

December 2019 ~ www.sahalliance.org



Southern Atlantic Healthcare Alliance

A Note from the CEO

Inside this issue:

Alliance Day	2-3
SAHA College	4-5
Team Meetings	6
Upcoming Events	7
Alliance Day Sponsors	8-9
SAHA Board	10

Welcome to this edition of our SAHA Newsletter!

A lot has happened since our last newsletter! We've coordinated a number of SAHA College Sessions and team networking meetings. We also hosted our biggest event of the year, our 2019 SAHA Alliance Day, which was a huge success and received rave reviews from our attendees. The speakers were great, the networking was fun, and from the pictures scattered throughout this newsletter, I think you'll agree that a good time was had by all!

In the following pages, I hope you'll enjoy reading more about Alliance Day and some of our other SAHA College events and networking activities. And, as always, thank you for all you do for SAHA!

Bill



CHEERS
TO 15
YEARS





2019 SAHA Alliance Day



2019 SAHA Alliance Day

SIX DISRUPTIVE DEMOGRAPHICS THAT WILL CHANGE AMERICA AND NORTH CAROLINA FOREVER

ALLAN PARNELL, PH.D.



The opening speaker at Alliance Day 2019 was Dr. Allan Parnell, co-founder of the Cedar Grove Institute for Sustainable Communities — a non-profit with a mission to develop tools for community groups to promote sustainable, equitable community development and wealth preservation.

Dr. Parnell opened the educational sessions with an analysis of public data representing six major trends in American and North Carolinian demographics, illuminating upcoming changes for the communities where SAHA member hospitals provide care.

In his comments on “The South Rises—Again,”

“Very interesting data and look at the changing demographics of our state and our country.”

-Alliance Day Attendee

Dr. Parnell noted that more than half of the total US population growth in this decade occurred in the South, with nearly 8% of that in NC alone. The population is growing in diversity, and also aging, two factors Dr. Parnell referred to as the ‘browning’ and ‘graying’ of America.

Dr. Parnell also spoke at length about the changes in male participation in the economy. Compared to 1969, three times as many men of working age do not work at all and the median wage for the working American male has declined by nearly \$13,000 after accounting for inflation. Male college completion rates are stagnant since 1977.

Six Disruptive Trends:

- The South Rises — Again
- The Browning of America
- Marrying Out is ‘In’
- The Silver Tsunami is About to Hit
- The End of Men?
- Grandparents Parenting — Again

Dr. Parnell’s last disruptive demographic focused on the number of grandparents taking responsibility for raising grandchildren. In North Carolina, between 40 and 49% of grandparents are taking responsibility for raising their grandchildren.

In closing, Dr. Parnell noted that the demographic make-up of North Carolina has changed dramatically over the last few decades and the rate of change is not expected to slow any time soon.



COMPLEXITIES OF REFORM: WHAT SUCCESS LOOKS LIKE WHEN DEALING WITH COMPETING PRIORITIES

VADM FAISON FORREST III, SURGEON GENERAL OF THE U.S. NAVY

The keynote address for Alliance Day was delivered by Vice Admiral C. Forrest Faison III, M.D. the thirty-eighth Surgeon General of the United States Navy.

"Incredibly eye-opening and informative."

-Alliance Day Attendee

A native of Norfolk, Virginia, VADM Faison earned his bachelor's degree from Wake Forest University and received his medical degree from the Uniformed Services University of the Health Sciences (USUHS). VADM Faison is also board certified in pediatrics and a Distinguished Professor of Military Medicine.

VADM Faison shared the unique challenges of the patient mix in the Navy's service population and talked about some of the innovative solutions that the Navy has developed to provide them with the high-quality care they deserve. To VADM Faison, a healthy fleet is an operational imperative. He noted that eighty percent of the sailors and Marines were born after 1986, making the majority fall under the age of 35. He described the key drivers of this demographics lifestyle and health care decisions.



"What an interesting and inspiring presentation! Loved it!"

