neuronal activity, these “off” switches may provide breakthrough treatments for diseases such as Parkinson’s, chronic pain and epilepsy. A U.S. patent has been issued on this technology, with two additional U.S. patent applications pending.

Decisio Health, Inc., a UTHealth Portfolio Company, is commercializing a clinical decision support platform created by the team at UTHealth’s Center for Translational Injury Research. The dashboard is designed to improve clinical outcomes and reduce hospital costs by visually integrating clinical results and patient information in real-time while providing decision assist recommendations based on customizable clinician defined protocols. Decisio has recently partnered with both GE Healthcare and InTouch Health.

K. Lance Gould, MD of McGovern Medical School’s Department of Internal Medicine developed software for positron emission tomography (PET) scanners to more effectively measure myocardial perfusion, leading to earlier diagnosis of coronary atherosclerosis. With earlier intervention, the need for risky and costly surgeries can be greatly reduced. The software is currently licensed to GE Healthcare and Bracco Diagnostics Inc.
Frequently Asked Questions

- **What Is Intellectual Property (IP)?** IP encompasses creations of the mind when expressed in a tangible form. Forms of IP include discoveries, trade secrets, scientific or technological advances and developments, research data, software, etc. IP can be protected under patent, trademark or copyright laws, or it can be protected by maintaining it as a confidential trade secret and not disclosing the “know how” to others.

- **What is a Patent?** A patent is a business tool that provides the legal right to exclude others from making, using, selling, offering for sale or importing the claimed invention in exchange for public disclosure of the technology described and enabled in the patent specification for a period of 20 years from the filing date.

- **What is patentable?** Inventions are discoveries, but not all discoveries are inventions and not all inventions are patentable. A patentable invention must be useful, novel and non-obvious. Patent applicants must provide sufficient written description, such that those of skill in the art would understand how to make and use the invention and must disclose the best mode of practicing the invention.

- **Why should I consider commercialization?** The mission of research at UTHC is to advance the quality of human life. Commercializing the products of your research is more likely to directly benefit patients. Inventors can also benefit as the University shares 50% of the net revenue received from commercialization of a technology personally with the inventors.

- **What should I do if I have what I think could be a potential invention?** Describe your idea in detail in a signed and dated notebook, then contact OTM for further guidance.

- **What shouldn’t I do?** Beware public disclosures such as abstracts, posters, seminars, meetings, lab websites, discussions with industry, etc. as all may constitute public disclosures which can adversely impact commercialization of an invention. If you are preparing a poster or publication or wanting to share materials or code—contact OTM.

---

**About the Office of Technology Management**

- Manages 125+ active license/option agreements, with over 87 currently generating income;
- Filed over 1,700 U.S. and foreign patents/patent applications;
- Averages over 25 new license/option agreements per year;
- Facilitated formation of over 56 UTHC Portfolio Startup Companies;
- Received over $83 million in revenue to UTHC;
- Directed by Bruce D. Butler, Ph.D., Vice President for Research and Technology;
- Staffed with 4 licensing managers, 1 patent manager and 2 support personnel.

---

**OTM Contact Information**

7000 Fannin, Suite 720
Houston, TX 77030

OTM is located in the University Center Tower

- [otm@uth.tmc.edu](mailto:otm@uth.tmc.edu)
- [uth.tmc.edu/otm](http://uth.tmc.edu/otm)
- [@UTHHealth_OTM](https://twitter.com/UTHHealth_OTM)
- [UTHHealth Office of Technology Management](https://www.uth.tmc.edu/otm)

---

**Intellectual Property Policies**

Intellectual property at UTHC is governed by HOOP Policy 201 and The Rules and Regulations of the Board of Regents of The University of Texas System for intellectual property (90000 Series). The Board of Regents automatically owns the intellectual property created by individuals subject to this Rule. Intellectual property includes, but is not limited to, any invention, discovery, creation, know-how, trade secret, technology, scientific or technological development, research data, work of authorship and software, regardless of whether subject to protection under patent, trademark, copyright, or other laws.

