



Southern Atlantic Healthcare Alliance

A Note from the CEO

Dear members,

Welcome to this edition of our SAHA Newsletter! Due to a staff vacancy, it's been a while since we've been able to pull a newsletter together. However, I'm happy to announce that Erica Nelson joined our team in June as our Strategic Services Specialist for Education and Communications, you can expect to hear from us more often, and in different ways.

As you'll see as you review this newsletter, SAHA member involvement is on the rise and we are excited about the networking and education opportunities we have in the pipeline. We're also excited about our ever-expanding Illucient Purchasing Alliance contract portfolio, which each of our member hospitals has access to through their membership in SAHA.

I'd also like to note that one of our goals for the coming year is to do a better job of communicating our savings and educational opportunities to our members. Expect to see a stepped-up effort from our team at getting the word out on these opportunities.

Remember, SAHA is funded solely by member dues, which allows 100% of the savings we negotiate from our vendor partners to accrue to our members. In other words, we work for you . . . Think SAHA first!

Thank you for your continued support of SAHA!

Bill Bedsole



Chief Executive Officer

UPCOMING EVENTS:

* **April 27:**

**Embracing Generations
in the Workplace**

* **May 9:**

Healthy Conversations

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SAHA Volunteer Team Kickoff

The SAHA Volunteer Team held its inaugural meeting in June. Jim Beley and Shital Vyas from the Umstead Hotel in Cary shared insights to providing great customer experiences. They described processes for staff training and education and shared several anecdotes about the Umstead. Brenda Radford, Director of Guest Services and Volunteers, and Sharon Swanson, Manager, at Duke University Health System (DUHS) described their process for educating and empowering health system volunteers to be patient experience ambassadors.



SAHA College: Taking the Fear Out of Feedback

Jami Goldberg, Director of Performance Consulting at Cone Health’s Center for Innovation and Transformation, talked with attendees about feedback and dealing with the nearly universal fear associated with both giving and receiving

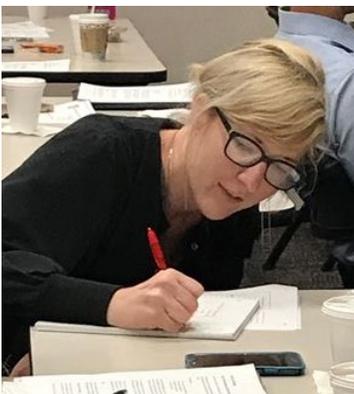
feedback. The session focused on providing constructive feedback in a healthy way. He stressed the “listening to understand” approach to truly hearing feedback in a non-defensive way. Attendees learned and practiced several strategies in these areas, in addition to

learning three channels of communication, as well as a few best practice framing tools. Judging from the positive comments received in the session evaluation, the session was very well-received. Twenty-six individuals from eight member hospitals attended this session.



Jami Goldberg, of Cone Health, will return to SAHA College on April 27, 2018 bringing knowledge and strategies to take advantage of unique characteristics of different generations in today’s workforce.

SAHA College: Conflict Resolution



Drake Maynard, of HR Consulting Services, presented his often humorous experiences of navigating conflict. Mr. Maynard’s stories illustrated the pros and cons of the many different conflict resolution styles we see in our

day-to-day lives. Twenty-eight individuals from nine member hospitals attended this session. Participants practiced relationship-based problem solving and active listening techniques to increase emotional intelligence.

Joint HIM, CDI, and Business Office Team Meeting, June 7

Austie Matheny from Wayne Memorial briefed sixteen attendees from nine member hospitals on Information Governance (IG) best practices as utilized by her organization. She emphasized the

importance of clear policies and procedures to support hospital regulatory, environmental and operational requirements. With payment reform initiatives like MIPS, MACRA and ACOS in the

pipeline, a strong IG structure can help an organization balance the goals of data collection and risk management, Ms. Matheny asserted. Attendees were engaged in role playing exercises to illustrate the potential benefits of IG.





Van Holt of Nash Health helps SAHA members start their own Lean A3 project.

Everyday LEAN: A Kaizen Workshop

Five members of the performance improvement team at Nash Health Care in Rocky Mount, NC led nineteen attendees from seven member hospitals through a Lean journey. Vandora Holt (pictured), Kim Riddick, Amy Winham, Janet Ragle and Mary Strickland covered key

Lean principles and shared case studies of successful Lean applications at Nash. Students were particularly engaged in discussions of using the 5S system to organize storage areas and incentives for their teams to maintain organization and

decrease waste associated with excess inventory. The session wrapped up with an opportunity for all attendees to start their own Lean process improvement project by filling out the first 4 boxes of an A3, the template for Lean project design.

SAHA-Pfeiffer Partnership

Thinking about a Master of Health Administration (MHA)?

SAHA members save on tuition at Pfeiffer University!

Ask **SAHA** how you can receive tuition discounts from Pfeiffer.

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

SAHA and Pfeiffer: Leadership and Innovation Dinner

On October 11, SAHA partnered with Pfeiffer University for a *Dinner and Development* event at Alamance Regional's Education Center. The evening showcased three exemplary speakers' leadership and innovations in healthcare management and administration in North Carolina. Fred Gainey gave an informative overview of

Lean utilization and dissemination at Cone Health. Bonnie Little, of UNC Rex Healthcare shared the story of the new Cardiac tower at Rex. Finally, Angela Smith, Director of Pharmacy for the NC Division of State Operated Healthcare Facilities (DSHOF) presented the

skillful visualization of facility-to-facility comparative data despite the lack of an electronic health record (EHR.)



DID YOU KNOW?

SAHA does not charge an administrative fee on the contracts we negotiate for you!

