



**SOUTHERN ATLANTIC
HEALTHCARE ALLIANCE**
2018 IMPACT STATEMENT

2017-18 BOARD OF DIRECTORS EXECUTIVE COMMITTEE



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Onslow Memorial Hospital



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Bill Bedsole, Chief Executive Officer

Swati Bhardwaj, Director of Operations

Erica Nelson, Strategic Services Specialist

Cindy Nobling, Executive Assistant/Office Manager



A MESSAGE FROM OUR CHAIR

Welcome to this year's edition of the Southern Atlantic Healthcare Alliance (SAHA) Annual Impact Statement.

My name is Penney Burlingame Deal and I am the President and CEO at Onslow Memorial Hospital in Jacksonville, NC. I also have the distinct honor and privilege of serving as the Chair of the Board of Directors for the Southern Atlantic Healthcare Alliance. I'm proud of the fact that Onslow Memorial Hospital was one of the original charter members when SAHA was formed back in 2004. As an organizational advocate of SAHA, I highly encourage member support in order for SAHA to achieve the regional benefits inherent in its mission, which is simply, *"To support and strengthen our member hospitals."*

As you review this year's Impact Statement, you'll see that much of it has been dedicated to highlights from SAHA's 2018 Alliance Day celebration. The event was the first of its kind ever attempted by SAHA and was a resounding success! Almost 200 SAHA members and sponsor representatives came together for a day of fun, networking, and learning. The event was offered at no cost to attendees through the generous funding of several of SAHA's vendor partners. As our way of showing our appreciation for that support, our Gold and Silver Sponsors are highlighted in this year's Impact Statement.

2018 was another great year for SAHA. Whether it came from the sharing of ideas and best practices at one of SAHA's team meetings, lessons learned and skills honed during some of the education programs offered through SAHA College, or from savings realized by participating in SAHA's robust contract portfolio, SAHA continued to deliver exceptional value to its members.

Looking forward, in 2019 we will celebrate SAHA's 15th Anniversary. In some ways, it's hard to believe that SAHA has been around that long, but at the same time it seems like SAHA has always been there – working diligently to meet the needs of our members.

Thank you for your support of SAHA and its initiatives.

With best regards,

DR. PENNEY BURLINGAME DEAL
2018/19 Board Chair

SOUTHERN ATLANTIC HEALTHCARE ALLIANCE

MEMBERSHIP



CONE HEALTH

Greensboro, NC
President & CEO:
Terrence B. Akin
Board Representative:
Preston Hammock, President,
Alamance Regional
Medical Center
(336) 832-7000
www.conehealth.com



HALIFAX REGIONAL MEDICAL CENTER

Roanoke Rapids, NC
President: William Mahone
(252) 535-8011
www.halifaxmedicalcenter.org



HARNETT HEALTH SYSTEM

Dunn, NC
CEO: Cory Hess
(910) 892-7161
www.harnetthealth.org



HUGH CHATHAM MEMORIAL HOSPITAL

Elkin, NC
CEO: Paul H. Hammes
(336) 527-7000
www.hughchatham.org



JOHNSTON HEALTH

Smithfield, NC
President & CEO:
Charles W. Elliott Jr.
(919) 934-8171
www.johnstonhealth.org



