

# July 2019 ~ [www.sahalliance.org](http://www.sahalliance.org)



## Southern Atlantic Healthcare Alliance

### A Note from the CEO

Welcome to this edition of our SAHA Newsletter, and **CHEERS TO 15 YEARS!**

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It's hard to believe that SAHA has been around for 15 years . . . well, almost 15 years. Our "official" 15<sup>th</sup> Anniversary will be September 10, 2019. It was on that date in 2004, at exactly 2:21 p.m., that Articles of Incorporation for the Southern Atlantic Healthcare Alliance were officially filed with the North Carolina Secretary of State, and SAHA became a legal entity. And, as you can see from



the "Save-the-Date" below, our theme for this year's SAHA Alliance Day will be a celebration of those 15 years of service to our members. We hope you'll be able to break away and join us on October 8<sup>th</sup> for a great day of education and networking!

In the following pages, I hope you'll enjoy reading more about recent SAHA College events and networking activities. And, as always, thank you again for all you do for SAHA!

Bill Bedsole, Chief Executive Officer

## Save the Date!

### SAHA ALLIANCE DAY

### Tuesday, October 8, 2019



Celebrate with us on October 8 as we commemorate 15 years of SAHA member services! Gather your team and join us at the Embassy Suites in Cary for SAHA Alliance Day 2019. The agenda is still being finalized but we guarantee the day will be filled with top quality educational programming along with opportunities for networking with other members and with our SAHA vendor sponsors.

Last year, almost two hundred SAHA members and vendor partners enjoyed the first Alliance Day celebration we've had in a while. Our member attendees scored the event at 4.9 out of 5, and the comments were overwhelmingly positive! Help us "spread the word" and make our 2019 event even better!

There will be lots of giveaways and raffles during the vendor meet and greet sessions and, thanks to our generous contract partners, there is absolutely **NO CHARGE** to attend.

Three lucky SAHA members will even win brand new Yeti coolers, courtesy of SAHA!

# CHEERS TO 15 YEARS

## HC PRO BOOT CAMPS

### WITH KIMBERLY ANDERWOOD HOY BAKER, JD, CPC & ALICIA KUTZER, ESQ., LLM, MHA

Since our last newsletter, SAHA has coordinated two different HCPro Boot Camps—each with a different focus, and each lasting two days. In January, Kimberly Anderwood Hoy Baker facilitated a Medicare Update and Utilization Review Boot Camp at the WakeMed Cary Conference Center. Then, in May, Alicia Kutzer led a Medicare Billing Intensive Boot Camp at the Johnston UNC Health Care Medical Mall in Smithfield.

*“Excellent course! Timely and something that can quickly impact operations without a lot of unnecessary facts.” SAHA College Attendee*



The first boot camp was held on January 22, and was attended by thirty-six individuals from eight SAHA member hospitals. The agenda on the first day included key updates about regulatory changes to inpatient order and certification requirements, the Office of the Inspector General's (OIG) report on the 2-Midnight Policy Implementation, and essential elements to properly document medically necessary stays.

The second day of the boot camp focused on current Medicare policy, and was attended by twenty-eight individuals from eight

*“Kim was very engaging and made an otherwise dry and dull topic interesting!”*

*- SAHA College Attendee*

member facilities. Attendees returned to their hospitals with meaningful action items, including tools for internal policy reviews regarding changes in uncompensated care. They were also provided with strategies for researching new information about Medicare National Coverage Analyses (NCA) and edits applied to outpatient claims.

The second bootcamp, which focused on Medicare Billing, was held on May 29 and 30, and was attended by sixteen front-line billing staff from four SAHA member hospitals. On the first day, Ms. Kutzer started with an overview of the Medicare program and coverage resources. Attendees learned about the processes Medicare undergoes to review claims. On the second day Ms. Kutzer covered more specific billing issues related to inpatient and outpatient care.



## THE NEUROSCIENCE OF LEADERSHIP WITH JOAN EVANS OF CONE HEALTH

Thirty individuals from six member hospitals attended this SAHA College Session at WakeMed Cary. Ms. Evans engaged attendees in an interactive learning session about neuroanatomy and discussed how to harness the activities of various parts of the brain to lead teams. She shared cutting-edge research about the effects of chronic stress on our ability to make decisions.

