



# Southern Atlantic Healthcare Alliance

## Quarterly Newsletter

## October 2009

### Regional News

- Johnston Health opens new Clayton Hospital
- High Point Regional Health System and WakeMed Health and Hospitals named as the top 50 Family-Friendly companies in NC by Carolina Parent, Inc.
- All five hospitals in the Moses Cone Health System have again been designated as magnet hospitals
- Wilson Medical Center partners with Lineberger Cancer Center
- Carteret County General Hospital Receives Smoking Cessation Award from NC Prevention Partners



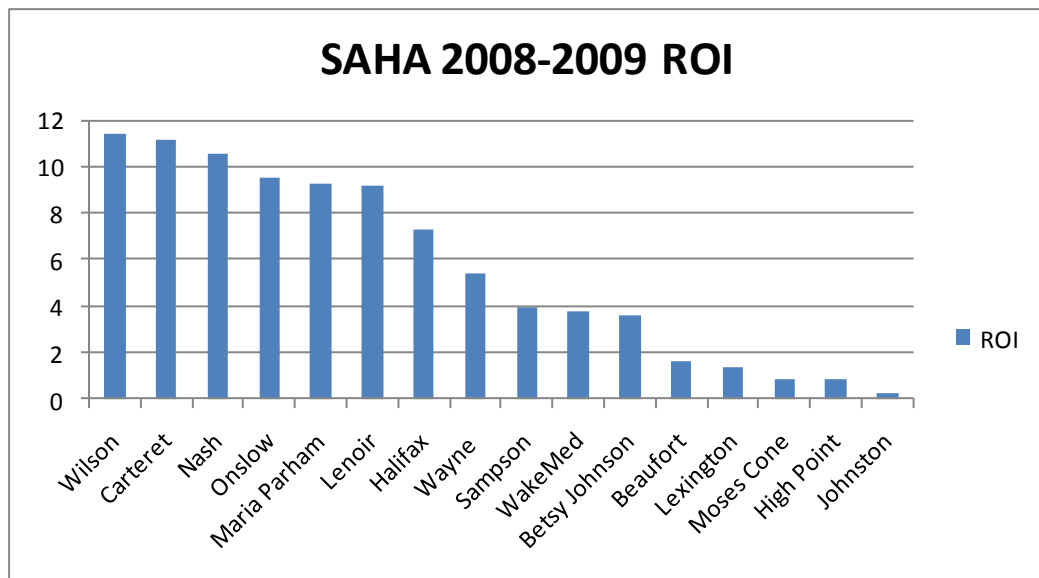
The economic downturn provided all the motivation needed for our Teams to locate additional savings this year. Last year SAHA returned an average of \$3.65 on every dollar in membership dues. SAHA is proud to report that we have returned an average ROI of 4.81 during 2008-09. As you will see in the following articles, we continue to look for added savings via new products and services to aggregate and increase our Hospital Member's buying power. We also look for greater return on renewed contracts to provide more in savings, better service, or additional value. We look

## ROI

forward to greater success in the year ahead with the addition of our new Project Manager in Training, Matt Wilcox and SAHA teams like Materials Managers resuming SAHA contract activities.

Our success is due to the ideas and leadership from our team members. Thank you again, for your willingness to work together and identify opportunities.

**Average  
Member ROI  
\$4.81**



# Cost Savings Initiatives



## Stop Loss Broker Services and Stop Loss Carrier

Progressive Benefit Solutions, along with Sun Life as the Stop Loss Insurance Carrier, exceeded the HR Team's expectation by \$261,623! Sun Life provided the most competitive bid and eliminated or reduced several lasers for member hospitals, a reduction of \$149,000 in risk exposure. Progressive Benefit Solutions also negotiated Simultaneous Reimbursement into the Sun Life proposal.

This feature significantly reduces the customary stop loss claims administration required and accelerates reimbursement for our members. Carteret, Halifax, Lenoir, Maria Parham, Nash, Onslow, Wilson will share the savings. We invite other members to explore the new SAHA Stop Loss Broker relationship with Progressive Benefit Solutions.