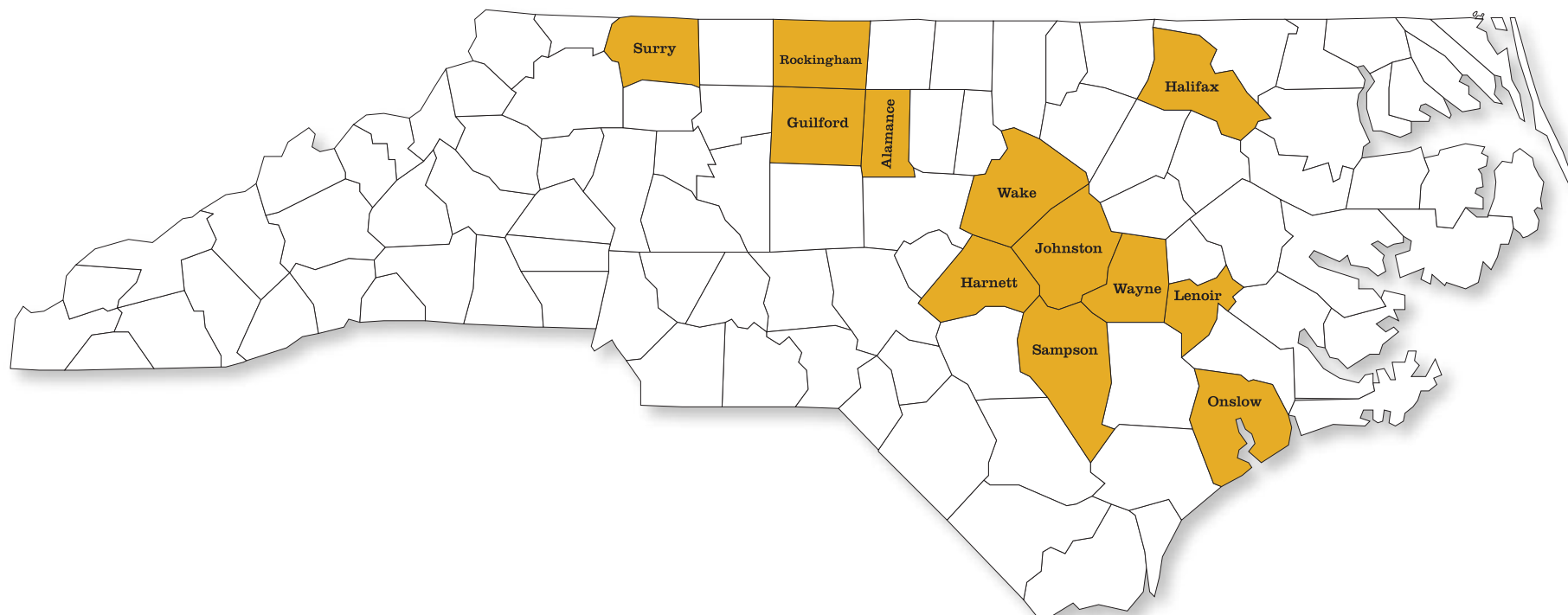
ONslow MEMORIAL HOSPITAL

Jacksonville, NC
President & CEO:
Dr. Penney Burlingame Deal
(910) 577-2345
www.onslow.org



SAMPSON REGIONAL MEDICAL CENTER

Clinton, NC
CEO: Shawn Howerton, MD
(910) 592-8511
www.sampsonrhc.org



**UNC LENOIR
HEALTH CARE**

Kinston, NC

Interim President & CEO:

Robert Enders

(252) 522-7000

www.lenoirmemorial.org



UNC ROCKINGHAM HEALTH CARE

Eden, NC

President:

Dana Weston

(336) 623-9711

www.morehead.org



**WAKEMED HEALTH
& HOSPITALS**

Raleigh, NC

President & CEO:

Donald R. Gintzig

(919) 350-8000

www.wakemed.org



WAYNE UNC HEALTH CARE

Goldsboro, NC

President & CEO:

Janie Jaberg

(919) 736-1110

www.waynehealth.org



Top: Bill Bedsole, SAHA CEO, congratulates Gary Black on his retirement; middle: Penney Burlingame Deal, current SAHA Board Chair, presents Black with a Certificate of Resolution honoring his service to the Board; bottom: Black is presented with the Order of the Long Leaf Pine, North Carolina's highest honor, in June 2018.

LAST OF THE ORIGINAL FOUNDING MEMBER CEOS OF SAHA RETIRES

In June of this year, the Board of Directors and staff at SAHA bid a fond farewell to Gary E. Black as he retired from his position as Chief Executive Officer at Lenoir UNC Health Care. Mr. Black's retirement was noteworthy, not only for the fact that he had been a senior executive at Lenoir UNC Health Care for more than 33 years; but also for the fact that he was the last of the original founding member CEOs of SAHA. At the time of his retirement, he also held the distinct honor of being the longest-serving member of the Board of Directors at SAHA. Over the years, Mr. Black served in several leadership roles on the SAHA Board, including serving as Chairman from 2006 – 2007.

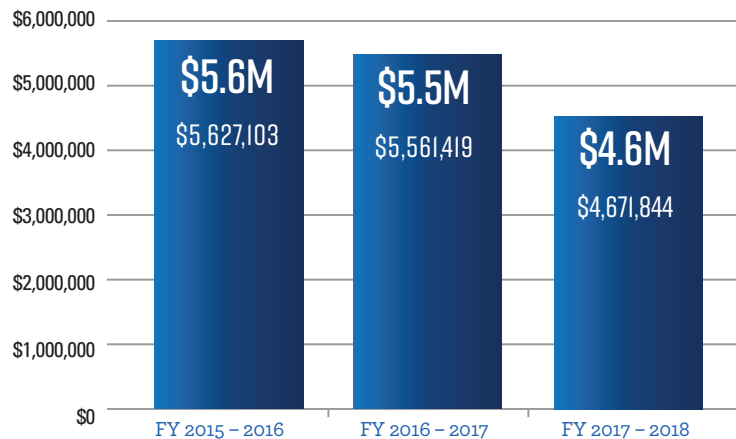
Mr. Black was born in Shelby, North Carolina, but spent most of his youth and young adult life in Florida. He joined Lenoir UNC Health Care, then Lenoir Memorial Hospital, in 1986 as Vice President of Finance, and was promoted to President and CEO in 1992.