Attendees learned about David Rock's scarcity, certainty, autonomy, relatedness, and fairness (SCARF) model for understanding the drivers of human social behavior. The SCARF model enables people to remember, recognize and more easily modify the core domains that drive human behavior. Attendees worked through current challenges they are facing by assessing the potential effects on their organizations. Ms. Evans shared the latest research on the myth of multi-tasking and how to harness the innate design of the brain to get the most out of the time allotted to a task. After learning that feedback almost always triggers a threat response in the brain, attendees used the SCARF model as a tool to practice giving and receiving effective feedback.



*"It was excellent! [This program is] very relevant to anyone in leadership. As usual, [this was] a very professional program from SAHA."*

-SAHA College Attendee

## THE POWER OF CARING: THE KEY TO AN ENGAGED AND PASSIONATE WORKFORCE WITH ELI PAGONIS OF THE POWER OF E4



*"Eli has lots of fun energy!"*

-SAHA College Attendee

Eighteen attendees from three member hospitals attended this SAHA College Session at WakeMed Cary. Mr. Pagonis facilitated this interactive program in which attendees learned the importance of organizational culture in creating the desired patient, family, and employee experience.

Mr. Pagonis covered "The Top Ten Things An Organization Can Do to Develop an Engaged and Passionate Workforce," and why such a workforce is essential for success. Attendees learned about the importance of emotional intelligence, and were given a tool to assess their emotional intelligence and that of their teams. Mr. Pagonis also discussed the correlation between high employee turnover and poor patient outcomes, and gave attendees several strategies to reduce employee turnover.

## DEALING WITH TOXIC EMPLOYEES WITH DRAKE MAYNARD OF MAYNARD CONSULTING

*“Materials from this session will be the foundation of our leadership meeting next week.”*

**-SAHA College Attendee**

Fifty-one individuals from eight member hospitals attended this session at WakeMed Cary. Maynard has more than forty years of Human Resources experience. He shared best-practice strategies designed to set teams up for success when dealing with those employees that actively work against harmony in the workplace.

Maynard described the characteristics of various types of ‘difficult’ employees and detailed strategies most effective for dealing with each variety. He coached attendees on positive management behaviors designed to keep morale high and uphold integrity. He also provided a brief overview of relevant state and federal employment laws. Attendees engaged in discussions of a few specific case studies of difficult employees and applied their new skills to determine an effective response to the various destructive behaviors.



## THE IMPACT OF VIRTUAL ICU NURSING ON SEPSIS CONE HEALTH'S ELINK VIRTUAL ICU TEAM SHARES THEIR STORY

Twenty-four attendees from eight member facilities met to learn about Cone Health's eLink Virtual ICU. The Cone team was led by Emily Paula, MBA-MHA, CPHQ and Director of Quality Informatics, along with Pamela Smith, MSN, RN, Sepsis Coordinator, Monica Schmidt, PhD, Senior Data Scientist, Benjamin Cassidy, BSN, RN, eLink Nurse, and Rachel Keslar, MSN, RN, CEN, ED Clinical Nurse Educator.

The team from Cone reviewed the current state of sepsis and sepsis care, not only at Cone Health, but nationwide. They reported that sepsis affects more than 1.5 million Americans each year and sepsis related readmissions cost \$24 billion to treat annually. Cone Health's eLink Virtual ICU team uses Lean methodology to continuously improve compliance with CMS SEP-1 standards and patient outcomes.



The team presented their case for value-based care in this program with clear numbers showing an even to positive return on investment (ROI), both from a financial perspective and from an outcomes-based approach. Their research shows no statistically significant cost increase with a 24.5% associated reduction in inpatient mortality, 23.6% associated reduction in 30-day readmissions and 10.9% associated reduction in progression to septic shock.

Attendees were invited to share their own organizations' challenges and success with sepsis care in a roundtable discussion. After the session, attendees reported a variety of ways that they plan to improve sepsis care in their own facilities including use of Code Sepsis, pre-hospital care coordination and active listening to the direct-care staff involved in sepsis care.



