



Inside this issue:

<i>Medicare Boot Camp</i>	2
<i>Medication Reconciliation</i>	2
<i>Business Developments</i>	3
<i>Team Awards</i>	3
<i>Physician Recruiters</i>	3
<i>Upcoming Events/Other</i>	4



Executive Director Update

We would like to congratulate Mr. Luckey Welsh, CEO, Southeastern Regional Medical Center on his retirement. Mr. Welsh and the Southeastern Team have been strong supporters of the Alliance for many years and we'd like to thank him for his dedicated service. Mr. Doug Yarbrough has also retired from Duplin General Hospital and we'd like to recognize his support of CCHA as well. Matt Mendez has left Pender Memorial Hospital for another career opportunity and we thank him for his leadership on the Executive Committee. We wish all three the very best.

We'd also like to welcome Mr. Harvey Case, CEO, Duplin General Hospital, David Long, Interim Site Administrator, Pender Memorial Hospital, Jay Leatherman, CFO, Bladen County Hospital and Dennis

Coffey, CFO, Doshier Memorial Hospital into their new roles and as new members of our Alliance. We look forward to working with them.

McLeod Health in Florence, South Carolina has joined CCHA as our newest Affiliate member and we welcome them to our membership. McLeod Health includes McLeod Regional Medical Center in Florence, Wilson Medical Center in Darlington and St. Eugene Medical Center in Dillon, South Carolina. Conway Medical Center will be leaving the Alliance at the end of July and we thank them for their membership.

The Alliance continues to expand our contracts and the number of strategic partners. We recently completed contracts with Cardinal Pyxis, UPS, MD Buyline, Unit Dose Solutions, Cardinal Radiophar-

maceuticals and extended our contract with Thomson/Solucient. The 25 teams and staff are currently working on several new initiatives that will continue to add value to Alliance members. We are on track to save more than \$4.7 million again this year. Thank you for your support!

The CCHA staff has been visiting each member hospital to inform and educate employees about the services, programs and cost saving initiatives offered by the Alliance. The CCHA Fairs have been well received and the Alliance staff has met many employees and never come home with any of our giveaways! Thank you for your support and participation on the 25 teams that are working on a variety of initiatives. Please don't hesitate to contact us, if we can be of assistance or a resource.

Medication Reconciliation

Goal #8 of the JCAHO National Patient Safety Goals is "to accurately and completely reconcile medications across the continuum of care". In hospitals alone there are 380,000 to 450,000 preventable adverse drug events occurring each year, the members of CCHA are striving to increase

patient safety by reducing these errors. In addition to safety issues, medication errors represent a preventable financial burden to the hospitals. Each medication error can extend the LOS by 1.9 to 4.6 days. Successful medication reconciliation is one method of reducing those errors. Medica-

tion Reconciliation is "a formal process of obtaining a complete and accurate list of each patient's current home medications – including name, dosage, frequency, and route- and comparing the physician admission, transfer and/or discharge orders to that list".

- 2007 Nurse Leadership Conference
- 2007 Medicare Boot Camp
- 2007 Residents Reception—Oct 16th



Limited to 100 nurses, this year's conference had 82 nurses register; 30 more than have registered in the past.

2007 Nurse Leadership Conference a Rousing Success

On March 16, 2007 Coastal Carolinas Health Alliance held the 3rd Annual Nurse Leadership Conference at the Country Club of Landfall in Wilmington, N.C. Since the conferences inception in 2005, its mission has been to serve as a forum for today's and tomorrow's nurse leaders of CCHA to interact, exchange ideas, and learn about pertinent issues facing the nursing profession. This year's conference titled, "Mitigating Risks and Creating a Culture of Safety through Effective Communication: What Nurse Leaders Need to Know", may have satisfied that mission more than any other conference in the programs short history. Sponsored by the Chief Nursing Team and McNeary, Inc.; this years conference drew its biggest audience ever. Limited to 100 nurses, this year's conference had 82 nurses register; 30 more than have ever registered in the past. All total 65 nurses were in attendance at the confer-

ence, 13 more than the previous high. Nurses in attendance were treated to a mock trial detailing how nursing may come in to play in a medical malpractice lawsuit and the risk management and patient safety philosophies of Geri H. Amori, Senior Director of the Risk Management and Patient Safety Institute.

Particular made the comment that the conference was the best they had been to the past fourteen years.

CCHA applauds the Chief Nursing Team for putting on such a great conference year after year; we cannot wait to see what 2008 has in store.

Participants Comments

"This conference is the best I have been to the past fourteen years."

"Great educational offering. Relevant to my practice, very informative. Exceeded my expectations on every level"

All those in attendance received 4.75 Education Contact Hours and judging from the evaluations found the conference to be worthwhile. Of the survey respondents, 98% rated the conference Excellent or Good; and one nurse in par-



Medication Reconciliation, continued



The North Carolina Center for Hospital Quality and Patient Safety has joined with The Carolinas Center for Medical Excellence, Coastal Carolinas Health Alliance and the Coastal Area Health Education Center to offer a medication safety performance improvement project. Ten Hospitals were represented at the first Collaborative Learning Session on January 31st and February 1st 2007 – six CCHA and 4 SAHA hospitals. This year long modi-

fied collaborative offers North Carolina Hospitals the opportunity to learn and implement changes necessary to meet the JCAHO 2006-2007 National Patient Safety Goal of *Medication Reconciliation* while implementing changes that support the Institute for Healthcare, 100K lives Campaign, *Prevent Adverse Drug Events*, and make patients safer.



