



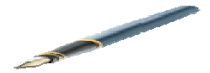
Southern Atlantic Healthcare Alliance

Quarterly Newsletter July-September 2008

Regional News

- Betsy Johnson Regional Hospital announces plans to become 100% smoke-free by November 2008
- Halifax Regional Medical Center's new angiography suite to open in July
- High Point Regional Health System approved for Bariatric Surgery Accreditation by the Bariatric Surgery Center Network of the American College of Surgeons
- American College of Radiology awards three year accreditation to Nash General Hospital
- Wayne Memorial opens its Wound Care Center
- Johnston Memorial successfully completed Joint Commission Survey

A Word from Our CEO



This quarter's newsletter is a reflection of the hard work and commitment demonstrated by the SAHA initiative teams in creating opportunities and meeting the challenges that confront us in today's rapidly changing healthcare environment.

By coming together with the common purpose of delivering excellence in healthcare to those we serve, we are making a difference in people's lives.

As you read this quarter's

newsletter, you will see that as a member of a SAHA initiative team you have been instrumental in helping your hospital and those of your peers achieve significant success in the areas of education, compliance and cost savings.

As we move into the next quarter, we will continue our collaboration with a focus on quality, safety, access and cost.

Thank you for your many contributions.

-Dale Armstrong

SAHA Runs Pilot Study of Staffing Companies



The **Rehab** Team has been hard at work finding a recruiter to fill their most competitive positions. The result is a new process for SAHA, a pilot

study of the top two contenders. The Rehab Team narrowed the field to companies based on key components: a local headquarters, significant savings over standard recruitment agreements, exceptional policies on transparency, and guarantees for candidate selection.

The pilot will cover a three month span, multiple SAHA members and positions.

Orion, a locally based company focused on ex-military staffing, and PeopleLink, a national company whose health care division is located in NC, will work on placement in challenging positions at 6 SAHA Member Hospitals. The pilot will end with one staffing company earning a 3 year SAHA contract to help place an average of 22 employees in the rehabilitation departments of our members. Members will save 33-50% off the cost of recruitment fees.

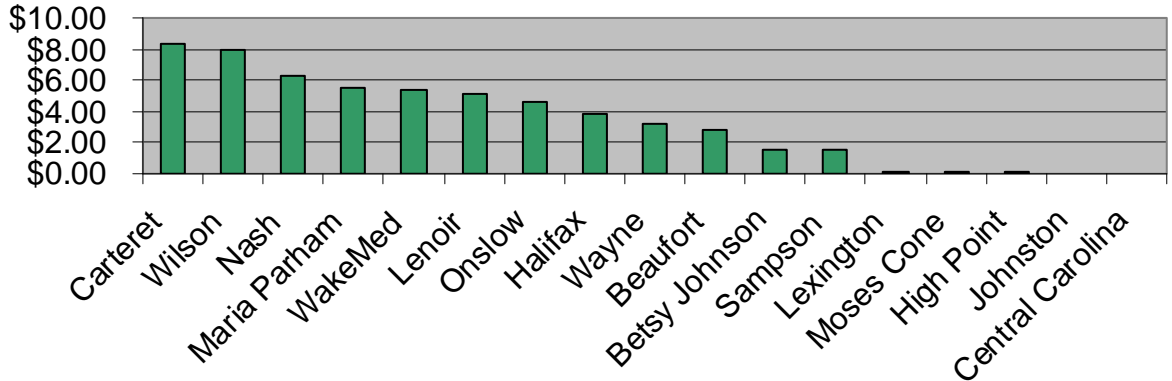
Cost Savings Initiatives



**Average
Participating
Member ROI
\$3.10**

Quantifiable Savings ROI by Member

October 2007-April 2008



Seven Members Sign Contract to Save \$2.1 Million

What a success! Betsy Johnson, High Point, Lexington, Moses Cone, Nash, Sampson, and WakeMed have signed an agreement with Medline Inc. for custom surgical procedure trays, saving an estimated \$2.1 million annually. This purchasing initiative was

forged by VHA Inc. This agreement represents the first VHA/SAHA success representing more than \$1 million in savings. In total, the seven hospitals involved in the agreement purchase about \$300 million in supplies and services annually.