This intellectual property Rule applies to: (a) all persons employed by the U. T. System or any U. T. System institution, as well as to anyone using the facilities or resources of the U. T. System or any U. T. System institution; (b) intellectual property developed within the course and scope of employment of the individual, resulting from activities performed on U. T. System time or with support of State funds, or resulting from using facilities or resources owned by the U. T. System or any U. T. System institution (see Section 6 of the rules for how these rules apply to students, postdoctoral and predoctoral fellows).

Rules: [www.utsystem.edu/board-of-regents/rules](http://www.utsystem.edu/board-of-regents/rules)

---

**Links & Further Information**

- OTM: [www.uth.edu/otm](http://www.uth.edu/otm)
- US Copyright Office: [www.copyright.gov](http://www.copyright.gov)
- The patent process: [www.uspto.gov/patents/process/index.jsp](http://www.uspto.gov/patents/process/index.jsp)
- European Patent Office: [www.epo.org/applying/online-services.html](http://www.epo.org/applying/online-services.html)
Welcome to TigerConnect

UTHealth Houston’s secure, HIPPA-compliant messaging solution brought to you by UTHealth Houston’s MSIT Team
Table of Contents

Implementation Steps for Clinics  3
TigerConnect Getting Started Guide  4
TigerConnect Features & UTP Workflows  5-6
TigerConnect Features on iOS  7
TigerConnect Features on Android  8
TigerConnect Features on Desktop/Web  9
TigerConnect Message Anyone Guide  10
TigerConnect AMiON Bot Commands  11
UTHealth Houston’s TigerConnect Policy  12-13

Questions?
Contact Salman Khan, IT Security: Salman.Khan@uth.tmc.edu
1. Access guide via the clinic resource site
   a. Review information in the guide and identify how TigerConnect will help solve problems occurring in the clinic. For reference use the “Protect Patient Information, Improve, Workflows, and Comply with Industry Regulations” page in the secure messaging Features section of the resource guide.

2. Discuss with Medical Director desire for implementation to resolve issues identified and roll out plan

3. Communicate with staff the plan to pilot TigerConnect followed by full rollout

4. Identify pilot group to test how the application will work in the clinic.
   a. An example of a pilot group might be the Medical Director/Provider, PM, FOM, NM and the MAs that support the Medical Director/Provider.

5. Discuss with the pilot group details of TigerConnect use by referring to this guide. The target date to begin piloting the application should also be shared with the group.

6. Have staff download application to phones and/or desktops by following the “Quick Reference: How to get started” guide.
   • Any download issues should be worked through by emailing ITS@uth.tmc.edu and Salman.Khan@uth.tmc.edu
   • For desktop downloads, please email ITS@uth.tmc.edu

7. Notify the clinic’s LAN manager and Salman.Khan@uth.tmc.edu of the go-live date and of any issues experienced with app downloads.

8. TigerConnect is ready to use!

   Leadership/pilot group may explore TigerConnect’s functionality by
   a. Creating groups
   b. Attaching files and photos (photos must be taken within the app and not on the phone’s app)
   c. Message forwarding
   d. Message recalling
   e. Priority messaging
   f. Do Not Disturb function
   g. Auto forwarding
   h. Printing and Scanning into EHR from desktop app.
   i. Creating a forum for announcements, etc.

   See the “Quick Reference Guide-IOS Features” or “Quick Reference Guide-Android Features” regarding details on how to use the features stated above.

9. Roll out to remaining staff and providers
   a. Communicate to staff and providers plan to use TigerConnect
   b. Utilize pilot group as champions within the clinic to help with sharing benefits/usage of TigerConnect
   c. Share target start-up date with staff and providers
   d. Follow set-up steps taken with pilot group

10. Evaluate usage and problem resolution post go-live to ensure staff are using the application. Usage reports may be accessed by emailing ITS@uth.tmc.edu and Salman.Khan@uth.tmc.edu
1. **Read and Accept Acknowledgment**
   
   [go.uth.edu/gettigertext](go.uth.edu/gettigertext)
   
   It takes 15 minutes to propagate your access. Please wait 15 minutes to access your TigerConnect account.

