

The Shield

Winter
2011

A Quarterly Insight into the Southern Atlantic Healthcare Alliance

A Message from our CEO

2011 promises to be another year of both challenge and opportunity as we continue to navigate the uncharted waters of healthcare reform and economic recovery. As with any organization, sustainability is based on the value provided to those it serves. In 2011, SAHA will continue to define our value by how successful we are in anticipating and meeting our member's needs.

Working together in identifying and meeting your needs, in turn, will continue to drive our program development. Our strategy for 2011 will focus on four key questions:

Where are we today? Our current reality
Where should we be tomorrow? Our preferred future
How shall we get there together? Our strategy
Are we getting there? Our performance monitoring

We hope you find this newsletter valuable in keeping you abreast of the many successes SAHA is able to accomplish through your contributions.

- Dale Armstrong



Member Benefit: MGMA Reports through SAHA

Hiring new physicians and still looking for compensation data?? Look no further...SAHA provides MGMA reports on Physician Compensation, as a value added service, at no charge to our members. These reports are available for both physicians and non-physician providers. The 2010 interactive report based on 2009 data is now available.

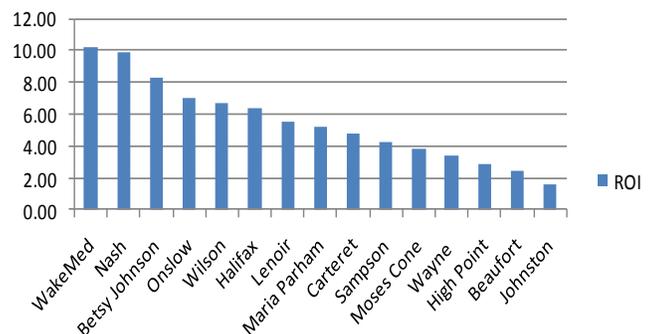
Please contact Swati Bhardwaj at sbhardwaj@sahalliance.org if you are interested in getting these reports!

Member Benefit: Lean Training

Want to have some fun while learning about basic Lean tools? Contact us for a fun filled 3-4 hr session on Lean overview and a Lean ED Simulation game, for anyone interested in Lean. The simulation is applicable to any area in a healthcare setting. This is a value add to our members and at no charge. Please email Swati Bhardwaj at sbhardwaj@sahalliance.org if you are interested in scheduling a session for your team. A huge thank you to our team members at Maria Parham for hosting two sessions on Lean overview and the simulation game with great positive feedback!!!

**FY2010-2011 ROI:
5.83**

ROI: October 2010-January 2011



Learning Together

SAHA College Educational Sessions

Recently Hosted Educational Sessions

Date	Session	Speaker	# of SAHA Hospitals in Attendance
December 6, 2010	Creating a Culture that WOWS	Eli Pagonis, Baptist Leadership Group	12
December 15, 2010	A changing landscape: The impact of health care reform and the global economy on your organization	Wells Fargo Insurance Services	9
January 7, 2011	Medical Staff Standards Update	Steve Dorman, MD	14

“One of the best and most useful courses I have attended”

-Attendee from January 7, 2011 Medical Staff Standards Update

Upcoming SAHA College Sessions– *Get more Info and Register at www.sahalliance.org*

2011 Joint Commission Update with Steve Bryant of the Greeley Company

This session is scheduled for Wednesday, January 26, 2011 at the WakeMed Raleigh Andrews Center Rooms 1&2, from 10am-2pm. Registration is \$35 before January 17 for SAHA members (\$70 for non members) and will include lunch and CEU from Wake AHEC.

February 17, 2011

SAHA is co-hosting a seminar on with the Carolina Chapter of AAHAM on Thursday, February 17, 2011, at The Andrews Center at WakeMed Raleigh from 10 am – 4 pm to provide timely information regarding NC Medicaid Audits, JW modifiers, and Point of Service Collections. Detailed information regarding the same will be available within the next couple of weeks.

February 11, 2011– Joint Session with CNO, Nurse Manager, Case Management, and Rehab Teams at WakeMed Cary.

More details to come!

Friday Night at the ER

“Friday Night at the ER”, is scheduled for February 1, 2011 at WakeMed Cary Conference Center. The session simulates the factors involved in creating a smooth flow of patients through the Emergency Room, Operating Room, Critical Care, and Step Down units. Friday Night at the ER helps people learn to collaborate, to innovate and to drive decisions with data across functional boundaries. The session is appropriate for Medical and Department Directors, Charge Nurses, Patient Flow and Performance Improvement Personnel, and Administration. The registration fee for this session is \$45 and includes lunch and CEU from Wake AHEC.

March 28, 2011– ICD-10 Coding

SAHA College will be hosting a session on ICD-10 Coding with Managed Transitions. HIM, case management, risk management and business office professionals should plan to attend. More details will be sent out shortly!

Teaming Up for Success



Emergency Department Team Meeting & Tours

The Emergency Department team met on November 17 at Johnston Health's Clayton free-standing ED facility and were taken on a tour of the building by team member Daniel Register. The team also had the chance to see a demonstration of the Language Access Network's Martti Express interpretation services. The team plans to hold future meetings at additional member facilities in hopes of touring each others' ED and gaining ideas and insights for best practices. The team is working on a schedule for rotating locations for their 2011 quarterly in person meetings.

