

CCHA News Notes

President's Update

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CCHA has had another successful year, thanks to all of the members that have participated in our team meetings. Total savings for the year were \$6,379,128 and value added savings, including grants were \$856,339. The Mobile Simulation Laboratory is making its first round of visits to all of our participating hospitals and the Sexual Assault Nurse Examiners program has trained 15 nurses for our regional

program. We'll train 10 more in 2011.

The Alliance has been successful in applying for and receiving several grants for the Southeastern North Carolina Lean Collaborative and the Mobile Simulation Laboratory. Additional grants are being prepared for the Coastal Carolinas Health Information Exchange (CCHIE) which is one of our major projects. A new Diabetes Education Program was initi-

ated in four Alliance hospitals through a Duke Endowment grant with Diabetes Management Solutions. Alliance Day and our Resident's Reception were well attended and we appreciate the support that has been given by our strategic partners to support these programs. Thank you for your continued support and participation in CCHA. We look forward to the new year! - Larry Matheny

Medicare Bootcamp and Chargemaster Seminar



Coastal Carolinas Health Alliance will once again host the CCHA Medicare Bootcamp and Chargemaster Educational programs. Please hold the dates: **Wed., Feb. 16th - Fri., Feb. 18th**. Registration forms have been distributed via email, if you did not receive one please contact our office at 910-332-8012 for information on how to register. Kimberly Hoy from HCPro once again will provide these valuable education sessions: **Kimberly Hoy, JD, CPC** is the Director of Medicare and Compliance for HCPro, Inc. She is the head of regulatory surveillance and custom education for HCPro's Revenue Cycle Institute and is the lead instructor for HCPro's Medicare Boot Camp® - Hospital Version. Ms. Hoy is a national expert in Medicare compliance and regulatory issues. She has vast experience conducting billing compliance audits and internal investigations. Hoy has served as a compliance officer and in-house legal counsel for hospitals and has developed and

implemented corporate-wide compliance programs for two hospitals. Kimberly has received excellent reviews every year from our participants and continues to provide educational advice after the sessions.

Below are just a few of the items on the agenda for the program. We look forward to seeing you at these sessions and please register early! - Yvonne Hughes

2011 Medicare Bootcamp	2011 Chargemaster
<p>Major Developments Three-day Payment Window Physician Supervision Policy Changes and Enforcement Review of GA, GX, GY and GZ modifiers and ABN processing Billing outpatient bed time Never events, HACs, and POA Change to POA reporting for 2011</p> <p>2011 Inpatient and Outpatient Prospective Payment System Final Rules Review of the IPPS Rule Update to IPPS Payment Factors, including Outlier Threshold PPACA affect on payment factors; mid-year rate changes in 2010 and their applicability New Technology</p>	<p>CPT Coding Update 2011CPT Coding Update New and Revised codes</p> <p>Payment Updates Outpatient Payment Basics Bundling vs. Packaging Charging and Reimbursement</p> <p>Lunch with the Experts Each expert to facilitate separate discussion on specific topics/departments for interested attendees (topics determined by survey) Examples: systems issues, oncology, pulmonary, bariatrics, medical nutrition, wound care, infusions/injections, three day payment window, observation, other topics from attendees</p>

CARES Honors Michael Smith

Michael Smith, KI4UFM was recently honored with a plaque thanking him for his dedicated service to the development of the CARES program by Larry Matheny, KI4WLJ, Bill Morine, N2COP and Paul Magnabosco, AD4HZ. Thank you, Mike for your contributions to CARES and the Coastal Carolinas Health Alliance.



Learn how to live WELL with Diabetes!



The Diabetes Bus Initiative® and Pender Memorial Hospital have collaborated to bring Diabetes Self Management Classes to your community. Classes are free* and taught by Certified Diabetes Educators.

Class series includes:  Pender Memorial Hospital
an affiliate of New Hanover Regional Medical Center

Diabetes 101

Why me? What is and isn't working and how we can help you manage your diabetes better; blood glucose goals and monitoring and what your A1c is.

Diabetes & Food

Eating healthy with diabetes – what's a carb? Making small changes at home, different choices eating out - changes you can live with.

