

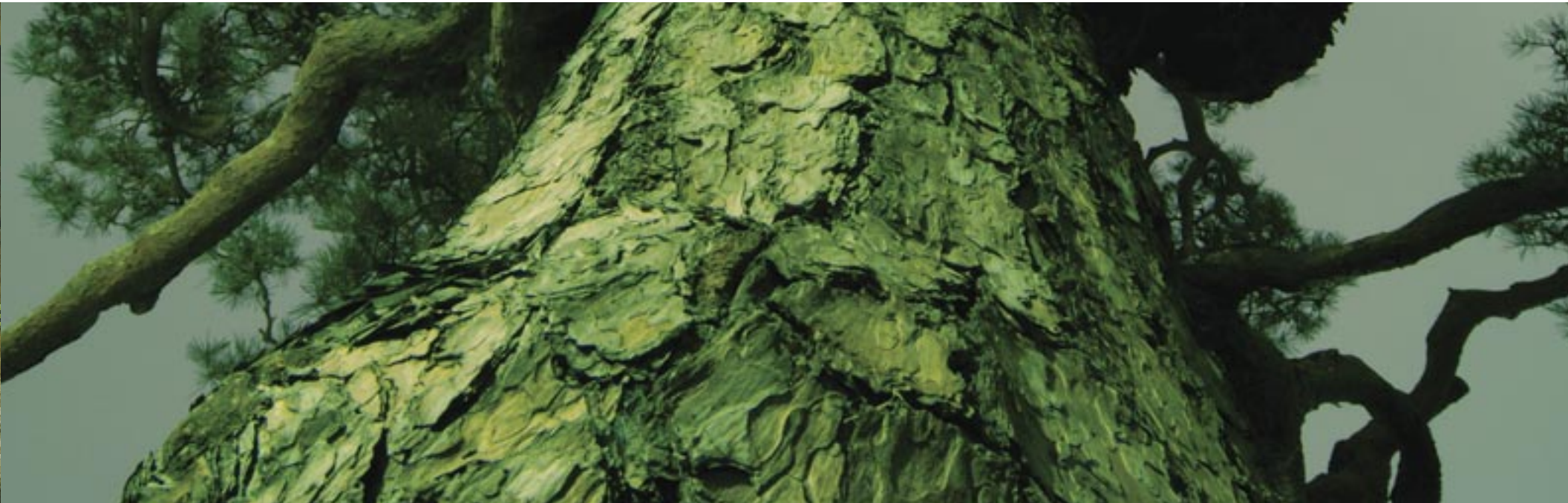


THINKING BIG. BIG SOLUTIONS, BIGGER SAVINGS



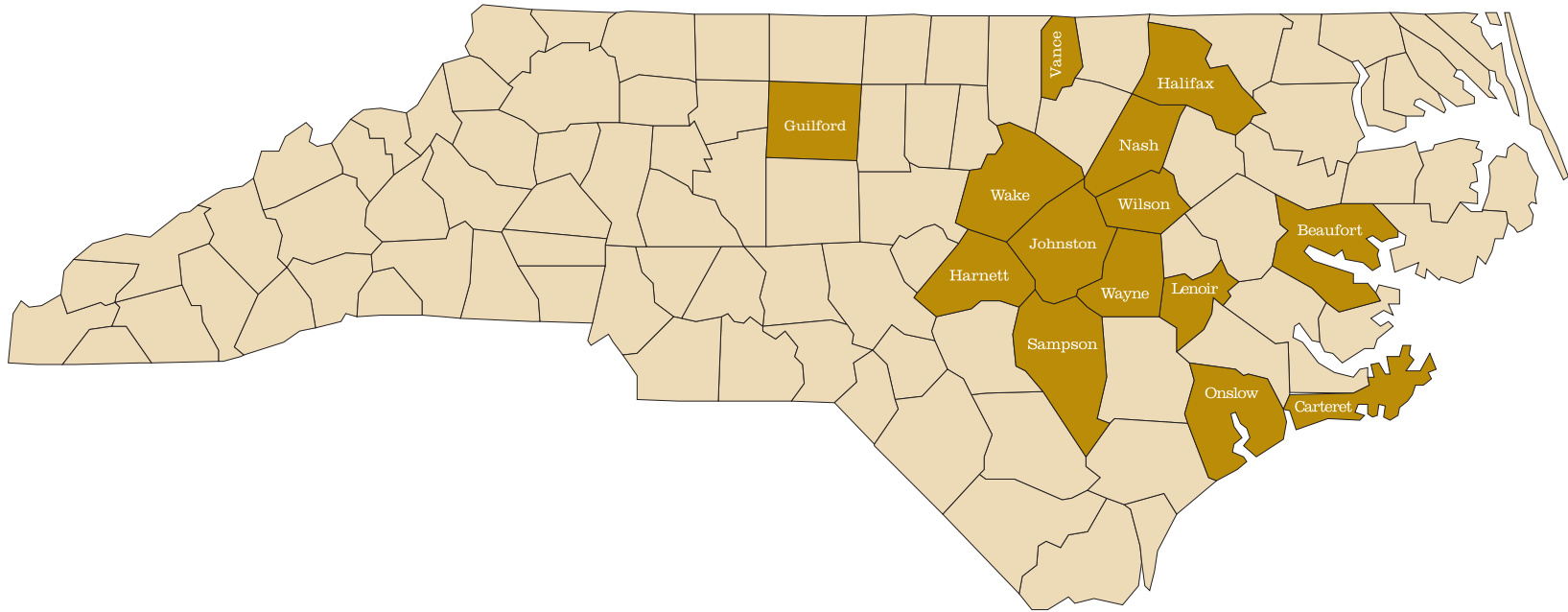
Southern Atlantic Healthcare Alliance

2010 SAHA IMPACT REPORT



SOUTHERN ATLANTIC HEALTHCARE ALLIANCE

MEMBERSHIP



Beaufort County Medical Center

Washington, NC

BEAUFORT COUNTY

CEO: Susan Gerard

(252) 975-4100

www.brhealthsystem.org



Carteret County General Hospital

Morehead City, NC

CARTERET COUNTY

President: Frederick A. Odell, III

(252) 808-6000

www.ccgh.org



Halifax Regional Medical Center

Roanoke Rapids, NC

HALIFAX COUNTY

President: Will Mahone

(252) 535-8011

www.halifaxmedicalcenter.org



Harnett Health System

Dunn, NC

HARNETT COUNTY

CEO: Kenneth E. Bryan

(910) 892-7161

www.harnetthealth.org



High Point Regional Health System

High Point, NC

GUILFORD COUNTY

President: Jeffrey S. Miller

(336) 878-6000

www.highpointregional.com



Johnston Health

Smithfield, NC

JOHNSTON COUNTY

President & CEO: Charles W. Elliott Jr.

(919) 934-8171

www.johnstonhealth.org



Lenoir Memorial Hospital

Kinston, NC

LENOIR COUNTY

President & CEO: Gary Black

(252) 522-7000

www.lenoirmemorial.org



Maria Parham Medical Center

Henderson, NC

VANCE COUNTY

President & CEO: Robert Singletary

(252) 438-4143

www.mphosp.org



Moses Cone Health System

Greensboro, NC

GUILFORD COUNTY

President & CEO: Tim Rice

(336) 832-7000

www.mosescone.com



Nash Health Care Systems