As these hospitals are working with VHA to review other major savings opportunities, it is expected that this will be one of many successes these organizations will find through their relationship with VHA.



FMLA Management Outsourcing to Benefit SAHA Members



The HR Team spent the winter and spring learning about the potential benefits of FMLA Outsourcing. Working with Wendy Fuess of Wells Fargo, the HR Team recently selected ComPsych for a SAHA contract. ComPsych is an industry leader providing services to multinational corporations and a dozen health systems. Their

100% liability assures an improvement in compliance with FMLA regulations and a consistent communication for employees and managers alike.

ComPsych has agreed to provide extensive tracking and FMLA management for 10,000 SAHA employees at a greatly reduced rate. The estimated ROI for our

initiative members ranges from 9:1-25:1. Our members plan to redeploy FMLA staff to greater value added positions such as benefits and employee health. Nash and Carteret have recently begun implementation and SAHA members have a year to join the contract at reduced rates.

Health Information Management (HIM) Team Enjoys Cost Savings on Reference Materials

The **HIM** Team has successfully completed an order for coding books and other reference materials that netted more than \$43,000 in savings. The HIM team has participated in several SAHA cost savings initiatives to purchase Ingenix reference materials in the past. This year the orders took place in May and June and included 14 hospitals which purchased a total of more than 1,000 items.

Additional savings were also found in the waiver of shipping fees, garnering another significant savings by placing the orders in the month of June. These savings are over and above the average of a 41% discount off of list price for items that SAHA Member Hospi-



tals experienced in this initiative. The HIM Team can look forward to another opportunity for savings soon—it is expected that another order will be placed in the winter.

Congratulations to Betsy Johnson, Carteret, Halifax, High Point, Lenoir, Lexington, Maria Parham, Moses Cone, Nash, Onslow, Sampson, WakeMed, Wayne and Wilson on their reference materials order!

The SAHA Finance Initiatives Group: Taking Care of Business!

The **SAHA Finance Initiatives** group remained busy trying to finalize a vendor for their Pricing Analysis Initiative. Five vendors responded to the RFP and three of these were selected to present their products to the team. After three Webinars, lots of questions and a whole bunch of emails, Kreg was chosen as the vendor of choice and has begun the process of gathering the necessary data for the pricing analysis. The contract is under review as this

goes to print!

The team has also agreed to partner with Winthrop for IT financing. The agreement was signed in May and will provide interested SAHA members unequaled value-added lease financing

options for all types of healthcare technology spend (Clinical, IT, IT Infrastructure, Software, Consulting, Training, etc).

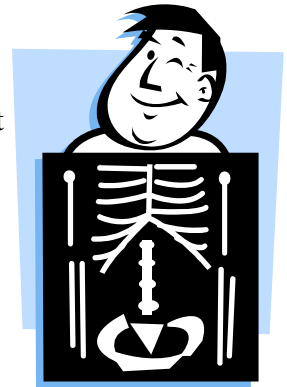
We look forward to what will come next out of this successful group!



More Cost Savings Initiatives!

SAHA Members to Sign Contract for Dosimetry Badges

While the **Radiology** Team members have been busy at their respective facilities and communicating with each other on the listserv, they are looking forward to saving money on their contract with Landauer for Dosimetry badges. The contract is in the final stages and will result in an overall savings of anywhere between 3% and 8% for interested SAHA members. This represents a combined total savings of approximately \$10,000. We are happy to report that 14 of the 16 member hospitals are involved in this contract. We look forward to finalizing the contract within the next couple of weeks.



SAHA Teams Collaborate to Save Money and Improve Outcomes

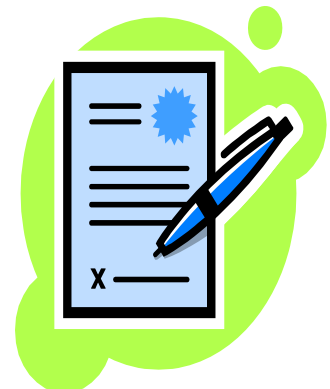


The SAHA **Laboratory** and **ED** Teams are looking forward to the SAHA agreement with Biosite under which members will start off with a 3% savings off of their current charges. The discount tier will increase as more members are added or current members buy additional testing kits from Biosite. Kathy Haddix-Hill and her ED team from Moses Cone, presented to a joint session of Lab and ED on the role of Cardiac Markers in the ED to improve patient outcomes. The agreement with Biosite will facilitate the process for members looking into instituting Point of Care (POC) testing in their EDs. Overall

SAHA Member Hospitals will save over \$60,000 with the current 3% discount and we are excited to announce that SAHA CEO Dale Armstrong has signed the contract.