2. **Download the App**
   
   **Option 1:** Go to the App Store (Apple) or Google Play (Android) and search for TigerConnect.
   
   **Option 2:** Install TigerConnect on your UTH eHealth desktop by opening a MSIT ticket or contacting your LAN Manager.
   
   **Option 3:** Go to login.tigerconnect.com to access TigerConnect through any web browser.

3. **Install TigerText**
   
   **iOS** Tap Get, then Install (you may have to enter your Apple ID Password). **Android** Tap TigerConnect Secure Messenger App, then install. Finally, tap Accept.

4. **Log In**
   
   Open the app. First, tap Get Started. Then, enter your UTH eHealth email address. On the following screen you will be guided to UTH eHealth login page. Use your UTH eHealth User ID and password.

---

**Need Assistance?**

Salman Khan in IT Security: [salman.khan@uth.tmc.edu](mailto:salman.khan@uth.tmc.edu)
**Protect Patient Information, Improve Workflows, and Comply with Industry Regulations**

TigerConnect is UTHealth Houston's secure, HIPAA-compliant Clinical Communication and Collaboration solution brought to you by UTHealth Houston's MSIT Team.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Secure Messaging</strong></td>
<td>Keep messages private with a fully encrypted, end-to-end, secure texting solution.</td>
<td>Nurse TigerTexts Physician to notify that Patient is roomed and ready using full patient name and chief complaint.</td>
</tr>
<tr>
<td><strong>Group Messaging</strong></td>
<td>Create groups to improve collaboration and see who has read your message and when.</td>
<td>Front Desk group messages MA and Physician to notify that Patient is running late.</td>
</tr>
<tr>
<td><strong>Forums</strong></td>
<td>Have open and ongoing forum discussions with colleagues on specific topics. Join or leave a forum anytime.</td>
<td>Practice Manager creates a Forum for the clinic to send out clinic-specific announcements and happenings.</td>
</tr>
<tr>
<td><strong>Send Attachments</strong></td>
<td>Securely attach photos, voice notes, your location, PDFs and other files.</td>
<td>Physician A TigerTexts Patient's chest X-ray and a recording of Patient's breathing to Physician B to collaborate on patient treatment plan.</td>
</tr>
<tr>
<td><strong>Delivery Confirmation</strong></td>
<td>Know instantly when messages have been sent, delivered, and read.</td>
<td>Nurse TigerTexts Physician for a medication renewal. Nurse sees the message has been read but does not get a response. In five minutes Nurse sends a follow up message.</td>
</tr>
<tr>
<td><strong>Priority Messaging</strong></td>
<td>Send high priority messages that stay at the top of the recipient's inbox and have a unique alert sound.</td>
<td>Patient Access Manager Department priority messages Nurse Manager that Patient is on the phone with a semi-urgent question.</td>
</tr>
<tr>
<td><strong>Message Recall</strong></td>
<td>Delete a message/attachments from sender's and receiver’s message thread before or after it has been read.</td>
<td>Nurse TigerTexts Physician with incorrect room number. Nurse recalls message and sends new message with correct room number.</td>
</tr>
<tr>
<td><strong>Mute a Conversation</strong></td>
<td>Silence individual conversations instead of turning on DND.</td>
<td>Physician is in a consultation and mutes a group message that is highly active while he is with Patient.</td>
</tr>
<tr>
<td><strong>Do Not Disturb</strong></td>
<td>Manually switch on DND to silence message alerts and set an auto-reply.</td>
<td>Physician is off duty and switches on DND with an auto-reply message stating their office hours and emergency contact phone number.</td>
</tr>
<tr>
<td><strong>Auto Forward</strong></td>
<td><strong>Message Anyone</strong></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Have messages automatically forwarded to another colleague when in Do Not Disturb Mode.</td>
<td>Physician A is out sick and turns on DND and auto forwards messages to Physician B to receive important messages for the day. Physician sees Patient who was referred by a non-UTHealth Houston PCP. Physician has a question on Patient’s past exam notes and contacts the PCP through Message Anyone.</td>
<td></td>
</tr>
<tr>
<td>Send a secure message to a recipient who is not in the UTHealth Houston TigerConnect directory. Select a contact from your phone’s address book or manually enter the recipient’s phone number or email address. The recipient will receive a SMS message or email with a secure link through which they can respond.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Quick Reference Guide - iOS Features

