

June 2011



# CCHA News Notes

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## Executive Director's Update

CCHA is gearing up for a busy summer! Rolling along this summer will be the wheels on the Mobile Simulation Lab. Funded by grants from the Duke Endowment and the Cape Fear Foundation, the lab houses computerized mannequins that can be programmed to simulate everything from cardiac arrest to gunshot wounds to complications during child birth. The mannequins simulate newborns, children and adults. The MSL is scheduled to train staff at Doshier Memorial, New Hanover Regional, Pender Memorial, Sampson Regional, and Scotland Healthcare in the coming months. Over the last six months, the MSL has provided on-site clinical training at nine hospitals; trained 712 staff and awarded 1,148 CEU hours. The positive feedback received from those attending the training as well as the cost

savings realized by the medical facilities has confirmed the need for this program to continue. Please visit the MSL when it comes to your hospital!

The CCHIE (Coastal Connect Health Information Exchange) pilot program. Over the next few weeks, deployment of hardware and the HIE grid will begin to connect our five pilot hospitals (Doshier Memorial, New Hanover Regional, Pender Memorial, Sampson Regional, and Southeastern Regional) and fifteen physician practices allowing for electronic communication of patient information and referrals. We are excited about the benefits CCHIE will provide to physicians and other health care providers as their ability to coordinate care across the continuum of care becomes electronic, increasing efficiency and quality of care.

The team and I are excited about the programs and initiatives that are currently underway and encourage you to contact us with suggestions for future initiatives! We have heard from several of you regarding the need for more education programs. Along with Medicare Bootcamp and the Chargemaster education sessions, ICD 10 training is on the radar for 2012. Please share your thoughts for additional educational programs.

The balance of the Alliance programs have provided updates for the newsletter to share their successes. We appreciate all the support you provide to the many programs under CCHA's umbrella. I wish all of you a pleasant summer!

*Yvonne Hughes*

*“People with diabetes really need to go, because there is so much to know.”*



**Diabetes Educator, Brooke Benton, MS, RD, CDE, conducts a diabetes self-management class at New Hanover Regional Medical Center.**

*“To have the ability to say to the patient, ‘no you don’t have to drive far, the classes are held here at your doctor’s office’, is a wonderful thing.”*

If you have an idea of what you would like to see in CCHA’s quarterly publication, please feel free to contact us at 910.332.8012 or [mlancaster@coastalliance.org](mailto:mlancaster@coastalliance.org)

## CCHA & Diabetes Management Solutions

This time last year, Carolyn Wagner would not have had the benefit of diabetes self-management classes in her hometown of Wilmington. There were no such classes. The closest diabetes classes available were in Lumberton, NC and, Carolyn says she couldn’t have afforded the time or gas money to go all the way there. Luckily for Carolyn, Coastal Carolinas Health Alliance and Diabetes Management Solutions partnered to write and received a grant to offer a no-cost diabetes class series at four hospitals in southeastern NC that wanted such a program. As a result, Carolyn’s physician referred Carolyn to the diabetes self-management classes at New Hanover Regional Medical Center, and she attended the classes last November and December. The classes, she said, have helped her with managing the condition.

Since August of 2010, Diabetes Management Solutions, also known as “The Diabetes Bus Initiative®”, has received 229 referrals from 94 providers for people to attend the diabetes self-management classes offered at New Hanover Regional Medical

Center, Pender Memorial Hospital, Duplin General Hospital and Bladen County Hospital. The hospitals are working closely with both organizations to make this possible. “These collaborations between health care stakeholders make creative approaches possible” says Kim Hanchette, Founder and CEO of Diabetes Management Solutions, a nonprofit based in Raleigh.

“The Diabetes Bus is a greatly needed asset to Bladen County,” said Dawn Johnson. “Being a care manager in a rural county my resources are limited. To have the ability to say to the patient, ‘no you don’t have to drive far, the classes are held here at your doctor’s office’, is a wonderful thing. The compliance rate is much higher if the resource is made more available. Thank You Diabetes Bus Initiative.”

“Classes were very helpful, said Ken Wilson, who attended classes at Duplin General Hospital. “I would not have taken the time on my own to learn about diabetes.” Iris Merritt, who attended the class series at Pender Memorial Hospital, noted “People

with diabetes really need to go, because there is so much to know. People might think they know everything, but they don’t. You can learn a lot from these classes.”

The classes are based on a model developed by DMS that promotes a comfortable rapport and non-threatening approach to changing diabetes behaviors that can improve health. The curriculum incorporates practical diabetes skills and lifestyle goals that measurably impact diabetes outcomes. The group support empowers class attendees as they learn together as a group. These classes are accredited by AADE (American Association of Diabetes Educators) and are based on the National Standards for Diabetes Self-Management Education.

More member hospitals associated with Coastal Carolinas Health Alliance are beginning the program in the coming year. For more information about how or where to attend classes, please call Missy Hollander, Program Manager at DMS, toll-free at 877-781-6664.

### Please Mark Your Calendar for These Upcoming Events

**CARES On-Air Training**  
June 3rd & July 22nd at 2:00 pm

**Regulatory Preparedness and Continual Readiness**  
Friday, June 10th, 2011 10:00 am –12:00 pm Brunswick Community College - Leland Campus

Visit the Events page of our website, [www.coastalliance.org](http://www.coastalliance.org), for a complete listing of events.

