



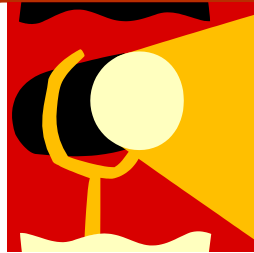
Southern Atlantic Healthcare Alliance

Quarterly Newsletter

October 2008

Regional News

- Damone Sorenson joins Wilson Medical Center as CFO
- High Point Regional welcomes Ed Gasparovic as CFO
- David Masterson is named CEO at Sampson Regional Medical Center
- Halifax Regional opens new cardiac and vascular center
- Lenoir Memorial launches Hospitalist Service
- Onslow Memorial becomes a Tobacco Free Campus
- Carteret General recognized by NC Quality Center for Outstanding work on SCIP Collaborative



Spotlights on Success: Achievement Day 2008

Let's join together and spotlight your successes! On Friday, November 7th SAHA will celebrate its Second Annual Achievement Day at Embassy Suites in Cary, North Carolina. All SAHA members are invited to attend and CEU credits will be awarded.

Our two keynote speakers are William Pully, President, NCHA, who will address **"North Carolina's Changing Healthcare Environment"** and Dr. Meera Kelly, VP of Quality and Patient Safety, WakeMed Health and

Hospitals, will discuss **"Hospital Quality and Safety"**. We will also be highlighting three of our member hospital success stories with SAHA initiatives.

The meeting starts with check-in and a continental breakfast at 9:30 AM and ends at 2:00 PM. Online registration begins on Monday, October 6th and ends on Monday, October 27th. For more information, please contact Cindy Nobling at cnobling@wakemed.org

Mental Health Forum to Focus on Reform, Patient Evaluation, and Best Practices

As part of our ongoing commitment to assist member hospitals with one of the most challenging issues they currently face, SAHA has planned its next Mental Health Forum for November 4th at WakeMed Cary. This session will feature three excellent speakers. Dr. Marvin Swartz, Executive Vice Chair of the Duke Department of Psychiatry will discuss the most recent updates to mental health reform policy in North Carolina and how that directly impacts providers. Dr. Robert Millet, Associate Director of Carolina Behavioral Care will provide training on the assessment

and triage of patients in the Emergency Department. Finally, the day will feature John Tote, Executive Director of the Mental Health Association in NC to discuss the challenges of patient transportation and appropriate follow-up.

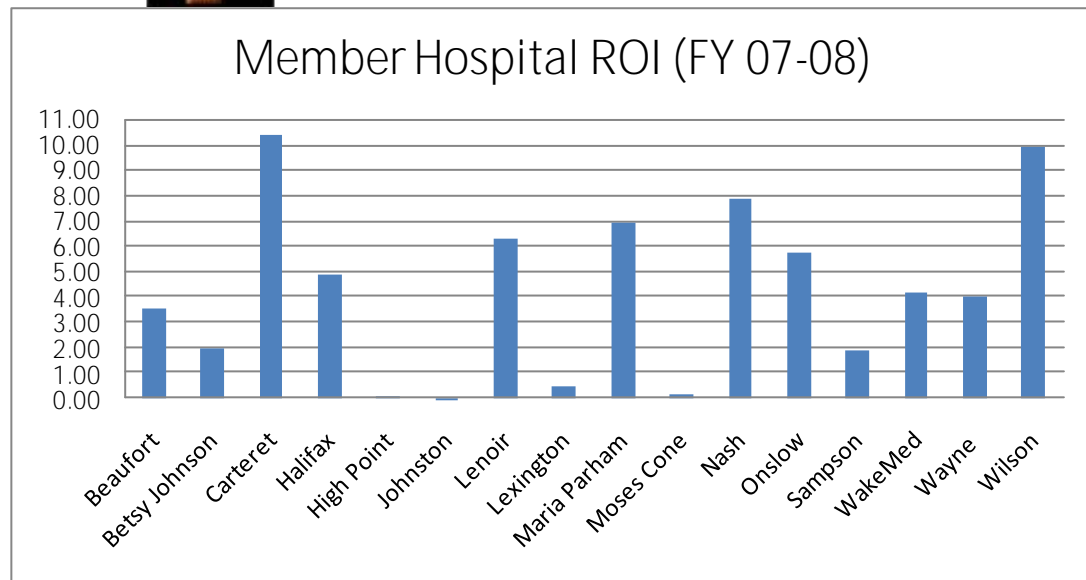
In partnership with WakeAHEC, SAHA is pleased to offer 0.5 CEU credits for attending this informative seminar. Registration is currently open and can be accessed at www.sahalliance.org under SAHA College Programs.