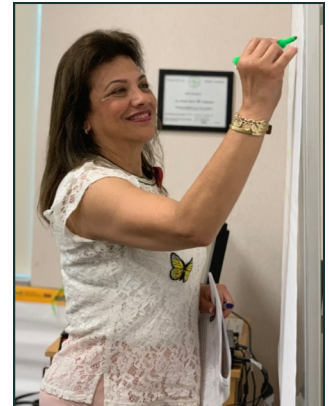
## TRUE COLORS™ PERSONALITY ASSESSMENT WITH ELAINE OWENS OF WAKE AHEC

Eleven individuals attended this session with Elaine Owens, MPA, and Director of Wake Area Health Education Center (AHEC). True Colors™ is a personality assessment through which attendees gained self-awareness



by learning their own personality types, along with easy ways to identify the personality types and communication preferences of their teammates.

Attendees also practiced ways to tailor their communication styles to facilitate the desired outcome from interactions in their professional and personal lives. They returned to work with a fun assessment to share with their team.



*"I've been telling everyone about this! I really found it valuable."*

-SAHA College Attendee

## ENVIRONMENT OF CARE PROGRAMS: CONTINUAL READINESS STRATEGIES AND EMERGENCY MANAGEMENT PROGRAM PREPAREDNESS BEST PRACTICES

WITH BARB BISSET OF WAKEMED EMERGENCY SERVICES INSTITUTE



*"Informative and very helpful! Dr. Bisset did a great job"*

-SAHA College Attendee

Fourteen individuals from seven SAHA member facilities attended this educational session presented by Barb Bisset, PhD. Dr. Bisset is responsible for WakeMed's emergency management program preparedness and with coordinating the Environment of Care regulatory and accreditation visits and associated activities at WakeMed. Dr. Bisset covered the regulatory and compliance requirements for emergency management programs along with those for Environment of Care programs. She shared lessons learned and best practices developed during the course of her career. Attendees were invited to share their own successes and challenges in this very interactive session.

Attendees left the session with concrete tools, resources and strategies to positively impact the level of emergency preparedness and Environment of Care compliance in their respective facilities.

## NETWORKING TEAM MEETINGS

Several different teams of SAHA members met recently, either in-person or via conference call. They talked about key issues in their specific fields ranging from regulatory changes, audits, and accreditation to staffing issues.

In March, the Infection Control Team met via conference call and determined a need for additional education around injection safety. They reconvened, in person, at the SAHA offices in June and learned about the 'One Needle, One Syringe, One Time' Safe Injection Practice Coalition from Deborah Dolan, Health Educator from NC DHHS. During the open forum time, the team discussed current challenges and issues with infection prevention, especially in clinics and other ambulatory settings, and the lack of proper education related to infection prevention. They also welcomed several new members to the team.



The Quality and Accreditation Teams met via conference call on April 3 to hear Harnett Health share pointers from their recent Joint Commission survey. Harnett did very well on the survey and shared their readiness strategies as well as lessons learned during the survey. Tammy Woerner, Director of Quality from Harnett Health, led the call. Members have found these calls to be extremely helpful in making sure they are in compliance and ready for the surveyors when it's their turn.



The rehabilitation directors met on April 30th to discuss regulatory changes, North Carolina's Managed Medicaid initiative, and changes to Medicare prior approvals for inpatient rehabilitation care. The members expressed concern about their lack of knowledge on the upcoming transition to Medicaid Managed Care; particularly any

limitations on services and timing of prior-approvals. They shared their challenges and strategies for obtaining payment from government and private insurers. Attendees reported that recruiting and maintaining quality staff continues to be an issue, especially for members in more rural areas of the state.

In May, Education directors met to discuss development, implementation and engagement with staff education programs including nurse residency programs. Each of the hospitals in attendance continuously develops nurse residency programs to meet the changing needs of new graduates and their facilities and patients. Members shared their frustrations, but also shared innovative approaches to engage staff in educational programming.

The Compliance team met at WakeMed Cary on June 21 to hear from Jerry Shafran, CEO of youCompli, a preferred vendor. Mr. Shafran shared his company's regulation life cycle management strategy with the Compliance team. The team also saw a demonstration of the regulation tracking software.



## Do you need a specific type of continuing education credit for your field?



Over the last year, SAHA has expanded our continuing education value by becoming an approved provider of continuing education for accountants (NASBA) and physical therapists. Our education sessions, including many networking team meetings also provide for NC Board of Nursing (BON) continuing education.