-Alliance Day Attendee

Under VADM Faison's leadership, the U.S. Navy has focused on providing value-based care outside of the hospital. Specifically, they've focused on embedding care in units and increasing access to and utilization of virtual care. To encourage the corps to use these resources, emphasis is placed on convenience, experience and technology.

VADM Faison closed his talk with a story about a young sailor who had seen many of his friends killed during a deployment. The young sailor chose to deploy again, even though it was not required of him. VADM Faison's compelling story of the sailor's loyalty and dedication didn't leave very many dry eyes in the room.



Visit our website to take advantage of all of the benefits of SAHA today! www.sahalliance.org

MEDICAID TRANSFORMATION UPDATE

WITH DAVE RICHARD, DEPUTY SECRETARY FOR NC MEDICAID, NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

Twenty-nine individuals from eight member hospitals attended this session at WakeMed Cary. Deputy Secretary Richard gave an overview of historical context leading up to the North Carolina General Assembly's decision to move to a managed care model for Medicaid, and outlined the key elements of the timeline for implementation.

Richard discussed the complexity of managed-care implementation in light of the delay in the approval of the state budget. He stated that NC DHHS is committed to "Day 1 Priorities," including continuity of care for patients and timely payment for care delivered to Medicaid members.

"(Mr. Richard) provided unique and high-level insights."

SAHA College Attendee



Richard also provided a number of resources members could access to find timely updates on Medicaid Managed Care implementation as it evolves over the next several months. He encouraged hospitals to communicate their comments/concerns with the department.

DIFFICULT CONVERSATIONS

WITH DRAKE MAYNARD OF MAYNARD HR CONSULTING

Seventeen representatives from member facilities attended this highly interactive SAHA College session at the WakeMed Cary Conference Center. In his presentation, Maynard described the characteristics of various types of 'difficult' conversations that hospital staff face on a daily basis. He then provided detailed strategies that were effective for dealing with each variety. He coached attendees on positive management behaviors designed to keep morale high and uphold integrity.

Maynard also provided opportunities for attendees to practice difficult conversations with each other.

"The presentation was relaxed and fun, promoting learning."

SAHA College Attendee

Attendees engaged in discussions of a few specific case studies of difficult conversations and applied their new skills to determine an effective approach to various interactions.



SEPSIS CARE BEST PRACTICES WITH ARANZAZU CONKLIN, JENNIFER ELLIOTT, VINCENT MILIANO, EMILY HAUPT, ELLEN WERNER, AND TINA JOHNSON OF WAKEMED

In recognition of Sepsis Awareness month, the Sepsis Care Team from WakeMed presented “Sepsis Care Best Practices,” the second in a series of SAHA College sessions on sepsis care. Twenty-three attendees from six member hospitals attended this SAHA College session at WakeMed Cary’s Conference Center on September 25, 2019. Attendees learned how WakeMed is managing this dangerous and costly issue, while maintaining compliance with regulatory requirements for reporting processes and outcomes.

Attendees heard best practices, as developed by the WakeMed interdisciplinary care team, for identifying and monitoring sepsis care to ensure timely delivery of the correct medications for each patient. They discussed processes and workflows in the EPIC electronic medical record that other EPIC hospitals could use. The team emphasized the importance of early and consistent engagement with all affected staff members through any sepsis care improvement processes.



“I plan to apply multiple changes from this presentation. It was excellent and I really enjoyed it.”

-SAHA College Attendee

OPTIMIZING PALLIATIVE CARE NEEDS WITH MONICA SCHMIDT, PH.D. AND ELIZABETH GOLDING, D.O. OF CONE HEALTH



“I plan to present this information at our next quarterly staff meeting so that these tools may be applied in our system.”

-SAHA College Attendee

Ten attendees from four member hospitals attended this session at WakeMed Cary on November 13, 2019. Monica Schmidt, Ph.D. and Senior Data Scientist at Cone Health; and Dr. Beth Golding, Medical Director, Cone Palliative Care Services, discussed their research and best practices on palliative care.