Staying Healthy with Diabetes

What to do to prevent problems with my feet, eyes, kidneys, and heart health. Stress and staying motivated.

Ask your health provider to fax us a referral, and start getting help with your diabetes today! Please visit our website www.thediabetesbus.org or call toll-free 877-781-6664 for more information.

*Participants will have an opportunity to make an optional donation in class

Mark your calendar for these upcoming events

- Medicare Bootcamp
February 16, 2011
Country Club of Landfall
- Chagemaster Seminar
February 17 & 18, 2011
Country Club of Landfall

See the Front Page of This Issue for More Details

Visit the Events page of our website, www.coastalalliance.org for a complete listing of team meetings and other events

MSL Hits the Road

The Mobile Simulation Lab is up and running. After a slight delay the MSL took to the road and headed to Pender Memorial Hospital on 11/15/10. The week started off meeting and doing simulation scenarios with department Managers and preceptors; even the CNE took part in a Mock Code scenario. By the end of the week we had trained 38 nurses providing over 50 continuing education credits. Evaluations for

the first week were extremely positive and the learning experience was enjoyed by all who participated.



MSL Coordinator, Denise Garee

Loris Healthcare System, in South Carolina, was the location for the second week of training. Again the week started with the Managers taking part in a simulated scenario, MSL was literally standing room only! LHCS CEO Timothy Browne came on board to take a tour and learn some of the possibilities available when using the Laerdal SimMan 3G simulator.

As of December 4th, the MSL has provided education to 97 nurses in just 9 days. At first many of the nurses participating felt apprehensive, nervous and disoriented, however once the scenario and debriefing were completed a large majority could not wait for the MSL to arrive back at their facilities. The things they liked the most were: "the teamwork



approach", "debriefing", "the realism" and "the ability to actually perform interventions." Staff was hard pressed to find something in the process they did not like, as indicated in the evaluations. Approximately 200 continuing education credits have been awarded to participating nurses.

As the Coordinator, I am very pleased to see the program having such a positive effect on the

nurses. Some of the nurses training this week had never worked with each other before, being assigned to different areas of the hospital, but were amazed at how easy it was to work with their peers during a usually stressful situation. I would like to thank and give credit to the Education Directors of both facilities; Debbie Martin, (Pender Memorial) and Shonna Gurkin, (Loris Healthcare System). Their enthusiasm for the program was the true driving force that encouraged their staff members to participate and take advantage of this unique learning experience. They are truly champions of nursing staff development and education!

- Denise Garee



CCHA Hosts 2010 Alliance Day



Jack Barto accepts the Attendance Award on behalf of New Hanover Regional Medical Center

Coastal Carolinas Health Alliance hosted their annual Alliance Day on Friday, October 15th at the Holiday Inn Resort. Denise Garee, Mobile Sim Coordinator, presented an overview and provided tours of the Mobile Simulation Laboratory as it made its grand debut. Peggy Hatter, SANE Coordinator, provided an update of the SANE program. Yvonne Hughes presented the Team of the Year award to the CIO/IS Directors for their efforts with the HIE project. Team chairman, Avery Cloud from New Hanover Regional Medical Center accepted on behalf of the team and provided an update on the HIE

project.

Eighty-five attendees from CCHA Member Hospitals enjoyed an informative, yet entertaining presentation by Dr. Steve Bedwell on problem solving and managing frustration during stressful times.

Business Partners from 26 companies including gold sponsor MedQuist; silver sponsors Amerinet, Cardinal Health, Grace Care and Trion; and bronze sponsors Ascent and NCHA Strategic Partners were available to network with Hospital Members. The event concluded with prize drawings pre-

ented by various Business Partners. Katrina Grady from Duplin General Hospital, Sonja Green and Sheryl Gore from Columbus Regional Healthcare System, and Debbie Martin from Pender Memorial Hospital were the recipients of the four grand prize drawings presented by MedQuist.