Please join us in wishing Gary Black all the best as he enjoys his well-deserved retirement!

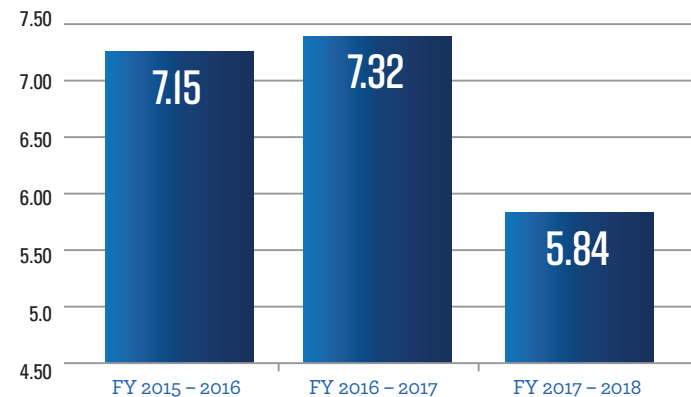
RETURN ON INVESTMENT (ROI)

For FY 2017-2018, SAHA members achieved a 5.84:1 return on investment (ROI). While this number is down slightly from historical numbers, it continues to demonstrate the strong value provided by contracts for goods and services generated by SAHA and the Illucient Purchasing Alliance. Illucient, a joint venture between SAHA and the Coastal Carolinas Health Alliance (CCHA), allows the two alliances to combine their joint purchasing power to negotiate contracts on behalf of the members of both alliances.

SAHA YEARLY MEMBERSHIP SAVINGS



SAHA YEARLY MEMBERSHIP ROI



"I have realized the value of networking, thanks to SAHA. After becoming a CNO, I found myself without a peer group. Not knowing who to connect with made my new job a bit more challenging. I began to use a few professional social media platforms, with minimal success. Having a peer group within SAHA, and periodic meetings to connect, helped me to build a peer group. The SAHA partnership also allowed me to have access to a variety of topics including patient safety, patient outcomes, and clinical quality. There are opportunities for organizations to save money because of their partnership with SAHA. Adding on the immeasurable value of networking and relationship building makes SAHA a smart decision."

Gina Lanier, Chief Nursing Officer
Onslow Memorial Hospital



Ty Moeder, Mitigation Dynamics presenting to the SAHA Education Team

SAHA VALUE PROPOSITION

NETWORKING

“Learning from each other, collaborating, sharing best practices, knowing we are not the only ones, there’s strength in numbers” are some of the things our team members say about the networking opportunities offered through SAHA team meetings. With more than 30 active teams, covering pretty much every area of the hospital, SAHA offers a unique avenue for members to come together and talk about challenges and issues as well as successes. In-person team meetings are a great way for team members to network with each other, learn from each other, and hear about new contracts available to them through the Illucient contract portfolio. When they can’t meet in person, team members can utilize SAHA-sponsored listservs for communicating with their peers. Information exchanged both at the team meetings and via listservs is confidential and for member-use only. Members find this information exchanged to be a valuable resource. SAHA is proud to facilitate these networking opportunities that strengthen relationships and build camaraderie among peers. Some of the teams meetings this year included Chief Nursing Officers, Rehab, Health Information Management, Business Office, Case Management, Recovery Audit Contractor Teams, and Radiology.

FROM OUR MEMBERS

"I thoroughly enjoyed the meeting as it was very beneficial to hear discussions from other rehab directors concerning some of the same issues in which we are experiencing. I can already see that this is a great network to be a part of with regards to discussing issues & concerns. I am so glad you reached out to me!"

Dusty Glover, Rehab Director
Sampson Regional Medical Center

"As Director of Education for Halifax Regional, I find the Southern Atlantic Healthcare Alliance to be a valuable resource and partner. Having access to a Listserv is extremely beneficial in building relationships with other hospital members and sharing/obtaining information when needed. Education provided is relevant and applicable and the Team Meetings afford an opportunity to collaborate, network, and strengthen relationships among team members. Members have input into education provided and content of team meetings, which ensures that needs/priorities are being addressed. I have been affiliated with the Southern Atlantic Healthcare Alliance for a number of years and have always found the SAHA staff to be accommodating, resourceful, and customer oriented."