Rocky Mount, NC

NASH COUNTY

CEO: Larry Chewning

(252) 443-8000

www.nhcs.org



Onslow Memorial Hospital

Jacksonville, NC

ONSLOW COUNTY

President & CEO: Ed Piper, PhD

(910) 577-2345

www.onslowmemorial.org



Sampson Regional Medical Center

Clinton, NC

SAMPSON COUNTY

CEO: David Masterson

(910) 592-8511

www.sampsonrmc.org



WakeMed Health & Hospitals

Raleigh, NC

WAKE COUNTY

President & CEO: William K. Atkinson, PhD

(919) 350-8000

www.wakemed.org



Wayne Memorial Hospital

Goldsboro, NC

WAYNE COUNTY

President & CEO: J. William Paugh

(919) 736-1110

www.waynehealth.org



Wilson Medical Center

Wilson, NC

WILSON COUNTY

President & CEO: Richard Hudson

(252) 399-8040

www.wilmed.org

BOARD OF DIRECTORS EXECUTIVE COMMITTEE

Larry Chewning, Nash Health Care Systems, Chairman
Rick Hudson, Wilson Medical Center, Vice Chairman
Bill Atkinson, PhD, WakeMed Health & Hospitals, Treasurer
Bob Singletary, Maria Parham Medical Center, Secretary
Jeff Miller, High Point Regional Health System, Member at Large

SAHA STAFF

Dale Armstrong, Chief Executive Officer
Swati Bhardwaj, Supervisor of Operations
Jessica Landin, Project Manager
Matt Wilcox, 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

Thinking Big

If you look at the cover of this piece, you will notice that it isn't an annual report. We made the change to an impact report because of the growing value – impact – SAHA solutions have for our members.

