

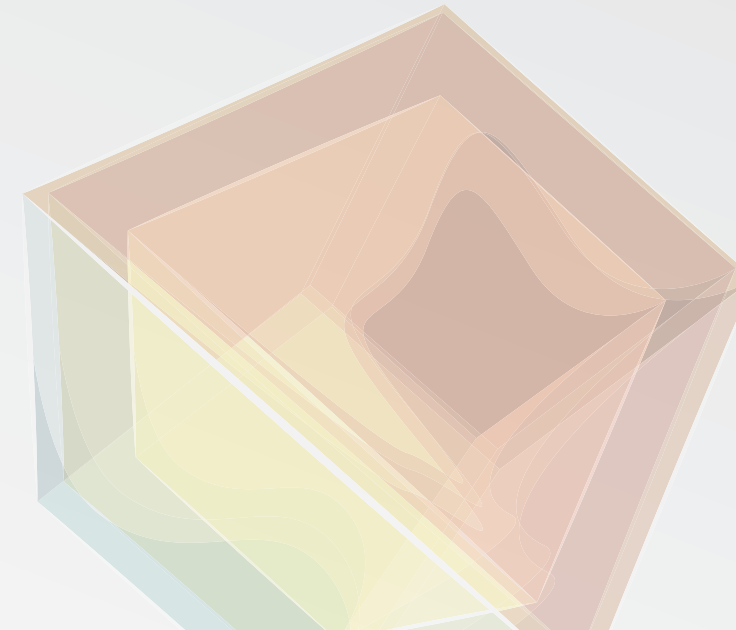
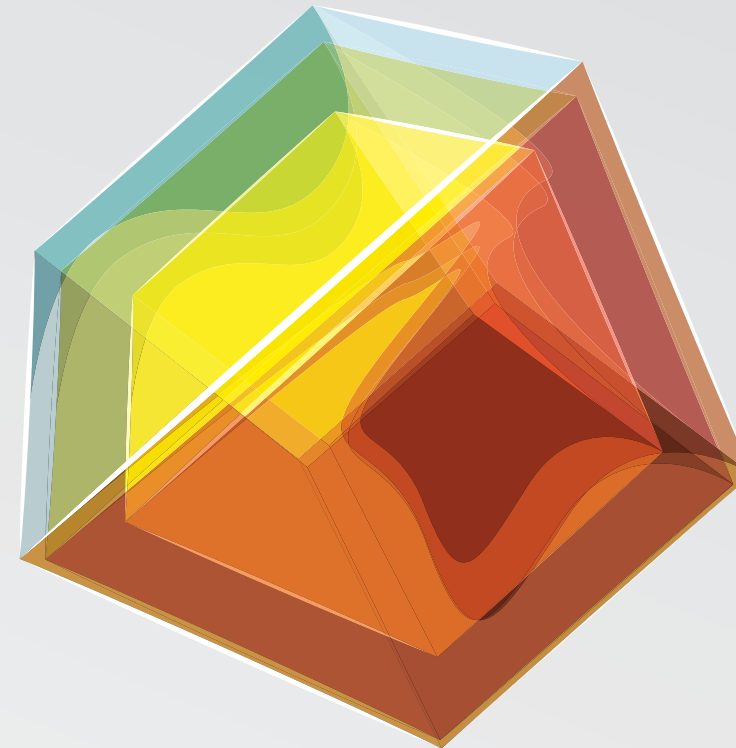
**SAHA MEMBER STATISTICS**

- **12 Hospital Systems representing more than 30 facilities in 11 North Carolina counties**
- **Average Member ROI: 10.05:1 (including VHA savings)**
- **Total Employees: 21,951**
- **Total Beds: 4,246**
- **Net Patient Revenue: \$3,293,276,255**
- **Total Supply Spend: 611,048,914**