Debbie Sanders, RN, BSN – Director of Education
Halifax Regional



"Being a part of the SAHA Education group has been very valuable in my role as Director of Education at Johnston Health. It has given me the opportunity to meet others doing the same type of job, thereby expanding my resources. The in-person and email contact enables us to find out what other organizations are doing for various initiatives, sharing innovative alternatives, and comparison information for Leadership. The topics for the meetings have included unique opportunities such as a site visit to the Wake Med simulation center, and live demonstration techniques for de-escalation with Mitigation Dynamics. Through my SAHA association, I have been able to provide all Johnston Health clinical staff with de-escalation training through the Mitigation Dynamics video course at a great savings of cost and time. I appreciate Swati Bhardwaj and Erica Nelson's efforts to bring the group together and provide opportunities to further quality care for the SAHA members through the Education group."

Lori Ann Martin, RN BSN MS, Director, Education
Johnston Health

SAHA COLLEGE & OTHER EDUCATIONAL OFFERINGS

EDUCATIONAL HIGHLIGHTS

During FY17-18, SAHA College sessions continued to focus on our members' goals of providing high-quality care at the best possible cost. Regulatory changes at the state and federal levels continue to contribute to a dynamic environment in the healthcare field. SAHA College sessions offer a combination of in-person programs and online webinars to help members better prepare for these challenges. Some of the SAHA College core sessions focused on patient engagement, quality improvement, human resources and leadership and professional development. SAHA brings in national and local speakers to share both clinical and non-clinical expertise. There is truly something for everyone on staff at our member hospitals.

SAHA EDUCATIONAL STATISTICS 2017-18

- 24 education sessions
- Over 400 attendees from SAHA member hospitals
- Over 100 contact hours (over 30 credits applicable towards Certified Professional in Healthcare Quality certification, also accepted by NC Board of Nursing as credits towards licensure and certification)
- SAHA received authorization to award ACHE Category II credits (non-face-to-face) for education sessions.
- SAHA completed the registration process with the National Association of State Board of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors.





HERE'S A SNAPSHOT OF SAHA COLLEGE SESSIONS OFFERED

- "Everyday Lean: A Kaizen Workshop"
- "From the Brain to the Keyboard: Writing for Success in Healthcare"
- "The Experience Framework: Human Centered Healthcare Design"
- "Communicating Effectively"
- "Facilitating Trust"
- "Embracing Generations in the Workplace: Key Strategies for Leaders"
- "Healthy Conversations"
- "Implementing Patient and Family Engagement"

CONTRACTS

Contracts negotiated by SAHA provide huge savings opportunities for our members. With the additional volume potential that Illucient brings to the table, SAHA has been able to negotiate contracts with higher tiered savings discounts that result in greater savings for our membership. Unlike GPOs (group purchasing organizations), SAHA does not accept administrative fees or rebates on the contracts negotiated on behalf of our members. This means that all savings negotiated in these contracts accrue directly to the members. With this approach, SAHA also avoids any potential conflicts of interest that could occur in recommending one contract solution versus another. A complete listing of SAHA contracts is available under the member-only area of the SAHA website at www.sahalliance.org. Interested members can contact SAHA to request a user name and password to access this information.



SAHA ALLIANCE DAY 2018

On December 4, 2018, approximately 200 SAHA members and sponsor partners came together for a day of networking, camaraderie, and learning. The event, the first ever of its type for SAHA, was a huge success! Members enjoyed learning about the various services provided by our vendor partners and heard presentations from two excellent speakers. Bill Leslie provided the local flavor of North Carolina and regaled the audience with his stories and music. Mr. Leslie recently retired from Raleigh's WRAL after 46 years of being on TV. He shared his insights on work-life balance and ways to keep the passion going. Attendees then heard from John Nance, a well-known name in the aviation industry. Mr. Nance is a staunch advocate for patient safety, and is featured as the Aviation Analyst for ABC News. As a gift for attending, SAHA provided member attendees with a copy of Nance's book, "Charting the Course", a sequel to his best seller "Why Hospitals Should Fly". Both speakers were well-received by the audience.

The day-long celebration included four \$50 raffles, several door prizes donated by our sponsors, and three YETI coolers. On a light note, Chuck Elliott, Johnston Health's CEO and a member of the SAHA Board of Directors, was asked to draw the names of the winners of the YETIs, and as fate would have it, two of the winners were actually senior staff at Johnston Health! Mr. Elliott will not be asked to draw the winners next year!

