

# CCHA News Notes

Coastal Carolinas Health Alliance

September 2011

Fiscal Year 2011, 4th Quarter

## Executive Director's Update

Summer at the Alliance was filled with continuous positive growth activity in our programs as we filled staff positions and realized continued success securing grant funding. First and foremost, I hope everyone fared well during the earthquake and Hurricane Irene - Mother Nature has been very active this summer too! I am happy to report our **CARES program** was on and ready for activation if we needed them. **Thank you to our community volunteers, hospital employees and CCHA staff that participated**

***in the planning and execution of this important program.***

Among our many highlights are the addition of several new faces to the CCHA and CCHIE teams. Additionally, we received grant funding for both CCHIE and CCHA's SANE program, as well as CCHA's Mobile Sim Lab in partnership with Brunswick Community College. Planning is underway for your annual education events, and we look forward to another great turn-out at the October 11<sup>th</sup> Resident Physician's

Recruitment Fair. The Diabetes Bus has had a very successful year and made a tremendous impact in our region. Their annual report is available on the CCHA website for your convenience. Your Alliance team is enthusiastic about working with you to make next year as productive and successful as we possibly can for our members. Enjoy cooling off from the summer heat!

~ Yvonne Hughes

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## SANE Program Update

Ten nurses completed the required online classes and two day didactic component in June. They are now actively working on their clinical. Our new grant funds will allow us to train an additional eight nurses this fall and eight more next year. I will also open the two day training to nurses from other hospitals who have completed

online classes and choose to train through our program.

I have begun meeting with Emergency Directors and SANEs to discuss the plan for ongoing SANE sustainability programs in their hospital. While the goals are the same, the plan will be tailored to the needs of each individual emergency department. I will

assist the SANEs with training, competencies and educational opportunities for the staff. With hospital support and department leadership we can achieve our goals. Thank you for your continued support.

~ Peggy Duffy Hatter

### Upcoming Events

- CARES On-Air Training  
September 23rd at 2 pm & October 21st at 2 pm
- Resident Recruitment Fair  
October 11th at 6:30 pm
- Medicare Boot Camp  
January 11, 2012
- Chargemaster Seminar  
January 12 - 13, 2012

# CARES Update

The Carolinas Amateur Radio Emergency Service (CARES) gained several new Ham radio operators on August 20, 2011 as Alliance hospital employees passed the FCC exam that is required to receive a Ham radio operator's license. CCHA hosted the two-weekend training event which prepared all participants to take the exam, and had a class of eighteen people from both member hospitals and the general public participate. New Hanover Regional Medical Center, Pender Memorial Hospital, and Sampson Regional Medical Center all have newly licensed



radio operators at their facilities who can help in the event that the CARES system is activated. Becoming a licensed Ham radio operator is easy and is a great way to offer assistance to the community if the need arises. CCHA is planning to host another training event in early 2012. Be on the lookout for details! Given the recent activities in the tropics, CARES volunteers have tested all of the repeaters to make sure they are working properly, and have also been in contact with emergency communication personnel in South Carolina. New

Hanover Regional Medical Center activated CARES and monitored the airwaves throughout Hurricane Irene in the event any of the other hospitals needed assistance. Should telephone lines become compromised due to weather or any other adverse event, CARES is ready for use!



~ Ashley Bell, KK4DVP

**Upcoming CARES On-Air Training Dates September 23rd & October 21st at 2:00 pm**

# 2012 Medicare Boot Camp and Chargemaster

Mark your calendars for January 11<sup>th</sup> through 13<sup>th</sup>, 2012. Coastal Carolinas Health Alliance will once again host HCPro's Medicare Boot Camp and Chargemaster Review seminars at the Country Club of Landfall. Kimberly

Hoy, Director of Medicare and Compliance for HCPro, will return to provide these valuable educational sessions. We received great feedback from last year's participants and look forward to another wonderful event.

Watch for registration forms and agenda to be sent to you soon.



# Regulatory Preparedness & Continual Readiness

On June 10, 2011 Mindy Goldsmith, PhD, CRA, RTR(M) (QM), Performance Improvement Coordinator and Director of Radiology Services



with Bladen Healthcare donated her time to do a free educational session for CCHA's team members (Radiology

Directors, Infection Control/Employee Health Directors, and Quality/Regulatory Directors) on Regulatory Preparedness & Continual Readiness. This free educational program was 120 minutes with a focus on "take-home" tools for department managers, with the objective of teaching participants how to

prepare and maintain a state of Joint Commission Continual Readiness. The program received great reviews from all 25 participants when surveyed at the end of the seminar. The Alliance would like to thank Bladen Healthcare for devoting their time to share their innovative practices with the other hospitals.