**Southern Atlantic Healthcare Alliance**

**125 Edinburgh South Drive  
Suite 220  
Cary, North Carolina 27511  
919.350.2004  
www.sahalliance.org**



**COST  
SAVINGS  
CONTRACT  
NEGOTIATIONS  
IDEA INTEGRATION  
KNOWLEDGE  
SHARING  
EDUCATION  
OPPORTUNITIES  
COMPLIANCE**

**SAHA**

**A MULTI-FACETED FORCE**

**NETWORKING  
BUSINESS TRAINING  
PATIENT  
SAFETY**



**Southern Atlantic Healthcare Alliance  
2011 SAHA IMPACT REPORT**

#### 2011-2012 BOARD OF DIRECTORS EXECUTIVE COMMITTEE

Will Mahone, Halifax Regional Medical Center, Chairman

Ken Bryan, Harnett Health System, Vice Chairman

Bill Paugh, Wayne Memorial Hospital, Treasurer

David Masterson, Sampson Regional Medical Center, Secretary

Rick Hudson, Wilson Medical Center, Member at Large

#### SAHA STAFF

Bill Bedsole, Chief Executive Officer

Swati Bhardwaj, Director of Operations

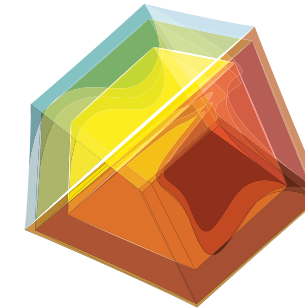
Jessica Landin, Project Manager

Chris Applewhite, Project Manager

Cindy Nobling, Executive Assistant

#### SAHA GOALS

- To build collaborative relationships between hospitals in the region with the purpose of improving the quality and delivery of healthcare for the patients we serve
- Support and strengthen our member hospitals through collaborative efforts, networking and educational opportunities
- Create value for its members by providing validated savings or operational/quality improvement opportunities



#### A MESSAGE FROM THE CEO

Cost savings. Improvements in quality and safety. Networking. Compliance with state and federal regulations. Education, education, education. These are the facets of SAHA – the value-added services we offer your organization and your staff.

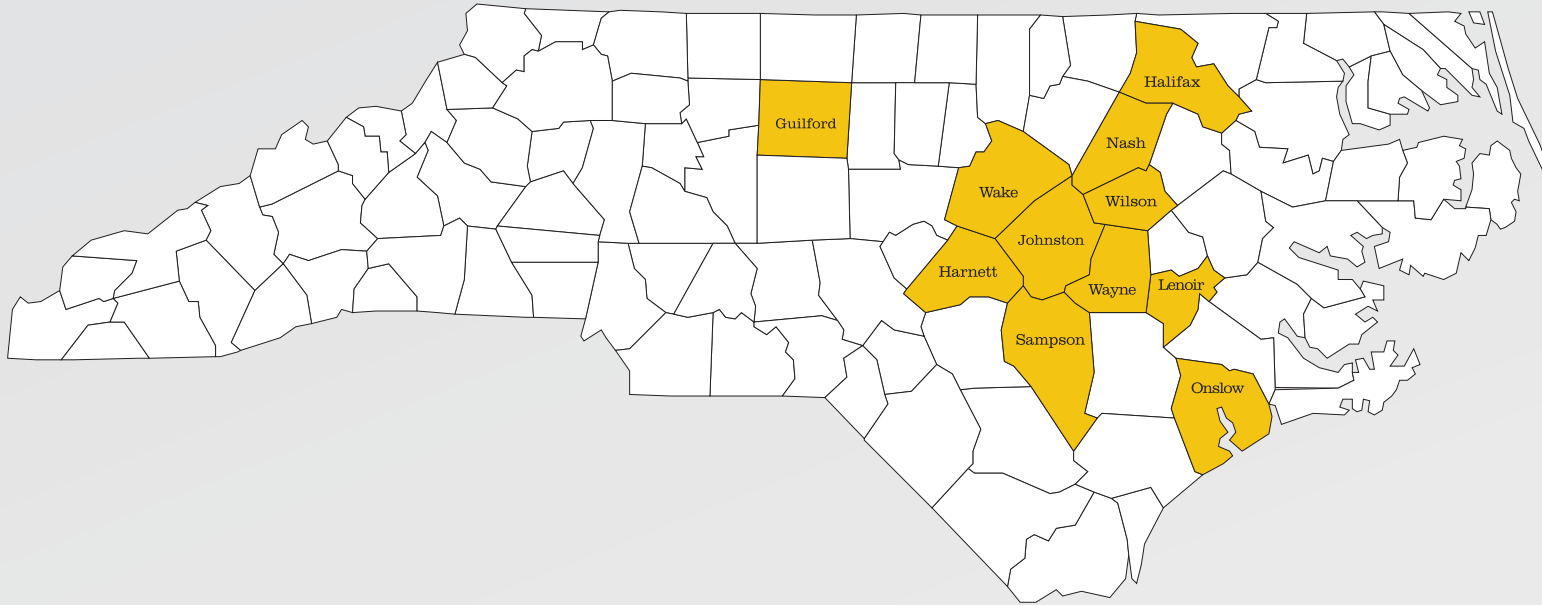
More and more, these services translate into vital benefits for each member hospital. In fact, fiscal year 2011 brought us our highest return on investment in history – 10.05 average savings for every dollar members invested in SAHA and its mission. Now that is a real benefit.