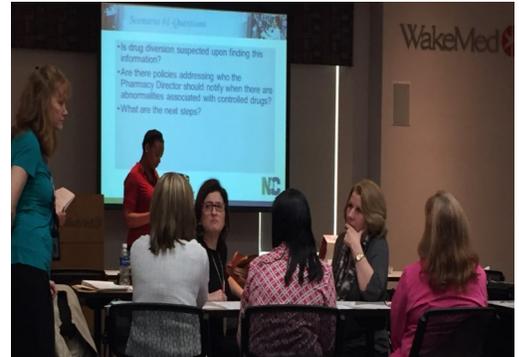
- 100% of savings from SAHA contracts go to members! No financial gain for SAHA!!!
- Nine out of ten SAHA college participants would recommend our sessions to their peers!

SAHA College: How Drug Diversion Affects Your Hospital

Lisa Terry, Senior Healthcare Advisor at ODS Security Solutions, Kristin Pridgen of the NC One and Only Campaign and Tammra Morrison, RN, HAI Project Coordinator at the NC Division of Public Health shared interesting facts about the widespread impact of drug diversion on healthcare facilities and the community in general.

More specifically, they covered the impact of a damaged reputation and potential for increased healthcare associated infections that come along with drug diversion.

Fifteen attendees from six SAHA facilities, along with two non-member facilities representing Pharmacy, Infection Control, Nursing and Facilities teams attended. The session included a hands-on activity that gave members tools to handle a drug diversion outbreak.



Drug diversion harms patients, your hospitals, the community, and the diverters themselves.

SAHA College: From the Brain to the Keyboard, Writing for Success in Healthcare



Sarah Lackey, DNP, Magnet Coordinator and Director of Nursing Publications at Cone Health, discussed the finer points of email, journalistic and scholarly writing styles often required of healthcare workers and administrators. Dr. Lackey taught twenty-six

member-employees from eight SAHA hospitals to harness the unique talents of both the right and left hemispheres of the brain. Members were engaged in a number of fun writing exercises to put their new skills to work.

SAHA College: A Deeper Dive Into Dollars from Quality

This session was presented by Emily Paula, Director of Medical Informatics, along with her team from Cone Health. The session took an in-depth look at how quality impacts the bottom-line of a facility. The multi-disciplinary team

presented a great picture of how interdisciplinary efforts can enhance the quality of care and the patient experience, as well as patient safety and its direct impact on revenue.

The team talked about various aspects of Value Based Purchasing (VBP) and shared examples of

change efforts in infection prevention, case management, and patient experience at Cone Health that are geared towards creating a positive impact on their bottom line.

Thirty-eight members from eight hospitals attended this session.





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SAHA College: Communicating With Your Hispanic Patient

This course, designed and presented by Bilingual Connections, LLC, laid the foundation to bridge communications between caregivers and Hispanic/Spanish speaking patients to enhance the overall patient experience.

Fifteen attendees from Harnett Health and WakeMed learned Spanish phrases that would help to reduce medical errors and improve workflow strategies for effective communication with Hispanic patients, their families and other stakeholders.

Attendees left with a better understanding of the cultural differences experienced by Hispanic patients and the impact of those differences on the care received. They also practiced skills to work more efficiently with interpreters. The session involved hands-on activity and used role-playing as a learning tool.

With Hispanics making up nearly 20% of the US population, attendees are sure to find a way to put their new skills to use!



“Conferences like these allow creativity and motivation. New ideas to integrate with our workflow.”

~SAHA session attendee

Two-day Joint Commission Boot Camp



Missi Halverson and Howard Nussman from Premier Performance Partners led this two-day program attended by representatives from eleven SAHA member hospitals and four non-members.

The program focused on nuances of Joint Commission Survey Readiness and was split topically into two parts to provide participants a choice of sessions with information most pertinent to their area of expertise. The first day saw fifty-one attendees from various disciplines of Nursing, Quality, HR, Pharmacy, Radiology and Physician Practices. Thirty-seven attendees attended day two, some spilling over from the day before, with additional attendees from Medical Staff Credentialing

interested in learning strategies on interpreting and using ORYX data. Attendees came away with information on the new National Patient Safety Goals and other changes to The Joint Commission regulations, which have a greater focus on Life-Safety and Environment of Care aspects of the survey process.

“I love that I am able to come back to work and implement new ideas after every SAHA session.”

~SAHA session attendee

SAHA Board Elects 2017-2018 Officers

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 27, 2016, the nominating committee proposed, and the full body approved, new officers for the 2017-2018 fiscal year. Officers and members are listed below.

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2017-2018 Board of Directors

Dr. Penny Burlingame Deal—Chair	Onslow Memorial Hospital
William Mahone V—Vice Chair	Halifax Regional Medical Center
Dr. Shawn Howerton—Treasurer/Secretary	Sampson Regional Medical Center
Donald Gintzig—Member-At-Large	WakeMed Health and Hospitals
Terrence Akin	Cone Health
Preston Hammock	Cone Health/Alamance Regional Medical Center
Paul H. Hammes	Hugh Chatham Memorial Hospital
Charles Elliott, Jr.	Johnston Health
Steven Elbin	Randolph Hospital
Gary Black	UNC Lenoir Health Care
Dr. Ian Buchanan, Interim CEO	UNC Nash Health Care
Dana Weston	UNC Rockingham Health Care
Janie Jaberg	UNC Wayne Health Care

SAHA College: Keeping Skills Alive, The Neuroscience of Leadership



Back by popular demand, Joan Evans, Executive VP of Innovation and Transformation at Cone Health, explained the SCARF model to twenty attendees from seven hospitals. SCARF is an easy-to-understand model of the neurochemical drivers of human social behavior, it stands for Status, Certainty, Autonomy, Relatedness, and Fairness.



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