The event was held at the Raleigh Marriott Crabtree, which was tastefully decorated for the holidays. Plans are already underway for our 2019 Alliance Day, which will be themed to celebrate SAHA's 15th Anniversary!

Members enjoyed networking with each other and learning about the services provided by our sponsors, without whom the event would not have been possible.

A special thanks goes out to all of the sponsors of our 2018 Alliance Day. The following section includes highlights about the services offered by our Gold and Silver sponsors.

ACI ACCELERATED CLAIMS, INC.



ACI Accelerated Claims, Inc. (ACI) is an industry leading Motor Vehicle Accident (MVA) and Worker's Compensation (WC) account management company that is geared toward overcoming

the many challenges presented by a complicated accident claim reimbursement system.

Founded in 2006 in Atlanta, GA as an MVA account management firm exclusively, ACI expanded its service line in 2011 to include Worker's Compensation. The two lines are handled very similarly, and the natural fit has helped ACI experience rapid growth as is illustrated by annual appearances on the Forbes Inc. 500 list.

The ACI model is unique in that they place specially trained Patient Counselors (PCs) within the hospital Emergency Department, and these PCs attempt to meet with each and every accident patient while they're in the ED.

ACI's onsite staff helps the patients' understand this complicated process so they know what to expect.

With ACI's help, partner hospitals enjoy increased reimbursement rates on MVA accounts that are comparable to commercial healthcare payers. Learn more about ACI at www.accelclaims.com.

MARSH & MCLENNAN AGENCY LLC



Marsh & McLennan (MMA) is a subsidiary of Marsh established in 2008 to serve as a platform for the middle market. MMA offers business insurance, private client services, and employee health

and benefits to businesses and individuals across North America. MMA delivers custom personalization from local consultants while providing access to the worldwide resources of Marsh. MMA is currently one of the largest insurance brokers in the United States.

The Health Care Practice group at MMA specializes in providing cutting-edge solutions to the health care community. The ever-changing insurance landscape comes with new risks and challenges including stricter regulations and heavier penalties. MMA is committed to creating a differentiated client experience based on thought leadership, focused solutions, and access to unrivaled talent. MMA provides solutions for health care organizations including hospitals, senior living organizations, physician practices, medical research centers, and much more.

The MMA network continues to grow with more local agency partners every year. It is this network of local agencies working together utilizing the vast international resources of Marsh that is the true value of World Class, Local Touch. Through industry specific resources—premier brokerage services, enhanced underwriting negotiation, and contractual reviews—MMA provides unparalleled value to the health care industry. For more information, visit www.mma-midatlantic.com.

MDSAVE



MDsave is a healthcare technology company revolutionizing how hospitals and health systems increase access for the patient-consumer in an evolving market. MDsave's unique bundling technology makes medical procedures transparent, shoppable and instantly transactable. Through MDsave's patented collection software, patients pay one upfront price for prospective or retrospective care, and payment is automatically distributed to all bundle participants within seven days. MDsave empowers patients to take control over their healthcare decisions and gives hospitals a seamless way to collect from patients. For more information, visit [MDsave.com](https://www.mdsave.com).

MITIGATION DYNAMICS INSTITUTE



Mitigation Dynamics Institute (MDI) employs an unrivaled Workplace Violence Mitigation System that utilizes a unique four-pillar approach proven to effectively address behavior management. This approach is built around proven principles and includes Policy, Procedure, Training and Drills.

When an organization partners with MDI, they ensure that all of the elements of your Workplace Violence Mitigation System are in balance with the Four Pillar Principles. In addition to this, MDI's four cornerstones solidify the Behavior Management Strategies: V.C.R.: Verbal Conflict Resolution; P.A.S.T.: Personal Awareness Safety Training; S.T.A.R.R.: Safe Training and Responsible Restraints and iMDI: (interactive e-Learning module).

MDI personnel are primarily current and former law enforcement, first responders, military and healthcare professionals with extensive training for their lead instructors. Collectively MDI staff have hundreds of years of experience in working in violent environments and dealing with people in crisis.

Their training provides tangible tools that empower the healthcare professional to cognitively recognize, and properly respond to a range of behaviors from client dissatisfaction, to people in crisis to potentially dangerous situations. For more information, visit www.mitigationdynamics.com.

PRIVIS HEALTH



Privis Health is a leading provider of innovative data-driven care management programs and technology rich services that enable healthcare providers to deliver high quality care to their patient population

The Privis team has deep experience with programmatic approaches to provide strategies on service models, organizational transformation, quality improvements and learning health system activities.

Offerings include chronic care management, care coordination, and transitions of care programs working in tandem with patient engagement and placement services. For more information, visit www.privishealth.com.