Partnerships among SAHA, member hospitals and vendors continue to strengthen clinical practices and processes which ultimately influence the patient experience. I applaud the work of our teams for their highly focused efforts and look forward to serving your needs in my new role as SAHA CEO.

BILL BEDSOLE, CEO

*Southern Atlantic Healthcare Alliance*

**SOUTHERN ATLANTIC HEALTHCARE ALLIANCE**  
MEMBERSHIP



**High Point Regional Health System**

High Point, NC

GUILFORD COUNTY

President: Jeffrey S. Miller  
(336) 878-6000

[www.highpointregional.com](http://www.highpointregional.com)



**Johnston Health**

Smithfield, NC

JOHNSTON COUNTY

President & CEO: Charles W. Elliott Jr.  
(919) 934-8171

[www.johnstonhealth.org](http://www.johnstonhealth.org)



**Lenoir Memorial Hospital**

Kinston, NC

LENOIR COUNTY

President & CEO: Gary Black  
(252) 522-7000

[www.lenoirmemorial.org](http://www.lenoirmemorial.org)



**Nash Health Care Systems**

Rocky Mount, NC

NASH COUNTY

CEO: Larry Chewning  
(252) 443-8000

[www.nhcs.org](http://www.nhcs.org)



**Onslow Memorial Hospital**

Jacksonville, NC

ONSLow COUNTY

President & CEO: Ed Piper, PhD  
(910) 577-2345

[www.onslow.org](http://www.onslow.org)



**Sampson Regional Medical Center**

Clinton, NC

SAMPSON COUNTY

CEO: David Masterson  
(910) 592-8511

[www.sampsonrhc.org](http://www.sampsonrhc.org)



**Cone Health**

Greensboro, NC

GUILFORD COUNTY

President & CEO: Tim Rice  
(336) 832-7000

[www.conehealth.com](http://www.conehealth.com)



**Halifax Regional Medical Center**

Roanoke Rapids, NC

HALIFAX COUNTY

President: Will Mahone  
(252) 535-8011

[www.halifaxmedicalcenter.org](http://www.halifaxmedicalcenter.org)



**Harnett Health System**

Dunn, NC

HARNETT COUNTY

CEO: Kenneth E. Bryan  
(910) 892-7161

[www.harnetthealth.org](http://www.harnetthealth.org)



**WakeMed Health & Hospitals**

Raleigh, NC

WAKE COUNTY

President & CEO: William K. Atkinson, PhD  
(919) 350-8000

[www.wakemed.org](http://www.wakemed.org)



