



# The Shield

A Quarterly Insight into the Southern Atlantic Healthcare Alliance

## SAHA Staff Updates

### SAHA Bids Armstrong Farewell; Welcomes New CEO and Project Manager

SAHA thanks Dale Armstrong for his exceptional leadership over the past three years as CEO of SAHA and wishes him the best as he moves into his new position as VP of Regional Operations for WakeMed!

We are happy to welcome Bill Bedsole as SAHA's new CEO. Bill brings over 25 years of hospital administration experience to the position as well as valuable first hand knowledge of SAHA operations from his participation as a charter member of SAHA's Board of Directors. Read more about Bill on our website!

SAHA also welcomes Chris Applewhite to SAHA as a new Project Manager. Chris recently graduated from UNC with a Masters in Health Administration and has worked as a Health Unit Coordinator and in Medical Information Management at UNC Hospitals. Chris will be working with several of SAHA's initiative teams, and can be reached at [capplewhite@sahalliance.org](mailto:capplewhite@sahalliance.org).

Please join us in welcoming them to SAHA!

## A message from SAHA's New CEO...

*I am extremely honored to have been chosen to lead SAHA as we move forward and look for new and innovative ways to continue to provide value to our member institutions. My experience in healthcare finance, coupled with my hands-on experience as a hospital Chief Executive Officer, gives me tremendous insight into the issues, challenges and opportunities facing our members. Additionally, as the former CEO of a SAHA member hospital, I have a true appreciation for SAHA's mission and corporate culture and I look forward to working with the various team members and leaders. I firmly believe that together, we can make SAHA one of the premier alliances in the country.*

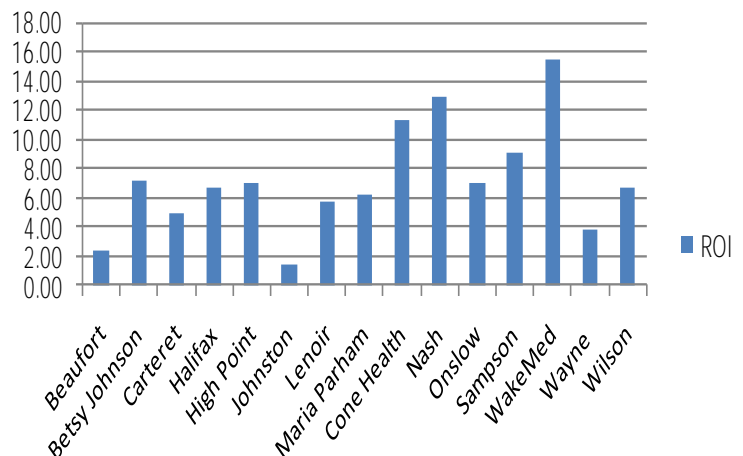
**-Bill Bedsole, CEO, SAHA**

**Total SAHA ROI as of August 1:  
8.62**

## SAHA HR Team Achieves BIG Savings

After careful consideration, the SAHA HR Directors Team has chosen Lincoln Financial as the carrier for the SAHA Life & Disability Insurance plan. The contract will provide SAHA members with a guaranteed 20% savings off of existing rates, along with a three year rate guarantee. Anticipated savings of this SAHA initiative total over \$700,000.

October 2011-August 2011 ROI



# Learning Together

## SAHA College Educational Sessions

### Recently Hosted Educational Sessions

Date	Session	Speaker	SAHA Hospitals in Attendance	Contact Hours/CEU
May 16	4th Annual Patient Flow	Spence Tepper and Mark Brodeur from Compiron	11	4.2/.4
June 7	Managing Effectively	Drake Maynard, JD Dinetta Richardson, MEd	11	4.5/.5
July 15	Violence in the OR	Sharon McNamara	7	1/.1

Upcoming SAHA College Sessions– *Get more Info and Register at [www.sahalliance.org](http://www.sahalliance.org)*

### Notary Certification for the Healthcare Professional

SAHA is offering this unique opportunity through WakeTech Community College, in collaboration with Certified Notary Instructor and Healthcare Professional David Reboloso, a SAHA member employee. The purpose of this course is to help hospital based notaries better understand the need for Healthcare Powers of Attorney, Living Wills & Involuntary Commitments, and having a standardized process.