FROM THE ATTENDEES

“LOVED THE ALLIANCE DAY. THE SPEAKERS WERE WONDERFUL. NICE CHANCE TO NETWORK WITH SPONSORS”.

“GREAT EVENT, NICE VENUE, FOOD WAS BETTER THAN EXPECTED.”

“EVERYTHING WAS EXCEPTIONAL!”

“ENJOYED VERY MUCH - CONTENT LIGHT AND REFRESHING. BOTH SPEAKERS DID A GREAT JOB!”

SHIFTWIZARD



ShiftWizard believes that happy nurses lead to happy patients. Founded by nurses for nurses, ShiftWizard has developed its workforce management solution with nurse and patient well-being

as its top priority. Introduced in 2007, ShiftWizard was the first fully web-based staff scheduling solution on the market. Today, ShiftWizard’s SaaS solution delivers an integrated portfolio of workforce management features including scheduling, communication, and productivity reporting, to over 120,000 users.

A nurse leader and current ShiftWizard client adds that “ShiftWizard helps reduce our overtime costs, float and agency costs, and usage costs because we get information in real time. We are able to see who has worked overtime, and who we can bring in who hasn’t worked overtime yet. Typically, we wouldn’t have this information. We would just have a bunch of names without knowing who worked overtime. ShiftWizard also helps us understand who has floated from one unit to another and who has competencies to float between units.” (Nurse and Staff Scheduling 2018: Cost-Reducing Convenience & Mobility © 2018 KLAS. To view the full report visit <https://klasresearch.com/report/nurse-and-staff-scheduling-2018/1374>.) To learn more about ShiftWizard, go to www.shiftwizard.com.

ACCUREG



AccuReg helps hospitals increase the speed and accuracy of payer payments, and can double, or in some cases triple, Point Of Service collections in six months or less.

AccuReg is uniquely positioned to impact the net revenue of a hospital or health system from the initial point of contact with the patient. Every step along the Revenue Cycle is a potential point of failure that, without the right action taken, can cost tremendous amounts of money. AccuReg treats each client as though they are a patient. They begin with a thorough assessment of current denials and POSC processes. AccuReg then develops a treatment plan, which is ultimately a suite of solutions designed with the specific intent of delivering measurable outcomes such as denials prevention, increased POSC, increased Patient Satisfaction, and ultimately higher NET Revenue. For more information, go to www.accuregsoftware.com.

DZEEL CLINICAL HEALTHCARE STAFFING



Dzeel Clinical Healthcare Staffing places Nursing, Allied, Rehab and Advanced Practices healthcare professionals into nationwide travel contracts, local contracts, as well as prn, temp to perm and direct hire positions. Dzeel matches each Healthcare Professional (HCP), regardless of their discipline or specialty, to a single recruiter. As they work together, the recruiter and HCP build a relationship based on

mutual respect and familiarity which fosters a sense of friendship.

Dzeel Clinical Healthcare (Clinical Staffing Inc.) is a woman- owned HUB certified North Carolina based company and is licensed by the State of North Carolina, Department of Health and Human Services, and Division of Health Service Regulation to operate as a Nursing Pool Agency. Dzeel's management philosophy is focused on 3 key words: Reliability, Relationships and Education. Dzeel knows that by focusing on these 3 words, both internally and externally, they are able to form the partnerships needed to provide the very best in patient care. For more information on Dzeel Clinical, go to dzeelclinical.com.

CLOUDBREAK HEALTH / MARTTI



Cloudbreak Health is the leading enterprise solutions provider of unified telemedicine services nationwide. Cloudbreak's Telemedicine Delivery Network, one of the nation's first and

largest private path broadband networks optimized for telehealth, now provides more than one million minutes of telemedicine consultation each month and links to the Cloudbreak Telehealth Marketplace of thousands of providers.

From telepsychiatry, telestroke, tele-ICU, telesitting and other specialties to its Martti™ integrated language services for Limited English Proficient and Deaf/Hard-of-Hearing patients, Cloudbreak's platform breaks down language barriers and improves patient care and outcomes by enabling quick and easy communication with patients who are Limited English Proficient (LEP) or Deaf/Hard-of-Hearing via live video or telephone in more than 250 languages.

Cloudbreak Health offers a simple, flexible and cost-effective platform for hospitals and health providers to access a full suite of private-label interoperable telehealth solutions on iOS, PC and Android devices. For more information, go to www.martti.us.

FROM THE ATTENDEES

"INCREDIBLE FOOD! BEST I HAVE HAD AT A CONFERENCE! LOCATION WAS EASY TO ACCESS, AMPLE PARKING, AND COMFORTABLE SURROUNDINGS."