## Locums Tenens with Staff Care, Inc.

The SAHA Locums Tenens contract has been in good use since it was signed in June. Staff Care, Inc. was selected from 8 Locums Tenens providers. They offer temporary physician staffing for a variety of specialties and mid level providers as well.

To date, five member hospitals have utilized Staff Care, Inc. providers for more than 80 hours of call and clinic staffing in multiple disciplines.

Members have saved 5-11% off of list rates for clinic and call coverage, depending on physician specialty, and 3% off of list rates for mid-level providers. This has offered a savings of \$ 8,400 dollars. For more information please contact Cindy Pittman, Project Manager.



## Shift Wizard

SAHA is happy to announce our partnership with ProMediCorps, who have offered their product ShiftWizard at a discounted price to all SAHA Members. ShiftWizard is an online system that enables hospitals and their staff to handle complex scheduling electronically, spending less time on the day-to-day struggles of scheduling staff and filling shifts, and more time caring for patients. ShiftWizard has all the competitive features, but continues to be priced below the market. And when bundled with the SAHA discount, members can see significant hard dollar savings off the list price

of any comparable product on the market. So far three SAHA members are benefiting from the relationship between ProMediCorps and SAHA. Maria Parham was an early adopter of the software, followed by Halifax, and most recently by WakeMed. The software continues to be highly recommended by all those who have implemented. As a result of this relationship SAHA members have seen a 33% discount off their departmental licensing fee and a 50% discount off their configuration, implementation, and training services costs.

# New Contracts

## MATERIALS MANAGEMENT TEAM RESUMES MEETINGS IN EFFORT TO INCREASE SAVINGS

SAHA's Materials Management Team resumed meetings this past July to tackle four initiatives as a group. While in Cary, the team listened to presentations concerning shredding, copiers, mail machines and off-site record storage from eight different vendors.

As a result, two additional SAHA member hospitals determined it would be beneficial for them to join the SAHA-Cintas contract for shredding, and all participating members agreed to renew the Cintas contract. Negotiations remain in progress.

The team members interested the Copiers Initiative selected Dean's Office Supply, out of Greensboro, to conduct an assessment of their facility and offer pricing. Dean's has been more than willing to offer members of SAHA a discount below current prices and the company is currently in negotiations with three member hospitals.

Materials Managers concerned with Mail Machines received proposals and presentations from three different vendors. In the end, the team settled Pitney Bowes as the service provider of choice. Two facilities will be renewing their contract with Pitney Bowes, while

an additional two expect to sign on. SAHA is seeking a preferred vendor agreement with Pitney Bowes with the goal of extending current pricing so that facilities with current contracts can realize additional savings in the future.

In addition to these initiatives, SAHA is seeking preferred vendor agreements with Iron Mountain and Confidential Records Management Incorporated for the storage of offsite records. Overall, it was an active meeting with notable discussion and participation from the team. SAHA looks forward to our future meetings with the Materials Managers!

## Performance Appraisal Software

HR Team members selected Healthcare Source's Performance Manager, for the SAHA preferred vendor agreement. Utilizing a Memorandum of Understanding, in lieu of a contract, it allowed members to engage with the vendor independently with SAHA pricing regardless of participation volume. Team members who signed contracts prior to October 1, 2009 secured an additional discount from Healthcare Source. Carteret and Lenoir have completed their contracts.



## Clinical Programs



**NCSCIP Collaborative** celebrated another great year with an overall 12% increase in SCIP 5 Optimal Care bundle for North Carolina hospitals participating in the collaborative as opposed to a 4% increase for those not enrolled in the collaborative. SAHA members have contributed significantly to this trend over the past two years. September 29, 2009 marked the end of Year 2 of the collaborative as well as the kick off to the third year. Several SAHA members were recognized for their ef-

forts in making year 2 a huge success. Johnston Memorial, Onslow Memorial, Maria Parham, Nash and WakeMed Cary were recognized for consistent improvement on a monthly basis while Lenoir Memorial, WakeMed Cary and WakeMed Raleigh were recognized for consistent and outstanding improvement during April 2008-March 2009 for quarterly data submission. CONGRATULATIONS!!!