**Priority Messaging, Message Recall, Message Forwarding**

Tap and hold the message until a menu appears. Select Resend, Resend as Priority, Recall or Forward. Tap Forward then tap on the co-workers to whom you’d like to send the message.

**Do Not Disturb, Auto-Reply, Auto Forward**

When you’re out of the office, in a meeting, or with a patient, temporarily stop your push notifications.

Start by tapping the Settings icon from the Inbox screen. Next, tap the Do Not Disturb toggle button and customize your Auto-Reply message. You can even designate a co-worker to receive your messages by turning on Auto Forward.

**File Attachments**

Send photos, files, videos, and voice-notes securely.

From the message screen, decide what type of file you’d like to attach and tap the appropriate icon from the row of icons along the bottom. Select the file, take a photo, or add a voice note and include any additional comments with the attachment.

**Group Messaging**

Improve communication and enhance care coordination.

To send a Group message, tap the Groups icon along the bottom of the Inbox screen. Tap the + sign and enter a group name such as the patient’s name. Next, select group members. Tap Create and compose your message.

**Need Assistance?**

Contact Salman Khan in IT Security: salman.khan@uth.tmc.edu
Quick Reference Guide - Android Features

**Priority Messaging, Message Recall, Message Forwarding**

Tap and hold the message until a menu appears. Select Resend, Resend as Priority, Recall or Forward. Tap Forward then tap on the co-workers to whom you’d like to send the message.

**File Attachments**

Send photos, files, videos, and voice-notes securely.

From the message screen, decide what type of file you’d like to attach and tap the appropriate icon from the row of icons along the bottom. Select the file, take a photo, or add a voice note and include any additional comments with the attachment.

**Do Not Disturb, Auto-Reply, Auto Forward**

When you’re out of the office, in a meeting, or with a patient, temporarily stop your push notifications.

Start by tapping the Settings icon from the Inbox screen. Next, tap the Do Not Disturb toggle button and customize your Auto-Reply message. You can even designate a co-worker to receive your messages by turning on Auto Forward.

**Group Messaging**

Improve communication and enhance care coordination.

To send a Group message, tap the Groups Tab at the top right of the Inbox screen. Tap the Compose button on the bottom right corner and enter a group name such as the patient’s name. Next, select group members and tap check mark on the top right.

**Need Assistance?**

Contact Salman Khan, IT Security: salman.khan@uth.tmc.edu
Quick Reference Guide
Getting to Know the TigerConnect Desktop App/Web Messenger

1. Log In
Go to Desktop App or https://login.tigerconnect.com and log in with your username and password.

2. Find a Co-Worker
Search by first or last name in the directory (magnifying glass) or Compose a new message directly (pad and pen icon - right).

3. Send a Message
Type your message in the box below and click Send.

Filtering
In TigerConnect, you have the ability to filter Groups and Forums and access your organization’s Roles. To do so, simply click on the ‘Inbox’ dropdown, just above your Inbox conversations or click the ‘Roles’ section to access your organization’s Roles. Simply select the message type you wish to view and select the conversation.

Creating Patient-Centered Care Groups:
Click Compose (pen and paper icon) to create a Group with multiple colleagues. Alternatively, click the New Group button (far-right) to set up a group based on a specific location or by a patient’s name.

Questions?
Contact Salman Khan in IT Security: salman.khan@uth.tmc.edu
Message Anyone
Whether they use TigerConnect or not.