**When: September 23, 9am-4pm**

**Where: WakeMed Raleigh, Nursing Education Classroom A**

**Registration is now open; Space is limited!**

### Don't Forget!

You have access to **FREE On-Demand audio conferences and Webinars available exclusively for SAHA members through AHIMA and HCPro!** These sessions are available anytime online and new sessions are added monthly, saving SAHA members thousands of dollars in annual continuing education costs! **Lost the login information? Contact Jessica Landin at [jlandin@sahalliance.org](mailto:jlandin@sahalliance.org).**

### Medicare Bootcamp!

SAHA has partnered with HCPro to offer a 4.5 day Medicare Bootcamp to be held in Goldsboro from 11/7-11/11. Seating is limited to 26 people, first come, first served! Contact Swati Bhardwaj at [sbhardwaj@sahalliance.org](mailto:sbhardwaj@sahalliance.org) for more info!

### SAVE THE DATE!

*Two Days of Education*

### Medical Staff Standards Update-FPPE and OPPE

November 17, 2011

### Medication Management

November 18, 2011

Where: WakeMed Cary Conference Center

Details TBA

*Check [www.sahalliance.org](http://www.sahalliance.org) for updates!*

### Got Education?

SAHA College is actively planning educational sessions for the 2011-2012 Fiscal Year.

We welcome your topic ideas and suggestions for educational sessions that meet your needs!

Please email Jessica Landin at [jlandin@sahalliance.org](mailto:jlandin@sahalliance.org) with any suggestions or inquiries.



# Teaming Up for Success



## Joint Meeting for Case Management and Quality Teams

Representatives from these two teams recently came together to learn more about reducing 30-day readmissions and heard from Avery Health about their Telehealth program to assist with this initiative. Avery Health has offered SAHA members a 50% discount and has also offered to do a pilot- at risk- with a money back guarantee if readmissions are not reduced by 30% through their services.

## SAHA Core Measures Team

The team met via conference call on June 3 to discuss the Core Measures benchmarking initiative. Currently SAHA collects core measures data from all member hospitals, compiles the report and shares it with the CNO team. Our goal is to standardize the collection time period as much as possible and streamline the data collection process so that the data shared with the team is current. The team discussed the capabilities of their data collection vendors and their own limitations for the reporting process. As a follow up, the team met in-person on July 21 at WakeMed Cary Conference Center, where they decided on a new format for the data collection. The team also expressed interest in education on value based purchasing and meaningful use, which SAHA will work to coordinate.

## Operating Room Team

The OR Team met on July 15 for an educational session entitled “Violence in the OR”, presented by *Sharon McNamara, MSN, RN, CNOR*. Team members discussed the prevalence and forms of workplace violence, its effects on staff and patient safety, and strategies for addressing violence and safely resolving conflict. SAHA provided attendees with free CEU for the session.

## Business Team Meeting

The Business Team met on August 2 at WakeMed Cary. A representative from R&B Solutions demoed the RAMP product, which is available at preferred pricing for SAHA members. Representatives from ACI presented about ACI’s services for handling MVA claims. Several team members are interested in their services and SAHA will work on an agreement for preferred pricing. The team discussed having joint meetings with the Pharmacy and Case Management teams, which SAHA will arrange.

## Upcoming SAHA Team Meetings

**August 24-** Rehab Team Meeting

**August 25-** HR Team Meeting

**August 30-** HCAHPS Team Meeting

## SAHA Rehabilitation Team

The SAHA Rehab team met on May 18 at the WakeMed Cary Conference Center. Shelby Harrington from Carolinas Rehabilitation presented the EQUADR network tool which shares information, ideas and best practices. The team also discussed career ladders, competency assessments, and “patient problem lists” that were suggested by a reviewer for the Joint Commission during a recent member visit.

## CNO Team

The SAHA CNO Team met on August 12 at the WakeMed Cary Conference Center. Candace Smith, SVP, CNO, Clinical Program Consultant with Medline, gave a presentation to the team entitled “Driving Clinical Excellence Through Collaboration and Partnership.” CEUs were awarded for the presentation. Representatives from ShiftWizard were also on hand to discuss product updates, their pilot program, and information on one of their new partner companies, a full service EMR company called Napochi. The team also discussed ongoing SAHA initiatives, including core measure benchmarking, reducing 30 day readmissions, transitions of care, CLABSI Phase II, and Lippincott.