# Added Value

This past year brought many challenges to overcome. Budgets, staffing, and new regulations impacted everyone this year. We responded to requests in several ways. We've target renewals and new contracts that have alleviated the threat of fines or payment denials. We have also increased the number of our programs approved for continuing education

credits, receiving Approved Provider Status from the NCPTA, and offering our first seminar with continuing medical education credit hours. This year we've provided the most extensive amount of web accessible on-demand education to date, up by 57%. This year, our Value Added Savings and Cost Avoided Savings totaled \$404,261.

## Medical Transcription Contract – Annual Rebates and New Service Options

Several of our HIM members found a pleasant email reminder in September from our medical transcription Outsourcing. Our representative, Peter Riley, reported a total participation credit of 1% for every 5 hospitals that joined the agreement, just under \$10,000. This credit will be reflected on their next billing cycle. This year TRS, our medical transcription

service provider, was purchased by Transcend. With the input from our members, their buyout presented a unique opportunity to add more value to our 3 year contract within months of signing it. Members have now found additional savings through full outsourcing, radiology transcription, and their auto fax service.

## STATUS BLUE

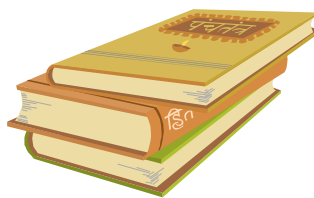
SAHA is in the process of renewing its contract with Status Blue, on behalf of our members. Status Blue offers a vendor management program that assists hospitals with vendor compliance. We are very excited to announce this renewal, at the original terms and conditions of the contract, for another two years.

## Pepsi Vending

Vending Commissions were a little known perk of the Pepsi contract, or so we thought. Four of our members have received \$66,860 in commission this year.

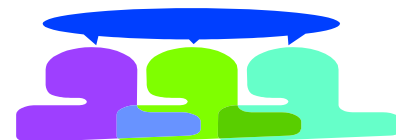
## CCH Healthcare Library

Betsy Johnson Regional Hospital, High Point Regional Health System and Wilson Medical Center indicated an interest in continuing their partnership with CCH Healthcare Library through SAHA. We are happy to report that our members will be able to take advantage of CCH's services at a significant discount over the



list price. This arrangement with CCH will result in over \$12,000 of savings for the term of the contract. Our current agreement includes access to the CCH's healthcare library, four user logins at no cost and complimentary training on the new platform that CCH recently switched to.

# Knowledge Sharing



On Oct. 1, 2009, North Carolina will implement a ban on the disposal of plastic bottles and wooden pallets. With this ban, the General Assembly has recognized that these items are commodities, not waste, and that the recovery of these materials will contribute to the environmental and economic development goals of the state.

To be proactive in our compliance efforts, three SAHA teams, Environmental Services, Pharmacy and Materials Management attended an educational session with Scott Mouw of the North Carolina Department of Environment and Natural Resources (NCDENR)'s Division of Pollution Prevention.

Our speaker helped the team understand the logic behind this new regulation in addition to suggesting ways to be complaint with the same. To help ensure the success of the disposal bans, it is strongly recommended that all generators of plastic bottles and wooden pallets take steps to initiate recycling efforts. Mr. Mouw suggested several things to look for while considering a recycling program, be it home grown or through a vendor. He also informed the team that the enforcement of the disposal bans will chiefly be applied at disposal facilities such as landfills and transfer stations by the N.C. Division of Waste Management.

## NC Ban on Disposal of Plastic Bottles and Wooden Pallets

## HCAHPS Team Shares Best Practices on Low Scoring Questions on the HCAHPS Survey

In an effort to enhance patient satisfaction and our HCAHPS scores, the HCAHPS team identified the top two performers within the group, based on the data available on the CMS website, to share their best practices for HCAHPS. Quietness and cleanliness of the hospital and communication concerning medication and pain

management were a few of the focus areas at the team meeting. Wayne Memorial and Halifax were identified as the two top performers for most categories within the membership. While Wayne shared the processes they have in place, we hope to hear from Halifax at the next team meeting!

In addition to the discussion on best practices, the team also heard from a consultant on enhancing patient satisfaction by focusing on the basics of customer service and striving to maintain patient loyalty. Nine staff members from eight hospitals attended the meeting.