By far, our greatest impact in fiscal year 2010 was our return on investment (ROI). We extended to members an unprecedented 8.06 savings for every dollar they invested in SAHA. That's a big savings for some big solutions that our team and members worked together to create.

This report highlights the ways SAHA members are infusing quality and efficiency into their organizations through SAHA's five pillars:

- Cost Savings
- Clinical Quality & Safety
- Education
- Compliance
- Knowledge Sharing

We also offer you a top line look at some of our current statistics that showcase SAHA membership impact. It has been an exceptional year!

Sincerely,



DALE ARMSTRONG, FACHE, CEO

Southern Atlantic Healthcare Alliance



THINKING BIG. COST SAVINGS.

8.06 ROI

Established in 2004, SAHA's initial ROI to its members was 4.5. Our current ROI of 8.06 symbolizes the success of the SAHA solutions our teams created to maximize buying power.

The Opportunity

Nurses know it: Unexpected events happen daily. Unfortunately, they make unit scheduling very time consuming. SAHA Nurse Managers wanted to find an electronic scheduling tool that would save time and money and give them more time to support staff. But these types of tools are expensive.

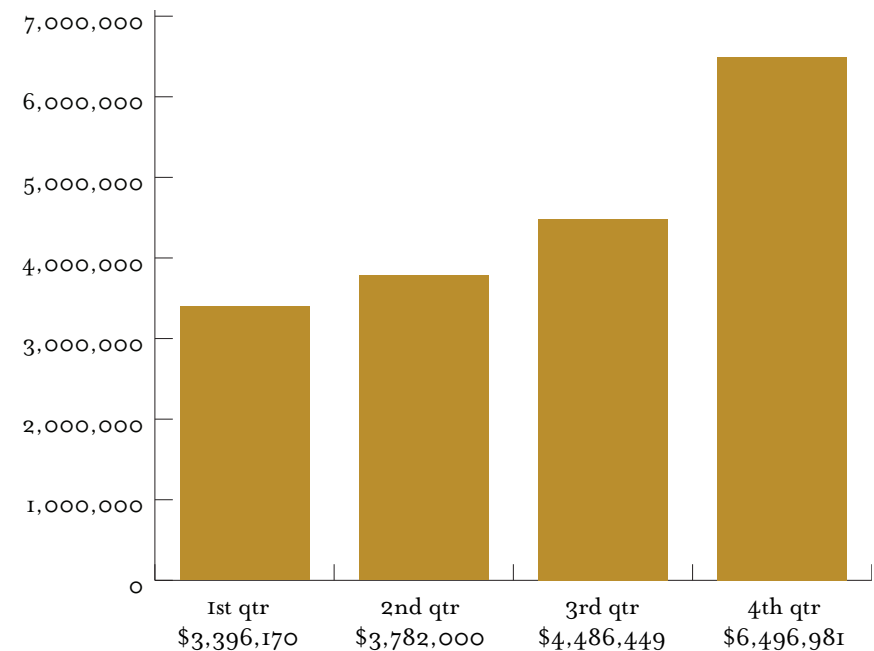
The SAHA Solution

Maria Parham Medical Center has been using ShiftWizard™ to make their scheduling practices more efficient since 2008 and even served as a beta testing site for the product. An online scheduling system, ShiftWizard™ can save nurse managers up to 28 hours a month on scheduling and managing sick calls. Maria Parham's relationship with ProMediCorps, their ShiftWizard™ vendor, brought the technology to SAHA's attention. SAHA then negotiated a contract with ProMediCorps to offer ShiftWizard™ at a deep discount to SAHA members.

Success

The SAHA/ProMediCorps contract translates into a 33 percent discount off departmental licensing fees and a 50 percent discount off configuration, implementation and training services costs for participating SAHA members. Maria Parham was the first SAHA member to purchase and implement ShiftWizard™. Halifax, WakeMed, Onslow and Wayne soon followed.

Total Quantifiable Savings for FY 09-10



“We’ve been very pleased with the time savings for our managers and have also found ShiftWizard™ to be a valuable staff retention tool.”