**Wayne Memorial Hospital**

Goldsboro, NC

WAYNE COUNTY

President & CEO: J. William Paugh  
(919) 736-1110

[www.waynehealth.org](http://www.waynehealth.org)



**Wilson Medical Center**

Wilson, NC

WILSON COUNTY

President & CEO: Richard Hudson  
(252) 399-8040

[www.wilmed.org](http://www.wilmed.org)



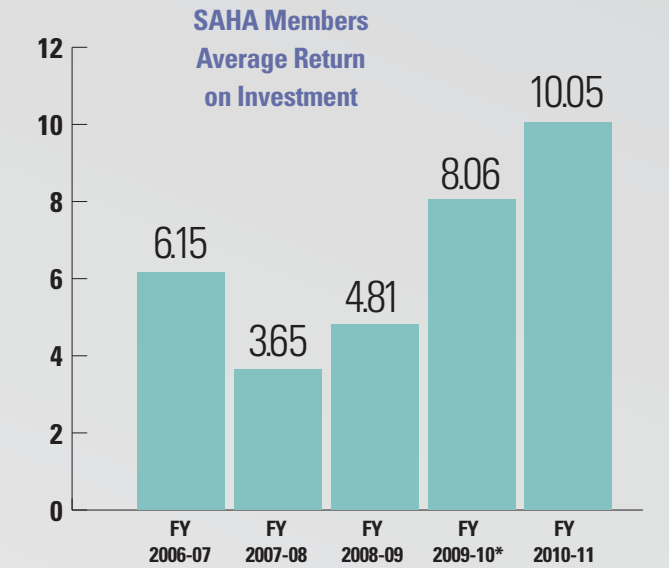
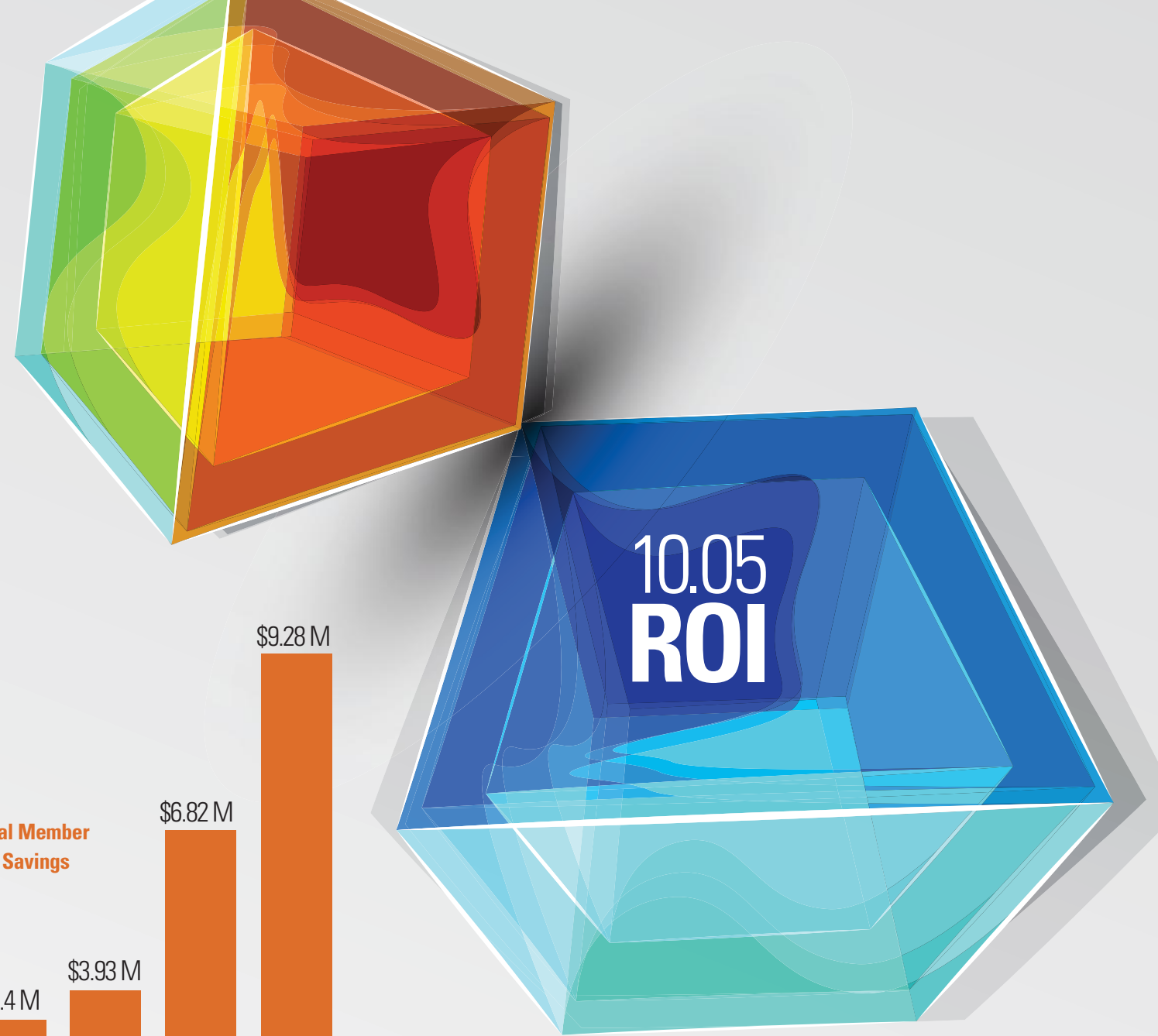
## C O S T S A V I N G S