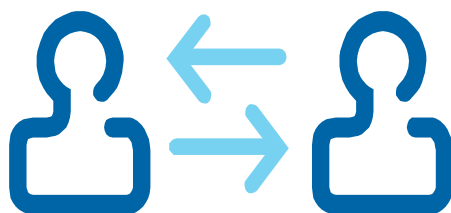
### Performance Improvement Team: More Knowledge Sharing and Improving Processes For Better Outcomes, Cost Savings

The Performance Improvement team continues to meet regularly to discuss tools for performance improvement within their group. The last session was held in May at WakeMed Cary and the team started with an intense discussion on processes for keeping policies and procedures current and up to-date, a huge challenge in any healthcare setting. Our team members from Betsy Johnson shared their template for their policies and their new efforts to centralize access and update procedure. Debbie Travis, Susan Davis and Sherry Hughes were recognized by fellow team members for sharing their processes for updating and communicating policies & procedures. Moses Cone benefited significantly from this information. Thank you to our team members from Betsy Johnson Regional Hospital!

In addition to this, Sandi Page from Nash shared the process of effectively conducting a Root Cause Analysis

(RCA) to get to the bottom of a problem. The team was excited to learn the art of mini RCAs not only because they were quick to conduct, but also for the fact that they were accepted by the Joint Commission as a follow-up. We are happy to report that member hospital, Carteret, has successfully conducted several mini RCAs following this meeting and is in the process of making several positive changes as a result of the same!!

Medication Reconciliation, a universal challenge faced by hospitals, was the third key topic of the meeting. Kenneth Murray shared the new process recently instituted at WakeMed Cary. Team members heard some of the challenges faced at WakeMed and the successful strategies to overcome them. Team members from Halifax, High Point and Wilson shared their experience and lessons learned with their recent Joint Commission surveys. In addition to this, team members from both Moses Cone and Nash shared their recent visits by DHSR.



# Compliance

## Successful Surveys

During the August Compliance Team conference call, members continued to candidly share their survey experiences. Environment of Care regulations are receiving a great deal of emphasis as reported by Halifax, High Point, and Wilson.

Three additional areas of interest included dating and timing by medical staff, meeting patients needs without a 24 hour

pharmacist, and too many drug options left to nurse positions.

The surveyors at Halifax noted their physician feedback report and their impressive communication methods reaching front-line staff. Wilson reported updating a few policies but surveyors were very happy with their Disaster Planning and success with legible handwriting education. Members noted

a reduced emphasis on Staffing Effectiveness but an increase regarding Culture of Safety.

High Point commented their 5 member survey team performed patient interviews in every department. These were very positive and laid the groundwork for another successful survey.

Congratulations and thank you for contributing!!

## Immediate Jeopardy



With the addition of multiple regulations and risks of pandemic flu, hospitals are noting an up-tick in the scrutiny they receive during for cause and routine surveys. The strain on resources and stress of overcoming Immediate Jeopardy suggests an opportunity for working together. The Com-

pliance Team has spearheaded the new Immediate Jeopardy Resources Folder on the SAHA website. Members that have experience with IJ will submit Tips Sheets, a Ready Documents List and any additional resources including websites or staff expertise they are able to share.

## Standardization of Color Coded

### Wrist Bands Initiative

SAHA is actively partnering with The NC Quality Center to help our members participate in the voluntary standardization of three colors used to communicate patient alert conditions (**RED=ALLERGY, YELLOW=FALL RISK, PURPLE=DNR**). Recruitment for the same is officially underway. Member hospital WakeMed will go live with this initiative on Sept.29, 2009. Most SAHA members are participating in this important patient safety initiative and we look forward to a full implementation planned for January 1, 2010.



As with other collaboratives with the Quality Center, SAHA will provide the necessary support to its members going forward with this new initiative in patient safety.