CINDY FAULKNER, RN, MHA, NE-BC, vice president
Maria Parham Medical Center Patient Care Services

THINKING BIG. COST SAVINGS.

20 new contracts

New Contracts & Agreements in FY 2010

Agreements finalized in FY 2010 continue to yield great benefits for participating SAHA members.

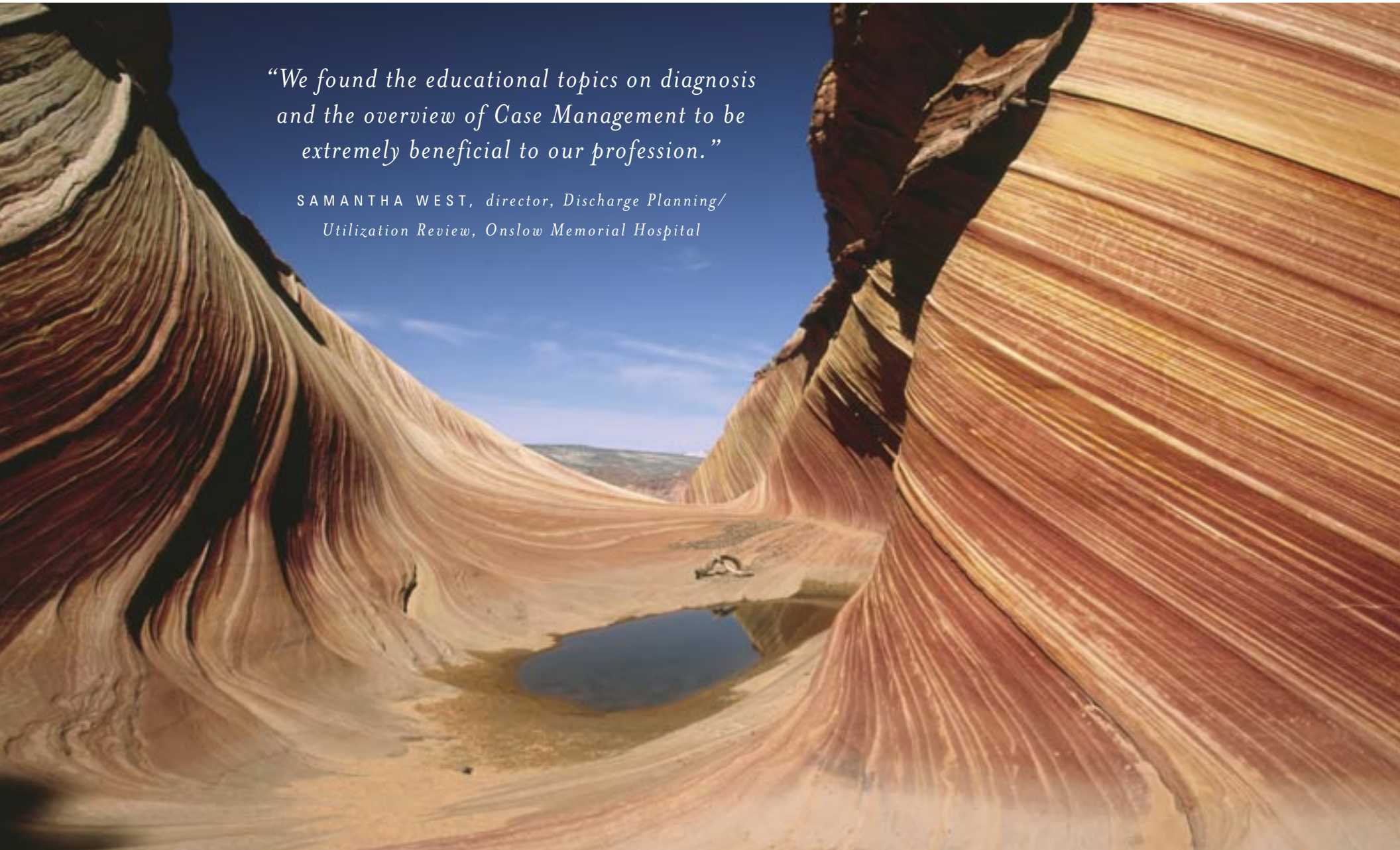
- LabCorp (Reference Labs) - Laboratory Team
- AccessOne MedCard (Patient Loans Program) – Business Office Managers Team
- Stericycle (MultiStream Waste Management) – Environmental Services and Materials Management Teams
- Acryness (Online Bill Pay) – Business Office Managers Team
- Emdeon (Online Bill Pay and Other Services) – Business Office Managers Team
- CRMI (Offsite Record Storage/Record Management) – Materials Management Team
- Iron Mountain (Offsite Record Storage/Record Management) – Materials Management Team
- RadarFind/TeleTracking (RFID Technology (Asset Tracking) - BioMed, Environmental Services and Materials Management Teams
- Orkin (Pest Control) – Materials Management and Environmental Services Teams
- TALX (The Work Number) – Human Resources Team
- ShiftWizard™ (Online Scheduling System) – Chief Nursing Officer Team
- RNUrgency (Staffing Services) – Human Resources and Chief Nursing Officer Teams
- Medline, as a secondary vendor, (Med Surg distribution) - Materials Management Team
- GoJo (Hand Hygiene) - Materials Management and Infection Control Teams
- Ambu (Laryngeal Masks) – Materials Management Team
- Grace Care (DME) – Finance Committee Team
- Language Access Network (LAN) – Chief Nursing Officer and Case Management Teams
- Lippincott (Nursing Policies and Procedures) – Chief Nursing Officer Team
- eduTrax/RAC Monitor – Team Education Sessions
- Athena Forum – Online Education and CEs for the Case Management Team (no charge to members)