Dr. Golding opened the session with a conversation and clear definition of palliative medicine, end-of-life care and hospice care. Dr. Schmidt shared a predictive model developed to identify those patients in the Cone Health system aged 65 and older that are at a higher risk for death within one year of their most-recent visit. Dr. Golding reported that her team accesses a daily dashboard of high-risk patients and works with attending physicians to determine whether to transition the patient to palliative care.

Dr. Schmidt and Dr. Golding presented their research regarding the return-on-investment associated with executing opportunities for early advanced care planning. The research shows that early conversations with patients about preferences for end-of-life care result in better quality and financial outcomes for patients, families and hospitals.

NETWORKING TEAM MEETINGS

Business Office Team Meeting – July 30, 2019: Thirteen attendees from six member hospitals attended this team meeting. The team heard from two SAHA preferred vendors; PatientMatters, and MaxRTE. Marcia Leighton, Executive Director at PatientMatters, discussed the company's process to "Increase Financial Performance through Personalized Payment Solutions." She described the shifting healthcare financial landscape as patients move to a more proactive consumer role, a consequence of rising out-of-pocket medical expenses. She walked the group through a real-life case study with PatientMatters' customized patient intake process and pre-access workflow. Implementing the strategies recommended by Patient Matters, the hospital in the case study saw increased up-front collections and higher patient satisfaction scores.



Following the PatientMatters presentation, Brad Skelton, HFMI Regional Manager, and Don Slusarski, Principal at maxRTE, spoke about "Insurance Eligibility Discovery Solutions & Software." Skelton demonstrated the use of the MaxRTE software, which can identify a payer match within three to four seconds. MaxRTE offers a no-cost, no-obligation trial of their software with a test batch of three to six months of patient files. Both PatientMatters and MaxRTE offer exclusive discounts to SAHA members.

Emergency Department Team Meeting -- September 17, 2019: Five attendees from three member hospitals attended this team meeting held at SAHA's offices in Cary. The team heard from Jesse Bennett, MSW and Overdose Prevention Coordinator at the NC Harm Reduction Coalition, and discussed their own successes and challenges with opioid patients. Mr. Bennett shared his recovery testimony with the group. While in recovery, Mr. Bennett completed his Bachelor and Master's degrees in Social Work at NC State University and works to educate law enforcement and health care professionals about Harm Reduction principles. The team learned the basic principles of Harm Reduction theory and discussed patient and family opioid education practices with Mr. Bennett. After lunch, the team shared their experiences, challenges and successes. WakeMed explained their methods, using 340B and grant funding for naloxone provided as a take-home medication for patients and families after overdose. Attendees expressed continuous challenges with the high volume and intensity of overdose visits to Emergency Departments.

Revenue Integrity/HIM/Business Office Team Meeting -- September 18, 2019: Eighteen attendees from four member hospitals attended this joint team meeting held at WakeMed Cary. The team heard from Scott Pillettere and Amanda Vallozzi of Navigant Revenue Consulting. Mr. Pillettere and Ms. Vallozzi provided an overview of key industry trends in revenue cycle and the importance of a designated revenue integrity program in a healthcare organization. Specifically, the presenters focused on the shift to value-based care, consumerism and the associated decrease in financial margins.



The representatives from Navigant discussed some sample Key Performance Indicators (KPIs) such as identified missed charges, denial volume, and avoidable write-offs. Mr. Pillettere and Ms. Vallozzi recommended these and other KPIs to assess the health of an organization's revenue integrity program. They also presented several case studies on the use of their INTEGRIS and Revenue Guardian products and the associated improvement in these KPIs.



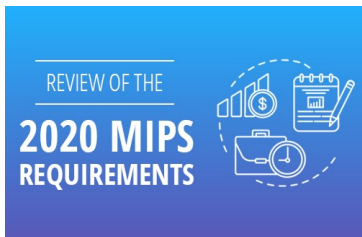
LOOKING AHEAD: SAHA COLLEGE 2020



SAHA Member Exclusive Webinar: MIPS 2020

With Denise Scott, certified MACRA/MIPS Healthcare Professional from Medisolv

Noon on Thursday, January 23, 2020



MIPS 2020 brings some big changes. This can't miss webinar session will walk you through all of the changes made in the 2020 final rule for the Quality Payment Program. You will learn how the final score is calculated and gather best practices and resources to prepare your clinicians for a successful quality reporting year.

