



Southern Atlantic Healthcare Alliance

SAHA College Leadership Education Series

Team Meeting Calendar :

- * **November 1: HIM/CDI**
- * **November 3: Quality and Practice Managers**
- * **December 13: Radiology**

Inside this issue:

Leadership Sessions	1
Emergency Preparedness	1
HC Pro Boot Camp	2
Healthcare Data	2
Payment Model Webinars	3
JC Conference Call	3
Contracts	4

SAHA College provided three leadership development sessions during recent months: Neuroscience of Leadership, Managing Difficult Employees, and Personal Coaching. The first session, Keeping Skills Alive – “The Neuroscience of Leadership” was presented by Joan Evans, Cone Health. Attendees learned that drivers of social behavior were a function of their brain anatomy. Ms. Evans used the SCARF model (Status, Certainty, Autonomy, Relatedness and Fairness) as a strategy for

maximizing performance in the workplace. Attendees came away with tools to improve communication and enhance morale among staff. On June 3rd, Drake Maynard, HR Services, entertained participants with best and worst case scenarios of “Managing Difficult Employees” including: The Bully, The Whiner, Drama Royalty, and The Challenger. Mr. Maynard shared strategies for managers to keep these negative workplace attributes from happening “again.”

Finally, Marla R. Goonan, Professional Coach and Speaker, presented a personalized and interactive workshop titled, “YOU Are the CEO of Your Own Life.” Ms. Goonan shared techniques to build self-esteem and confidence and take charge of your own career path.



Neuroscience Of Leadership



Managing Difficult Employees



Personal Coaching



Staff from Johnston Health enjoy the session.

Emergency Preparedness Best Practices

Barb Bisset, Executive Director, Emergency Services Institute, WakeMed Health & Hospitals gave a timely presentation on emergency preparedness on August 9. A central theme of her program was being personally prepared at home and at work. She briefed the attendees with lessons learned over the past decade and emphasized that practice drills are key. Attendees were provided with resources to update their department preparedness programs.



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2 Day- HCPro Boot Camp

SAHA held an intensive two-day boot camp to provide members with the latest regulatory and compliance requirements for Medicare. Twenty-nine attendees from six SAHA member hospitals and 1 non-SAHA hospital attended this comprehensive update on revisions for 2016.

Kimberly Hoy, JD, CPC, Director of Medicare and Compliance for HCPro, and leading regulatory specialist presented this update to UR coordinators, Case Managers, RAC coordinators, Revenue Cycle staff, Nurse Managers, and Compliance Officers. Highlights for

the session included case-by case basis exception for the 2-Midnight rule; revised inpatient order certification requirements; and the recent changes in the QIO Program. HC Pro awarded 14 nursing contact hours through ANCC and 15 CEUs from CCMC for this program.



Kim Gurkin takes a deeper dive into data visualization with Monica Horvath, ThotWave.

"[Healthcare Data visualization] was presented as a college lecture of high quality. I am very honored at the opportunity to attend this class."
~SAHA session attendee

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Contact Swati Bhardwaj sbhardwaj@sahalliance.org for more info.

Healthcare Data Visualization

As a way of meeting the challenges associated with healthcare data literacy, SAHA partnered with ThotWave Technologies LLC leadership, Greg Nelson and Monica Horvath, PhD, to educate members on what they need to know about healthcare data visualization. On June 15, 26 attendees from

four SAHA member hospitals and members from NCAHQ gained appreciation for how people learn and think when reviewing data tables and charts. Specific examples were shared for the preferred ways to accurately "tell a story" using data. This course was approved by NAHQ for 3.0 CPHQ CE credits.



Greg Nelson, ThotWave, and Phyllis Dreading, UNC Wayne share data stories.

Upcoming SAHA College Sessions – Come Learn With Us!

Dec 1: Enhancing Communication With True Colors-Elaine Owens, Wake AHEC

Jan 18: Communicating With Your Hispanic Patient-Bilingual Connections

Jan 26: Patient Satisfaction-Alan Jackson, The Jackson Group

Mar 23: Neuroscience of Leadership Part II-Joan Evans, Cone Health



Don't miss out on SAHA's interprofessional learning opportunities!

Payment Model Live Webinars-A BDO Perspective

Bundled Payments Begin -A BDO Perspective, Live Webinar, June 30— SAHA provided an update for members on the new payment model developed by CMS. BDO Consulting presented a live webinar to introduce the implementation of the innovative payment structure, bundled payments for hip and knee replacements. Bill

Bithoney MD, MBA and Paul Gallese, PT, MBA, from BDO, teamed up to reveal critical factors such as “managing outside of the hospitals’ walls” to ensure success of a hospital’s Comprehensive Care for Joint Replacement.

MACRA Live Webinar, July 19— As a way of continuing the theme of tying “payments to value,” BDO Consulting returned

for a second webinar on Medicare Access and CHIP Reauthorization Act of 2015 (the MACRA Law). The webinar outlined the varying degrees of risk and reward for providers and elaborated how MACRA will effect reimbursement. Both of these webinars were recorded and are available for all SAHA members interested.



Bill Bedsole, CEO of SAHA and Nancy Thagard, PT, Sampson Regional discuss the finer points

Laboratory Directors Team Meeting, June 2

The Laboratory Directors Team convened to discuss current workforce issues with laboratory personnel. Twenty attendees, representing seven SAHA member hospitals were in attendance. The main focus for the meeting was retaining experts in the profession as well as employers’ perception of older laboratory practitioners. Two professors from UNC-Chapel Hill’s Clinical Laboratory Science Program, Susan J. Beck, PhD, Professor and Director and Tara C. Moon, PhD, Assistant Professor presented their recent research in the field.



Cone Health discusses workforce issues in the laboratory.

“I really enjoyed the [coaching] session about self-esteem and knowing yourself. Once you know yourself and are true to self, you can do anything.”

~ SAHA session attendee

Joint Accreditation, Quality, Med Staff Conference Call, June 22



Joint Commission Survey- Collaborating with Your Peers

Twenty-four attendees from seven hospitals participated in this conference call to receive joint commission updates from Sampson Regional and Onslow Memorial Hospital. Highlights from their JC Survey included issues on Life Safety, Infection Control, Home Health, Emergency

Preparedness, and Environment of Care. This was followed by another conference call that focused on Infection Prevention hot topics and Emergency Preparedness planning to help members prepare for upcoming Joint Commission Surveys.



