



The Shield

A Quarterly Insight into the Southern Atlantic Healthcare Alliance

A Message from our CEO

Healthcare continues to face challenges, but despite these many challenges, your hospital teams' continued commitment to the Southern Atlantic Healthcare Alliance (SAHA) has yielded significant results. As SAHA enters into the second half of its fiscal year our Return on Investment to our membership remains strong and is growing stronger. At the close of the second quarter the average quantifiable savings ROI was 6.71. These hard dollar savings combined with the networking opportunities, sharing of best practices and educational sessions showcase the impact that you, our membership continue to make in both your community and those of your peers. Our mission to improve the quality and delivery of healthcare to those we serve by supporting and strengthening our membership through collaborative efforts, networking and educational opportunities is even more vital today than when we first formed almost 8 years ago. This quarters' newsletter highlights several of the recent membership milestones. Congratulations to the SAHA membership for continuing to make a difference!



- Dale Armstrong

HR Team Audits Insurance Contracts

The HR Team recently facilitated a comprehensive review of both the Stop Loss and Life & Disability contracts. While some results are still pending, initial findings indicate potential enhanced savings opportunities for all members. The team will continue to update the rest of the membership on their progress and success on this initiative!

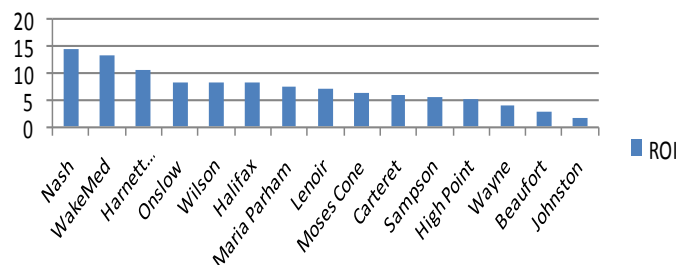
ROI as of March 2011:
6.71



FY2010-2011 ROI:

October 2010-March 2011 Return on Investment (ROI)

*As of April 15, 2011



Learning Together

SAHA College Educational Sessions

Recently Hosted Educational Sessions

Date	Session	Speaker	SAHA Hospitals in Attendance	Contact Hours/CEU
January 26	2011 Joint Commission Update	Steve Bryant, Greeley	14	3.5/.4
February 1	Friday Night at the ER	Dave Zotter and Kenneth Murray	8	3.5/.4
February 11	SAHA: Straight Talk	WakeMed, Johnston Health, Maria Parham	12	3/.4
March 25	Pandemic Flu	Wava Truscott, PhD	9	1/.1
March 28	ICD10 Coding Overview: Managing Transition to Decrease Risk	Sandra Sperry and Deborah Gardner-Brown	12	3.5/.4

SAHA-AAHAM Joint Meeting

On February 17 SAHA and the Carolina Chapter of the American Association of Healthcare Administrative Management co-hosted a meeting focused on emerging issues in revenue cycle management, NC Medicaid Audits, the JW modifier rule, and ways to increase point of service collections. SAHA thanks John Cook, President of the Carolina AAHAM chapter, for all of his hard work coordinating this program. We encourage the Business Office Team to utilize resources like SAHA and AAHAM to help them with the challenges they face and to network with peers from around the state. Thank you to all those who attended the program!

Lean Simulation/Training

SAHA conducted Lean Simulation and training for the Radiology team at High Point and members of the Quality Improvement team at Moses Cone. Attendees found the sessions to be interesting and helpful. 3.5 credit hours were by approved by American Society of Radiologic Technologists (ASRT) for the attendees at High Point. In addition to these two facilities, the CQI facilitators and members of the Service Excellence team delved a little deeper into Lean with additional education on strategies for conducting 5S and Value Stream Mapping. SAHA thanks participants for their continued support and reminds everyone that these initiatives are conducted onsite and at no charge. Contact Swati Bhardwaj at sbhardwaj@sahalliance.org to schedule a session for your team!