Cost Savings Initiatives



**Average
Member ROI
\$3.65**

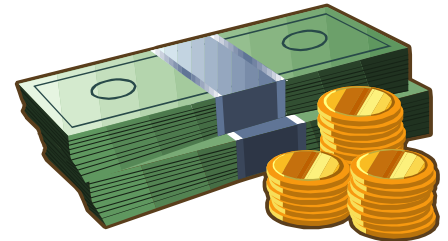


HR Team Creates Over \$2 million in Cost Savings

Led by our brokers from Wells Fargo, the Human Resources team collaborated on Short and Long Term Disability and Life Insurance to secure a policy with The Hartford. This was a renewal policy, but successful negotiations led to decreased premiums for the eight participating hospitals. The hospitals involved: Halifax, Lenoir, Maria Parham, Nash, Onslow, Sampson, Wayne and

Wilson collectively saved \$1.4 million over the course of the contract term. In addition, nine members were able to achieve additional cost savings on their Stop Loss Coverage plans by selecting High Mark. Carteret joined this initiative with the other hospitals noted for Life and Disability. The Stop Loss Savings are over \$750,000. Congratulations to

the HR team for delivering such a significant savings for their hospitals.



Pharmacy Remote Order Entry for 24 Hour Coverage Yields Dual Benefit for Hospitals



SAHA and Cardinal Health have finalized a contract to provide after hours coverage to our members who currently do not have a 24-hour pharmacy at their facilities. A \$5,000 implementation fee has been waived for each participating SAHA mem-

ber. Members will also enjoy a reduced rate per line. This contract will also benefit SAHA hospitals with 24-hour pharmacies but in need of supplemental coverage. Eight SAHA member hospitals have expressed interest in this service. Carteret County General Hospital has already signed the

contract and is looking forward to implementation come December 1st. We are looking forward to our other members reaping the benefits of their hard work and another successful SAHA initiative by implementing this service in their facilities.



CCH Library Contract Increases Access at Reduced Cost

SAHA signed an agreement with CCH Healthcare, to provide SAHA members unlimited access to resources they provide. The Business Compliance part of their services is the premier provider of Medicare and Medicaid information. Its flagship product, *Medicare and Medicaid Guide*, covers all aspects of these programs, focusing on the payment process. Other health care

products include: the *Health Care Compliance Portfolio*, *CCH Charge-Master Comply*, *Medicare Part B Explained*, and *MediRegs*. Member benefits from this contract will include access to the Compliance and Payroll libraries and user logins at no extra charge to the participants. SAHA members currently involved in this initiative are: High Point Regional Health System, Maria Parham

Medical Center, WakeMed Health & Hospitals and Wilson Medical Center. This one year agreement will save the membership close to \$6,000. Additional SAHA members can join at a reduced rate of \$2,700 for this term. We look forward to a strong relationship with CCH and encourage more members to take advantage of this offer.

Update on S3 Tool Valuable to Members

The Compliance Team took advantage of the expertise of Joint Commission Consultant Carrie Mayer in their September session. Ms. Mayer presented the S3 tool to the membership and took questions. S3 stands for "Strategic Surveillance System" and is online for all hospitals to use through the Joint Commission website. The system allows hospitals to access their data for all fourteen priority focus areas. In addition, it provides information regarding how the hospital's performance compares to other organizations. It can be used to identify the top four priority focus areas and clinical service groups. S3 also includes trended data to allow hospitals to monitor

their performance improvement over time.

Ms. Mayer provided a comprehensive virtual tour of the S3 tool and noted ways to maximize the effectiveness within each hospital. She also noted several uses for the data provided including identification of MedPar outliers, review of complaint data, and trend analysis of performance improvement goals. Nine SAHA members participated in this informative session and noted that it was helpful to them in their constant readiness for Joint Commission Surveys.



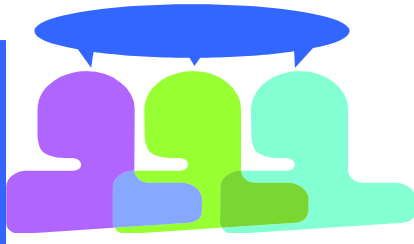
Joint Commission Update 2009

Diana Scott presented The Joint Commission Update on August 22 at the Johnston Memorial Hospital Medical Mall. The session was well received by 62 attendees from 15 SAHA member hospitals. The attendees were very impressed by the speaker's knowledge of the Joint Commission standards and suggestions to stay current. Ms. Scott discussed in detail the new accreditation scoring process that will be effective as of January 2009. She also addressed some of the extremely challenging standards like Medication Safety and development

of a plan of care and suggested ways to be compliant. In addition to the pre-survey readiness, the speaker also highlighted some of the post survey activities like guidelines for submitting clarifications and a timeline for the same. Last but not the least, the session included a significant discussion on the changes to the National Patient Safety Goals (NPSG) and their implementation.