## Scotland Memorial Hospital Joins CARES

On Thursday, May 12, 2011 CARES Technical Committee member, Paul Magnabosco, and Wilmington ham radio operator volunteer, Morris Abeyounis, along with Steve McAllister of Scotland Memorial Hospital, completed the installation and testing of transceiver and radio equipment to link Scotland Memorial Hospital to the Carolinas Amateur Radio Emergency Service. With this latest installation project, all of CCHA Member Hospitals are now linked to the

CARES network.

The CARES network is an emergency communications system which uses ham radio; therefore only hospital staff licensed by the FCC may operate CARES radios. The CARES Executive Committee will announce a date soon for a ham radio operators licensing class. Hospital staff that currently hold a Technician Class or higher radio operator license are encouraged to participate in the CARES On-Air Training Nets; upcoming

On-Air dates are June 3<sup>rd</sup> and July 22<sup>nd</sup> at 2:00 pm.

CCHA is updating the CARES contact information for each hospital facility. If you would like to be added to the CARES contact list please email Meghan Lancaster at [mlancaster@coastalalliance.org](mailto:mlancaster@coastalalliance.org), with your name, phone number and email address, along with call sign if applicable. You may also visit the CARES page of our website, [www.coastalalliance.org](http://www.coastalalliance.org), for additional information.



**Interested in becoming a CARES ham radio operator? Contact us today to inquire how you can get licensed.**

## Executive Director Presents CCHIE Strategy

In April, Yvonne Hughes presented at the Medicity Client Summit held in Salt Lake City, UT. The presentation outlined CCHIE's guiding principles to remain patient-centric and attain sustainability as well as CCHIE's

initiative to become a Community Health Information system through our governance structure, completion of a medical community readiness assessment, identification of environmental opportunities and establishment

of a financial model. The Summit provided an opportunity to network with other Medicity clients on their HIE successes and direction for the coming year.

## Coastal Connect Unveils Logo & Website

Coastal Connect HIE (CCHIE) announces a new logo and website. The new logo mirrors that of CCHA as the hospitals in the alliance provide for the development, governance and deployment of the HIE. Thank you to SEAHEC for their efforts with the logo and website.

Currently in the pilot phase with pilot hospitals beginning to test data delivery, an additional 10 physician practices are being added to the initial participants of 5 hospitals and 10 physician practices to test referral delivery. The pilot is targeted for completion at the end of August at which time additional

providers, hospitals and physicians, will have the opportunity to connect to the HIE.



Be sure to visit our website.  
[www.coastalconnect.org](http://www.coastalconnect.org)

## EMR+HIE=MU\$\$

CCHIE has been well received in the provider community as they begin to chart their course to meet *Meaningful Use* criteria. In an effort to increase physician education and provide a standard message surrounding EMRs, HIEs, and Meaningful Use, CCHIE is collaborating with NC Medical Society Foundation, Community Care of the Lower Cape Fear, and SEAHEC (local Regional Extension Center). In the true spirit of collaboration, this team will focus on the inclusion of other HIE efforts across the state to develop a standard message that can be shared throughout our medical communities.

For any questions regarding connecting to CCHIE, please contact Anne Marie Priddy at [apriddy@coastalalliance.org](mailto:apriddy@coastalalliance.org) or (910) 431-6729.

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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

## **Southeastern SANE Program Moves Forward**

Coastal Carolinas Health Alliance has received another two year grant from the Governor's Crime Commission. In addition to SANE Coordinator's, position the grant includes on-call monies, sixteen SANE scholarships and funding for three Sexual Assault Response Team (SART) trainings to be held throughout our region.

The Governor's Crime Commission, as well as our communities, expects Coastal Carolina Health Alliance hospitals will continue to provide sexual assault victims with the highest level of care available to them. CCHA's plan for sustainability includes;

distribution of SANE scholarships evenly throughout our Alliance region, encouragement of SANEs in leadership positions to train all ED nurses to do a "smarter kit, (becoming more comfortable and competent when caring for a sexual assault patient and going to court), and provision of diverse opportunities to maintain competency, including use of Mobile Simulation Lab. I believe that by working together as an alliance, we can increase the opportunities for hands-on education, set high competency standards and ultimately provide an on-going SANE/SART program that will serve all our communities well.

- Peggy Hatter, SANE Coordinator

## **CCHA Alliance Day & Educational Events**

Coastal Carolinas Health Alliance hosts an annual "Alliance Day" event to celebrate the many accomplishments of our member hospitals and offer you direct access to our vendors. This has been a successful and enjoyable celebration for the staff from our member hospitals. Unfortunately, recent economic hardships have limited the availability of hospital personnel which is evident by the waning attendance numbers over the past few years. We recognize travel budgets are tight, so we have decided to post-pone the 2011 "Alliance Day" event and re-evaluate the feasibility of hosting this event in 2012. As a

show of continued support to CCHA, some of our vendors have expressed their willingness to fund educational events that our members find valuable. If any team members have ideas for an event, please e-mail them to Meghan Lancaster ([mlancaster@coastalalliance.org](mailto:mlancaster@coastalalliance.org))

We value all of the time member hospital teams dedicate to our projects and extend our gratitude once again for the quality work you continue to produce. Thank you for your continued support.