3,000 pages of online accredited cou

“We found the educational topics on diagnosis and the overview of Case Management to be extremely beneficial to our profession.”

*SAMANTHA WEST, director, Discharge Planning/
Utilization Review, Onslow Memorial Hospital*



courses . 340 CE certificates . 24/7 access

The Opportunity

Quality education and certification for case management staff members (case managers, social workers, utilization review staff and discharge planners): It's out there in multiple places at multiple price points. But is there one source that can offer clinical employees education on implementing national best practices and utilization and discharge staff tools to ensure proper reimbursement? Case management staff members at SAHA hospitals are committed to quality compliance at every turn. With this in mind, they turned to SAHA to help with their educational and informational needs.

The SAHA Solution

SAHA negotiated a contract with Athena Forum, which offers a web-based educational tool on daily case management responsibilities. SAHA members have unlimited online access to Athena Forum's core curriculum of 60 online course modules (3,000 pages) and more than 340 continuing education (CE) certificates. Staff members can manage the certificates they earn online or print them as

needed. All course content conforms to evidence-based medicine and/or widely used protocols that are accepted as national best practices in the industry. Because SAHA is underwriting the cost of this service, it is free to all SAHA hospitals.

Success

The SAHA/Athena Forum agreement translated into a savings of \$28,000 for members. All SAHA members are using this valuable educational tool. The clinical and business training offered by Athena Forum is resulting in enhanced professionalism and improvements in denial and utilization management. The education has also helped case management staff and nurses in the units facilitate the implementation of special assignments (Heart Failure and Levels of Care) and national best practices into their cultures. Athena Forum educational modules on transitions of care and reducing 30-day readmissions are of particular interest to SAHA members because improving in those areas are among our strategic goals. The online courses will soon be available to Quality and Risk Management staff members as well.

Bhardwaj Earns Lean Green Belt Certification

We congratulate our friend and coworker, Swati Bhardwaj, supervisor of SAHA Operations, for earning her Lean Green Belt certification. The SAHA-sponsored training program was held at WakeMed Cary Hospital. SAHA was able to provide this training at a deeply discounted rate.

Lean is a systematic approach to identifying and eliminating waste or non-value-added activities in a process through continuous improvement. Swati welcomes opportunities to assist SAHA members with process studies and improvement solutions.

THINKING BIG. EDUCATION & KNOWLEDGE SHARING.