~Angela Clemmons



2010 Resident's Reception Scrapbook



**Date: Tuesday, October 11, 2011**

**Time: 6:30 - 9:00 p.m.**

# 9th Annual Resident's Recruitment Fair

*The Country Club of Landfall*  
800 Sun Runner Place  
Wilmington, NC

Please RSVP by October 3rd, 2011 to Meghan Lancaster (910) 332-8012 or [mlancaster@coastalalliance.org](mailto:mlancaster@coastalalliance.org)

Hotel accommodations are available. Please call Landfall Park Hampton Inn at (910) 256-9600 by September 10th. Mention CCHA to receive a discounted rate of \$89.00 + tax per night.

Hosted by: Coastal Carolinas Health Alliance

Coastal Carolinas Health Alliance invites resident physicians as well as hospital administrators to a reception to explore health care opportunities in southeastern North Carolina and northeastern South Carolina.

## 9th Annual Resident's Recruitment Fair

Coastal Carolinas Health Alliance and the CCHA Physician Recruiters Team will assemble at the Country Club of Landfall to host the 9<sup>th</sup> Annual Resident's Recruitment Fair. Area Residents from SEAHEC will have the opportunity to network with Physician

Recruiters and other hospital administrators regarding practice opportunities at CCHA Member Hospitals.

CCHA would like to thank Practice Match for their sponsorship towards this

year's Resident's Recruitment Fair. Thank you also to NCHA Strategic Partners for their sponsorship toward CCHA's *educational event fund* which supports this and other educational events throughout the year.

# Exciting News From the Mobile Simulation Lab

CCHA's Mobile Sim Lab to Collaborate with Brunswick Community College

Brunswick Community College in Supply, NC has been awarded federal Perkins funding to implement the *BCC SIMS Academy* which will utilize CCHA's Mobile Simulation Laboratory for two separate two-day training sessions. Professional development simulation training will be provided to approximately twenty nurse educator faculty. We will be planning a session for both Fall and Spring semesters.

CCHA's MSL and Pender Memorial Hospital are planning a Heart Failure Workshop for the November MSL visit. Nurses will receive suggested review materials, take a pre-test, take part in a

Decompensated Heart Failure simulation scenario, debrief and provide discharge education to standardized patients. The goal is to emphasize the Core Measures for Heart Failure and allow continuing education for the nurses, who will each gain 4 CEHs for their participation. Future workshop plans: Sepsis, and Moderate Sedation, with the addition of others as we move through the year.