### Ever-increasing Savings for Our Members

A \$6 million increase in member savings since fiscal year 2007. That is impressive! We owe our success to the tremendous efforts of our teams, like the Human Resources Team, who know that staying focused on a common purpose pays off.

### Nearly \$700,000 in Savings

Congratulations to the SAHA Human Resources (HR) Team for a long but very successful life and disability insurance audit. In March 2010, the HR Team began reviewing rates, coverages, commissions and other information related to their current insurance programs. The team's results indicated the time was right to go to bid for a new broker and carrier. Progressive Benefit Solutions won the broker bid. Their request-for-proposal process yielded a new life and disability carrier for participating hospitals – Lincoln Financial. The nine participating hospitals will share in almost \$700,000 in savings on life and disability insurance premium costs.



Total Average SAHA ROI – 10.05

Total Average SAHA ROI excluding VHA savings under SAHA contract – 4.47

### Return on Investment Defined

SAHA Members enjoyed an average return on investment (ROI) of 4.47 for fiscal year 2011, symbolizing the continued success of SAHA solutions and SAHA teams working together to maximize buying power. Though the past two years' overall year end ROI has included the savings that were realized through the contract with VHA, this year we have separated these two numbers for better comparison. Including the savings that SAHA members realized as part of SAHA's VHA contract, the overall SAHA ROI was 10.05 for FY 2011, again symbolizing continued savings growth for all members.

\*Began including VHA savings in total savings and ROI calculations.