Upcoming SAHA College Sessions— Get more Info and Register at www.sahalliance.org

4th Annual Patient Flow (.4 CEU)

May 16 at The Andrews Center

SAHA's annual patient flow session focuses on strategies to facilitate patient flow through the emergency department as well as through surgery and inpatient care areas. The session will highlight primary bottle necks that impede throughput and suggest pathways and protocols to overcome these bottlenecks.

Speakers: Spence Tepper, President, Compirion, Mark Brodner, FACHE, Senior Vice President, Compirion, Lynette Svingen BSN, MHA, MBA, RN, Compirion, John Wood, RN, BSN, MBA, Compirion

Fees: SAHA Members: \$30 before May 2.

Managing Effectively (.5 CEU)

June 7 at the WakeMed Cary Conference Center

This program will help managers with the skills needed to be an effective manager, including managing difficult employees and best practices to pursue discipline and discharge that can protect managers from employee charges. Further, this session will help managers understand how to avoid behaviors that can lead to self sabotage, and help them to develop their personal brand.

Speakers: Drake Maynard, BA, JD, Professor, UNC-Chapel Hill and Former Managing Partner/Director (Retired), Employee Relations Division N. C. Office of State Personnel and Dinetta Richardson, M.Ed, Staff Development Specialist, WakeMed Health & Hospitals

Fees: SAHA Members: \$45 before May 24

Teaming Up for Success



The **HCAHPS Team** met on February 22, 2011 at the WakeMed Cary Conference Center. One of Lenoir's vendor representatives from NRC Picker presented on Value Based Purchasing and HCAHPS updates and best practices. SAHA Members, Donna Hinnant & Beth Bare-foot, from Johnston Health also presented about "*Enhancing and Sustaining Customer Satisfaction on the Unit,*" which focused on some of the successes that Johnston has had with their patient-centered approach. The meeting also included plenty of time for team networking.

HR Team

The HR Team met on February 8, 2011 at WakeMed Cary. The team discussed insurance contracts and value-add services such as benefits statements. They also discussed finding an alternate background check vendor, and online employee self-service for benefits forms. The team met again on April 11 to review the audit results.

The **Infection Control and Respiratory Therapists** Teams met at the WakeMed Cary Conference Center on March 25. The meeting included a presentation by Wava Truscott, PhD entitled "Pandemic Influenza: Perspective, Preparation, Protection, Personal Preparedness," as well as a vendor presentation from Safety Resources Management, a company that provides respiratory fit testing services. Each attending team member received one hour of FREE CEU (CRCE for RT) for the Pandemic Influenza presentation.



Upcoming SAHA Team Meetings

HIM Team– April 27 @ WakeMed Cary Conference Center

Joint Pharmacy/Business Office Teams– May 16 @ WakeMed Cary Conference Center

Rehab Team– May 18 @ WakeMed Cary Conference Center

Maximizing Resources

Sign on to these SAHA contracts and save!

MedQuist for Transcription Services Contract Saves Members \$280,000!

SAHA recently signed a contract with MedQuist for medical transcription services. The contract offers tiered, volume-based pricing, and will provide an immediate combined savings of **\$280,000** to SAHA members currently using MedQuist for their transcription services. If additional SAHA members sign on as designated purchasers, additional savings can be realized for all participating members. MedQuist will be at the April 27 HIM Team meeting to answer member questions and talk about their services, which also include coding, integrated front-end speech recognition, SpeechQ for Radiology, dictation and speech recognition.

For more information, contact Jessica Landin at jlandin@sahalliance.org.