"ACCOMMODATIONS WERE EXCEPTIONAL. VERY WELL PLANNED AND VENDOR REPRESENTATION A NICE ADDITION."

MEDISOLV



Medisolv is a national leader in quality reporting and management solutions covering electronic, abstracted and claims-based quality measures. Medisolv's ENCOR is an

integrated suite of software modules designed to measure and report electronic quality measures and abstracted core measures to CMS and The Joint Commission quality reporting programs. These programs include the CMS physician (QPP/MIPS/AAPM), hospital inpatient (IQR) and hospital outpatient (OQR).

Medisolv has experience in all aspects of quality and safety measurement using electronic data. Medisolv has participated in research and testing during the development of electronic quality measures and implemented quality measures across hundreds of hospitals and thousands of clinicians using its integrated suite of software modules for claims, hybrid, abstracted, and eQCMs. For more information about Medisolv, visit www.medisolv.com.

NTHRIVE



nThrive™ assists health care providers with performance and system improvement, and is the first company of its kind to offer comprehensive, Patient-to-PaymentSM solutions [to the health care arena]. By integrating their expertise of the entire revenue

cycle, nThrive unifies clinical and financial objectives, advises and drives performance with leading practices and analysis, and ensures sustainable change. They offer unmatched, tangible benefits for providers and, because we are independent, nThrive is not influenced by payor or provider owners. nThrive provides solutions that are unbiased and aimed solely at what's best for our clients. For more information, visit www.nThrive.com.

WELLINGHAM FINANCIAL



Wellingham Financial offers non-recourse patient-focused payment plans for high-deductibles and other out-of-pocket medical expenses that provides 0% interest payment plans with no additional fees to patients. As a result of Wellingham's industry leading customer satisfaction ratings, intuitive web interfaces, and responsive customer service, Wellingham is able

to set up payment plans with patient and disburse funds directly to providers. Payment plans can be set up by patient representatives using point-of-service locations, phone transfers, paper applications, website applications, and in-batch files where Wellingham will contact patients on behalf of the provider. Providers can expect out-of-pocket collection averages to increase to over 50% for all engaged patients, increase patient satisfaction, and significantly reduce operational costs associated with patient account collections. Wellingham is currently operating with several providers on the east coast and is continuing to expand services nationwide. To learn more about Wellingham's services, go to wellinghamfinancial.com.

THANK YOU TO OUR 2018 ALLIANCE DAY SPONSORS

GOLD SPONSORS



SILVER SPONSORS



MEMBER SATISFACTION SURVEY



SAHA conducts an annual membership survey to both gauge our performance in the previous year and identify ways we can better meet member needs in the coming year. In fiscal year 2017-18, SAHA remained focused on supporting and providing value to its membership.

This year's survey was sent to members of 25 SAHA teams that collaborate both through face-to-face meetings as well as secure team listservs. The survey was completed by 125 individuals representing all 25 teams. It included questions addressing SAHA's overall ability to anticipate member needs, provide high-quality education sessions, foster better communications, negotiate cost savings, and facilitate relevant team meetings.

On the whole, participants gave SAHA an overall average score of 4.610 out of 5. The scale was broken down with 1 = Strongly Disagree, 2 = Disagree, 3 = Neutral, 4 = Agree, and 5 = Strongly Agree. SAHA's overall average score remained essentially unchanged from last year's average score of 4.616.

The overwhelming consensus from survey participants is that SAHA continues to excel in communication and is responsive to the needs of members. Members strongly agreed that SAHA's networking opportunities and listservs are an excellent resource and provide a great opportunity to share and learn from each other. Educational opportunities through SAHA College and team meetings were also seen as a valuable resource. Participants rated SAHA's educational sessions as timely and relevant. Ninety-eight percent of participants agreed that SAHA serves as a valuable resource for providing education and collaboration.