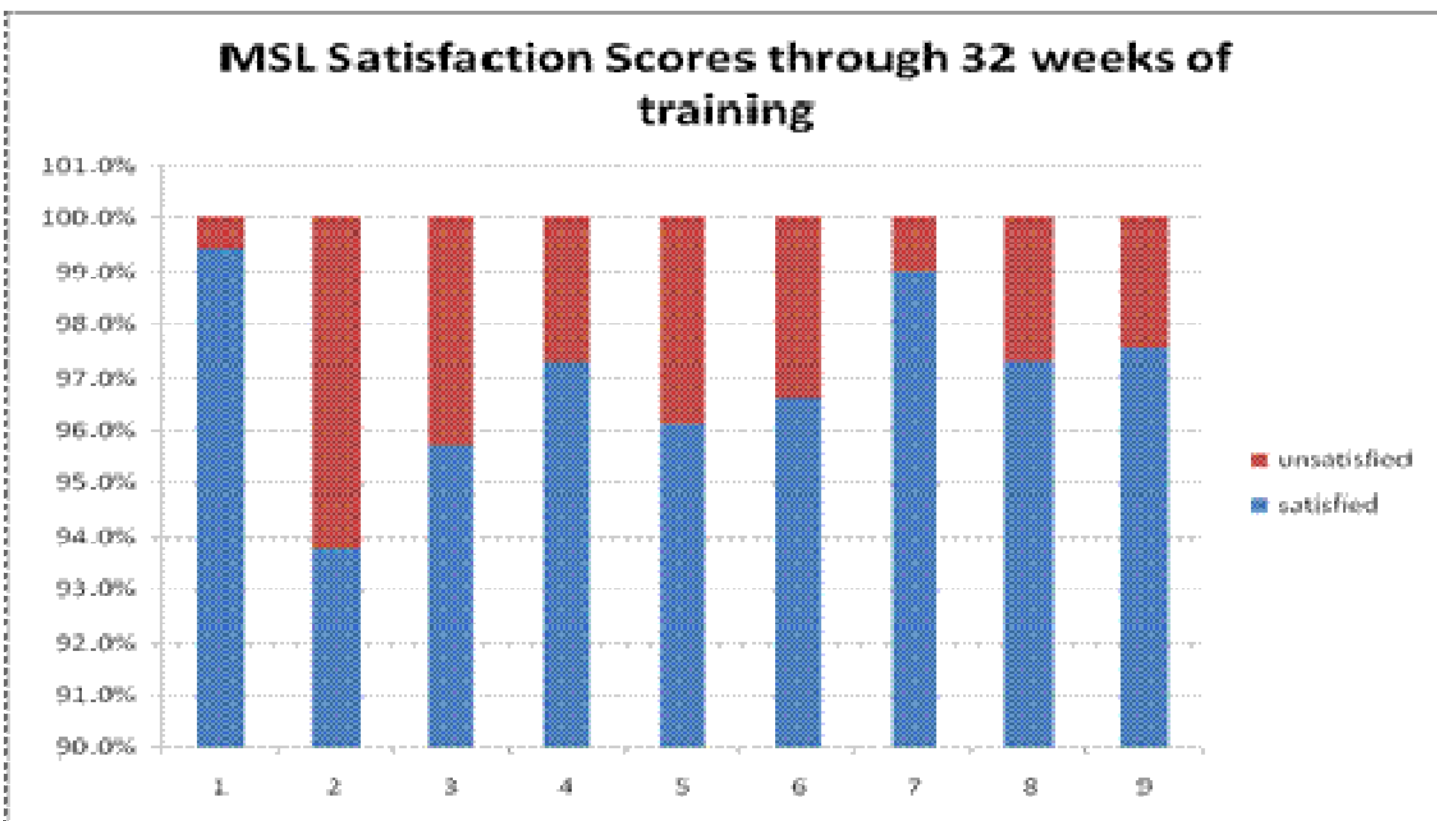
Dr. Hope and Interns from Surgical Services came on board the MSL for skills training July 29th. During their visit they practiced endotracheal intubation, cricothyroidotomy and chest tube insertion. CCHA received very positive comments from the participants and we look forward to working with SEAHEC and the residency programs to

provide additional training throughout the year.

It is hard to believe the MSL has been on the road for 32 weeks. As we get ready for FY 2012, our goal is to maintain the same high satisfaction scores we received in 2011. It has been a fun ten months, and I appreciate all the assistance given by the facility educators. I am very proud that the nursing staff members and other health care disciplines have enjoyed the MSL experience. I look forward to our continued success.

Submitted by: Denise Garee, MSN, RN, CEN, PhD(c)

Clinical Coordinator;  
Mobile Simulation Laboratory





### CCHIE Pilot Goes Live!

August was an exciting month for **Coastal Connect HIE** with two of the five pilot hospitals, **Sampson Regional Medical Center** and **Southeastern Regional Medical Center**, connecting to the HIE grid and testing data transfer. Staff from Medicity, our HIE business partner, joined our CCHIE team for three full days of connecting our unaffiliated, pilot practices to the grid – ten practices connected and seven more to go! (Completed: *Wilmington Health Associates, Bryan Weckel Family Medicine (Pender County), Duplin OB/GYN, Clinton Medical Clinic, Dr. Verrilli (Sampson County), Clinton Surgical Associates, AJ Robinson*

*Medical Clinic (Robeson County), Medical Specialist (Robeson County), Southeastern Eye Care, and Southeastern Wound Healing Center.*) Our practice installations were deemed a success when practice staff smiled and commented enthusiastically, as they sent and received referrals electronically across the grid. A big thank you to hospital and practice staff for their time and effort making CCHIE installations successful! Positive momentum continues in September with grid connection of the remaining pilot hospitals and practices which will be followed by Results Delivery across the grid. If you have any questions, please contact [apriddy@coastalalliance.org](mailto:apriddy@coastalalliance.org).