Learning sessions are offered at the beginning and the end of the project with teleconference and individual facility telephone consultations being held throughout the project time line to support team efforts. Data is submitted on the 4th Thursday of the month with a midterm report scheduled for August 2007. The closing learning session will be in February 2008 with a final report in March.

CCHA Business Developments

Coastal Carolinas Health Alliance at the request of the Radiology Directors Team has applied and been given a Institution Provider Number through the American Society of Radiologic Technologists. What does this mean? This means that CCHA will be able to offer Category A, Continuing Education (CE) credit for approved topics. The first scheduled topic is *Project Management: A guide for successful management and completion of projects*, which will be taught by Dr. Mindy Goldsmith from Bladen County Hospital. The Educa-

tion Directors will be working in cooperation in this continued effort.

The Environmental Directors of the Alliance hospitals participated in joint meeting with the Food Service Directors to explore the feasibility of working on a Chemical and Paper initiative together. It is our hopes that this combined effort will result in significant savings in the near future. With the encouragement of the Chief Operations Officers the team will be analyzing the cost effectiveness of environmentally friendly (green) products.

The Facilities Directors have been called to duty. At the request of many of the Directors and the CFO Team, CCHA has organized the Facilities Directors Team. First on the agenda will be the feasibility of a CCHA natural gas agreement. This team is sure to be another strong addition to Mission of CCHA



The Race for Team of the Year is Heating Up

Spurred by the IS Director's win last year, the spirit of cooperation, and the desire to have a positive impact on the communities we serve, CCHA's teams have embarked on several initiatives that promise to make this year's Team of the Year competition one of the most hotly contested ever.

The Chief Nursing Officer's have pulled off yet another successful nurse leadership conference, are looking into addressing the shortage of trained Sexual Assault Nurse Examiners in the region, and are in

the middle of conducting a feasibility study on the sustainability of a mobile simulation lab.

The Operations Team has thrown their full support behind the tobacco free CCHA initiative, are in the very early stages of the possible "A Greener CCHA" initiative to try and lessen our facilities impact on the environment, have encouraged the establishment of Quality Team Facilitator Training and the reestablishment of the Management Training Series, and they are also investigating cost saving initiatives in risk transfer, utilities, and property insur-

ance.

The Cardio-pulmonary Team's ambitions are just as lofty. They are conducting a salary survey for various positions, have organized a joint meeting between the Infection Control, ED, and Cardio-pulmonary Teams to discuss Pandemic Flu preparations, are looking to combine volumes to reduce the cost of medical gases and capital purchases, and have saved member facilities in excess of \$10,000 on Cardio-pulmonary supply purchases over the past year.

Physician Recruiters

This team had their first meeting in February of this year and have started off the year with a bang. The team is preparing for the 2007 CCHA Residents Reception now scheduled for October 16th at the Landfall County Club. The team hopes to boost attendance and in-

crease the recruitment candidates at this the 5th annual Residents Reception. The team is researching the possibility of expanding this event to other Residency Programs in our region as well.

Other initiatives the team plans to pursue is developing a regional Best Practices and Process

Manual. Also, they are negotiating several contracts for physician recruitment services.

The Physician Recruiters team promises to be a very active team and you can expect to hear much more from them in the upcoming months!



2006 Residents Reception

5305 - D Wrightsville Avenue
Wilmington, NC 28403

Phone: 910-332-8019
Fax: 910-332-8042
www.coastalalliance.org

We're on the web:

www.coastalalliance.org



Mission:

Coastal Carolinas Health Alliance (CCHA) is a network of hospitals whose mission is to provide value to its members by facilitating improvement of quality and delivery of healthcare and achievement of operational efficiencies through collaborative efforts.

Vision:

To be the preeminent hospital network characterized



Education Corner / Other Events



Medicare Boot Camp Participants February 2007

The Education Directors continue to be instrumental in bringing new and innovative ideas to increase education compliance and awareness in the region. Many of our member hospitals are participating in an online learning management system. Those hospitals that have participated in the program have seen an increase in education participation and a decrease in cost compared to conventional classroom training. A future CCHA agreement is in the works.

The Education Directors have also taken the initial steps in revitalizing the Management Training Series which took place two years ago. Management Training Series is an interactive program designed to increase basic management/leadership skills for all levels of

management from the newly promoted first time managers to seasoned veterans. This program is sure to give you management skills that can be used as soon as you get back into your office. Initial class date is expected in the third quarter of 2007.

EVENTS

Medicare Boot Camp

Week of July 9th

Place: TBD

Suggested Attendees: Coders, Billing Staff, Business Office Directors, HIM Directors

DVT Awareness Month

Perhaps you noticed posters and educational material on DVT Blood Clots: A National Public Health Crises in your hospitals. March was National

DVT Awareness Month. The CCHA Patient Safety Team members offered to their peers the opportunity to receive information from vendors regarding DVT month for their hospitals. In addition to consumer education information, professionals received sample risk assessment forms, sample surgical and orthopedic specific order forms and other pertinent information regarding DVT Prevention.

CCHA Fairs

Loris on May 2nd

Dosher on May 29th

Duplin on June 21st

Scotland in July date TBD