SAHA-Kreg Enhanced Agreement Offers Additional Savings Opportunities

Kreg Information Systems has completed numerous pricing studies over the past few years for the SAHA membership. As a result several members experienced a significant increase in their net revenues. In order to provide additional added value, SAHA has teamed up with WNCHN and Kreg to offer enhanced pricing and provide additional savings opportunities to our members. Outlined are some of the key features of Kreg's pricing studies and the information that will be provided to each facility:

- An analysis of your Hospital's CPT/HCPCS fee schedules to current prices you have supplied Kreg
- A market analysis of prices by CPT/HCPC of 5 area hospitals of your choice
- Price sensitivity analysis to demonstrate the impact of updates
- Reimbursement data related to pricing structure and any contractual impacts
- Complete detail on pricing methodology for transparency of reporting

Please contact Swati Bhardwaj at sbhardwaj@sahalliance.org for more information.

AHIMA Contract Renewed for HIM Distance Education Free for SAHA Members

As a service to its members, SAHA has renewed the AHIMA contract, which allows SAHA to provide 45 AHIMA audio/webinar educational sessions in 2011 **to all members free of charge**. HIM team members have a login and password to access these sessions on-demand from the AHIMA website. This results in a **savings of over \$10,300** per member hospital.

SAHA HealthStream Agreement

Based on interest from several SAHA teams, we are happy to announce a partnership with HealthStream for their education resources at a discounted price for SAHA members. HealthStream has set up a link specific to SAHA members that provides information about the company as well as the education they provide. HealthStream will be conducting a series of informational webinars and Natalie Edwards, our team member from Betsy Johnson/Harnett Health has very graciously offered to co-host these for SAHA members. A huge thank you to Natalie for all her support with this initiative. Visit www.healthstream.com/SAHA for more information.

Please contact Swati Bhardwaj at sbhardwaj@sahalliance.org if you'd like additional information or would like to schedule a WebEx.

Maximizing Resources

More SAHA contracts to help you save!

Total Scope– Direct Repair Endoscopes and Surgical Cameras

SAHA is pleased to announce a new agreement with Total Scope for discounted pricing on direct repair facility Endoscopes and Surgical Cameras. Total Scope's expertise in the areas of Endoscopic and Surgical repairs will be a valuable resource for SAHA members.

Currently, three SAHA members work with Total Scope, which takes SAHA to the Tier 2 discount of 6%. The more members who use the service, the more savings we will collectively be able to realize. Please feel free to give it a try; there is no compliance requirements associated with the contract!

For additional information on this initiative please contact Matt Wilcox, Project Manager at SAHA, at 919-350-2613 or mattwilcox@sahalliance.org.

Orkin Keeps Pests Out!

Having an issue with pests at your facility? Let SAHA and Orkin help! As of January 1, 2011 SAHA has a discounted pricing arrangement with Orkin for all of your pest control services. Several members are taking advantage of the contract and the feedback has been extremely positive. Those who are utilizing Orkin say that they have seen an increase in the level of service and have also realized hard dollar savings as a result of joining the SAHA-Orkin contract. Although pest control may not be at the top of your mind, it certainly will be if not handled correctly. We encourage members from our Environmental Services team to take advantage of a complimentary assessment of the hospital and other locations which require this service.

For additional information on this initiative please contact Matt Wilcox, Project Manager at SAHA, at 919-350-2613 or mattwilcox@sahalliance.org.

Outsourced Staffing

In the January newsletter, SAHA announced a new contract for temporary staffing of Physical, Occupational, and Speech Therapy Professionals. The contract was signed with AMN Healthcare, the parent company of StaffCare with whom SAHA has an agreement for Locum Tenens.

We are pleased to announce that Maria Parham Medical Center and Harnett Health System are taking advantage of the contract and we expect more SAHA members to participate in the near future!