What You Thought You Knew About HIPAA, But Didn't...

With Roy Wyman, Partner, Nelson Mullins Riley & Scarborough, LLP

10 AM until 2 PM on Wednesday, February 19

Join us for an update on the latest amendments to the HIPAA privacy rule. Mr. Wyman, co-chair of Nelson Mullins' Privacy & Security Industry Group and member of the firm's healthcare regulatory and litigation team, will share strategies to update your HIPAA policies and procedures to make sure hospitals meet the risk assessment requirement and other compliance standards.



Congratulations to Chuck Elliott, Johnston Health CEO



After a 43 year career in healthcare administration, with the last 10 years being spent as President and CEO at Johnston Health, Charles W. "Chuck" Elliott has announced that he will retire at the end of the year.

Before coming to Johnston Health, Elliott was CEO of Rowan Regional Hospital in Salisbury, NC. Prior to going to Rowan, Elliott served as a regional executive for a national hospital management company. He earned his Master's in Health Care Administration at Georgia State University and received his undergraduate degree in Political Science from Furman University. Elliott also earned a Master's in Business Administration at Golden Gate University while serving in the U.S. Army Medical Service Corps at Letterman Army Hospital in San Francisco, where he also met his wife of 37 years, Deb. He has two grown children. Elliott is looking forward to travelling and spending time with his soon to arrive grandchild.

UNC Health Care is conducting a national search for the Elliott's replacement. Tommy Williams, VP of Ambulatory and Support Services at UNC Health Care, will serve as the Interim CEO.



2019 SAHA Alliance Day



GOLD SPONSORS



"The premier MVA solution source in acute care!"™



ADVOCATIA
SOLUTIONS

MD
save



bakertilly



MARSH & MCLENNAN
AGENCY

2019 SAHA Alliance Day



SILVER SPONSORS



BlueBin
BMP

maxRTE

PARA
HealthCare Analytics



an HFRI COMPANY



SPS

Surgical Product Solutions



SCA Collections, Inc.

Professional debt recovery since 1980

2019 SAHA Alliance Day



BRONZE SPONSORS



Southern Atlantic Healthcare Alliance

2019-2020 Board of Directors

Dr. Penney Burlingame Deal, Chair	Onslow Memorial Hospital
William "Will" Mahone V, Vice-Chair	Halifax Regional Medical Center
Shawn Howerton, M.D., Treasurer/Secretary	Sampson Regional Medical Center
Donald Gintzig, Member-At-Large	WakeMed Health & Hospitals
Preston Hammock	Cone Health
Corey Hess	Harnett Health
Paul Hammes	Hugh Chatham Memorial Hospital
Chuck Elliott	Johnston UNC Health Care
Bob Enders	UNC Lenoir Health Care

Since the inception of the Southern Atlantic Healthcare Alliance (SAHA) in 2004, each member hospital has held equal representation, through their Chief Executive Officer, on the Board of Directors. During their regularly scheduled meeting on September 20, 2019, the nominating committee proposed, and the full body approved, new officers for the 2019-2020 fiscal year. Officers and members are listed above.

Mission

To support and strengthen our member hospitals. We achieve this by aggregating hospital volumes to negotiate cost savings on goods and services, by facilitating networking and dissemination of information, and by providing high-quality educational opportunities at a reduced cost.

Contact Us!

Main Office: 919-350-2004

On The Web: www.sahalliance.org

Bill Bedsole, CEO

bbedsole@sahalliance.org (919) 350-1790

Swati Bhardwaj, Director of Operations

sbhardwaj@sahalliance.org (919) 350-1792

Cindy Nobling, Executive Assistant

cnobling@sahalliance.org (919) 350-1791

Erica Nelson, Strategic Services Specialist-Education

enelson@sahalliance.org (919) 350-1796