Use any device to send a message to someone from your Contacts Directory
Click on the small arrow below or next to UTHealth. Click Contacts.

Send by SMS or email

iOS:
Enter Contacts Inbox and click on Compose button (paper and pen icon) in the upper right.
Type Recipients name in the To: field and TigerConnect will retrieve them from your phone’s Contacts.

Android:
Enter Contacts Inbox and click on Compose button (plus '+' sign) in the lower right.
Type Recipients name in the To: field and TigerConnect will retrieve them from your phone’s Directory.

Desktop/Recipient not in phone’s Contacts:
Enter any valid phone number or email address in the To: field.

Reply from any device with a web browser

When a message is sent to someone outside of TigerConnect they receive a link through SMS or email. Clicking the link opens a secure chat session within their browser where they can message back and forth with the sender for a limited period of time.

Need Assistance?
Contact Salman Khan, IT Security: salman.khan@uth.tmc.edu
<table>
<thead>
<tr>
<th>AMiON Commands</th>
<th>Results</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>“help” - type help to access the help menu</strong></td>
<td>Message AMION Bot to view current and future schedules for your hospital or clinic. Send a message that includes “<strong>On</strong>” or “<strong>Away</strong>”, and the AMION Bot will respond with on-call or away schedules. Send a specific date (MM/DD), it will reply with a schedule associated with that date; send a time (ex: 3a or 6p) and it will respond with information relating to that time for today.</td>
</tr>
<tr>
<td><strong>“on” command variations</strong></td>
<td>To get an on-call schedule for a specific clinic or shift, text “<strong>on</strong>” space “name”, department or shift (i.e. “on <strong>clinic</strong>” to show who is on the schedule for that department or “on <strong>we</strong>” to see who is on the schedule for that shift “<strong>we</strong>” = weekends). To see the on-call schedule for a specific date or time, text “<strong>on</strong>” followed by the date or time (i.e. for 6:00 pm, text “<strong>on 6p</strong>” or “<strong>on 1800</strong>” or for 1/25 text “<strong>on 01/25</strong>”). To get an on-call schedule for a specific individual, text on “last name” (i.e. “<strong>on john</strong>”).</td>
</tr>
<tr>
<td>on “shift name” (i.e. on <strong>we</strong>)</td>
<td></td>
</tr>
<tr>
<td>on “department name” (i.e. on <strong>clinic</strong>)</td>
<td></td>
</tr>
<tr>
<td>on “shift time” (i.e. on <strong>6p</strong> or on <strong>3a</strong> or on <strong>1800</strong>)</td>
<td></td>
</tr>
<tr>
<td>on “date” (i.e. on <strong>01/25</strong>)</td>
<td></td>
</tr>
<tr>
<td>on “last name” (i.e. on <strong>john</strong>)</td>
<td></td>
</tr>
<tr>
<td><strong>“away” command variations</strong></td>
<td>To see who is “Away”, send a message with “<strong>away</strong>”- followed by a date (away-<strong>01/25</strong>), and the AMION Bot will tell you who’s not available on that date. Send a message with “Away-” followed by a specific individual, followed by a hyphen and a month (i.e. “away-**john-**January”), and AMION Bot will tell you when that person is away from the office.</td>
</tr>
<tr>
<td>away-“date” (i.e. away-<strong>01/25</strong>).</td>
<td></td>
</tr>
<tr>
<td>away-“last name”-”month” (i.e. away-<strong>john</strong>-January)</td>
<td></td>
</tr>
<tr>
<td><strong>using “keywords” command variations</strong></td>
<td>To get a schedule for a specific clinic or shift, text a “<strong>keyword</strong>” like department or shift (i.e. “allergy” to show who is on the schedule for that department or text “<strong>we</strong>” to see who is on the schedule for that shift “<strong>we</strong>” = weekends). To see the on-call schedule for a specific date or time, text the date or time (i.e. for 6:00 pm, text “6p” or “1800” and for date text “<strong>01/25</strong>”). To get an on-call schedule for a specific individual, text the individuals “last name” (i.e. “<strong>john</strong>”).</td>
</tr>
<tr>
<td>shift name (i.e. <strong>we</strong>)</td>
<td></td>
</tr>
<tr>
<td>department name (i.e. <strong>allergy</strong>)</td>
<td></td>
</tr>
<tr>
<td>shift time (i.e. <strong>6p</strong>)</td>
<td></td>
</tr>
<tr>
<td>date (i.e. <strong>01/25</strong>) &amp; last name (i.e. <strong>john</strong>)</td>
<td></td>
</tr>
<tr>
<td>password “new password for organization”</td>
<td>To switch from one organization to another via the AMION Bot (i.e. “password <strong>mercy</strong>” to “password <strong>hope</strong>”).</td>
</tr>
</tbody>
</table>