Quality and Patient Safety

The SAHA Quality and Patient Safety team had decided to take on "Reducing 30-day readmissions" as a special initiative last year. Team members met recently to work on next steps for the same. The team agreed to focus on HF, AMI and Community Acquired Pneumonia as a starting point. The main objective for the next few months is for team members to share their challenges, followed by a discussion of proven best practices. SAHA will continue to partner with the NC Quality Center on this initiative, utilizing the expertise of the center to bridge any gaps in developing best practices for the same. Our goal is to keep any duplication of efforts for our members to a minimum and serve as a resource in providing education and any support that members might need. We welcome your comments, suggestions and input in making this a success!

Rehab Directors Team Meeting

The rehab directors met at WakeMed Cary on November 22 for their quarterly networking meeting. The team submitted agenda topics in advance of the gathering and came prepared to discuss them with their team members. Talking points included: length of stay studies, staffing levels in inpatient rehab facilities and outpatient rehab, electronic medical records in rehab, and how to address Medicare's 7-9% reduction to the work component of the fee schedule in 2011.

Video Conferencing Offers More Interactive Alternative to Conference Calls

The HR team met by video conference on November 9 to discuss a variety of new initiatives and cost saving ventures for 2011. The team members in attendance liked the video chat feature and thought the ability to see everyone while meeting from their own desk was a great addition to the traditional conference call format.

SAHA Business Office Team Meeting

Wilson Medical Center hosted the last SAHA Business Office team meeting, attended by 12 team members from eight facilities. We took this opportunity to introduce Jessica Landin, our new project manager to the team. Attendees heard from three different vendors: AccessOne on their patient loan program, Trace as a quality tool and from Retro-check for Medicaid eligibility services. Team members also discussed the structure of charity care at their facilities and online bill pay, among other discussion items.

Maximizing Resources

Sign on to these recent SAHA contracts!

Language Access Network (LAN)- Video Interpretation

SAHA recently signed an agreement with Language Access Network (LAN) for their real-time video interpretation services. SAHA was able to negotiate a discounted price for the mobile equipment (Martti units) as well as a group discount on the per minute charges. Nash Health Care Systems and Wayne Memorial were the first two to sign up for this service followed by Onslow Memorial and more recently, Carteret County General Hospital. Please contact either Jessica Landin at jlandin@sahalliance.org or Swati Bhardwaj at sbhardwaj@sahalliance.org for more information on the SAHA LAN contract. For a quick demo on how the system works, please click on the link below to see a video from NBC News link that gives a snap shot of LAN and Martti.

<http://languageaccessnetwork.com/about.html>

Have a Capital Equipment Purchase Coming Up?

Don't move forward before talking to MEMdata, a leader in capital equipment procurement and planning for medical facilities! Utilizing MEMdata's proprietary database and procurement auction procedures, SAHA members will see significant savings on all capital purchases- from fully equipped high-end imaging suites to office equipment. Known for achieving the best-in-class pricing on all equipment purchases and maintenance service contracts, MEMdata's capital equipment analysts present all available options and allow the hospital to choose, creating a competitive environment that provides the best possible value for SAHA members. There is no upfront cost to sign on, and MEMdata's Performer program operates on a pay-for-performance basis only, with fees based on a percentage of utilized savings. The agreement will allow members to benefit from a discounted contingency fee that will save an average of 18% on capital equipment purchases. Contact Matt Wilcox at mattwilcox@sahalliance.org for more details.

Still haven't set your implementation date for The Work Number Employment Verification through TALX?

"The Work Number implementation process was painless! The implementation team was helpful and knowledgeable and always available for questions. We were always right on-time or slightly ahead of our implementation timeline. The Marketing team was also very instrumental in helping us prepare communications material to share with our employees."

-Ellen Jefferson Kearney, MBA
Manager, Benefits
WakeMed Health and Hospitals

Contact Jessica Landin at jlandin@sahalliance.org to get started! As a bonus, this service is free to SAHA members!

On the Horizon



Important Dates and Events

January 26: 2011 Joint Commission Update with Steve Bryant of the Greeley Group

10:00 am-2:00 pm

WakeMed Raleigh Andrews Center, Rooms 1&2

February 1: Friday Night at the ER

10:00am-2:00 pm

WakeMed Cary Conference Center

February 11: Joint Session with CNO, Nurse Manager, Case Management, & Rehab Teams

WakeMed Cary– More details to come

March 28: ICD-10 Coding Overview

10:00 am– 2:00 pm

WakeMed Cary Conference Center

For all SAHA meeting dates and information refer to the calendar on our website www.sahalliance.org

Member Kudos

The online N.C. Hospital Quality Performance Report, updated Dec.29. 2010 now includes optimal care scores from discharges through June 30, 2010 as well as the compliance scores of two new Surgical Care process measures. The two SAHA members highlighted for most improvement on condition-specific optimal care scores are Carteret County General Hospital for Heart attack and Lenoir Memorial Hospital for Surgical Care.

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For all SAHA meeting dates and information refer to the calendar on our website, www.sahalliance.org. Links to register for upcoming SAHA College sessions can also be found on the website.

**Visit our newly redesigned website!
www.sahalliance.org**