McRay Simmons of Medquist

Infection Control/Employee Health

On September 16, 2010 Paul F. Kamitsuka, MD, DTM&H, Hospital Epidemiologist NHRMC, donated his time to do a free educational session on "Resistant Gram Negative Pathogens (aka the Story of Bla)" for our member hospitals. This is the second time he has presented to the Infection Control/Employee Health team. Nineteen hospital members were in attendance for this free educa-

tional seminar including: Bladen County Hospital, Columbus Regional Healthcare System, Doshier Memorial Hospital, Duplin General Hospital, Loris Healthcare System, New Hanover Regional Medical Center, Pender Memorial Hospital, Scotland Healthcare System, and Southeastern Regional Medical Center. He was rated "Excellent" from all 19 participants when surveyed at the end of the seminar. Dr.

Paul Kamitsuka is a Harvard Medical School graduate and did his residency at Massachusetts General in Boston. He is currently a Clinical Associate Professor at UNC School of Medicine



Dr. Paul F Kamitsuka

and an Infectious Disease Consultant at Wilmington Health Associates. Coastal Carolinas Health Alliance greatly appreciates his time and expertise and plans on inviting him back for another educational session next year.

- Angela Clemmons

Coming & Going

Michael Smith has stepped down as Senior Operations Analyst to accept a position with the Cancer Center at Southeastern Regional Medical Center. Michael was one day short of seven years with CCHA. Although no longer in the CCHA office, we are happy that Michael remains a part of the Alliance through one of the Member Hospitals. We wish Michael all the best in his new career chapter.



Hospital Members attending 2010 Alliance Day wave farewell to Michael Smith, as those attending from Southeastern Regional Medical Center wave hello.

We are pleased to have Meghan Lancaster join us as our new Administrative Assistant. Many of you have already met Meghan at Alliance Day, Resident's Reception or one of our meetings and know what a pleasure it is to work with her. Meghan will be the one greeting you when you call our office. Welcome Meghan!



Coastal Carolinas Health Alliance

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Be Sure to Visit Our Website
www.coastalalliance.org

Mission:

To provide value to its members by facilitating improvement of quality and delivery of healthcare and achieving operational efficiencies through collaborate efforts.

Vision:

To be a high performing hospital network characterized by collaboration, sustained strength of member hospitals, and a focus on local and regional healthcare issues.

Values:

Integrity, Trust, Respect, Collaboration, and Commitment

Improving the quality and delivery of healthcare in the communities we serve

Residents' Reception Valuable Recruiting Event

On Tuesday, October 5th thirty-seven residents from New Hanover Regional Medical Center gathered at The Country Club of Landfall for the 8th Annual Residents' Reception. Donna Bowen, Medical Staff Services Director for Bladen Healthcare, was one of the participating physician recruiters. "I really enjoyed being a part of this year's reception. I was able to make contact with several potential candidates from the give-away forms that were filled out. I was able to connect with one Candidate that was already out of residency and is working a locums position. We were in need of a locums Family Practice physician and have now placed her in that role."

This annual event allows residents the opportunity to network with Physician Recruiters from CCHA Member Hospitals throughout their residency. "The Residents' Reception has been a wonderful recruitment tool for



Donna Bowen (right) speaks with a resident at reception

me, as I have been able to get to know the residents from early in their training and best identify who might be a good match for our positions. I have then been able to further develop these relationships each year. We were successful this summer in hiring our first family medicine resident from the program, Dr. Jadene Lowry, who has been a wonderful addition to our staff. I also think the residents enjoy the evening and getting to

know what potential jobs are available in the area." said Melisa Ciarrocca, Physician Recruiter for Scotland Healthcare System.

Dr. Lowry, who attended this year's Residents' Reception with Ms. Ciarrocca, commented on her experiences from the event. "It is a great event, which I at-



Dr. Jadene Lowry and Melisa Ciarrocca

tended all three years of my residence. I met my recruiter there and kept in touch throughout. I also met other people from other programs. It is comforting to know there are jobs out there for people who do want to stay in the area."

Each resident in attendance completed a survey at the end of the evening. When

asked to rank the value of the 2010 Residents' Reception 30% responded extremely valuable and 65% responded very valuable. A separate survey completed by the physician recruiters also asked them to rank the value, with 43% ranking it extremely valuable and 57% very valuable.

- Angela Clemmons
- Meghan Lancaster