### 2011 National Forum on HIE

This summer, Anne Marie Priddy, Director of Project & Operations for CCHIE, attended eHealth Initiative's 2011 National Forum on Health Information Exchange in Washington, DC. Keynote speaker, Todd Park, CTO Department of Health and Human Services, highlighted the importance of HIE's to improve care delivery and

reduce health care costs. Panel discussions were held on HIEs and the Direct Project; Insurance Exchanges and HIE; Getting to Meaningful Use through HIE; and Revenue Models for Sustainability. Information gathered on best practices for HIE's and meeting with other HIE staff to learn where they are at was very timely.



### The Duke Endowment Grant

Coastal Connect HIE, Southeastern Area Health Education Center (SEAHEC), Community Care Lower Cape Fear (CCLCF), and Access Care have begun collaboration to identify the 144 practices that will receive connection to the HIE with the funds provided by The Duke Endowment grant. Also being identified are CCNC practices which would benefit from EMR Lite installation to achieve Meaningful Use certification to receive federal incentive money. Dr. Jim Jones, Medical Director of CCLCF, distributed a letter to participating physicians announcing the opportunity which would provide instant electronic access to patient care records, including Continuum of Care documents, Emergency Room encounters, labs, results and referral tracking. Savings to the practice will be generated by eliminating staff time spent tracking and managing referrals, duplicating services and tasks, receiving and sending results. The letter piqued the interest of targeted physicians as we have received many calls inquiring how to get connected!

### CCHIE Milestone Achieved

**CCHIE Milestone on September 1, 2011** - First live referral of an actual patient sent across the HIE grid in Robeson county: *AJ Robinson Medical Clinic to Southeastern Eye Care.* Attachment of clinical care documents and instant messaging features on the iNexx platform were used by practice staff.



5305-D Wrightsville Avenue  
Wilmington, NC 28403

Phone: 910.332.8012

Fax: 910.332.8042

www.coastalalliance.org

**CCHA is Moving**

**Effective October 1st our new address will be:**

**5305 - M Wrightsville Avenue  
Wilmington, NC 28403**

**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*

## Welcome New Staff

Coastal Carolinas Health Alliance is pleased to welcome back Ashley Bell. Ashley interned with CCHA during the summer of 2010 as part of her graduate school curriculum. After completing her Master’s Degree in Healthcare Administration from the University of North Carolina at Chapel Hill in May, Ashley began with CCHA in June, accepting the position of Manager of Projects and Grant Development. In addition to working with all of the current grants and working to obtain new funding, Ashley will be facilitating several of the hospital teams, including CARES, and coordinating all of our educational events.



Ashley Bell

Ashley is a native of Wilmington, NC and moved away for 10 years before returning full-time this summer. She is very excited to be back in her hometown and looking forward to working with the Alliance and all of its member hospitals.

## CCHIE Hires HIE

### Implementation Coordinator

Patty O’Donnell Lewis joined the Coastal Connect HIE team in August as the new HIE Implementation Coordinator and has been on an exhilarating ride from day one! Patty has been trained to and has completed HIE installations and trainings for our community



Patty O’Donnell Lewis

providers; leads the collaboration efforts between CCHIE, SEAHEC, Access Care and CCLCF to identify CCNC providers to receive funds provided by The Duke Endowment for connection to CCHIE; and is establishing our new CCHIE web-site. Currently enrolled in Pitt County Community College’s Health Information Technology program, Patty anticipates graduating in spring of 2012.

Twenty years in pharmaceutical sales throughout Southeastern NC have allowed her to establish relationships with many of our current and future clients which is invaluable in our efforts to connect our communities. Please join us in welcoming Patty Lewis! (plewis@coastalalliance.org)

### Staff Directory

Yvonne Hughes	Executive Director
Doug Yarbrough	Director of Finance
Ashley Bell	Manager of Projects and Grant Development
Denise Garee	Clinical Coordinator, Mobile Simulation Laboratory
Peggy Duffy Hatter	SANE Project Coordinator
Meghan Lancaster	Office Manager
Anne Marie Priddy	CCHIE Director of Projects and Operations
Patty Lewis	CCHIE Implementation Coordinator