522 participants in SAHA programs

The Opportunity

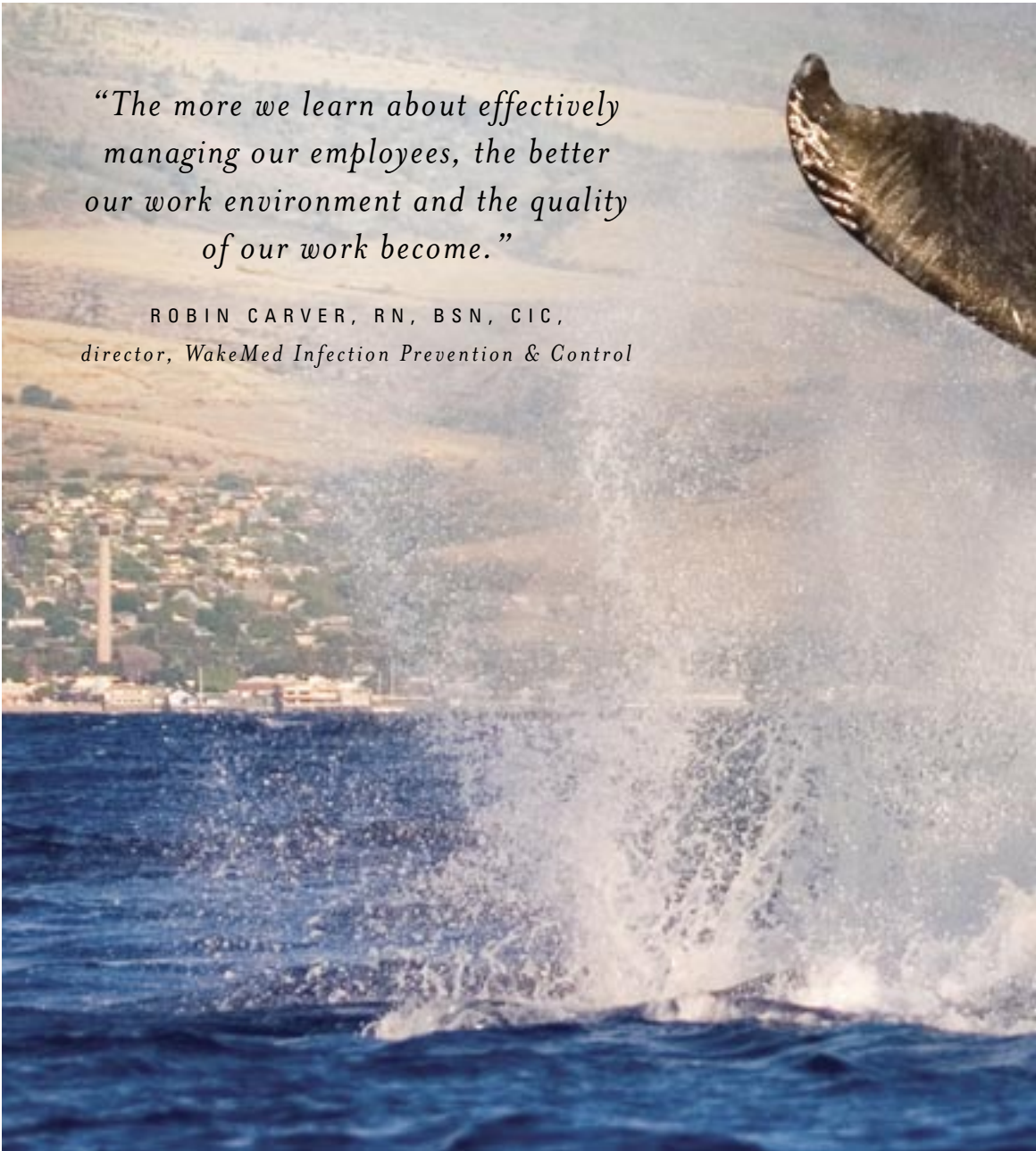
The variety of online educational programs available to SAHA members are much appreciated for the travel and time savings they offer. However, some topics still warrant face-to-face, hands-on experiences.

The SAHA Solution

SAHA staff worked directly with teams to ensure they were providing the right courses, to the right caregivers at the right times. They made the programs more targeted to meet specific team needs. Formal and informal knowledge sharing opportunities continue to be highlighted in SAHA newsletters to keep SAHA members informed.

Success

SAHA's 20 different in-person educational offerings drew 522 attendees from member hospitals – an increase of 105 attendees over last year's total. "Taking Teams from Ordinary to Extraordinary: Practical Strategies for High Performance" had the highest attendance with 94 participants from SAHA hospitals. In addition, SAHA continues to help teams structure more formal knowledge sharing opportunities and recommends more informal information exchanges among SAHA members.



"The more we learn about effectively managing our employees, the better our work environment and the quality of our work become."

ROBIN CARVER, RN, BSN, CIC,
director, WakeMed Infection Prevention & Control

I2 compliance education opportunities



The Opportunity

Recovery audits, MS-DRGs, medical necessity guidelines, medication reconciliation, OPPE/FPPE, Joint Commission: The number of compliance regulations we are faced with continues to grow. And, new compliance regulations are uncertain in the age of health care reform. SAHA members are constantly looking for cost-efficient learning opportunities to help them maintain compliance to enhance health care quality and ensure full reimbursement.