# Maximizing Resources

*Sign on to these SAHA contracts and save!*

## Precyse and Precyse University for ICD-10 Education and Readiness

SAHA recently signed a contract with Precyse for ICD-10 education and readiness consulting. Precyse University provides customized education to each of the 21 impacted staff populations that will require knowledge and/or extensive use of the new ICD-10 classification systems within the organization. From coders to physicians to case managers to nurses to administrative staff, Precyse University prepares your facility for this transition and to be productive and successful on Day 1. SAHA members will save on both Precyse University and onsite consulting services through discounted SAHA pricing. WakeMed and Cone Health have already signed on to take advantage of the savings provided under this contract, resulting in a combined savings of over \$330,000.

## EQUADR<sup>SM</sup>—Rehab Specific Quality Outcomes Benchmarking

SAHA recently signed a contract on behalf of its members for the EQUADR<sup>SM</sup> network, a rehabilitation-specific quality outcomes benchmarking service operated by Carolinas Rehabilitation – PSO. The mission of the EQUADR<sup>SM</sup> network is to improve the overall quality and safety of healthcare services for the rehabilitation patient before, during, and after their hospital stay. SAHA members will receive 10% off of the membership fees for the network and three SAHA members have already signed on to take advantage of these savings.

### INGENIX UPDATE

SAHA has renewed an agreement with Ingenix to provide discounts on coding books and other reference materials to SAHA members. Last year members saved over \$80,000 through this agreement! Ordering is underway at each member facility and all 2012 orders should be into David Cromar at Ingenix as soon as possible. All orders should be coordinated through the purchasing department at your facility. Email [jlandin@sahalliance.org](mailto:jlandin@sahalliance.org) for more information.

### Pharmacy Savings

SAHA's contract with Ameridose was recently renewed for additional cost savings on pre-packaged medications. Ameridose will provide members with additional discounts on medications that are not paid for by NC Medicaid. Members using Cardinal's 24-hr Pharmacy will see additional savings. Email [sbhardwaj@sahalliance.org](mailto:sbhardwaj@sahalliance.org) for more info!

### Respirator Fit Testing

Lenoir recently signed with Safety Resources Management, Inc. for their annual Respirator Fit testing. SRM presented at a joint Infection Control/Respiratory team meeting a few months ago. SAHA has arranged a member discount resulting in significant hard dollar savings as well as a huge time savings for fitting the staff with N-95 masks. Need more info? Contact Swati Bhardwaj @[sbhardwaj@sahalliance.org](mailto:sbhardwaj@sahalliance.org)

### Greenjobinterview.com

SAHA recently signed an agreement with Greenjobinterview.com for online interviewing services. By utilizing secure, browser-based technology and support services, SAHA members and candidates can interact face-to-face while minimizing costs, maximizing time, and reducing environmental impact associated with travel to and from interviews. Greenjobinterview.com can even send the candidate a webcam and conduct a pre-interview "tech-check" with the candidate, making the process hassle free for the interviewers. SAHA members will receive a 25% discount on the initial fees, and a 20% discount on interview slots. For more information contact Jessica Landin at [jlandin@sahalliance.org](mailto:jlandin@sahalliance.org).

# Maximizing Resources

*More SAHA contracts to help you save!*

## SAHA Signs Agreement for Cobius' Audit Manager Software

SAHA recently signed an agreement with Cobius Healthcare Solutions that provides preferred pricing for Cobius' Audit Manager to all SAHA members. Audit Manager is a comprehensive, cost-effective solution for managing all audits from start to finish.

Audit Manager allows healthcare providers to manage government audits, such as RACs, MICs, CERTs, and private payer audits in one place. The software handles audits for all parts of the healthcare organization, such as hospitals, SNFs, and physician groups. The system's business intelligence helps users detect denial patterns to avoid repeating costly mistakes. Dynamic reports and financial dashboards give supervisors at-a-glance updates.

Audit Manager minimizes the labor needed to respond to audits. Tools such as work queues, email reminders and 'stoplight' status indicators make it much easier to manage hundreds or thousands of tasks. These features also facilitate collaboration among internal and external parties, while streamlining workflow and institutionalizing best practices.

Later this year, Audit Manager users can upload medical records for RACs, CERTs and PERMs directly to CMS. This capability will eliminate the time and cost of printing and sending charts.