## EDUCATION & KNOWLEDGE SHARING



### **An All New [www.sahalliance.org](http://www.sahalliance.org)**

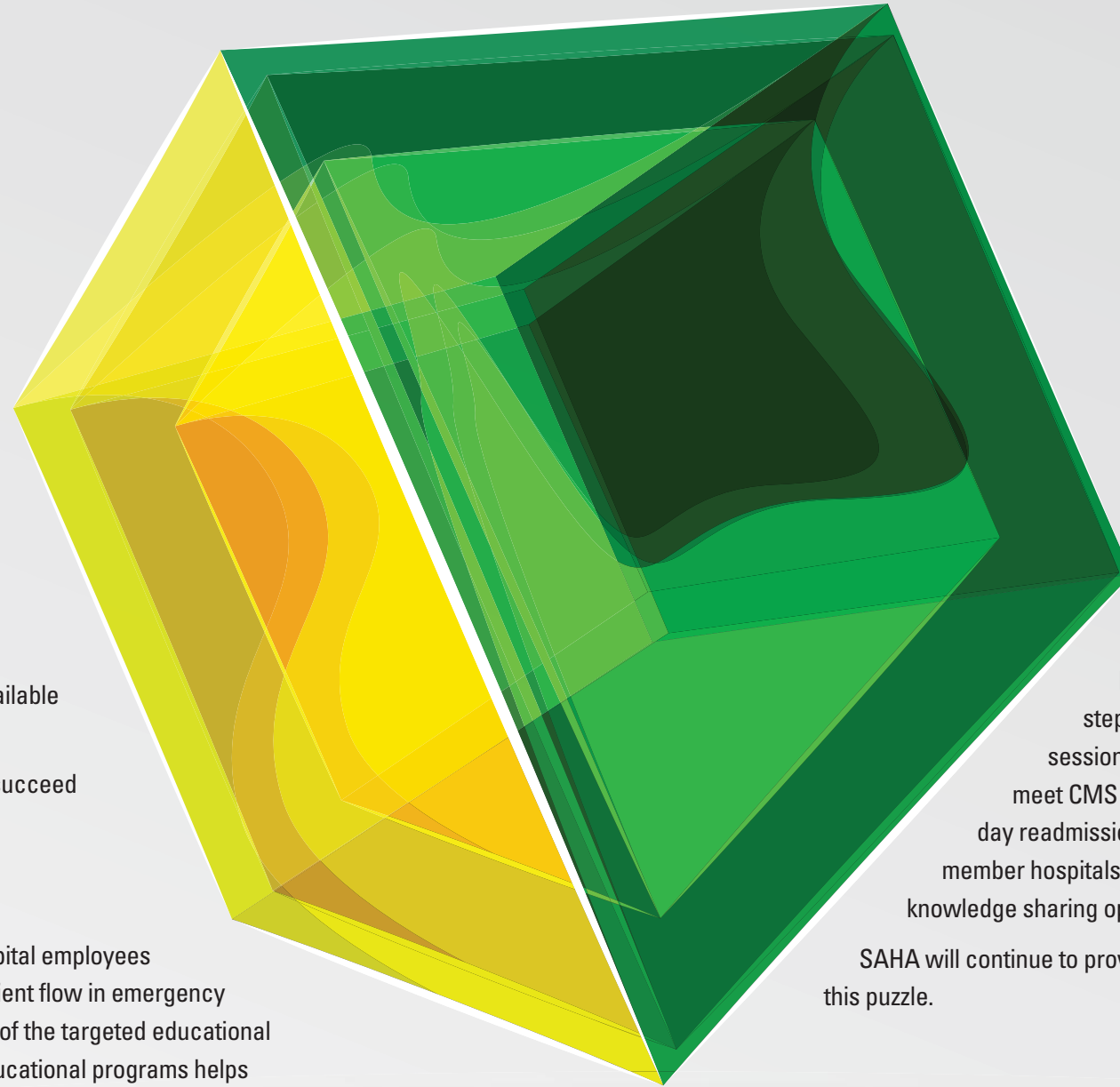
Tightened team communication is one of the key enhancements offered by SAHA's completely redesigned website – [www.sahalliance.org](http://www.sahalliance.org). Team-specific pages help SAHA project managers and team members to better share knowledge across the membership continuum. Helpful links, access to team documents and team rosters are also readily available on the site.

The website's clean look mirrors SAHA's streamlined strategy to help member hospitals succeed for their patients and in the marketplace.