Case Management Team to Enjoy Savings on Executive Health Resources Contract

Talk about multitasking!!! Even with CMS's IM, Medicaid's MUST tool, and their everyday rigmarole, the **Case Management** Team found time to help with the due diligence needed to finalize a contract with Executive Health Resources (EHR) at a significantly reduced per case cost to the members. EHR is already in the process of presenting to interested facilities on a one-on-one basis.



RAC Audit Seminar Provides Valuable Information to SAHA Hospitals

On April 1 SAHA held the **RAC Audit Seminar** with EHR's Executive Vice President Dr. Joe Zebrowitz, Smith Moore attorney, Barry Herrin, and Dixon Hughes consultant Laura Pait. EHR brought their experience from the initial RAC roll out, sharing common trouble



their clients experienced including difficulty managing the files requested and copy errors which contributed to the audit costs. Along

with suggestions to resolve these difficulties, they shared the legal avenues used success-

fully to rebuke audited cases. Barry Herrin and Laura Pait focused on improving compliance and administrative management of the RAC Audit process, suggesting corrections to medical necessity documentation and the generation of RAC Audit Teams at each facility to help manage the process.

The RAC Audit Seminar was a success with speakers receiving evaluation scores of 4.7 out of 5. All 18 SAHA members were represented by 79 attendees. In follow up to the RAC Audit Seminar, SAHA has created a RAC Listserv for SAHA members to share their challenges and solutions in the coming year.

Case Management Team Learns More About Important Notice From Medicare

The SAHA **Case Management Team** enjoyed another session with Margie Brohawn, CCME's resident expert on CMS's regulations. The team brought to the table their concerns regarding the Important Notice from Medicare



(IM). While most facilities have mastered the process of handing out the IM at the front end, there is often a slip on the back end. Team members shared their experiences with each other and took away im-

portant strategies for being 100% compliant at the back end from this session. While the team tries to wrestle with this regulation, they are also getting ready for Medicaid's MUST tool. Lenoir Memorial is a pilot site for this

initiative and we rely on them for updates regarding the initiative. Tenacious as they are, it is a surety that the case managers will continue to find effective and efficient ways to overcome any issues!

Pharmacy Team Stays Current on Compliance

While the case managers worked to stay compliant, the **Pharmacy Team** was not to be left behind. As soon as they heard of the Joint Commission's National Patient Safety Goal (NPSG) 3E on Anticoagulation Therapy, they went into high gear to find more ways to be compliant. The team attended a session with Dr. Jay Groce who shared with the team some of the processes in place at Moses Cone, one of our own member hospitals, regarding the

NPSG 3E. In addition, the Pharmacy Team had another big issue to deal with – the inclusion of NDC numbers on Medicaid claims. As alarm bells went off, the team had a conference call with Amelia Bryant from NCHA to get her input on being compliant. Pharmacy and Business Office Managers Teams both joined the call.



SAHA College

SAHA Members Learn About Motivating Self and Others

The SAHA College was proud to bring another exciting and valuable education session to our members. Well known motivational speaker Dr. Iwana Ridgill, PhD, shared her expertise on “what not to do to motivate self and employees”. Her style and presentation were very well received by our audience of 62 from 10 member hospitals. Ms. Ridgill shared a wealth of knowledge about human behavior at work. Among the motivating and motivational strate-



gies presented, the attendees learned about the little things that can have a huge impact on staff morale, the art of effective delegation, the power of empowerment, positive re-enforcement vs.

constant criticism, and the importance of feedback. One of the best and most appreciated lessons was “it is okay to have fun at work”. Comments like, “excellent speaker”, “very interesting session”, and “it was fun” were part of the evaluations received from attendees. SAHA College will continue to bring more sessions on leadership development in the near future. Please feel free to send your suggestions for topics of interest to Swati Bhardwaj at sbhardwaj@wakemed.org

SAHA College Program Focuses on Infection Control During Hospital Construction

SAHA College hosted another successful education session on **Infection Control During Hospital Construction**. Andy Streifel, a national expert on hospital environmental health from the University of Minnesota, presented this important and timely aspect of infection control. The session was jointly attended by representatives of the SAHA Infection Control and Facilities Teams. Both teams indicated that the material presented was educational and informative.