Other Audit Manager features include:

- It helps users identify audits that should be exempt from RAC consideration
- Users can keep online both scanned and electronic documents (e.g., Word), including appeals templates, making information release and appeals more efficient
- Users can post announcements and links to keep people informed about important audit-related information
- Optional integration with other programs (e.g., ADT, EMR, release of information) automates many tasks
- View the entire claim and payment history for any account with one click
- Automatically syncs files and appeals information with Executive Health Resources (EHR), the leading medical necessity documentation review company
- It instantly generates reports for use in the AHA's RACTrac system

For more information contact Jessica Landin at [jlandin@sahalliance.org](mailto:jlandin@sahalliance.org).

## SAHA Signs Agreement with Greeley for Consulting Services

SAHA recently signed an agreement with The Greeley Company for discounted prices on consulting services for SAHA members. This agreement is in addition to the existing agreement for Peer Review services. Under the agreement, Greeley will also provide a complimentary educational webinar to participating members. SAHA will provide details as they become available. SAHA is also happy to welcome Greeley back to speak at the SAHA College Annual Joint Commission Update session. Members looking to engage Greeley for joint commission mock surveys or other consulting services should contact Jessica Landin at [jlandin@sahalliance.org](mailto:jlandin@sahalliance.org).

## We Need Your Feedback!

The Annual SAHA Member Satisfaction Survey will soon arrive in your email inbox. We value your feedback and thank you in advance for taking the time to complete the survey. For questions, please contact Chris Applewhite at [capplewhite@sahalliance.org](mailto:capplewhite@sahalliance.org)

# On the Horizon



## Important Dates and Events

**September 23:** Notary Certification for the Healthcare Provider, WakeMed Raleigh

**November 17:** Medical Staff Standards Update: Details TBA

**November 18:** Medication Management Session: Details TBA

**Date TBA:** SAHA College Annual Joint Commission Update Session

*For the latest SAHA meeting and event information, refer to the calendar on our website [www.sahalliance.org](http://www.sahalliance.org)*

## Staff Contacts:

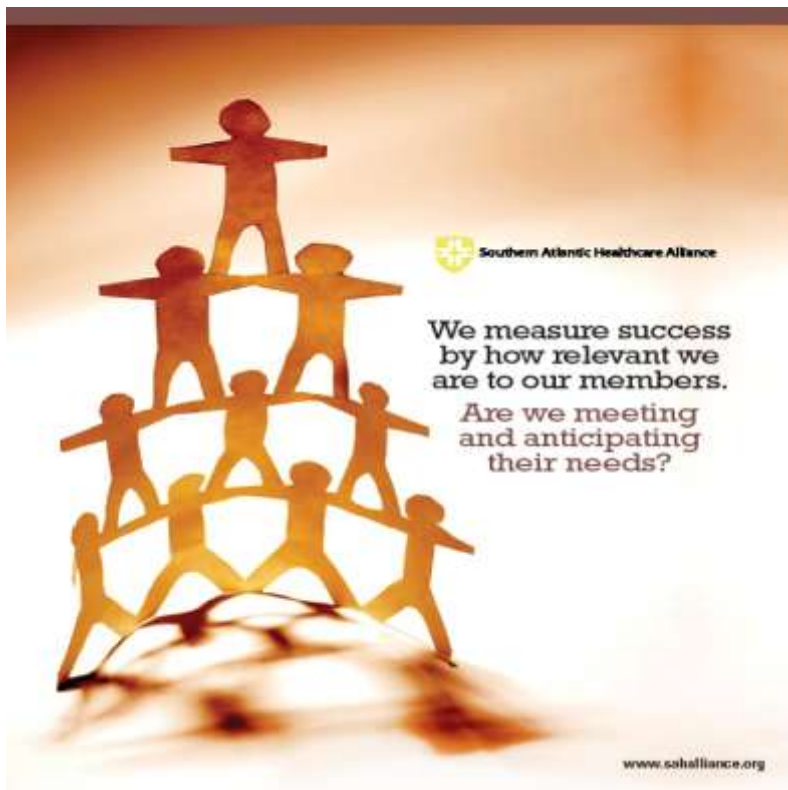
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*For all SAHA meeting dates and information refer to the calendar on our website, [www.sahalliance.org](http://www.sahalliance.org). Links to register for upcoming SAHA College sessions can also be found on the website.*

**Visit our website!**  
**[www.sahalliance.org](http://www.sahalliance.org)**