The SAHA Solution

SAHA continues to give member hospitals free, on-demand access to targeted education and information on a wide range of compliance topics through their contract with HCPro. With more than 20 years of experience, HCPro, Inc. is a leading provider of integrated information, education, training and consulting products and services in health care regulation and compliance.

The SAHA/RAC Monitor partnership makes RAC readiness education readily available to SAHA members, and the annual Joint Commission update session keeps members current on changes in accreditation standards and requirements.

Success

SAHA members had the opportunity to participate in I2 low-cost or no-cost programs and formal knowledge sharing sessions related to a variety of compliance issues. In addition, as members get to know each other, they participate in many informal knowledge sharing sessions with their colleagues at other SAHA member hospitals.

THINKING BIG. TEAMS.

30 active teams

*“By bringing nursing leaders together,
we have the opportunity to network and
collectively engage in selective learning activities.”*

ROSALIND MCDONALD, RN, BSN, CNO, *Lenoir Memorial Hospital*

The Opportunity

The health care industry’s data-driven, evolving climate suggests changes in nursing practice that are not always popular with nursing staff. While nurses honor the importance of constant care quality improvement, many do not feel as connected to their patients as they did in the past. Nurse managers at SAHA hospitals were looking for ways to successfully integrate such concepts as preceptoring and evidence-based medicine into their practices while bringing nurses and nurse managers back to the bedside.

The SAHA Solution

The SAHA CNO team suggested the creation of a new team – the Nurse Managers team – to share nurse manager-specific topics on clinical initiatives and professional growth. To start, the team will meet twice a year, primarily for educational sessions.

Success

Sixty-six attendees from 11 SAHA hospitals attended the first Nurse Manager team session on transforming nursing to improve patient outcomes. Topics related to precepting, evidence-based practices and teamwork were covered by speakers from VHA, Parrish Medical Center and the Foundation of Nursing Excellence.

SAHA Teams

BioMed/Facilities	Materials Management
Business Office Managers	Medical Librarians
Case Management	Medical Staff
Chief Financial Officers/Finance Committee	Coordinators/Credentialing
Chief Information Officers	Nurse Managers*
Chief Medical Officers	Operating Room Directors
Chief Nursing Officers	Patient Safety*
Core Measures*	Performance
Emergency Department	Improvement/Compliance**
Environmental Services	Pharmacy Directors
Food Services Directors	Physician Practice Managers*
HCAHPS/Patient Satisfaction	RAC
Health Information Management	Radiology
Home Care	Respiratory/Pulmonary*
Human Resources	Rehab
Infection Control/Practitioners	
Lab Directors	

*New Teams **Combined Teams



“In addition to the positive impact it has on our bottom line, SAHA membership offers us targeted learning opportunities to help us improve the overall quality of our care, service and workplace practices.”

LARRY CHEWNING
CEO, Nash Health Care Systems

A Big, Bright Future

With an exceptional year behind us, we are energized for the year ahead, and we usher it in with a totally redesigned website that is more interactive and more user-friendly, with a look that reflects our success. Additional technology that is also top-of-mind for us is video conferencing. We believe the right partnership can make this cost- and time-saving technology a reality for SAHA hospitals and the medical staff members who serve them.

In addition, we are gearing up for our next project with the North Carolina Center for Quality and Patient Safety. Our focus is on reducing 30-day readmissions at participating SAHA hospitals through the use of national best practices. Education is a large component of the project and of what we are about at SAHA. In the coming year, we continue to focus on providing low-cost and free educational opportunities that meet our members' needs. What topics interest you? Let us know.

Today, constant belt-tightening is a permanent part of the hospital culture. We fully recognize this, and, in our efforts to bring you even greater cost savings in the years ahead, we are also exploring revenue streams that do not impact membership dues.

Our future looks big and bright and we look forward to it with great anticipation. Thank you for joining us in our journey.



Southern Atlantic Healthcare Alliance

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SAHA MEMBER STATISTICS

- 15 Member Hospitals in 14 NC Counties.
- Average Member ROI: 8.06:1
- Total Employees: ~23,912
- Total Beds: 4,625
- Net Patient Revenue: \$3.82 billion
- Total Supply Spend: \$577.6 million