More SAHA College Programs to Come!

We look forward to offering additional SAHA College events in the near future. Up next will be a seminar on **Hospital-Wide Patient Flow** by Dr. Jody Crane, MD, and Dr. Kirk Jensen, MD. This seminar is an all-day event on August 8 at the Andrews Center at WakeMed-Raleigh. We look forward to seeing our member hospitals represented at this exciting and valuable program!

Educational Programs

Environmental Services Team Works to Go Green

While the SAHA College serves a broader audience and more global topics, SAHA also brings team specific education sessions to its members. One such recent session was a continuation of our efforts on the **Green Hospital Initiative**. Having heard all about regulated medical waste and its disposal, the Environmental Services (EVS) Team's interest has turned to hearing

about regulations that govern the disposal as well as transportation of hazardous waste in a healthcare setting. The EVS Team was joined by members of three other SAHA teams: Lab, Facilities and Infection Control. The attendees were impressed with the information shared by the speakers, Ted Cashion from the NC DENR

and Bill Stevens from the Dept. of Transportation.



OR Team Benefits from Presentation on Super Bugs

Also, the SAHA **Operating Room** Team enjoyed a very lively presentation, "Super Bugs: How effectively are we dealing with them?" by Dr. Nyla Japp, a speaker of national and international standing. Dr. Japp is the National Director of Central Sterile Processing Management (CSPM) at Integrated Medical Systems. The staff from the Central Sterile Processing departments of the member hospitals also at-



tended the presentation. The evaluations from the session were excellent and included comments like, "very timely information" and "excellent information". This presentation was held in April at Wayne Memorial Hospital and included a tour of the OR at the hospital. This is exciting as touring each facility's OR is the highlight

of each team meeting. We look forward to more such visits at each team meeting!



Southern Atlantic Healthcare Alliance

CONTACT US:

125 Edinburgh South Drive
Suite 220
Cary, NC 27511

Phone: 919-350-2004

Fax: 919-481-6781

Web site:

www.sahalliance.org

We welcome your feedback!

Important Dates and Contacts:

- July 14—SAHA SCIP Participants Meeting—SB
- July 16—Finance Committee Meeting—DA/CN
- July 23—Board Meeting—DA/CN
- July 28—SAHA Lab Team Meeting—SB
- July 29—HCAHPS—SB
- August 8—SAHA College: Patient Flow—CP
- August 21—Executive Committee Meeting—DA/CN
- August 22—2009 Joint Commission Update—CN
- September 17—Finance Committee Meeting—DA/CN
- September 24—Board Meeting—DA/CN

Staff Contacts:

- Dale Armstrong (DA): darmstrong@wakemed.org
- Swati Bhardwaj (SB): sbhardwaj@wakemed.org
- Sarah Hoffman (SH): shoffman@wakemed.org
- Cindy Nobling (CN): cnobling@wakemed.org
- Cindy Pittman (CP): cipittman@wakemed.org

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 person indicated:

Swati Bhardwaj:

- Rechargeable Batteries Purchasing
- Thomson/Solucient Purchasing
- Upfront Collections,

RAMP, and Accounts Receivables and Collections

- Interqual Software and Training
- 24 hour Pharmacy Coverage and Remote Order Entry
- SAHA College: Next session to focus on leadership development for managers

Cindy Pittman:

- Hood Cleaning for Food Services
- Patient Flow Education

- Short and Long Term Disability and Life Insurance
- Stop Loss Insurance
- Medical Library Purchasing
- Property Insurance
- Transcription Services

Sarah Hoffman:

- Congratulations! Sarah gave birth to a son, Peter David Hoffman, on May 6, 2008, and will return from leave in mid-August.