# Educational Programs

## Annual Patient Flow Seminar



September 14th saw the 2nd Annual Patient Flow Seminar. Our primary speaker, Dr. Schilling of Hospital Physician Partners provided "Time Counts!" This series, filled with humorous and serious anecdotes reminded participants to question which changes are most meaningful for the patient as well as staff. Members appreciated his real life examples and candid suggestions regarding the challenges that can inhibit change. Christina Miller, Emergency Department Manager at Lenoir Memorial, shared both a video and

PowerPoint presentation of their results with Physician in Triage. Gary Kollm, one of High Point Regional Health Systems' Six Sigma Black Belts, provided examples of their success using Lean Six Sigma to identify opportunities and redesign their ED patient flow. Forty five participants from 14 Member hospitals earned a variety of continuing education credit for their attendance. Special thanks to Hospital Physician Partners for providing our CMEs.

## Ethics Education for the Rehab Team

Twenty Rehab Team members gathered on August 28, 2009 for their first NCPT Association accredited education session. Janet Forrest, of High Point Regional Health System provided the 2 hour ethics seminar, "Patient Welfare, Professional Ethos and Healthcare Economics: Finding Balance (When You Know It Doesn't Feel Right, But You Aren't Sure What To Do)."

Team members appreciated both the constructive content and Janet's unique perspective as a chaplain and Oncology Services Manager. She led the team through the RIPS model and practice with case studies of familiar ethical themes. The education session also met the criteria for multiple disciplines including NCOT and ASHA.

## The Athena Forum

SAHA is bringing an excellent education opportunity to our case managers in the form of a one year subscription to The Athena Forum, a web-based education tool that provides education on various aspects of the daily responsibilities of case management. Enrollees will be able to complete their required CEUs and print certificates for record keeping. In the long run, the tool will assist with certification readiness. SAHA will underwrite the cost for two enrollees from each facility. Additional members can sign up at the same discounted rate through SAHA if they wish to. Under this corporate agreement with SAHA, the discounted price will continue for next year should members decide to renew next year. Also, any new education modules which are added to the Athena Forum during this period will be available to our enrollees at no additional charge.

## Mental Health Forum

Held on August 27, the Mental Health Forum hosted thirty two representatives from eleven different hospitals. In attendance were Case Managers, Nurses, Physicians, ED Staff and Administrative Staff. Dr. Michael Lancaster of the North Carolina Department of Health and Human Services, and James Osborn from the Durham Center Access presented. Dr. Lancaster addressed the current political environment surrounding the state of North Carolina, and the potential impact it could have on hospitals. He also addressed services that the



State has in place to help hospitals cope with the increasing burden of mental health patients in their facilities.

Our second speaker, James Osborn, discussed how partnerships between hospitals and LME's, like the Durham Center Access, have worked successfully to reduce the burden of mental health patients in a hospital setting. Many encouraged the SAHA Staff to continue these conferences in the future

and the evaluations were extremely positive! Thank you to all



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**We welcome your feedback!**

**Important Dates and Contacts:**

October 7 (SB) - SAHA Radiology Meeting

October 8 (DA) - Executive Committee Meeting

October 9 (CP) - CIO Team Meeting

October 13 (CP/MW/SB) - HR, PI and HCAHPS Joint Meeting

November 19 (CP/SB) - 2010 Joint Commission Update

December 14 - SAHA College: Coaching and Feedback

**For all SAHA meeting dates and information refer to the calendar on our website.**

**Staff Contacts:**

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## On the Horizon

As always, we have many ongoing projects and initiatives at SAHA. We'll be providing more information on these initiatives in our upcoming newsletters. If you'd like more information on any of these initiatives, please contact the SAHA staff member indicated:



**Swati Bhardwaj:**

- TeamSTEPPS education and training
- Patient Safety Initiatives
- MGMA data reports for Physician Compensation; including compensation for Medical Directorship and On-Call Physician compensation data
- RAC Readiness
- LEAN
- Collaboratives with the NC Quality Center

**Cindy Pittman:**

- Coding Review Contract
- Joint Commission Update
- Immediate Jeopardy Resource
- ED Benchmarking
- Speakers Bureau
- SAHA College: Coaching and Feedback

**Matt Wilcox:**

Matt Wilcox has earned his stripes and will continue with SAHA as a Project Manager in Training. In addition to collaborating with Swati and Cindy, he will begin facilitating several SAHA Teams on his own. He is excited to be here and is looking forward to working with our members.