The audience for this session was indicative of the wide range of SAHA teams and their focus on Pa-

tient Safety and compliance with Joint Commission's requirements. Compliance, HIM, Case Management, Lab, Pharmacy, Patient Safety, Performance Improvement, CNOs, and OR were some of the teams represented at the Joint Commission Update. Ms. Scott had presented to the SAHA Compliance and Case Management team last year and was invited back this year. We will continue to bring similar sessions to our members to keep them compliant and enhance patient safety and quality of care.



Knowledge Sharing

HCAHPS Improvements Continue as Public Reporting Begins

The SAHA HCAHPS team met in July to take advantage of a session with PRC's John Gnida. PRC is a well known vendor in the field and several of our members use their services for HACHPS and other surveys within their organizations. The focus of the session was to learn strategies to improve scores on low scoring questions on the HCAHPS survey. The speaker emphasized the need to build and sustain patient loyalty by not just meeting but exceeding the expectations of the patients. He shared the fact that patients who perceive care as "excellent" as opposed to "good" are four times more likely to recommend a facility.

While the message on patient loyalty was loud and clear, Mr. Gnida also stressed on the importance of keeping employee and medical staff loyalty. According to the numbers shared with the team, both employees and medical staff were two & a half and three times, respectively, more likely to recommend their facility if they feel that the quality of care provided at their facility is excellent. The primary message of the presentation was to incorporate "excellence" in the culture of the organization.

The team also enjoyed a healthy discussion with the speaker and amongst themselves on the best practices in the pursuit of excellence and how that helps to improve the HCAHPS survey scores.

Discussions also focused around issues common to all, irrespective of the size of the facility. Some of these issues include ways to increase awareness for HCAHPS; staff buy-in and increased accountability. They also discussed ways of sharing HCAHPS scores both with senior leadership and staff in a way that would promote awareness for these issues. Strategies to incorporate best practices into the culture of the organization were discussed as well. The team members look forward to their quarterly meetings for discussions, new ideas, knowledge sharing and networking. SAHA will continue to provide educational opportunities to the team and looks forward to realizing the benefits of these sessions with improved HCAHPS scores across the board!!





Educational Programs

Patient Flow Seminar Provides Tools to Improve Operational Efficiencies

SAHA College sponsored the Facility-wide Patient Flow Seminar held on August 8th. IHI Patient Flow Collaboration speakers Dr. Jody Crane, MD, MBA, an Emergency Room Physician practicing at Mary Washington Hospital in Fredericksburg, Virginia and Dr. Kirk Jensen, MD, MBA, FACEP led a full day seminar to identify and address common bottlenecks throughout the hospital. They suggested improving process and outcomes by using various Process Improvement tools like the Queuing theory; applying principles of Lean to reduce waste; takt time, understanding and reducing variation,

theory of constraints and effective resolution of bottlenecks. In addition to this, the speakers also shared IHI's best practices and strategies to optimize patient flow in the Emergency Department. The group breakout session provided the attendees with an excellent opportunity for some hands-on training involving identification of bottlenecks in a simulated ED and suggesting recommendation for improvement.

Allison Manning-Williams, of Nash Health Care Systems, and Marion Martin, of Moses Cone Health System also highlighted the recent assessments and successful improvements to patient flow

at each of their facilities. While Nash Health Care focused on improving the overall patient flow in the ED, the focus for the Moses Cone team was on "uncorking bottlenecks" that slowed down their ED. Both presentations demonstrated the implementation of some of the tools discussed earlier in the day.

The evaluations from the 54 attendees from 13 SAHA hospitals were very positive and encouraging and included comments like: *"I was pleasantly surprised by the teaching style of both the physicians. They were down to earth and entertaining while relaying a lot of data"; "Actual example of Nash was so helpful"*.

Interqual Training Improves Skills for Case Managers

SAHA Case Managers enjoyed an educational and informative training session on the correct use of Interqual criteria at WakeMed Cary. The speaker, Katy Pugh (RN, MBA, CPHQ) of Hannah & Associates is a former Case Manager turned Consultant. Her several areas of expertise include Risk Management; Quality Improvement; Strategic Planning and Staff Training and Development. She came highly recommended for her knowledge of Case Management and the issues faced by Case Managers on a daily basis. Attendees

found her session to be very thorough. In addition to actually going through the Interqual criteria book, the attendees thought the case studies very helpful as this provided them hands-on training. While the program and the speaker were highly educational, the attendees also enjoyed networking with their peers from other SAHA member hospitals. The session, a huge success, was attended by 26 case management staff from 8 SAHA hospitals. According to the evaluations, the attendees left gaining a lot of knowledge and wanting more. *"Very educational"*;



"very informative"; "enjoyed not only the session but the opportunity to network" were some of the comments from the evaluations.