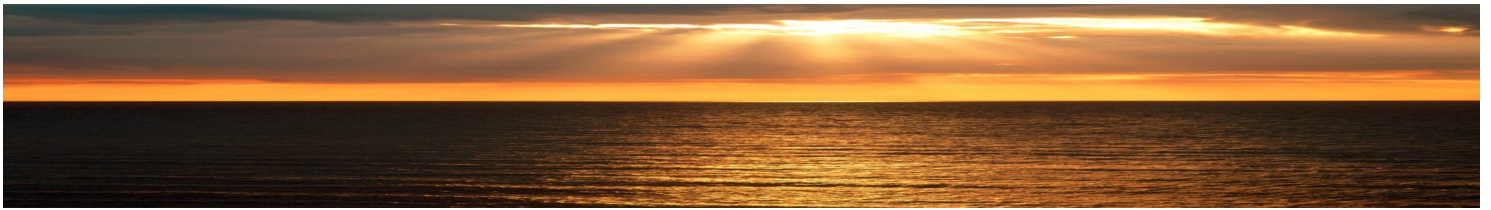
MEMData

SAHA hopes to bring increased hard dollar savings to members through a partnership with MEMdata. Regardless of GPO affiliation, MEMdata offers a no risk approach to ensure you are getting the best pricing on any and all capital equipment purchases. You only pay if MEMdata finds savings! This self-funding program will allow SAHA members to put actual dollars back into their budgets. Hospitals around the country use MEMdata to realize an average savings of 18% on equipment purchases.

SAHA and MEMdata are glad to arrange a WebEx or in-person meeting for those who are interested.

If you would like more information please contact Matt Wilcox at mattwilcox@sahalliance.org or 919-350-2613.

On the Horizon



Important Dates and Events

May 16– 4th Annual Patient Flow
The Andrews Center- WakeMed Raleigh
10am-3pm

June 7– Managing Effectively
WakeMed Cary Conference Center
10am-3:15pm

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

Staff Contacts:

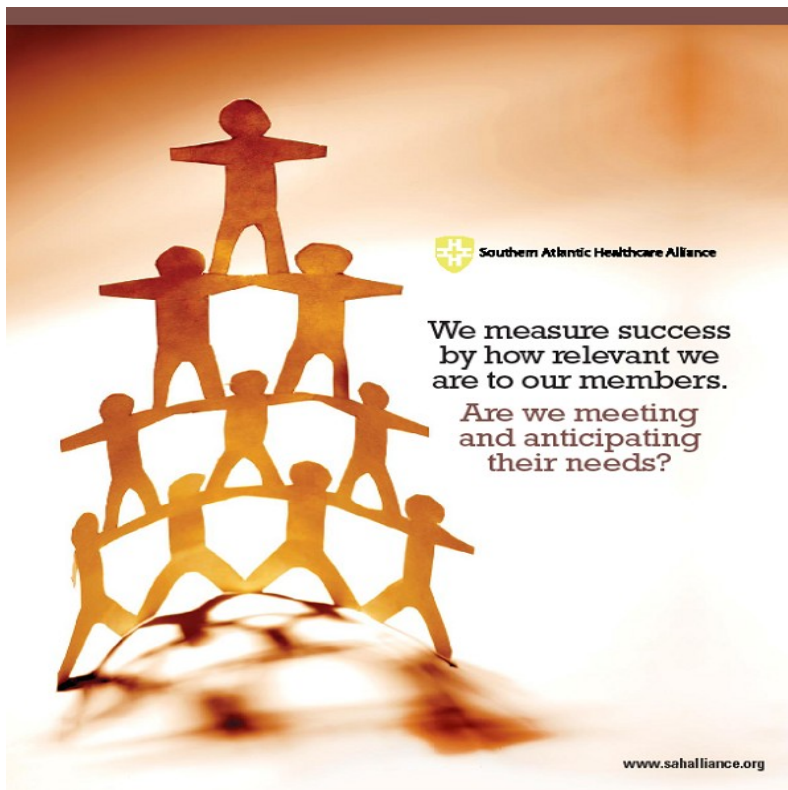
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*For all SAHA meeting dates and information refer to the
calendar on our website, www.sahalliance.org. Links to
register for upcoming SAHA College sessions can also
be found on the website.*

**Visit our website!
www.sahalliance.org**