### **Educational Programs Reach 684**

SAHA strives to offer the right educational opportunities at the right time for member hospital employees and leadership. Reducing 30-day readmissions, Joint Commission updates, improving patient flow in emergency departments and operating rooms, ICD-10 coding and management solutions were some of the targeted educational opportunities SAHA offered in FY 2011. The increased number of participants in SAHA educational programs helps assure us that we are providing timely information in convenient ways (sessions, webinars, teleconferences, etc.). In FY 2011, 684 people – 162 more than the previous year -- participated in SAHA programs.

We are also pleased to note that SAHA now accepts major credit cards via our online registration system. Through the system, members are also welcome to register to receive free educational updates.



## QUALITY & PATIENT SAFETY COMPLIANCE

### **Solving the 30-day readmission puzzle**

Centers for Medicare and Medicaid Services (CMS) continue to tie reimbursement to health care quality performance and safe patient practices. Readmission to the hospital within 30 days of discharge is a focus for CMS, which makes it a focus for all SAHA hospitals.

In FY 2011 The SAHA Quality and Case Management teams stepped up efforts to provide education and knowledge sharing sessions to help member hospitals reduce 30-day readmissions and meet CMS standards. Meeting and exceeding CMS standards for 30-day readmissions benefits patients as well as hospitals' bottom lines. All member hospitals participated in 30-day readmission reduction programs and knowledge sharing opportunities.

SAHA will continue to provide support to our members as we work together to solve this puzzle.

## LOOKING FORWARD TO NEW FACETS

The annual SAHA Team Member Satisfaction Survey is sent to all teams to solicit feedback on how satisfied they are with SAHA initiatives, services, networking/educational opportunities, staff and strategic direction. ListServ-only and active team members received different surveys to help us better understand how we can continue to meet their needs as well as improve communication.

The survey results reveal that SAHA team members are satisfied with the services and support the SAHA staff provides. An overwhelming majority agrees that SAHA provides excellent networking opportunities and adds value to their organizations.

The results also help us understand our opportunities for improvement and how we can provide ever-increasing value to our members. Key factors we plan to focus on in the coming year include improving:

- Communication from leadership about SAHA involvement
- Communication about the contract and cost-savings process to include all members
- Time for team members to make decisions about contracts
- Communication about upcoming patient safety and quality improvement activities

## New Contracts & Agreements

Congratulations to all SAHA teams and their successful negotiations with businesses that understand our needs and possess a strong willingness to do what's best for patients.

Accelerated Claims, Inc. – Business Office Team

Adriema – Business Office Team

Clean Harbors – Pharmacy and Environmental Services Teams

Cobius – RAC, Business Office and HIM Teams

Craneware – Business Office Team

EQUADR (Carolinas Rehab) – Rehab Team

Greeley Company (Consulting) – All Teams

GreenJobInterview.com – HR Team

Lincoln Financial (Life & Disability Insurance) – HR Team

Meditract – Materials Managers Team

Medquist – HIM Team

Precyse – HIM Team

Progressive Benefits Solutions (Broker Services) – HR Team

Provider Reimbursement Consultants (PRC) – HIM, RAC and Business Office Teams

Quantros – Quality Team

R&B Solutions – Business Office Team

## 36 Active Teams

BioMed/Facilities

Business Office Managers

Case Management

Chief Financial Officers/Finance Committee

Chief Information Officers

Chief Medical Officers

Chief Nursing Officers

Clinical Documentation Implementation\*

Compliance

Core Measures

Education Team

Emergency Department

Environmental Services

Food Services Directors

HCAHPS/Patient Satisfaction

Health Information Management

Home Care

Human Resources

Infection Control/Practitioners

Lab Directors

Materials Management

Medical Librarians

Medical Staff Coordinators/Credentialing

Network Administrators

Nurse Managers

Operating Room Directors

Patient Advocacy\*

Patient Safety

Pharmacy Directors

Physician Practice Managers

Quality

RAC

Radiology

Respiratory/Pulmonary

Rehab

\*NEW TEAMS