Given the popular demand, SAHA will coordinate more such training sessions at other SAHA sites to facilitate our geographically diverse membership to take advantage of this. Look for more information in the near future.

Clinical Programs



SAHA Partners with NC Quality Center for Cardiac Care Collaborative

The SCIP Collaborative was such a huge success that SAHA is partnering with the NC Quality Center on another important clinical program. The Cardiac Care Collaborative will launch in October and will target hospitals with low compliance with the Heart Failure Core Measures established by CMS. The core of the collaborative will be the partnership with the American

Heart Association for the “Get with the Guidelines” toolkit. Each participating member will have access to this wealth of information to assist with their improvement efforts. In addition, best practices discussions and Lean training will be elements of the program. SAHA is supporting the collaborative by recruiting members and serv-

ing as coaches for SAHA member hospitals.

We look forward to another successful partnership with the NC Quality Center that will lead to improved patient care and outcomes at our member hospitals. For information on joining the collaborative, please contact Sarah Hoffman at shoffman@wakemed.org



Chasing Zero – Hospital Acquired Infection Conference

Highlights Critical Healthcare Issue

On September 8 and 9, Sarah Hoffman, VP of Operations for SAHA attended a national conference focused on the elimination of the Hospital Acquired Infections (HAI's). Key speakers from the US Department of Health and Human Services, the Joint Commission, and the Institute for Healthcare Improvement all shared data and perspectives on the challenge of this issue and discussed best practices for addressing the problem. Given the declining reimbursement for HAI's from CMS that is effective on October 1st, this topic is not only relevant clinically, but financially as well. Hospitals in 36 states have reporting requirements for HAI's. While this is not currently required in North Carolina, it will likely be required very soon as HHS has also just announced an infection control initiative.

Best practice sharing was a particular benefit of the conference. One hospital

highlighted for their excellence was Allegheny General Hospital in Pennsylvania. They achieved their goal of no central line infections in their ICU's for over 12 consecutive months. The primary elements to their success were standardizing the central line insertion procedure and annual training for each team member who performed the task. The hospital has maintained this high level of performance and noted that full commitment of the team from physicians, to nursing, to administration was what allowed them to achieve their goals.

One additional highlight was based on successful partnerships. Blue Cross and Blue Shield of Alabama worked with every hospital in the state to put together a program to reduce HAIs. Blue Cross and Blue Shield funded software to allow for improvement of

infection monitoring at the hospitals. Blue Cross is able to use this information as a competitive advantage with employers noting that they are working with hospitals to provide the highest quality of care. Also, they intend to use this information for pay for performance in the future. Hospitals have seen this program work well for them to reduce their infections and noted the value in partnering with a payer to improve care.

The end of the conference did not signal the end of SAHA's involvement in this important topic. The Infection Control Team will be working on HAI best practices over the course of the next year and will be reporting benchmarking metrics to determine the improvements made. We expect all to benefit from these efforts.



Southern Atlantic Healthcare Alliance

CONTACT US:

125 Edinburgh South Drive
Suite 220
Cary, NC 27511

Phone: 919-350-2004

Fax: 919-481-6781

Website:

www.sahalliance.org

We welcome your feedback!

Important Dates and Contacts:

Oct. 7: Compliance Team (Mental Hlth Stds) - SH
Oct. 7: Case Management Team (MUST Tool) - SB
Oct. 14: Business Office (Bankruptcy) - SB
Oct. 16: Executive Committee - DA
Nov. 4: Mental Health Forum - SH
Nov. 7: Achievement Day - CN
Nov. 19: Finance Committee (Benchmarks) - SH

Staff Contacts:

Dale Armstrong (DA): darmstrong@wakemed.org
Swati Bhardwaj (SB): sbhardwaj@wakemed.org
Sarah Hoffman (SH): shoffman@wakemed.org
Cindy Nobling (CN): cnobling@wakemed.org
Cindy Pittman (CP): cipittman@wakemed.org

On the Horizon:

As always, we have many on-going projects and initiatives at SAHA. We'll be providing more information on these initiatives in our upcoming newsletters. If you'd like more information on any of these initiatives, please contact the person indicated:

Sarah Hoffman:

- Infection Control Team
- RAC Tracking Software
- Cancer Registry Services
- Performance Management Software
- Hood Cleaning for Food Services

- Mental Health Forum
- Never Events Benchmarking
- Rehab Recruiting Partnership
- Finance Benchmarks

Swati Bhardwaj:

- Rechargeable Batteries
- Thomson/Solucient
- OR Efficiency
- LEAN Healthcare
- 340B Split Billing Software
- EHR - Compliance Assistance
- RAC Readiness Education

Cindy Pittman:

Congratulations to Cindy on the arrival of her new baby girl, Caroline Margaret on August 21st!