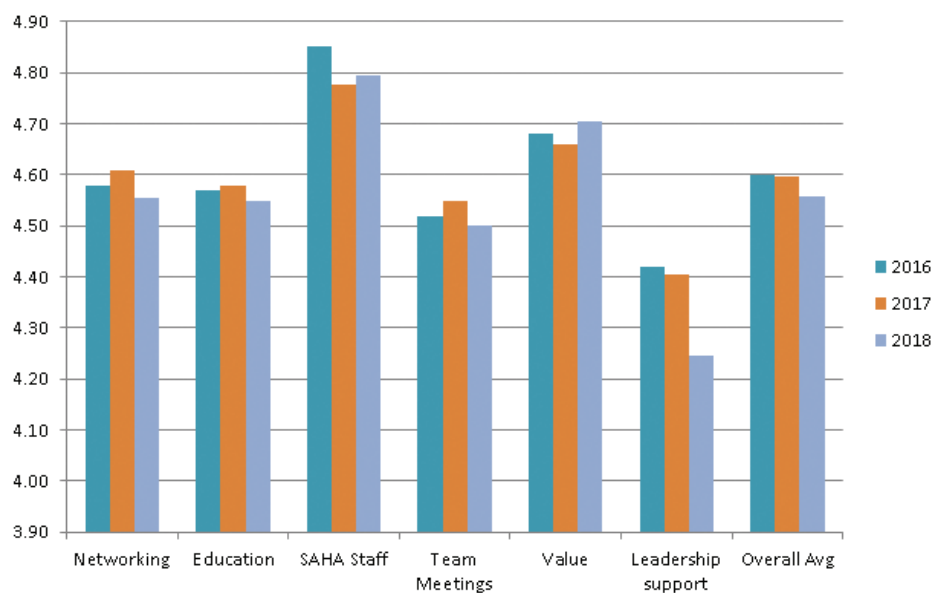


HIGHEST RANKED STATEMENTS 2017-2018

The highest ranked statements on the survey are reflective of the professionalism, responsiveness and effective communication SAHA provides for its members. The five top-ranked statements were:

STATEMENT AVERAGE SCORE	AVERAGE SCORE
SAHA staff are professional, courteous, and respond in a timely manner	4.87
SAHA effectively advertises upcoming programs through emails, listservs, and SAHA website	4.80
SAHA communicates relevant information in a timely manner	4.76
SAHA is a valuable resource for its members	4.73
SAHA staff facilitates meetings and educational seminars well	4.72

MEMBER SATISFACTION SURVEY TRENDS (FY 2016-18)



FROM OUR MEMBERS

"I HAVE GREATLY BENEFITED FROM MANY OF YOUR EDUCATIONAL OPPORTUNITIES OVER THE YEARS, AND LOOK FORWARD TO MANY MORE."

"THE LISTSERVS ARE TERRIFIC! SAHA STAFF ARE ALWAYS HELPFUL, INFORMATIVE, CORDIAL, AND KNOWLEDGEABLE."

"FRIENDLINESS IS #1, THIS STAFF IS AWESOME!"

"I AM VERY IMPRESSED WITH SAHA OVERALL AND VERY GRATEFUL FOR ALL OF THE OFFERS! LOVE IT!"

Thank you for taking time to review this year's SAHA Impact Statement!

This year's Impact Statement is a little different than the ones we've done in the past – we added lots more photos and dedicated a large section of it to coverage of our 2018 Alliance Day celebration. I won't restate what has already been said about Alliance Day, other than to say that it was great!

In the pages immediately preceding this message, this year's Impact Statement included highlights from the results from our 2018 SAHA Member Satisfaction Survey. This survey tool is designed to give our members a chance to let us know how they really feel about SAHA, and from the results, they apparently feel pretty good! On a scale of 1 – 5, members gave SAHA an average score of 4.61. Some questions were rated extremely high, and our scores on even our lowest rated statements were still pretty impressive. Our highest ranked statement asked for our members' opinion of our team's professionalism and responsiveness to our members. On that survey question, members rated our team at 4.87! I'm proud of the work that we do here at SAHA, and I'm especially proud of our staff.

Looking forward, in the opening Message from the Board, our Board Chair noted that in 2019, SAHA will celebrate its 15th Anniversary. Healthcare has seen tremendous change in the past fifteen years, and our longevity is directly attributable to the value we provide our members. That value was evidenced by the high marks our members' gave us in the Member Satisfaction Survey. In 2019 we will continue to work diligently to find ways to provide even more value to our members. Remember – we work for you, our members.

One final thanks to everyone that participated in our 2018 Alliance Day – our members, our sponsors, and our staff members that made it all happen. Our 2019 Alliance Day celebration will take a look back at some of the many things we've accomplished over the past 15 years. Our 2018 Alliance Day was great, and our 2019 Alliance Day will be even greater!

Thank you for your continued support of SAHA!



BILL BEDSOLE
Chief Executive Officer





SAHA MISSION

To support and strengthen our member hospitals.

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
- To support and strengthen our member hospitals through collaborative efforts, networking and educational opportunities
- To create value for members by providing validated savings or operational/quality improvement opportunities



Southern Atlantic Healthcare Alliance

125 Edinburgh South Drive, Suite 200

Cary, North Carolina 27511

919.350.2004

www.sahalliance.org