**Please call or email us if there are other accrediting agencies you would like for us to contact:**

Erica Nelson (919-350-1796, [enelson@sahalliance.org](mailto:enelson@sahalliance.org)) or  
Swati Bhardwaj (919-350-1792, [sbhardwaj@sahalliance.org](mailto:sbhardwaj@sahalliance.org))

## NETWORKING TEAMS INCLUDE:

- Accreditation/Joint Commission
- Emergency Department Dirs.
- Nurse Managers
- Education Directors
- BioMed/Facilities
- Environmental Services
- Operating Room Directors
- Business Office Managers
- Food Services Directors
- Patient Safety/Patient Advocacy
- Case Management
- HCAHPS/Patient Satisfaction
- PI/Quality/Medical Staff Coordinators
- CFOs/Finance Committee
- Health Information Management
- Pharmacy Directors
- Chief Information Officers
- Home Care
- Physician Recruiters & Practice Managers
- Chief Medical Officers
- Human Resources
- RAC
- Chief Nursing Officers
- Infection Control Practitioners
- Radiology Directors
- Controllers
- Lab Directors
- Rehab Directors
- Core Measures
- Marketing Directors
- Respiratory/Pulmonary
- Corporate Compliance
- Materials Management
- Volunteers



## ATTENTION REHAB PROFESSIONALS!

SAHA now offers Continuing Competence activities for Physical Therapists, Occupational therapists and Speech-language Pathologists

SAHA is approved by the North Carolina Physical Therapy Association to provide continuing competence (CC) activities for physical therapy licensees.

**NC-PTA APPROVED PROVIDER NUMBER: 19-0311-009**



## LOOKING AHEAD: SAHA COLLEGE 2019



### Optimizing Palliative Care: Leveraging Analytics to Achieve Value

with Monica Schmidt and Beth Golding of Cone Health

10 AM until 2 PM on July 23

Palliative care is an underutilized and powerful resource in achieving high-value health care for patients and caregivers facing serious illness. This session will explore research and best practices and share the tools and information you need to support a successful palliative care strategy.



### Medicaid Transformation

With Dave Richard, NC Deputy Secretary for Medicaid

10 AM until 1PM on Wednesday, August 14

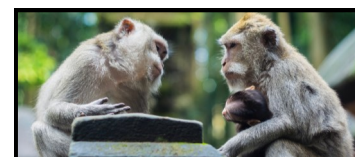
In 2018, the federal Centers for Medicare and Medicaid Services (CMS) approved North Carolina's Waiver application to 'transform' NC Medicaid from a fee-for-service program to a managed care model. Join us for a presentation and conversation with the Deputy Secretary for Medicaid, Mr. Dave Richard.

### Difficult Conversations

With Drake Maynard of Maynard HR Consulting Services

10 AM until 2 PM on Wednesday, September 11

Do you get overwhelmed when you feel like you need to have one of those 'difficult conversations'? Health care is serious business and everyone needs to have meaningful, if sometimes uncomfortable, conversations sometimes. Drake Maynard will return to SAHA College to share strategies and skills to give you the confidence and expertise to engage in the difficult conversations to improve morale, communication and performance for your whole team. Bring your co-workers and learn together!



### Sepsis Care Best Practices

With WakeMed Sepsis Care Team

10 AM until 2 PM on Wednesday, September 25

September is Sepsis Awareness month! Join us for this, the second in a series of SAHA College sessions on sepsis care. Attendees will learn more about how WakeMed is managing this dangerous and costly issue. Members are also invited to bring their own challenges and successes to share in a round table discussion.

**Is your hospital having success with an innovative patient care, education, a staff recruitment and retention program — or another area that you think could be of benefit to your peers?**

SAHA College is a wonderful forum to convene your peers from around the state to share your best work and hear more about what others are doing to improve care.

**Please call or email with suggestions;**

Erica Nelson (919-350-1796, [enelson@sahalliance.org](mailto:enelson@sahalliance.org)) or  
Swati Bhardwaj (919-350-1792, [sbhardwaj@sahalliance.org](mailto:sbhardwaj@sahalliance.org))



Visit our website to take advantage of all of the benefits of SAHA today! [www.sahalliance.org](http://www.sahalliance.org)



## Southern Atlantic Healthcare Alliance

### 2018-2019 Board of Directors

Dr. Penny 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
Dana Weston	UNC Rockingham Health Care
Janie Jaberg	Wayne UNC 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 28, 2018, the nominating committee proposed, and the full body approved, new officers for the 2018-2019 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!

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