**Need Assistance?**
Contact Salman Khan, IT Security: salman.khan@uth.tmc.edu
PURPOSE

Text messaging is now a generally accepted means of communication. However, traditional text messaging methods have severe security limitations because the sender cannot be assured of the privacy and confidentiality of sent messages and data stored on the device. This risk poses an even greater threat in the health care industry where federal and state privacy regulations, like The Health Insurance Portability and Accountability Act (HIPAA), require that all Protected Health Information (PHI) remain confidential. Secure Texting Applications ensure that PHI transmitted via text messages complies with HIPAA Standards.

POLICY OVERVIEW

Confidential Information

- Users must not disclose confidential information except to pre-authorized parties as required to accomplish authorized functions in support of university business.

- Confidential Information must be stored in Zone 100, the University’s network zone with the highest level of security. For circumstances in which University business requires that a user save confidential information to a portable device or media, it must be done in accordance with the Portable Storage Device Policy (ITPOL-001) and Laptop Security Policy (ITPOL-007) and comply with any policy that the system (information) owner may have communicated (see HOOP 175, Section III(B)).

- The user should consult with the Information Technology Department to ensure appropriate data protection measures are taken to guard against unauthorized disclosure and loss of availability or integrity of the information.

- Confidential information that must be e-mailed to conduct University business must be sent using a University e-mail account and must be encrypted in accordance with the University’s Acceptable Encryption Policy (ITPOL-003).

- Confidential information transmitted over external networks must be encrypted in accordance with the University’s Acceptable Encryption Policy (ITPOL-003).

- Confidential information transmitted over wireless networks must use approved wireless transmission protocols and be done in compliance with the Wireless Network Security Standards (ITPOL-015).

- Users who store University Data using commercial cloud services must use services provided or sanctioned by University, rather than personally obtained cloud services.
POLICY CONTACT

Contact UT Physicians Administration with any questions regarding this policy.

PROCEDURE

1. Only an approved secure messaging application should be used by clinic staff for clinical conversations that contain PHI.
2. Texting is not appropriate in emergency situations.
3. UTHealth has instituted a set lifespan for each message of 30 days at which time messages will be deleted off the sender’s and receiver’s device.
4. Clinical pictures, video, voice files, and other files which may be sent within the secure messaging application should not be stored outside of the secure application.
5. UTHealth expressly prohibits screen capture or sharing PHI with users who do not have a clinical relationship with the patient.
6. Physicians may use either desktop or other mobile devices.
7. Desktop, laptop, and secure phone applications are currently available for use by staff. Staff must consult with clinic leadership regarding which application(s) are to be used in their prospective areas.
8. All patient care related information must be placed in the patient’s medical record.
9. Providers should acknowledge and confirm with the sender his or her receipt of messages. Acceptable responses include, but are not limited to “Okay.”

APPROVAL AND SIGNATURES:

Approved by: Andrew R. Casas
Chief Operating Officer

Date: 7/20/17

Thomas Murphy, MD
Assistant Dean, Health Policy
Chief Medical Officer for Community-Based Clinics

Date: 6/29/17

Tracy Fry-Longoria, RN, BSN, MBA, CPC
Chief Ambulatory Care Officer

Date: 6/29/17